

Managed Call Center RFP Responses to Questions

- 1) What is the anticipated training time (days or hours) for handling the types of communications in the RFP?
 - a) Camelot Illinois will provide sufficient 'train the trainer' interaction to ensure that the supplier is comfortable with the system operations, escalation points, and Lottery games and rules. Additionally Camelot Illinois will expect to provide input on and review all customer interaction training. As the website and support processes are still in development exact duration is unclear but standard agent product training is expected to last around 5 days. Agent operation training will depend on the Supplier's systems and working practices.
- 2) Is it possible to get a copy of the current training curriculum?
 - a) The technology, interfaces, and processes are significantly changing from the existing situation, current training curriculum would not be relevant.
- 3) Will our (the vendor) staff be required to do any technical customer support? If so, what tier level?
 - a) The chosen vendor will be expected to provide basic 1st tier troubleshooting. 2nd and 3rd tier support will be provided by Camelot Illinois. Assisting callers with the navigation of the Lottery Website and Lottery Mobile App are considered 1st tier troubleshooting. General use of a computer and browser and mobile applications is also considered part of 1st tier troubleshooting. Sign-on processes to the Website and Mobile App are also considered 1st tier troubleshooting.
- 4) What is the average handle time of customer support calls?
 - a) Average Call Handling Time is 4 minutes 30 seconds
- 5) When is the new website mentioned in the RFP scheduled to be up and running? Will this be an entirely new website or will the existing website simply be updated?
 - a) The current plan is to have the new website and mobile app operational December 2018. These are new, not existing.
- 6) When is the expected go live date with the new provider after the business is awarded by April 6, 2018?
 - a) Operational go live will be in line with the launch of the New Website. However Camelot Illinois will expect to work with the successful applicant from award of the contract to develop the support processes and training packages, ahead of the launch date.
- 7) Can you provide the estimated number of call center agent FTEs required for the program?
 - a) It is for the bidder to provide their proposed Full Time Equivalent or Resource Plan to deliver the services.
- 8) Can you provide historical volumes, average handle times, and services levels for calls, web chat, email, etc.?
 - a) Call data is provided under "Volume & Performance Estimations" in Section 8 of the RFP, which is based on a number of factors including historical data. The bidder should respond based on the data within the RFP.