



Statewide Hosted Contact Center Standard

Introduction

Contact centers provide a centralized way for the citizens of Oklahoma to request assistance with state services. Citizens may access the contact center via voice, chat, email, SMS or social media.

Purpose

This document establishes the standard for the Statewide Hosted Contact Center.

Standard

The statewide standard for contact center providers is AWS Connect.

AWS Connect is a cloud-based contact center service that manages customer interactions across various channels, including:

- Voice: manage inbound and outbound calls.
- Chat: offer real-time chat support to customers.
- Email: handle customer inquiries and requests through email.

Available Features within this Standard:

- Omnichannel routing.
- Interactive voice response (IVR).
- Skills-based routing.
- Automatic call distribution (ACD).
- Real-time monitoring.
- Reporting and analytics.
- Agent workspace.
- Scalability.
- FedRAMP security compliance.

Compliance

This standard shall take effect upon publication and is made pursuant to Title 62 O.S. §§ 34.11.1 and 34.12 and Title 62 O.S. § 35.8. OMES IS may amend and publish the amended standards policies and standards at any time. Compliance is expected with all published policies and standards, and any published amendments thereof. Employees found in violation of this standard may be subject to disciplinary action, up to and including termination.

Rationale

To coordinate and require central approval of state agency information technology purchases and projects to enable the chief information officer to assess the needs and capabilities of state agencies as well as streamline and consolidate systems to ensure that the state delivers essential public services to its citizens in the most efficient manner at the lowest possible cost to taxpayers.

Revision history

This standard is subject to periodic review to ensure relevancy.

Effective date: 04/04/2022	Review cycle: Annual
Last revised: 09/09/2025	Last reviewed: 09/09/2025
Approved by: Dan Cronin, Chief Information Officer	