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Zoom Transition Plan

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Benefits of Zoom Integration

1. Global Points of Presence: Zoom ensures high audio quality by leveraging its extensive global points of presence.
2. Advanced IVR Tools: Zoom offers advanced Interactive Voice Response (IVR) tools, allowing for customized greeting messages and integrations such as robotic process automation (e.g., chatbots).
3. AI Technology: Zoom's AI technology enables transcription of calls, enhancing the accessibility and review of communication.

Quality Assurance Integration

Zoom integrates seamlessly with our quality assurance software, Odyssey CX. This integration allows us to score 100% of every call and provide comprehensive customer journey mapping. Assessments are updated hourly, enabling us to flag customers who had a negative experience and share this information via ticket integrations or direct email. This proactive approach ensures a real-time pulse on the customer experience.

Transition Timeline

- Weeks 1-3:
 - Migration and Testing: Migrate all IVRs, perform extensive testing, and integrate with the ticketing system.
 - Outage Announcement Systems: Set up outage announcement systems to inform users of any service disruptions.
 - Reporting Validation: Validate the capability to generate various reports, including roll call records and reports meeting hospitality brand requirements.
 - Rollback Setup: Establish rollback procedures to ensure a seamless transition in case of any issues.
- Weeks 4-5:
 - Final Testing: Conduct comprehensive testing to ensure system stability and performance.
 - Cutover: Execute the final cutover to Zoom, with a tentative date set for August 22nd.

This structured approach ensures a smooth transition to Zoom while maintaining high service quality and customer satisfaction.