

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.