

## ADDENDUM 2

Date: August 8, 2016  
Project: Call Recording System  
RFP: UTP-CRS

To: Prospective Proposers

This Addendum 2 forms part of and modifies the Request for Proposal UTP-CRS (RFP) issued July 15, 2016 with amendments and additions noted below.

The answer to Question 25 of Addendum 1 will be deleted in its entirety and replaced with the following.

### **Amended Question 25.**

For optionally quoting the call center into proposer's cloud, can UTP provide the detail on the following:

**Answer: UTP is not interested in moving its Current Call Center to the Cloud. The RFP is purely for a cloud hosted call recording system.**

- a. Number of concurrent and named agents? How many remote agents?  
**Answer: 60 concurrent (all agents are concurrent) and 1 remote**
- b. Number of concurrent and named supervisors/admin?  
**Answer: 14 concurrent supervisors/admin**
- c. Number of call flows, VDNs, skillsets?  
**Answer: 60 skills**
- d. Number of announcements and music sources?  
**Answer: 20 announcements and no music sources**
- e. Automated attendants/menus?  
**Answer: 3 menus**
- f. Are callers given the option to leave a message based upon wait times or after hours, etc.?  
**Answer: not currently**
- g. Is the Call Center voice only or include multi-media (email, webchat, etc.)?  
**Answer: UTP uses email and some web forms - also MS Lync**
- h. Is there an IVR in use today – front end or during call flows? If yes, is this speech enabled?  
**Answer: no IVR in use today**
- i. Is there any predictive dialing/outbound queuing?  
**Answer: No predictive dialing or outbound queuing**
- j. Is Callback Assist in use today (ability for caller to maintain their place in queue or schedule a callback)?  
**Answer: No callback assist in use today**
- k. Are there any reporting capabilities beyond the current CMS?  
**Answer: UTP currently uses Tavoca for patient reminder calls and texts that we have reporting on**
- l. Are there any screen pop or backend database lookups today? If yes, please describe.

Answer: None

m. What softphone is utilized today?

Answer: OneX Agent, OneX Communicator

n. What are the basic PC configurations used for agents/supervisors (Windows, Citrix, etc.)?

Answer: Windows

o. Any other applications being utilized by the agents or supervisors?

Answer: GECEB and Allscripts

p. If the Call Center moves to the Cloud, do they want to maintain their current hard phones or go with 100% softphones only? Or a combination of both?

Answer: UTP is not interested in moving its current Call Center to the Cloud. The RFP is purely for a cloud hosted call recording system.