



Interim Telephony Deliverables

77.5.5. Telephony, Call Routing, CTI, and IVRU Enhancements to Support the Customer Service Delivery Model – Requirements and Design

The Consistent Answers Requirements Phase is included in the modification of the Consistent Answers Technical Proposal from January 2002. During this interim period, the Consistent Answers Telephony team developed the Release 1.0 Deployment Plan, conducted working sessions with Operating and Delivery Partners, documented Release 1.0 Business and Technical Requirements and drafted the Release 1.0 Detailed Design Document.

Milestones completed during January – April and client deliverables:

- Completed Release 1.0 Deployment Plan
- Completed Release 1.0 Pilot Approach
- Completed Release 1.0 Business and Technical Requirements
- Completed Release 1.0 Detailed Design Document

The Customer Interaction Centers included in Release 1.0 include: Federal Student Aid Information Center (FSAIC), Debt Collection Service Information Center (DCSIC), Direct Loan Servicing Center (DLSC), and Direct Loan Consolidation Center (DLCC). These call centers were included because they are the primary student facing call centers for the “One Number for Students” initiative in Release 1.0.

FSAIC’s Business Overview:

The Federal Student Aid Information Center (FSAIC) processes applicant inquiries and questions related to filing the Free Application for Federal Student Aid (FAFSA) both on paper and on the worldwide web. Additionally, the center processes requests related to the Student Aid Report (SAR) and the Personal Identification Number (PIN); both of which have paper and web-enabled components.

DCSIC’s Service Business Overview:

The Debt Collection Service Information Center (DCSIC) provides responses from the public, financial aid community, and Congressional staff offices regarding defaulted loans held by the U.S. Department of Education. This includes providing borrowers information on repayment options, collection measures, cancellation provisions, and loan discharge.

DLSC’s Service Business Overview:

The Direct Loan Servicing Center provides customer service to both borrowers and schools through the repayment process. These services include providing students with telephone support, loan counseling, processing of entitlements and payments, and ongoing support to schools in delinquent management.

DLCC’s Service Business Overview:

The Direct Loan Consolidation Center can process loan consolidation applications, consult borrowers on the consolidation process, and pay off loans held by previous lender. These services allow a customer to simplify their loan portfolio and process payments in a simplified manner.

The information for this deliverable was compiled from working sessions conducted from February-April 2002. The client (FSA), Operating Partners (NCS Pearson, AFSA, EDS), selected vendors (Vanguard, WorldCom, and iBasis), and the Modernization Partner (Accenture and KPMG) met on several occasions to gather detailed process and requirements information.

Throughout the sessions, Consistent Answers has tracked key design items that require research and joint resolutions from both the Operating Partner and Modernization Partner. Consistent Answers continues to track issues and will document resolutions of the items in eProject.

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Working Session Details

Representatives from FSA, Operating Partners and Modernization Partner participated in the working sessions. In addition, stakeholders across the enterprise (e.g. CIO, AWG, ASG) contributed to the design. The following table provides information about the Release 1.0 working sessions:

Working Session	Dates	Purpose/Accomplishments	Status
FSAIC DCSIC DLSC	03/06/02- 03/07/02	Reviewed Current State & Scripts Defined R1 Call Flows & High-Level Requirements	Complete
FSAIC DCSIC DLSC	03/20/02- 03/21/02	Final discussion of R1 Requirements Open Items Signed-off on R1 Requirements Defined R2 Calls Flows & High-Level Requirements Discussed Technical Requirements for R2-R4	Complete
FSAIC DCSIC DLSC DLCC	04/02/02- 04/04/02	Completed R1 Detailed Design Signed-off on R1 Detailed Design Discussed R2 Requirements Open Issues Discussed Technical Requirements Issues	Complete
FSAIC DCSIC DLSC DLCC	04/17/02	Close Open Issues for R2 Requirements & Technical Requirements Sign-off on R2 Requirements & R2-R4 Technical Requirements	Scheduled
FSAIC DCSIC DLSC DLCC	05/07/02- 05/09/02	Detailed walk-through of R2 Design & Open Issues	Scheduled
FSAIC DCSIC DLSC DLCC	05/16/02	Validate Detailed Processes Provide Siebel Demonstration	Scheduled

The following representatives participated:

FSA

Lisa Doffett
Corwin Jennings
Cathy Power
Deb Wiley

NCS

Adam Berg
Charles Brungardt
Steve Krone

ACS/AFSA

Jim Althaus
Gary Eychner

EDS

Jarvis Davis
Judith Lipscomb
Chuck Priddy

Interim Telephony Deliverables (cont'd)

Documents Delivered

Section Title	CA Team	Summary
Release 1.0 Pilot Approach Document	Telephony	Overall approach for the pilot phase of Release 1.0
Release 1.0 Deployment Plan Document	Telephony	This plan describes the process for moving from design into production.
Release 1.0 Requirements	Telephony	List of requirements for Release 1.0.
Release 1.0 Detailed Design Document	Telephony	This document provides the design for the implementation of the "One Number for Students" solution for FSA.

Consistent Answers Next Steps:

- Obtain Sign-off on Requirements and Design
- Begin Build