

## Tel-Sell Telephony RFP Q&A

- 1) Is this phone system going to be used by people outside of the call center?
  - a) Yes. This system is for an entirely different group of people doing entirely different job functions. This system, and group of agents, is located outside of the Call Center physically and organizationally.
- 2) What kind of IVR is required
  - a) An up front IVR will be supplied, which will direct callers to numerous call centers, this center, and other automated responses. This provided IVR is not part of this proposal. Within the Tel-Cell Center, call routing is based on Agent availability, call volumes, and type of call. There may be a need to pass an account number from the initial IVR down to the Agent, but this is a design discussion. An internal IVR system may be part of the project if it is necessary to assist with the call routing requirements.
- 3) What will the outbound "click to call" be used for?
  - a) One of the primary functions of the Tel-Sell Agent is to call the retailers on a scheduled basis. The "click to call" feature is part of their computer program. They pull up a retailer account to get the information, then "click to call" that retailer directly. The computer system passes the phone number into the telephony system, which then autodial the retailer.
- 4) Is the expectation of this RFP to provide Managed Call Center Services, or just a telephony system?
  - a) The Call Center employees are provided. The RFP is requesting a telephony system (hard or soft phones, VoIP, or physical, etc) to support the employees, and connect to existing systems. This system should be able to handle call routing scenarios and provide call metrics. An internal IVR may or may not be necessary as part of the proposed solution. This is not a request for Managed Call Center services.
- 5) Does this RFP related to the Managed Contact Center RFP?
  - a) These are separate RFPs and are not related.
- 6) Are you asking the provider of the Tel-Sell Telephony to be the Primary Administrator of the hosted call center platform?
  - a) We are asking for telephony solution that will support automated call routing based on selected criteria, as well as support a "click-to-dial" option which will be initiated from the Agent's desktop software. We will expect a level of installation service and ongoing maintenance service of the solution. This RFP is not seeking administration of a call center, but rather implementation and maintenance of a telephony system.