MULTICHANNEL CONTACT CENTER rfp

Presented by Avaya

IP and Non-IP Call Center

Does your voice solution provide integrated call center functionality, both IP and non-IP? Can both IP and non-IP agents be supported simultaneously? Describe your call center applications and capability. Is this solution part of the system or an add-on piece of hardware?

Describe your experience delivering Call Center solutions. Include market share, industry recognition, awards, etc.

Describe your call center scalability. How many call center agents can be supported on your system? How many servers are required? What additional hardware/servers and software is required?

How many ACD skill groups are supported on your system? Can you support up to 2,000 skill groups? What additional hardware/servers and software is required?

How many agent login IDs can be administered on your system? Can you support up to 20,000 IDs? How many skills can an agent be assigned? How many agents can be logged in simultaneously? What additional hardware/servers and software is required?

Describe your virtual call center environment. How are remote sites supported? What are your options for supporting remote sites? Is the call center transparent across sites for ACD call routing, supervisory and reporting functions, telephony features, and any additional call center applications such as call recording, multi-channel interaction and CTI?

How can the load be balanced across multiple sites and avoid agents sitting idle at one site while other sites are overloaded and providing poor service?

How many announcements can be provided? How many servers are required to support this capacity?

How many different music sources can be supported? How many servers are required to support this capacity?

How do you handle feedback (music/announcements) for calls that are queued remotely? Can you connect audible feedback locally for calls that are queued remotely in order to decrease the number of packets sent over the IP trunk?

What level of redundancy or resiliency does the call center solution provide?

Describe your call center environment to handle digital, IP (hardphone and softphone) and analog handsets.

Describe your ability to support remote, work at home, call center agents with IP softphones. Do they have full contact center functionality at home? How many can be supported? How many servers are required to support this number?

Can you guarantee Quality of Service at the PSTN level for the voice channel for remote, work at home agents? How is this done?

Can remote agents be measured, service observed, recorded the same as local agents? Can they be members of the same ACD group, queue, split/skill?

Are all of the following standard ACD features provided to both local and remote agents, IP or non-IP?

- Agents can be members of multiple ACD groups, split/skills?

- Agents can be made automatically available immediately after each call?

- Agents can be made automatically unavailable after each call in order to complete work associated with the call before the next call is delivered? Can this time be specified and controlled? Is this unavailable state measured and tracked in ACD reports?

- Agents can make themselves unavailable temporarily and have this unavailable state be measured and tracked in ACD reports. Can the ACD agent enter a reason code to indicate why they are unavailable and have this unavailable state measured and tracked by reason code on ACD reports?

- Agents can handle multiple ACD calls (either by choice or can your force them to handle more than one call at a time?

Can calls that ring at an available agent's station but are not answered automatically be redirected to the next available agent rather than letting the call ring unanswered until abandonment? For example, if an agent left their station without logging out, will the system automatically log the agent out or make them unavailable and notify the supervisor? Will this event be tracked by the reporting system?

Can supervisors logout agents remotely?

Can supervisors monitor and observe agents by agent ID? Can they listen and talk on an agent conversation? Can you monitor the entire customer experience including announcements, music, etc?

Can you route on current conditions in the call center? Can you route each call to different destinations based upon an accurate prediction of the expected wait time in queue for each call?

Can you route a call to the queue—and optionally to the location—that can provide the best service time for the caller?

Can you route to different destinations based upon number of calls in queue? Oldest call waiting in queue? Current average speed of answer? Number of agents staffed in a split/skill? Number of agents available in a split/skill?

Can you route based upon ANI, DNIS, CINFO digits provided by the network, II digits provided by the network, incoming trunk group? Can you recognize important customer numbers and route them accordingly to special agents or other destinations or provide special announcements? Can you recognize cellular phones or payphones and route accordingly?

Can you prompt the caller to enter digits to determine how a call should be routed and then route based upon their response? For example, can you prompt for an account code or zipcode? Can you provide choices such as "Press 1 for Sales, Press 2 for service" or "If you know the extension of the party you are calling, you may enter it now…" Can this be done by your system without utilizing an adjunct IVR solution?

Can you include "conditionals" or user specified variables in your call routing prorams that can be set by the user and/or external conditions? For example, can you specify variables (A, B, C, etc.) and specify their value and how they are set? Can you support both global (systemwide) and local variables (for an individual call)? Please provide an example of how this programming works with an actual program example. Include sufficient comments so that we can understand the program flow and the complexity.

Can night service be implemented automatically at designated time of day, day of week?

Can alternate routing be provided based upon time of day, day of week, date of year?

Does your ACD solution depend upon overflowing to alternate destinations or can we predict overflow and distribute and load balance prior to queuing so that service objectives can be met? How can your solution accomplish this?

Can you maintain queue position while interacting with an IVR to make use of customer wait time?

Can you pass information such as expected wait time, queue position, ANI, customer prompted digits, etc., to an optional IVR for announcements, database lookups, etc.? Can your system receive and route to a destination provided by the IVR based upon a database lookup of the ANI or customer prompted digits?

Can multiple announcements and music treatment be provided to a call? Can announcements and music treatment be specific to each queue? Can the announcements and music treatment provided depend upon queue conditions or call related information? How many different announcements can be provided?

For agents who handle calls for multiple applications or who are visually impaired, can the system provide a brief announcement heard only by the agent indicating what type of call is arriving so that the agent can greet the caller appropriately? Can the voice terminal also display this information to the agent before delivery of the call?

Does your system offer skills-based routing? How many different skills can an agent be assigned? Can each skill be specified at a level to indicate proficiency? How many levels are supported? We require up to 60 skills for some of our agents. Does this affect the number of servers required for your solution?

Can agents free seat or be "logical agents", i.e., can they login with their agent ID from any system endpoint and take ACD calls?

Can your system distribute calls to agents based on ACD work occupancy instead of most idle or longest current idle time? An occupancy measurement would consider the total amount of time an agent has been occupied since logging on rather than just the longest time since the last call.

Can agents request supervisor assistance on a call?

Can ACD statistics and warning threshold indicators be provided on the voice terminal and the PC display?

Can agent personal greetings be provided so that incoming calls to the agent are answered automatically and the agent does not repeat their greeting for each caller over and over? How many greetings? How are these recorded? Can these be specific to the application dialed for agents that are members of multiple ACD groups?

Can calls be routed and queued directly for an agent?

Can we specify our service level for each call type in terms of "answer X% of this type of calls within Y seconds" and will your ACD routing algorithms use our specified X & Y service level factors to route and deliver specific calls accordingly to meet the specified objectives? In other words, if certain call types require a higher service level objective than others, this can be easily specified in our routing algorithms and your routing system will actually prioritize calls to achieve the objective for each call type and not just measure how close or far from the objective we are. Please explain your capabilities.

Optionally, can you specify desired service levels for each queue and have the ACD automatically prioritize and distribute calls in an order that assists each queue come closest to achieving their desired service objectives.

Optionally, can we specify the amount of time an agent spends handling each type of call?

Optionally, can your system automatically monitor expected wait times in the queue and automatically activate and move agents around in order to proactively be able to handle calls and avoid overload situations that result in bad service to our callers?

When interflowing calls between sites, can your system take advantage of Network Call Transfer and Deflection provided by the public switch telephone network to redirect an incoming ISDN call without requiring trunks to be tied up at the original destination after the call rerouting takes place?

Describe your management system. Is it integrated with both IP and non-IP or are they separate systems?

Does your reporting system support the following:

- Track local and remote, IP and non-IP agents
- Windows-based graphical user interface
- Real-Time Monitoring (list standard reports provided)
- Reporting Exceptions
- Threshold Notification
- Viewing reports on the Web
- Historical Reporting (list standard reports provided)
- Custom Reporting
- Open DataBase Connectivity
- Exporting Data to other applications
- Moving multiple agents, changing skills for multiple agents
- Multisite reporting
- Local and remote access by supervisors

Is a single universal agent login ID supported across multiple sites?

Can a supervisor easily change agent split/skill group assignments?

Does your system offer a cradle to grave reporting option? Please describe capabilities.

How does your system integrate with Workforce Management applications?

How does your system integrate with wallboard applications?

Describe your ability to queue multiple channels to your call center agents. This includes voice calls, voice over IP, email, web chat, fax, as well as a blended outbound calling application. Does your system support a single agent interface to handle all media channels? Describe support for each channel.

Describe your ability to integrate with CRM systems. Describe your level of integration with Siebel 7, SAP, PeopleSoft.

How does your system integrate with call recording solutions? Describe your recommended solutions for:

- an optional Total Call Recording Solution
- a Quality Assurance Call Recording Solution that supports capture of voice as well as screen data (option)
- a Record on Demand Solution

Do you offer an Outbound Calling solution? Describe your outbound calling options.

Interactive Voice Response Solution

Can you provide an IVR solution that can utilize both IP and digital connectivity to your system? Calls must be able to be transferred to the IVR system utilizing IP.

Can you provide a IVR software-only option that we can implement on our own hardware? If so, please specify your hardware requirements.

Describe the scalability and list capacities of your IVR solution.

Describe the architecture and hardware/software of your proposed IVR solution.

Can your system provide an accurate prediction of expected wait time and queue position to the IVR for queue announcements? Can these announcements be provided periodically while the caller is in queue without losing queue position?

Can your IVR system provide voice or telephone input to access information on our Website? Please describe how this is done.

Please describe and illustrate how your system supports NLSR and Text to Speech. What is the capacity of your platform for NLSR and Text to Speech?

The platform must support Natural Language Speech Recognition (NLSR) and Text to Speech applications from both of the following speech vendors:

- IBM
- Nuance/SpeechWorks.

Please indicate which versions of the above vendor products that you support on your platform.

Does your IVR solution support MRCP.V1 interface for standard based integration to speech engines?

If you do support MRCP, how much do you charge? Is it on a per port basis or per server basis?

Do you support application development components such as Scansoft OpenSpeech Dialog Modules grammars and applications?

Do you offer an Eclipse-based development environment? Is this development tool included with your IVR solution? Please describe.

Describe your development tools for recording phrases, building prompts, and other functions.

Does your development environment support simulation and debugging. Please describe.

Please describe the cost for your development tools.

We require the IVR platform to support VXML. Please describe your support for this standard. Do your development tools support the development of applications in VXML? What is the capacity of your platform for support of VXML applications?

Do you offer a VoiceXML 2.0 compliant browser?

How to you provide value-added services not supported in the VoiceXML specification?

Does you browser support any proprietary tags or VoiceXML extensions not specified in the specification?

Describe your support for standard Web Services Description Language (WSDL) and the Simple Object Access Protocol (SOAP/XML) for both your development environment and your IVR solution. Do you offer any wizards to support Web Services or database integration? Please describe.

Describe your support for integration with Oracle, IBM, and open source databases.

Describe your support for Java2 Enterprise Edition (J2EE) for Java Message Service (JMS), Enterprise Java Bean (EJB), and Java Native Interface (JNI) data integration

Describe your support for 3270/5250 Host Data Connectivity

Describe your support for CTI to Avaya Media Servers and Avaya Interaction Center

If you do support Avaya Interaction Center how do you invoke an IC workflow and pass variable data to it from within you IVR development tools? If so, please describe.

Do you offer a voice IVR solution on Linux platforms? If not, what are your plans to do so?

Describe how high availability and redundancy is achieved.

Describe your support for multiple languages.

Describe your experience delivering IVR solutions. Include market share, industry recognition, awards, etc.

Describe your IVR systems failover and recovery capability in the event of losing an IVR server? Is this an automatic or manual process to recover from a failure?

Do you offer disaster recovery software licensing? If so, what do you charge?

Do you offer different models of your platform (e.g. up to 500 ports without failover for model A)? If so, please describe the differences between models and the upgrade migration methodology to go from one model to the next?

Please describe the differences, if any, between the VoiceXML Browser from one model to the next?

Can existing VoiceXML applications easily port from one model to the next without any modification?

If there are differences, what impact do those differences have relative to application porting?

Multimedia Contact Center Functionality

Screen Pop & Routing

Describe how your system routes phone calls, emails, faxes, and web chat/collaboration to the most appropriate representative?

Please describe the number of platforms and systems required for a multimedia contact management. Please provide associated system topology.

Does the system support dynamic changes to the routing device/mechanism? Describe how routing rules are changed after implementation to meet changing business needs.

Does your system support screen pop with simultaneous contact arrival at the representative's desktop?

Can your system provide enhanced call routing, last agent routing or routing based on circumstance?

Describe how web chat/collaboration, fax, or email can be re-routed if the representative does not answer it. Can the re-routing of web chat and email be automated or performed real-time?

At what point does the screen pop on the desktop – when the contact arrives? When the representative answers?

Do you provide a screen pop application? Can our own SQL database be popped on the screen?

Can the system prompt for more than ANI/DNIS if there is no ANI match or if multiple ANI matches are found?

Describe what information is used to pop a screen for email, web chat/collaboration, or fax? As an example, ANI & DNIS are used for telephones.

Describe how the screen and all associated customer information travel with the contact type (call, email, web chat, etc.) if it needs to be transferred to another representative.

Is caller information preserved during transfers? Across disparate ACD systems? Across disparate telephone networks? Please describe the mechanism of retaining call information across disparate environments.

Can the system dynamically change skills based on business rules or do we have to change them manually?

Response time – How long will it take to answer the call, and route it to the appropriate agent?

Describe how your system routes phone calls, E-mails, faxes, and web chats to agents?

What are your workflow tools? Describe routing customization.

Is your routing engine capable of assessing channel loads against SLAs in a dynamic fashion? For example can your system assign resources to the phone channel from other channels or workgroups during peak conditions?

Is your re-routing engine capable of distributing contacts based on predictive logic? On real time conditions? Or both? Please describe these capabilities as they pertain to routing contacts across all channels.

Integrated Agent Console & Administration

Does your agent desktop solution support a thin client architecture via a standard web browser?

Does your application provide softphone capability? Describe your softphone and its features. Does it have transfer, conference, speed dial, send all calls, and call forwarding?

Are agent states polled from the ACD system or offered by the ACD system? Please describe how the system can avoid hard-phone and soft-phone synchronization issues?

Can multiple calls be taken by a representative, such as call center and direct extension calls?

Describe how call, email and chat information are displayed to the agent?

The administration interface should be graphical and user-friendly. The administrator must be able to create and modify workflows and agent scripts. Please provide a description and samples of your administrative screens.

Can you provide a single point of administration for managing user additions, removals, and updates for all groups across all media channels?

Can the agent interface be installed and automatically updated remotely from a central location? When our agents log in will they automatically be updated to the most current desktop configuration?

Web Chat, Email and Fax

Describe how your system identifies a customer returning to our web site or uses our web site's existing login, so the customer does not need to re-enter information when conducting a live chat.

Can a web chat be transferred to another representative (as a call would be transferred to a supervisor or subject matter expert)? What screen information would be preserved with the transfer?

Please describe how voice, email and web contacts are presented to an agent. Are these presented through separate windows? Does the latest contact overlay the previous contact? Does the system provide separate windows all visible through the contact management sessions?

How many simultaneous web chats can be assigned to one representative? How does this function?

How many email contacts can be assigned to an agent in your system?

Describe how the web chat session appears to the customer (separate dialogue box, same screen, etc.).

If the customer browses the web while they are waiting in queue for a chat session, how is the customer informed that a representative is now available?

Is anything downloaded to the customer's desktop during a web chat or collaboration? What options are available?

Does the system create a transcript of web chat sessions so the information can be sent to the customers as a follow up? How does this function? Can this be retrieved by a representative at a later date? Or just a supervisor? How is this performed? How is the data stored?

Does your system support form sharing?

Describe how the pages are pushed and if URLs are sent to the customer to do that?

Can two pages/URLs be pushed at the same time, so two different products can be compared?

Is your system capable of conducting web collaboration with the same representative to whom the customer was talking if the customer calls us and wants help online? Describe how this functions.

After a web chat or collaboration can a survey be inserted at the close? Is this customizable?

Describe how the system tracks where the customer has been on the web site and presents it to the representative when the customer contacts us. Is it available no matter what medium the customer uses to contact us?

How is the web chat function built into the existing web site? Is this customizable?

What happens when email is forwarded to someone outside the system? Does tracking continue?

How do "canned" email and web chat responses function? Is it one repository of canned responses?

Can all email messages received from the same customer within a specified period (i.e. separate emails not threaded messages) be delivered to the same representative? Can all the messages be delivered at the same time so the representative handling the customer can see all inquiries from this customer? Describe how this functions.

Explain how "auto responses" function for email and web chat. Is this customizable?

What kind of fax capabilities does your product support? Does it require an additional module or become an email attachment and can it route into an agent queue.

Does your solution support VoIP?

Does your solution support context analysis for email contacts?

Content Analysis For Email

Using content analysis of the text of an email, can you qualify the email message for routing decisions?

Can you send an intelligent acknowledgment based upon the result of content analysis, key word search or other identifying information like sender, recipient, subject or customer type?

Can you support Banter's Relationship Modeling Engine for Content Analysis? If not, what Content Analysis engines are supported?

Can you send an auto response based upon the result of content analysis, key word search or other identifying information like sender, recipient, subject or customer type?

Can you provide suggested responses to the agents based on information gathered by content analysis, key word search or other identifying information?

Can Content Analysis and/or keyword search be used to analyze response text written by agents, for example, to check for topics or words that should not be used in outgoing e-mails to customers?

Can Content Analysis be used to identify the language of e-mail? For example, if the e-mail is Spanish, how can you make sure it's sent to a Spanish-speaking agent? What languages are supported for language identification? Can multiple languages be supported?

Reporting And Monitoring

Does the system have consolidated reports to show all activities performed by an agent including contact center productivity on phone, email, and web? Please provide examples.

How does the system consolidate/summarize the inquiry type tracking data? Is this a separate module? Will the reports match total calls and each of the different media types or will there be some minor variations? Please provide examples.

Every aspect of each customer interaction must be recorded from arrival to completion. Explain the tracking (cradle to grave) of each contact source. When does it start/stop?

Can each agent see his or her own personal queue? How does the agent know that a web contact or email contact may be waiting for him/her?

Does the report provide a time and date stamp for each event? Does it include IVR activity and track abandoned calls?

How are historical reports archived?

Is the length of time reports are archived user defined? What technical requirements are needed to do this?

Describe how the user creates ad hoc reports?

Can we group representatives for reporting (real-time and historical) purposes?

Are real time and historical reports controlled by separate servers or one server?

Are bar, line, three-dimensional, and color graphics available on screen and paper reports? Do you support graphical business reporting and OLAP analysis?

Can report data be exported in popular file formats? (e.g. fixed length, delimited, etc.)

How many reports are standard? Provide titles of each report. Provide the data elements contained in the standard reports.

Provide samples of current users' most common reports.

Provide examples of common screens for the real-time monitoring.

Explain how the system provides threshold settings for real-time monitoring for each contact source?

Can we modify standard reports and/or create new customized reports? Please describe how this is done.

Define your enterprise reporting capabilities across multiple sites and multiple media's. Explain how and what metrics are captured by location, by business unit, an in total.

How much network traffic your reporting engine generate? Please describe your bandwidth and latency requirements for 1 to 10 reporting clients.

Fault Tolerance

Does your solution support automatic failover?

Discuss the method of redundancy used for system & software failures. Include power, hardware and software.

Discuss the disaster recovery options. How does your system negotiate resource allocation with the system ACD? How does the system avoid resource allocation conflicts after your system failure? Please describe the system policies or process to avoid resource contention issues.

Does your system support fault tolerance?

How does your system handle data integrity?

Describe the scalability of the product and what is necessary to grow to the larger size.

Describe your architecture.

Integration

Define front office, back office, CTI and CRM.

Does your system integrate/ interface with MS SQL server?

With which IVRs can your system interface? Explain how it captures and retains customer activity. What scripts are necessary to provide this connection and who writes them?

Is the screen pop application able to work with other vendors of CTI products, such as routing the call connection to and with our database? Explain the integration factors necessary to do this.

What is the maximum number of skills that can be created? Assigned to a representative?

With which workforce management programs does your system integrate? How many clients currently have workforce management programs integrated with your system? Who can provide testimonials/site visits?

Does the system provide remote access for telecommuting capability and administrative changes? If so, how does this work?

Does your system have any knowledge bases?

Does your solution integrate with voice recording systems?