

DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: October 14, 2009

Board Item: V-A-16

**Contract with Newton Group, Inc. (dba DigiVoice) for  
Purchase, Training and Installation of a Telephone & Screen Recording System**

Action by Consent

Action

Information

Contract# 12596A

Denver Water's existing call recording system needs to be replaced with more reliable and more capable system. The NICE Perform SMB system has been selected, along with DigiVoice for system implementation and training services. The NICE system will provide telephone call recording and related computer screen recording to support the Customer Call Center as well as the Emergency Services and Load Control operations.

In addition to call and computer screen recording, the NICE system will provide search and playback capabilities using CTI (computer – telephony integration) data such as Agent, Extension, Caller ID, Date, Time, Duration, and type of Call. The NICE solution also includes the Perform Quality Package which gives business users the ability to playback and to evaluate recorded calls using customized on-line evaluation forms. Completed evaluations are stored for subsequent reporting purposes. Quality sampling is accomplished by use of Rules which are determined by the needs of the business units.

Recommendation:

It is recommended the Board approve this contract with Newton Group, Inc. (dba DigiVoice) for the purchase, training and installation of the NICE Perform SMB recording system, at a cost not to exceed \$150,096.00.

**Approvals:**




Chris Dermody,  
Director of Information Technology

Respectfully submitted,



H. J. Barry, Manager

  
Patricia L. Wells,  
General Counsel