



Project Overview Statement

Executive Summary

Project Title: VoIP Call Center
Project ID: 196 (old #14)
Last Updated: 6/23/2007
Project Leader: Lorana Sheffield
Department: Information Technology
Executive Sponsor: Frank Sandmaier

PROJECT BUSINESS CASE

Project Overview
Implementation of VoIP Call Center
Business Goals
To be able to take advantage of the technology available to a VoIP Call Center
Success Factors
Success will be accomplished with the help of NEC and completion of the Call Center in specific Student goal oriented areas.