



CUSTOMEREXPERIENCEMANAGEMENT

CASE STUDY

Client: Katy ISD Police Department

Integration: Cisco Call Manager

OPPORTUNITY

Katy Independent School District, an extensive school district in the Houston metropolitan area, required a call recording solution for their recently installed Cisco Call Manager communication platform. Katy ISD includes over 50 campuses serving more than 40,000 students. The safety of students and teachers is protected by the Katy ISD Police Department consisting of over twenty officers and a SWAT team.

A recording solution was mandated by the Katy ISD Police Chief to record all inbound requests for emergency assistance. Additionally, it was imperative that outbound communications to officers in the field be recorded as well. It is critical to Katy ISD to preserve these communications to verify and confirm information exchanged in a stressful environment.

SOLUTION

Katy ISD turned to Co-nexus, Inc. for a recording solution. Co-nexus recommended its CXM software application. The CXM recording software was loaded by Co-nexus on Dell servers and connected to the Cisco Call Manager. Recording of the phone conversation is performed at the network layer by collecting the Voice over IP packets associated with each phone call. These IP packets are indexed with call detail information, compressed and stored on the CXM server. Recordings are accessed with a PC standard web browser and replayed in a native WAV format that can be easily transmitted via email.

RESULTS

Using Co-nexus CXM Katy ISD is now empowered with the capability to instantly retrieve any police related phone conversation and review the information exchanged for accuracy and training. According to Jim Blackwell, from the Katy ISD technology department, "the Co-nexus CXM platform was selected from a group of recording solutions because its design and functionality was most closely aligned with the policies and procedures of Katy ISD. Specifically, CXM is a cost effective solution installed in the server room that utilizes a web browser client interface instead of a proprietary desktop application. This design minimizes disruptions in its implementation and its ongoing support."



For more information on CXM products, contact your representative at 866.400.4CXM.

www.4cxm.com