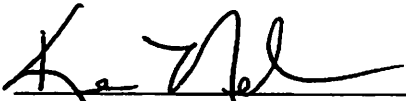



**MEMORANDUM OF UNDERSTANDING**  
**National Call Center Transition to Neptune Intelligence Computer Engineering**  
**(NICE) Call Recording System and Work Force Management Tool**

The following constitutes an agreement between the Veterans Benefit Administration (VBA) and the American Federation of Government Employees, AFL-CIO, Nation VA Council #53 (NVAC) regarding implementation of the NICE Call Recording System and the Work Force Management tool throughout all of the VBA National Call Centers (NCC)—Cleveland, Columbia, Nashville, Phoenix, Salt Lake City, St. Louis, Philadelphia, and also the Philadelphia Pension Call Center.

1. The NICE Call Recording System is a replacement to the Verint Call Recording System that is now utilized, providing the same functionality and including the VOIP Soft Phones.
2. NICE Call Recording tool will also be used for quality, training and performance support purposes, with current processes remaining the same. To enhance the standing monthly agent coaching sessions screen shots will be incorporated.
3. On monitored calls, positive and negative feedback will be provided to the employee within 24 hours from the Supervisor.
4. The Workforce Management tool provides the employees with an electronic view of their planned times for lunch, breaks, training, after-call work time, and approved excluded time events. The workforce management tool will not be the sole tool used to adversely monitor employee's arrival/departure.
5. Prior to implementations of the NICE Call recording tool and Work Force Management tool, each NCC will provide orientation and training to all affected employees on the complete operation of the tools and data capture items, and how it will be used for performance gathering. Local Union will be given advance notice of the meetings so that they can attend.
6. Initial training will be provided in the form of hands-on instruction prior to implementations. Actual training and orientation time will be allowed as deductible time. If applicable, it will also be recorded in the Talent Management System (TMS).
7. Any additional training, updates and/or new additions or changes to the systems or work assignments will be timely communicated to employees and local Unions.
8. Management will adhere to the procedures set for in Article 29, Section 20F, regarding VDT breaks.

9. Management will not hold employees accountable for factors or extenuating circumstances which affect performance or record keeping that are beyond the employee's control in compliance with Article 27.
10. Management will comply with Article 29 (Silent Monitoring) of the DVA/AFGE Master Agreement.
11. Management will comply with Article 66 (Technology for Administering, Tracking, and Measuring VBA Work) of the DVA/AFGE Master Agreement.
12. If after implementation, either party is made aware of issues that may adversely affect employees, both parties agree to discuss the issues and work to mutually resolve the issues for the employees. Should discussions not resolve the issues; the parties will implement the negotiation process.
13. Local bargaining shall take place at individual National Call Centers and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
14. Management will provide a copy of this MOU to the Local Presidents or the highest union official of the affected Regional Offices within 10 days of receipt.

  
Kevin Nelson, for VBA

  
Dennis Freeman, for AFGE/NVAC

06/02/16  
Date