



**PUBLIC REQUEST TO ADDRESS
THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

HILDA L. SOLIS
HOLLY J. MITCHELL
LINDSEY P. HORVATH
JANICE HAHN
KATHRYN BARGER

Correspondence Received

The following individuals submitted comments on agenda item:				
Agenda #	Relate To	Position	Name	Comments
27.		Oppose	Monisha Parker	<p>Dear Board of Supervisors,</p> <p>I am writing to propose a selection of cloud-based call center systems that would enhance the operational efficiency of the Treasurer and Tax Collector department. While affordability is a crucial factor in our decision-making process, we must also emphasize functionality, security, and compliance with applicable regulations. Here are several reliable and cost-effective regulations that are well-suited for government use:</p> <ol style="list-style-type: none"> 1. RingCentral: This platform provides a comprehensive VoIP service with robust call center features. With various pricing tiers, it is suitable for diverse budgets while maintaining high-quality services. 2. Nextiva: Known for its competitive pricing, Nextiva combines essential features like VoIP, call routing, and analytics, making it an excellent choice for smaller departments. 3. Grasshopper: Primarily designed for small businesses, Grasshopper offers budget-friendly plans that can effectively meet the basic call management needs of a government department. 4. Freshcaller (by Freshworks): This cost-effective solution is tailored for small to medium-sized businesses and has a flexible pricing structure that scales as our needs develop. 5. 8x8: Offering a wide range of communication services, including call center functionalities, 8x8 provides various plans that cater to different organizational requirements at competitive prices. 6. Zendesk Talk: If we utilize Zendesk for support tickets already, Zendesk Talk would be an excellent addition. Its seamless integration with other Zendesk services, along with scalable pricing, makes it a suitable choice. 7. Dialpad: This all-in-one platform combines voice, video, and messaging, offering reasonable pricing for small to medium operations while ensuring an intuitive user experience. 8. Aircall: With its user-friendly interface and compatibility with various CRM systems, Aircall streamlines customer interactions, making it an appealing option for our department. <p>As we consider these solutions, I recommend that we evaluate the specific needs and expected call volume of our department to ensure the chosen system is adequately equipped. Moreover, it is vital to seek a solution that</p>

				<p>offers flexibility and scalability, ensuring it can grow alongside our operational demands. Compliance with government regulations regarding data security and privacy must be prioritized, and I encourage the team to take advantage of free trials or demos to assess user interface and technical support capabilities.</p> <p>Lastly, it would be prudent to reach out directly to these vendors to inquire about any government discounts or special offers they may provide, further enhancing our cost-efficiency.</p> <p>Thank you for your attention to this important matter. Sincerely, Monisha Parker</p>
		Item Total	1	
Grand Total			1	