

Q442007054365000
Questions and Answers

1. In Schedule 3 – Solution Requirements, it specifies that the recording system must have a minimum of 180 recordable agent channels. Regarding the interface to these channels and section 12.8. of Schedule 3 – Solution Requirements, how many channels will have digital interfaces and how many analog? (Note: we can meet the interface requirements of section 12.8. but would like to know the interface mix)

All 180 channels shall have digital interfaces.

2. In Attachment A – Call Center Infrastructure, the existing recorder is connected through "Digital to Analog Converters" to the recorded channels for agent positions. For the new recorder of this bid will it connect directly to 64 channels of the "Recorded Channels for Agent Positions" on a digital basis?

Yes. The Digital to Analog Converters were initially implemented for an old recording system that could only record analog signals.

3. In Schedule 3 – Solution Requirements, Section 12.7.2. please define "Roaming Agent" and what the interface would be to get the recordings.

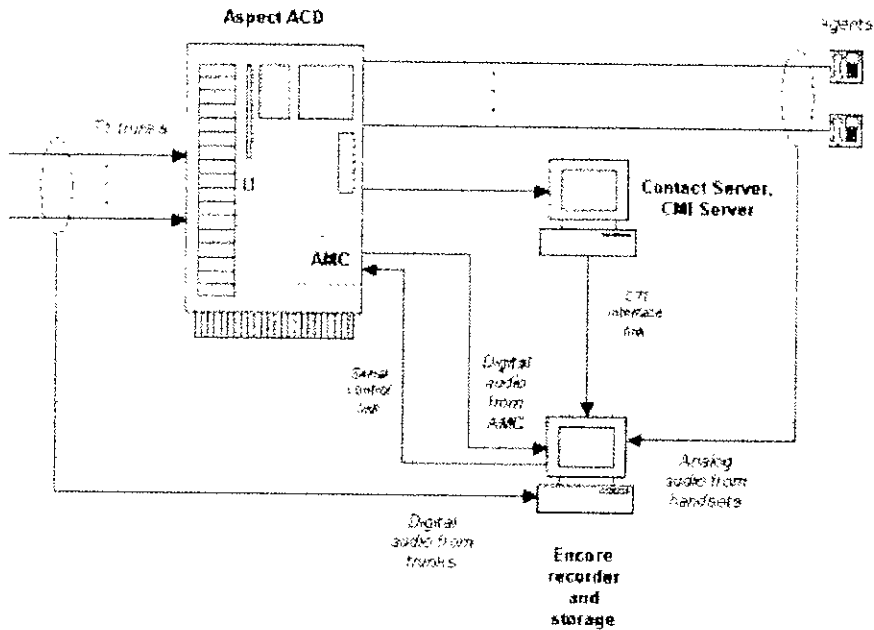
"Roaming Agent" is defined as an agent that can sit at any recordable position, while retaining the ability to be recorded and identified by a unique identifier such as a numerical ID or name. Recordings shall be pulled directly from the ACD.

4. In Schedule 3 – Solution Requirements, Section 12.13. please define "Remote Agent" and what the interface would be to get the recordings.

"Remote Agents" are defined as agents that utilize a product called Web Powered Agent and a product called Convergence LAN Agent. These products utilize a call-back method in which the ACD calls the remote agent's phone in order to connect them to their primary queue. Recordings shall be pulled directly from the ACD.

5. 12.7.1. Need to know if customer has Aspect CMI Server. (See Figure 3 below)

Figure 3.



No, an Aspect CMI Server is not utilized.

6. 12.6.2.5. Need to know how many licenses? 12.6.1. refers to 20 supervisors, but we need confirmation.

TxDOT has 20 Supervisor/Admin licenses.

7. 12.7.4. Need to know whether customer prefers DVD or Tape or NAS? All three are supported.

DVD is Preferred which shall (have the ability to?) switch to NAS or Tape in the future (without additional equipment?).

8. 12.7.11. Need clarification. Recording system is to provide CTI links to Customer Relations management products?

The recording system shall translate key data elements listed in 12.7.6. and 12.7.7. and associate them with recorded sessions. This shall provide the future framework for integrating the call recorder with a scorecard product we currently utilize called Aspect Analyzer.

9. 12.8.1. Need to know PBX model and version. Also confirm Meridian Link Configuration. (See Figure 1 and 2 below). Application Module or Symposium Server config.

Figure 1.

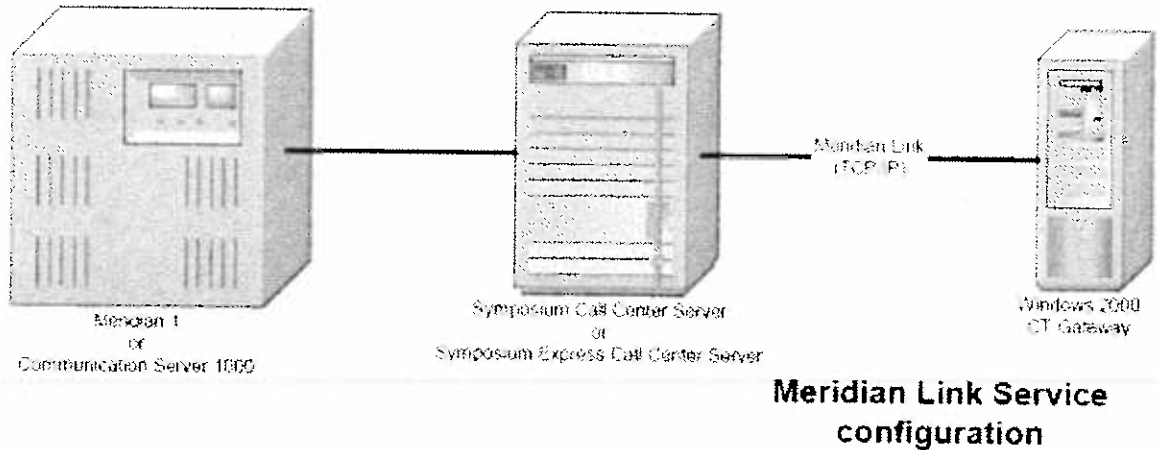
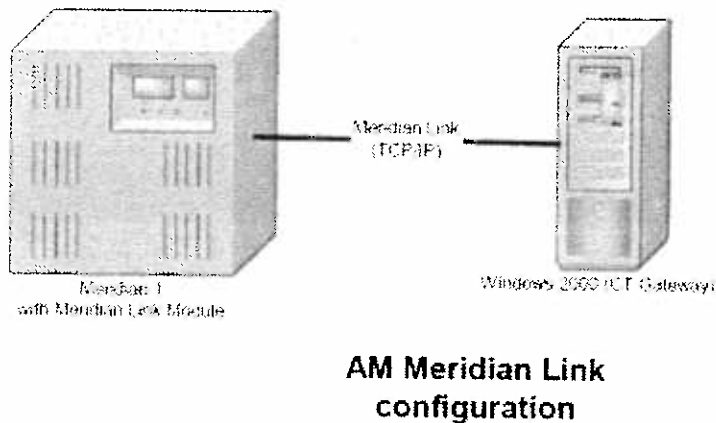


Figure 2.



Model 81c Release 25.4 Please note that the PBX is not part of the ACD nor is a Symposium Server utilized. All calls shall be recorded on the ACD side, not off of the PBX.

10. 12.11.1.1. Need to confirm customer has Contact Server version 5.2 or later, with CMI Server

TxDOT does not utilize a Contact Server with CMI Server.

11. 12.11.1.3 Need to understand need for interface to Aspect Data Mart, when CTI is available from CMI Server and Meridian Link?

Aspect Datamart Server utilizes a transaction link to stream agent data elements listed in 12.7.6 and 12.7.7 from the ACD to the Aspect Analyzer server and Aspect Enterprise Administrator Server. These data elements shall be associated with agent recordings. A Meridian Link shall not be used.

12. 12.11.1.4 Need to understand need for interface to Analyzer when CTI is available from CMI Server and Meridian Link?

TxDOT does not utilize a CMI Server. Please see answer to question 4 for clarification.

13. 12.13.2 Determine if audio is to be captured on T1 or other, for at-home-agents.

Audio shall not be captured from an outbound T1, but shall be captured from the ACD source. All agent audio shall be pulled from Aspect ACD Spectrum channels.

14. Will the call system be over an IP (internet protocol) network?

Yes

15.
In Schedule 3 Item 12.11.3, is the requirement to run 100 gigabit Ethernet Network ?

Yes.

16. Please clarify what type of phone the remote agent uses.

Phones that remote users (Convergence LAN Agents and Web Powered Agents) utilize are ITT 2500 sets.

17. I need to know how and where they draw dial tone.

Agents draw dial tone from the ACD once authenticated and connected.

18. What will signal the beginning and end of each call.

The agent will choose an available button in their client application (Softphone) to take calls. A whisper to the agent identifying a specific application to service, will signal the beginning of a call. The agent will disconnect the call by hitting a release button.

19. If these remote agents have both inbound and outbound calls that they need recorded.

All inbound and outbound calls shall be recorded.

20. I also would like more detail on how these remote agents are physically connected to the ACD.

A client application sends a data packet of information to the ACD that contains their session ID and call back number. The ACD verifies the session ID and calls the agent at the telephone number embedded in the data packet. When the agent receives the ACD call on the 2500 set, the agent unhooks the phone receiver and makes the connection to the ACD. The agent then authenticates to the ACD and is inserted into their assigned queue.