A CUSTOMER-FIRST FOCUS FOR A VOICE MIGRATION

Iowa Department of Inspections, Appeals, and Licensing (DIAL)

CONTACT US ✉

ICN's dedicated staff were there to exceed customer expectations.

AT A GLANCE

Solutions Now in Place

- One Phone Number For All Services
- Implement Accessible Virtual Seat Solution
- Coordinate Phone Tree Calling Structure
- Replace and Secure Cable Patch Panel

CUSTOMER NEEDS

With the State Alignment underway, the newly formed Iowa Department of Inspections, Appeals, and Licensing (DIAL), was moving offices to 6200 Park Avenue. The department now includes 36 license boards, 8 divisions, and 4 already established agencies that are now considered new units.

The goal was for Iowans to only call 515-281-DIAL to access any of the DIAL services.

SOLUTION

The plan was for the ICN to merge the voice communications into a single platform. As part of the realignment, DIAL moved all employee lines to a virtual Voice solution, relocate the infrastructure, and completely revamp their call center.

> "ICN staff made all the difference. They were available, persistent, and looked ahead to make sure our needs were met and our staff was up and running."
>
> **Aaron Staker** Senior IT Project Manager, DIAL

TEAM FOCUSED

Structured Cabling Team

This team gutted and replaced a patch panel and re-terminated two sets of over 400 existing cables to the new patch panel. They repaired at least 16 Cat6 cables that were discovered to have been cut in the ceiling.

Business Services Team

Moved 300 users to virtual seats, migrated fax lines, and configured a new calling structure. ICN and DIAL employees worked together to coordinate one of the most complex, all encompassing, agency phone trees, which included reworking over a dozen auto attendants.

- An auto attendant functions as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to a name or extension.

Collaboration

Both agencies collaborated to create an extensive calling structure. Iowans only need to call 515-281-DIAL to access any of the DIAL services.

IOWA ™ **Iowa Communications Network**