### Cabinet for Health and Family Services (CHFS) Standards:

**Category: 7000 Access Domain**

**7435** **Computer and Telephone Integration (CTI) Systems**

**Definition:**

As per COT #7435:

*Computer and Telephone Integration (CTI) Systems allow interactions on a telephone and a computer to be integrated or coordinated.*

**Rationale:**

As perCOT #7435:

*Because of the cost and complexity of installing CTI applications, it is important to follow a few guidelines to ensure proper results with minimal impact upon callers. CTI systems are usually highly customized applications to perform a specific function for a call center. Because of their complexity, these systems are often outsourced.*

**Approved Standards:**

As perCOT #7435:

*All implementation and usage of CTI systems must adhere to the following, minimum acceptable standard. This standard represents acceptable usage and should not adversely affect technology costs.*

*Adherence to this standard is expected regardless of specific products installed.*

*• Equipment currently in place can continue to be used and maintained. When it has reached the end of its useful life and the cost of repair or upgrade exceeds its value, replacement should be considered.*

*• Some CTI applications can be very proprietary, requiring specialized equipment and telephones. These systems must be avoided in favor of “open” systems and architectures that can function with Web interfaces and other newer technologies that may become available.*

*• CTI systems must be compliant with existing database standards as defined in the Commonwealth of Kentucky IT Enterprise Architecture and Standards documents.*

*• Sensitivity and security need to be considered when phrasing the questions and gathering the data during one of these sessions. The data collected and stored in a database must adhere to existing security and privacy standards adopted by the Commonwealth. (Reference Web site: Chief Information Security Officer - Services)*

*• When these systems are used to conduct e-Business by buying products, authorizing payments, etc., care should be taken as it relates to security and privacy issues. (Reference COT Standard #5515 “Secure Transport”.)*

*• Adherence to all ADA requirements will be required for the use of special devices such as the TTY/TDD.*

**COT Product List (for our reference as we review and update) as of 6/17/2015:**

As perCOT #7435:

* Alcatel-Lucent
* Avaya

**Approved Product(s):**

* CHFS engages Conduent to provide Contact Center as a Service (CCaaS) technology platform with following products to support contact center operations
  + Telephony including IVR & ACD : Genesys PureConnect & Genesys PureCloud
  + Customer Relationship Manager (CRM) : Oracle Service Cloud RightNow
  + Workforce Management : NICE-IEX
  + Real Time Reporting : Power BI

**Justification/Comments:**

As perCOT #7435

**Exceptions:**

Any exceptions to this standard must follow the procedures established in CHFS IT Policy #070.203.

**Review Cycle:**

Annually

**Timeline:**

Last reviewed: 9/11/23

Next review: 6/1/24

**Cross Reference**

COT Standard #7435 Computer and Telephone Integration (CTI) Systems

COT Standard #5515 Secure Transport

**Link to all COT Software Domain Standards:**

[KITS\_Report.pdf (ky.gov)](https://cgp.ky.gov/sites/COTPUBDOCS/Standards/KITS_Report.pdf)

**Link to all CHFS IT Standards:**

[CHFS IT Standards - Cabinet for Health and Family Services (ky.gov)](https://chfs.ky.gov/agencies/os/oats/Pages/itstandards.aspx)

**Link to all CHFS IT Policies:**

[CHFS IT Policies - Cabinet for Health and Family Services (ky.gov)](https://chfs.ky.gov/agencies/os/oats/Pages/ITpolicies.aspx)