



Consistent Answers Release 1.0 Deployment Plan

April 2002



Consistent Answers Release 1.0 Detailed Design Document

April 2002



Consistent Answers Release 1.0 Requirements

April 2002



Consistent Answers Release 1.0 Pilot Approach

April 2002



Summary and Objectives

Deliverable Objective:

The following document depicts the detailed design for Release 1.0. The document provides the design for the implementation of the “One Number for Students” initiative for FSA. The design is based on requirements developed by key stakeholders including FSA, Operating Partners, WorldCom, iBasis, Vanguard and the Consistent Answers Telephony Team.

Release 1.0 provides centralized menu prompter to improve call routing and enhance customer access. It also provides a foundation for future releases to build intelligent call routing, improve self-service and establish a consistent customer experience.

Detailed Design Document:

The attached document covers the following:

- Introduction
- Objectives and Scope of Release 1.0
- Overall Architecture
- Detailed Scripting Design
- Detailed Routing and Network Design
- Reporting Design
- Technical Architecture
- Business Continuity Plan
- Training



Requirements Matrix Details

Deliverable Objective:

The following document depicts the requirements for Release 1.0 gathered by FSA, Operating Partners and Modernization Partner. This document also highlights the business and technical requirements according to functionality. Open and closed issues are also listed with in the document.

Release 1.0 Requirements:

The attached document covers the following:

- 800 Number Consolidation
- Network Prompter Announcements and Functionality
- Network Prompter Main Menu Functions
- Operating Partner Equipment, Software, and Hardware Changes
- Call Flow Routing
- Call Handling
- Communication



Summary and Objectives

Deliverable Objective:

The following document depicts the deployment plan for Release 1.0. The deployment plan will ensure a smooth transition for customers and Operating Partners through program management procedures, a Release 1.0 schedule with key requirements, regular working sessions with Operating Partners, Vendors, and appointed FSA representatives, a pilot plan, and a go-live plan.

Deployment Plan:

The attached document covers the following:

- Overview
- Release 1.0 Schedule
- Program Management
- Status Reports
- Issues Management
- Marketing and Publications
- Requirements and Design
- Training
- Pilot with Go/No-Go Metrics
- Go-Live Plan



Summary and Objectives

Deliverable Objective:

The following document depicts the pilot approach for Release 1.0. The objectives of the pilot approach include:

- Test centralized menu and scripting with sample of calls in production environment
- Test deployment processes (e.g., training, on-site support)
- Ensure critical call center and customer metrics are not negatively impacted
- Optimize default call routing rules prior to full implementation]

Pilot Approach:

The attached document covers the following:

- Release 1.0 Milestones
- Pilot Sample Size
- Pilot Duration
- Customer Service Representative (CSR) Pilot Participants
- Pilot Call Routing Approach
- Pilot Metrics
- Baseline Validation
- Pilot Check Points
- Go/No-Go Decision
- Pilot Schedule