PTP QUALIFICATIONS

PTP has been deploying Genesys platforms for over 6 years and became a Genesys reseller as a direct result of our customers requesting turnkey solutions. PTP brings a depth of experience across all Genesys solutions, insuring the goals of the AWI project will be met and exceeded. Our team holds over 15 Genesys certifications and we are often called upon by Genesys Professional Services to solve the tough problems that can crop up on complex implementations. PTP is now one of the largest independently owned Contact Center services organizations in the US and is continuing to grow. Having evolved out of the Government Systems Integration business PTP brings a unique blend of front and back office integration experience and expertise to its clients.

PTP's focus on customer support and responsiveness has led to very high levels of customer satisfaction. Through our experience we have developed a proven methodology for successful implementation. PTP recognizes that our success is entirely driven by our clients' success, and therefore we put our clients' interests first. PTP distinguishes itself from our competition by:

> Providing handcrafted solutions at competitive prices

That is, we take the time to learn our clients' business objectives, understand the specific goals for the project, and create a client-specific solution to maximize delivered value.

For example, PTP implemented one of the largest and most successful SIP implementations in North America for the California Department of Child Support Services. In this deployment we created a centralized virtual call center for 59 disparate offices, established the routing strategies based on business rules and provided comprehensive reporting capabilities. Specifically the SIP Server solution integrated 59 disparate call centers with the full Genesys suite including: CIM, SIP Server, GVP, GAD, CCP, CCA and a Bilingual Speech-enabled IVR application. The self-service IVR and skills based routing solution provides screen pop of a custom browser based CRM application. The solution used an ActiveX control within Genesys Agent Desktop (GAD) to grab the attached data and pull up the caller's account by sending the appropriate URL to the browser running the CRM application. This screen pop component is similar to the way we will integrate with uFACTS for AWI. We also did a similar effort the California Department of Justice where we developed a Genesys skills based routing solution, which pops caller information on a custom windows based thick client.

IVR is another key component of the AWI application and a core competency for PTP. We have deployed numerous systems using speech recognition, touchtone or both for many companies including Apple Computer, Yahoo, and the State of California.

Sample implementations include the University of Pittsburg Medical Center where we replaced a Nuance SpeechPAKS application with a custom IVR application with tight integration into a sophisticated Skills Based Routing solution, and Screen POP for several of the healthcare lines of business. The solution incorporated Genesys CIM, SIP Server, GVP, GAD, CCP, CCA and Infomart. The IVR applications included Claims Status, Eligibility Status, ID card reorder and PCP Selection.

For the California Department of Real Estate we implemented a self-service IVR (GVP) and skills based routing (CIM) solution, which provides screen pop of a custom thick client (PowerBuilder) based CRM

application. The solution used an ActiveX control within Genesys Agent Desktop to grab the attached data and pull up the caller's account by sending windows messages to the PowerBuilder application.

> *"PTP's approach to our call center solution has been a collaborative effort bringing together the right technologies and expertise during the various project phases. PTP's understanding of the complexities of call center components, standards, natural language, and human interfaces is essential to our project success. PTP's quality of work reflects their high professional standards, they effectively communicate the goals and interplay of ideas and concepts, they can be relied upon to meet schedules and deadlines, and they effectively blend management skills with technical expertise."*
>
> *Barbara Bigby*
> *CIO, CA Department of Real Estate*

Lastly, it is critical to note that PTP brings a depth and breadth of industry knowledge that extends beyond the Genesys solution into an overall systems integrator who understands the needs and challenges facing contact centers today. We can implement and support your requested objectives as well as provide ongoing consultation as needed. We look forward to collaborating closely AWI and are completely committed to your success.

Additional Client Applications:

- **Thomson Reuters.** Developed a routing application to support screen pop with customer information for both inbound and outbound calls using a customized a Siebel desktop. This was built using Genesys CIM, GVP, GAD and reporting.

- **Yahoo!** Implemented InfoMart 7.6 and Interactive Insights 7.6 (which includes Business Objects Enterprise). In addition to using the standard reports that come with Interactive Insights, we developed a custom report for Yahoo! for Outbound dialing. This reporting runs on the full Genesys suite of CIM, SIP Server, GVP, GAD as well as Virtual hold.

- **California Department of Motor Vehicles**. Deployed CCPulse and CC Analyzer on top of GVP.

- **California Franchise Tax Board.** We are deploying WFM on top of the full Genesys suite.

- **California CalPERS.** We are providing maintenance services on full Genesys suite.

- **Sacramento Municipal Utility District.** We are providing design and consulting of strategic roadmap for conversion to IP contact center from current Genesys TDM version.

- **Apple Computer.** Development of highly personalized Genesys GVP self serve rice applications fusing Speech Recognition integrated to the Apple knowledge base for iPod support

- **Las Vegas Valley Water District.** Developed a self service IVR application (GVP) that pops the customer account information on the agents desktop using Genesys CTI.

Genesys Acronyms

Customer Interaction Management (CIM) Platform captures, processes, routes and reports on the entire lifecycle of customer interactions

Genesys Agent Desktop (GAD) fully supports all inbound, callback, and outbound voice, and multimedia interactions, including chat, collaboration, and e-mail. For voice interactions

PTP Qualifications

Genesys Routing Core routing capabilities offered through the Genesys Customer Interaction Management Platform include:

- Data-driven Routing
- Skills-based (agent-profile)
- Agent-level (last agent/relationship-based)
- Service level
- Agent Capacity
- Interaction life-cycle management
- Multimedia
- Predictive Routing
- Multi-site/Virtual Contact Center
- Business Priority Routing
- Cost Based Routing

Genesys Voice Platform (GVP) is an advanced, software-only Interactive Voice Response product used for self service applications

CCPulse+ is a desktop-level reporting application that provides real-time and historical views of contact center operations via a graphical user interface

Contact Center Analyzer is an enterprise-class historical reporting solution. It relies on the functional power of the business intelligence application suite designed by Hyperion Solutions to generate reports from the data available in the Solution Reporting Data Mart and deliver them to end users across the enterprise network.

The Genesys SIP Solution is an open-standard IP infrastructure that reduces costs, improves performance, increases flexibility, and improves management control. This software integrates with any SIP-enabled IP infrastructure and applications to provide functionality for voice and other communication channels without proprietary requirements. It creates a single virtual pool of resources in the contact center, back office, and remote locations to simplify administration and the addition of staff during peak times.

Genesys Workforce Management (WFM) provides the planning, forecasting, scheduling and analysis tools managers need to align their workforce strategy with their critical business objectives.

Name	**Travis Leith**
Title	Senior Technical Architect
Experience	18 Years
Summary	Travis has over 18 years of experience as a technical architect and software engineer. With an ability to communicate effectively with clients and partners at all levels he has participated in all phases of the project including sales, requirements, design, development, implementation and support. He holds an undergraduate degree in computer science and a master's degree in software engineering.

He is a certified Genesys professional consultant for inbound voice, GVP and SIP Server and a developer for routing. As a trusted and proven professional and with his expertise with the Genesys product suite he has been pivotal in the design, architecture and implementation of several small to large scale Genesys projects. Including all aspects from voice self service to intelligent call routing to reporting.

- California Enterprise Customer Service Solution (ECSS) Project – Lead Architect and Engineer
- Statewide IVR implemented on GVP IPCS and skills based routing for 59 state and county contact centers. Media gateway for converting TDM traffic into VoIP for all backend components including Genesys Framework, SIP Server and Genesys Agent Desktop for screen pop. Real-time and historical reporting and outbound dialing also implemented.
- California Department of Real Estate (DRE) Project – Lead Architect and Engineer
- Hosted solution with Qwest Communications. Genesys Agent Desktop, real-time and historical reporting implemented on premise. Architected the solution for DRE including skills based routing.
- Sun Microsystems GVP Lab Project – Lead Architect and Engineer
- Design and build new GVP server for Sun as an IVR in-front model. Installed, configured and integrated the Dialogic interface to the Sun switch. Setup GVP VCS and I-Server for transferring calls between GVP and the switch using ISCC.

Additionally, Travis has worked on several software development projects in both private and public sectors. These projects have also ranged in size from small to large scale and include some worldwide applications.

- Hewlett Packard Worldwide Logistics Project – Lead Architect and Engineer
- HealthNet Health Care Management System Project – Senior Software Engineer
- California Board of Equalization Project – Team Lead and Software Engineer
- California Child Support System Project – Software Engineer

Name	**Pete Libis**
Title	Senior Solution Architect
Experience	26 Years
Summary	With over 26 years of experience in technical architecture and engineering, Pete is experienced in every phase of system implementation, from requirements through deployment and maintenance. Prior to joining PTP, Pete served in various engineering and architecture roles at Intel. For the last 15 years he has been working on Contact Center related projects, with extensive experience architecting and implementing solutions using the full Genesys product suite with integration into many CRM, telephony and backend systems.

At Intel, Pete was responsible for the architecture and implementation of their Genesys based Contact Center solutions. In this role he worked on many projects defining requirements, designing the hardware and software architecture, and leading the implementation effort in a hands-on role.

Pete is a Genesys Certified Professional, System Consultant, Inbound Voice for versions 6 and 7.

Relevant projects that Pete has worked on include:

- CA Department of Justice – Genesys Architect and Engineer (Hosted Platform)
- CA Department of Real Estate Contact Center Project – Architect and Engineer
- Intel Mobile Clinical Assistant – Architect for Customer Implementations
- Intel Multi-media Contact Center Project – Lead Architect and Engineer
- Intel Genesys IVR/CTI Upgrade Project – Lead Architect and Engineer
- Intel Genesys Upgrade Project – Lead Architect and Engineer
- Intel Genesys Operations Handover – Manager and Lead Engineer
- Intel Work Force Management and Call Recording Project – Lead Architect
- Intel Contact Center Roadmap Project – Lead Architect and Analyst
- Intel Intelligent Contact Processing (ICP) Infrastructure Project – Lead Architect and Engineer
- Intel Flash Telecom Applications – Lead Analyst
- Intel CTI/Remedy Integration Project – Lead Architect and Engineer
- Intel IVR/CTI Integration Project – Lead Architect and Engineer
- Intel Unified Messaging Project – Lead Architect and Analyst
- Intel Video ACD Project – Lead Architect

Name	**Andy Middleton**
Title	Senior Developer
Experience	12 Years
Experience	A consultant with over 12 years of experience in professional services and over 10 years of experience implementing large-scale enterprise systems within the contact center. An expert in various contact center solutions and technologies including computer telephony integration (CTI), intelligent call routing, Interactive Voice Response (IVR), and Automatic Speech Recognition (ASR).

Experience as a developer, technical architect, and technical project manager throughout the system development lifecycle from requirements and design through deployment and maintenance. As a developer and technical architect, he's designed and developed numerous applications for the Java Platform Enterprise Edition, Microsoft .NET Framework, and other platforms using various technologies. As a technical project manager, he's coordinated and planned various activities, led development efforts, and provided technical guidance and oversight.

With open technologies in mind, he has been developing IVR applications in VoiceXML since its inception and implemented many IVR application on the Intervoice platform. As a technical architect and developer, he has integrated to numerous database and host systems, and a variety of telephony environments and systems, including the Genesys Framework and related products.

Andy is a Certified Genesys Professional and Certified VoiceXML Application Developer.

Below is a list of projects Andy has worked on:

- Blue Shield of California IVR Project – Technical Architect
- California Department of Real Estate IVR/ACD Project – Technical Architect
- University of Pittsburgh Medical Center (UPMC) IVR Project – Senior Developer
- Toyota Financial Services IVR Upgrade Project – Senior Developer
- California Child Support Automation System (CCSAS) Project - IVR Architect
- PayPal Mobile Project - Speech and IVR Technical Specialist
- Marriot Rewards and Gift Card Project - Lead Developer
- Microsoft Automated Product Activation Project - Lead Developer
- America First Credit Union Speaker Verification Project – Technical Project Manager
- Virgin Mobile Self-Service Project – Speech and IVR Technical Specialist

	- Citibank (Banamex USA) Banking and Card Activation Projects - Developer - Bidwell & Company Voice Trading System Project – Developer - E*Trade Telemaster and OptionsLink Project – Developer

Name	**Shane Smith**
Title	Senior IVR Developer
Experience	15 years
Summary	Shane has 15 years in IT with over 6 years in the call center solutions industry. Shane has developed deep expertise in IVR systems and is a VoiceXML Forum certified developer and specializes in VoiceXML and open standards based IVR self-service designs. Shane also has experience in server-side scripting languages, databases, web servers, routing and switching, telephony, and network security.

Over the past 6 years, Shane has designed and maintained large-scale enterprise IVR platforms for deployments averaging 18 million calls per year. He has architected IVR self service frameworks to rapidly deploy and easily maintain self-service IVR applications. In his roles Shane has designed, developed, and maintained IVR applications using web technologies featuring VoiceXML, CCXML, and CallXML driven telephony scripting.

Shane's experience includes training and mentoring teams of web designers in VoiceXML and IVR best practices. He has designed, developed, and maintained IVR monitoring and troubleshooting applications, to ensure high availability and continuous uptime of backend servers and services.

Shane has passed the VoiceXML Application Developer Certification exam administered by the VoiceXML Forum.

Below is a list of projects Shane has worked on:

- California Department of Real Estate IVR/ACD Project – IVR Developer
- Las Vegas Valley Water District Hosted IVR Project – IVR Developer
- Blue Shield of California IVR Project – IVR Developer
- Toyota Financial Services IVR Upgrade Project – IVR Developer
- California Child Support Automation System (CCSAS) Project - IVR Developer
- Blue Cross Blue Shield of Illinois/Texas/New Mexico Member Benefits & Claims – IVR Developer
- Blue Cross Blue Shield of Illinois Group Change and Card Request
- Blue Cross Blue Shield IVR framework
- Blue Cross Blue Shield Provider Benefits
- Pepsi "You Rule the Road" Sweepstakes – IVR Developer

Name	Helen VanScoy
Title	Senior Voice User Interface Designer
Experience	12 Years
Summary	Helen has over 12 years of experience in the Speech and IVR industry, with a focus on human factors and usability. A linguist by education, Helen is fully bilingual in English and Spanish, and she has leveraged her knowledge of phonetics, phonology, and sociolinguistics in her designs, contributing to her understanding of human-computer interaction. She has a knowledge and understanding of the Spanish language and culture, both from having lived in Spanish-speaking countries and studying Spanish language and linguistics; this contributes to her fully localized Spanish-language UI designs.
	Before joining the PTP Call Center Solutions practice, she worked as a Senior User Interface Designer at ScanSoft (formerly SpeechWorks) and in the speech group at TRI, the research and development organization at SBC. Her specialty is speech and DTMF IVR user interface design with a focus in human factors. Helen has 7 years of experience designing, tuning, and testing automated speech recognition telephony systems.
	Helen has served as the Lead UI Designer on monolingual and bilingual projects for many large scale IVR projects, including:
	- Virgin Mobile USA, where she was responsible for the creation and design of cutting-edge speech IVR personas in English and Spanish to further the hip, youthful Virgin Mobile brand - MSN, for whom she designed their first speech call router in both English and Spanish for improved customer service and increased accuracy in call routing - CalPERS, where she designed numerous speech applications for various business divisions within the CalPERS call center as part of CalPERS's effort to improve customer service - PayPal in Europe and the US, where she created touch-tone and speech systems to improve the level of customer satisfaction and increase call routing accuracy
	In addition to the projects noted above Helen has also worked on:
	- California Child Support Automation System (CCSAS) Project – User Interface Designer - Blue Shield of California Call Router and Self-Service Applications – User Interface Designer - United Airlines Telephone Speech Application – User Interface Designer

PTP Qualifications

	• Citibank/California Commerce Bank Projects – User Interface Designer • Microsoft DTMF Replacement Project – User Interface Designer

Name	**Steve Brix**
Title	Project Manager, PMP
Experience	20 years
Experience	Steve has over 20 years experience in technical management. He joined the contact center business in 2004 and holds a BS degree in Electrical Engineering and PMP certification from the Project Management Institute. Before joining PTP, he worked as a senior project manager for Nuance Communications.
	Steve has broad technical management experience, which provides him a unique perspective and facilitates his ability to tailor strategies to the needs of specific clients. He has managed geographically dispersed projects including global development and has managed projects for industries such as utilities, automotive, hospitality, insurance, healthcare, entertainment, aerospace, retail and enterprise software.
	Steve has extensive experience managing large-scale multi-million dollar projects with an emphasis on project and software development life cycle management. A few of his clients include:
	- Microsoft - Ticketmaster - Marriot hotels - Pacific Gas and Electric - Qwest communications - Kaiser Permanente - Amerigroup Healthcare - Medco healthcare - VSP (Vision Service Plan) - Simplex healthcare - Office of Attorney General (Texas) - Snap-on - Franklin Templeton Investments

Name	**Donna Blesi**
Title	Senior Project Manager, Contact Center Solutions
Experience	25 Years
Summary	Donna is a call center expert with 25 years of successful experience in the communication platform arena which utilizes Computer Telephony Integration (CTI) technology to integrate IVR technologies, Automatic Call Distributor (ACD) call management software and desktop applications. As a senior IT/Telecommunications professional, Donna has extensive hands on experience in project management and implementation of contact center solutions. She has demonstrated in-depth knowledge in IVR and CTI solutions, having recently successfully implemented these call center technologies in large, distributed call centers. In her previous role, Donna served as the Technical Project Manager for the California Department of Child Support Services Enterprise Customer Service Solution effort. In this role, she was responsible for defining the requirements and architecting a centralized solution to implement: • A state wide IVR application for self service and call routing • Skills based call routing to the 59 state and county contact centers • CTI screen pop • Statewide and county level reporting • Statewide quality monitoring • Outbound dialing IVR application to alert delinquent parents Additionally, Donna has worked in the following roles: • Senior Project Manager: CalPERS Call Center Project • Senior Project Manager: Nortel Networks • Senior Data Engineer: California Department Of General Services Telecommunication Project • Technical Advisor: California Department Of General Services 911 Project • Telecommunications Analyst: Contra Costa County Criminal Justice Project