REQUEST FOR PROPOSAL CONTACT CENTER APPLICATION AS A SERVICE
Questions and Answers #5
August 29, 2023

1. Total number of calls was provided in the RFP. Could you also provide the AHT for calls? Or alternatively, provide the number of minutes per month or per year?
   - Calls Presented
     - ➢ 2019 = 184,469
     - ➢ 2020 = 135,849
     - ➢ 2021 = 113,606
     - ➢ 2022 = 120,156
   - Average Handling Time (AHT) is dependent of the queue (subject matter) and if translations services are needed. The range is from 5 mins to 45 mins for live Inbound callers.
     *Outbound calls often take longer and are not included in the below talk time.
     *Yearly All Contact Center Agents Talk Time (Hours.Minutes:Seconds)
     1. 2019 = 6780:20:04
     2. 2020 = 5592:15:43
     3. 2021 = 5136:52:50
     4. 2022= 6366:08:49
2. Voice and Chat are clearly referenced in the RFP. Are any other channels required (SMS, Email, etc.)?
   - Yes, all omnichannel options for future optimization which include SMS, email, etc.
3. I see Salesforce referenced. Is this Classic or Lightning?
   - Lightening
4. Regarding Salesforce, is this the single source of truth for everything, meaning all applications referenced such as AIMS and Koala, are bidirectionally integrated? Or is the desired end state to have all external applications flow data into Salesforce?
   - Salesforce is not integrated to all of our systems and the end state would not be to integrate all systems into Salesforce
   - AIMS is the name we call our Salesforce system
   - The ability that we are looking for from Salesforce:
     1. Pulling CRM/Profile Contact information for Admissions Applicant types to create profiles in the CCaaS to match prior to be presented to the PTR (Agent)
     2. Ability to add notes to the CCaaS and push to Salesforce Notes field real-time or add to Salesforce and add to CCaaS lifecycle notes real-time

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