# City of Richmond

## USING THE XMU+ FOR ACD AND INFORMATION LINES



**Problem:**

The City of Richmond, British Columbia, had six different applications that required call processing, ACD, audiotex, auto attendant and music-on-hold. They had an existing Interalia XMU system and decided to upgrade it to an XMU+ so they could provide better service to Richmond residents.

**Solution:**

After a couple of weeks of planning, the City of Richmond upgraded their existing XMU system to a XMU+ with 32 ports. The XMU+ co-exists with the City's Nortel Meridian 61C and Callpilot voicemail system, providing ACD, call processing, audiotex, auto attendant and music-on- hold for a variety of applications including:

**1. Course Booking Information and Registration:** The XMU+ answers the "Book-It" line and provides call processing and an interface to the City IVR.  This allows residents to register for city courses over the phone.

**2. Swimming Pool "Watermania" Information:** Residents call one number for swimming pool times, locations, classes etc. The XMU+ answers the call then provides audiotex information and finally directs callers to the appropriate department. The pool staff even change their own messages on the XMU+.

**3. Gateway Theatre Box Office Line:**

When residents call the Gateway Theater box office the XMU+ provides information on show times, dates, what's playing and more. It even transfers callers to a live box office agent if required. The box office staff even update messages on the XMU+ themselves.

**4. Fire Hall Voicemail Backup:**

The XMU+ provides backup for the existing City of Richmond Fire Department voicemail system. So if the voicemail system is down, they can still access the fire hall staff.

**5. RCMP Non-Emergency Line:**

The XMU+ answers the City of Richmond non-emergency line and transfers all calls to the appropriate City department.

**6. Answers Incoming Calls For City Departments:** The XMU+ answers many of the incoming calls into City Hall then transfers callers to the appropriate departments such as the Tax Department, IT Department or the ACD queue. It also provides a variety of "Please Hold" messages and general information.

**Benefits:**

The XMU+ has enabled the City of Richmond to improve the level of service they offer residents. They can now affordably deliver a lot of information to the public, and allow departments to record or update their own messages. Since the XMU+ provides information and transfers callers, it has reduced staff workload allowing live agents to spend more time helping callers and providing better customer service. The City likes the XMU+ because it is easy to use, has a friendly interface and makes it easy to record messages.

**City of Richmond:**

The City of Richmond is located on Canada's Pacific Coast in the province of British Columbia. Richmond is a unique island city, located in close proximity to downtown Vancouver and the U.S. border. It is comprised of a series of 17 islands in the mouth of the Fraser River.  With a population of over 168,000 people, Richmond is a growing dynamic urban centre with a unique mix of residential, and commercial property, agricultural lands, industrial parks, waterways and natural areas.

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