

Telephony Services

WaTech currently provides enterprise-grade telephony solutions through a combination of Private Branch Exchange (PBX) systems, Microsoft Teams, Long Distance, Avaya call Centers, Interactive Voice Response (IVR) and Amazon Web Services (AWS) Connect.

PBX systems

PBX systems are robust, network-based telephone platforms designed for large-scale organizational communication. Delivered primarily via Voice over Internet Protocol (VoIP) and shared infrastructure, these systems offer a wide range of voice features. Endpoints may include traditional desk phones, software-based clients or a hybrid of both. In FY26, PBX systems will be phased out in favor of modern, cloud-based solutions like Teams Telephony for individual phone lines and Amazon Connect for call center solutions to meet evolving customer and agency needs.

Microsoft Teams Telephony

Teams Telephony enables users to make and receive calls directly within the Microsoft Teams interface. Key features include:

- **Call management:** Place, receive, transfer, mute/unmute calls with ease.
- **Click-to-call:** Initiate calls by selecting contacts from the Teams address book.
- **Cloud-based auto attendants:** Route incoming calls efficiently using customizable menus.
- **Device flexibility:** Teams can be accessed via mobile devices, laptops, desktops or compatible IP phones.

Avaya PBX call center

Avaya PBX Call Center combines traditional phone systems (PBX) with advanced call center features like intelligent call routing, IVR, call queuing and performance analytics.

Amazon Connect

Amazon Connect is a cloud-based contact center service from AWS that helps organizations manage customer interactions across voice and chat. It's easy to set up, scalable, and integrates with AI tools like chatbots and speech recognition. Key benefits include:

- Omnichannel support (voice, chat, tasks).
- Flexible routing and call management.
- Pay-as-you-go pricing.
- Remote agent access.
- Built-in analytics and reporting.

Intended customers

Washington state executive agencies, boards, and commissions on the State Government Network (SGN) and in Enterprise Active Directory (EAD).

Customer engagement

- Semi-annual Network Services Division (NSD) Customer Engagement meeting with Network Services teams to provide updates, solicit feedback and inform agencies on emerging projects, initiatives and services.

Helpful information

Service availability

24/7/365

Planned maintenance

Planned maintenance is performed after hours and coordinated with agency representatives.

Related services

- Cloud
- Productivity Suite
- Secure Connectivity

[View our Support Center hours and contact Information](#)

How to request service

Submit a request for service through our [Customer Portal](#).

Service owner

Rod Dutton

- Monthly Technology Management Council (TMC) and bi-monthly Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- WaTech Customer Engagement Forum (bi-monthly).
- Periodic Tech Talks focusing on key technologies and concepts.
- Bi-monthly town halls focused on specific offerings.
- WaTech hosts monthly status meetings with agency service representatives, and conducts regular customer engagements to solicit feedback, provide updates and inform agencies on emerging projects, initiatives and services.

Action plan

Current activity

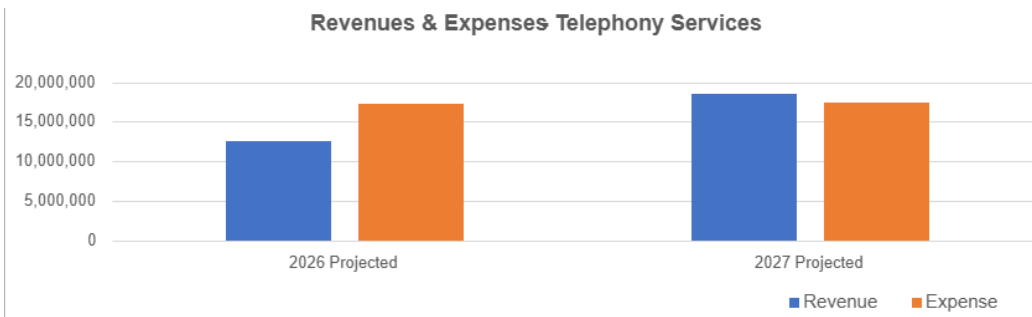
- Transition to a modern, bundled communications and productivity solution designed to streamline operations, enhance collaboration, and support statewide modernization efforts.
- Simplify billing through a single monthly rate.
- Reduce administrative overhead with fewer invoices.
- Align services with the new statewide service catalog.
- Provide a scalable, future-ready platform for modernization and cost efficiency.

One- to two-year goals

- Support the Governor’s executive order on customer experience by bringing additional capabilities and tools to agencies where needed from our Amazon Connect service.
- Explore and implement ways to support the Digital Experience program through enhancement of call center capabilities while providing seamless interconnections between individual agencies’ call centers.
- Sunset legacy Private Branch Exchange (PBX) services (analog, digital and H.323/VoIP Phones) on June 30, 2026.
- Sunset Interactive Voice Response (IVR) on June 30, 2026.
- Bill remaining PBX customers not migrated by June 30, 2026, as 100% pass-through for FY2027 and FY2028.

Three- to five-year goals

- Continue to explore how people connect—leveraging emerging technologies to deliver smarter, faster and more intuitive communication experiences.
- Explore the integration of AI into its telephony services to deliver a cutting-edge, customer-centric experience that redefines how people connect.
- Work with agencies to migrate their IVR applications and agents from the on-premises Avaya IVR to the Amazon Connect service. After FY2028, WaTech will no longer support customers on legacy PBX systems.



Service review and budget projection

Revenue source

All Telephony services operate on a pay-per-use structure. Revenues from the rate structure pay for the costs incurred to provide the service.

Net income over time

Historically, WaTech has experienced declining revenues due to restrictions on adjusting vendor rates, resulting in flat income while expenses continued to rise. Beginning in 2026, a new service offering—Communications and Productivity—will be introduced, consolidating Team Telephony, eFax, and Long Distance into a single flat-rate charge.

Additionally, a new Life Safety service will be launched, aligning current costs with appropriate revenue recovery. Legacy Amazon Connect rates will remain self-supporting and profitable as customer adoption increases. All other telephony-related costs will transition to a flat pass-through model, with expenses directly billed to users.

Collectively, these changes are designed to stabilize the expense-to-revenue ratio and support a self-sustaining financial model.