Questions and Answers for RFQ Call Center Services

1. Question - What is the length of the contract?   Answer: 1 year

2. Question - Customer Service/Telephone Answering - What will be provided to help align the call center with the nature/culture of WSA?

   Answer: WSA will provide all necessary information to integrate the call center services with WSA needs.

3. Question - Keep records of all conversations in call center database - What is the life expectancy?
   Answer: Due to funding we receive, WSA has a retention policy of 3 years.

4. Question - Appointment Management/Appointment Setting - Is this internal or external use?

   Answer: WSA wants the capability of call center services setting/resetting appointments for WSA workforce center staff.

5. Question - Market Research - What type of research... is it to educate and assist the customer or is this for internal purposes?   Answer: Both

6. Question - Event Registration/Automated Services /Appointment Reminders/Online Scheduling - is there a website already up and running or will the awarded company have to build and host site?

   Answer: WSA has a website up and running. It will be used to host, need call center services to manage the flow of registration/scheduling/reminders.

7. Question - "The Contractor shall have additional personnel available to perform services at multiple WSA locations at the same time if required by WSA" - Virtual Tele is 100% Virtual. However, we can provide part-time dedicated workers - we would need all location sites to ensure we have a couple of agents available when needed at physical location.

   Answer: It's all virtual, it would be staff dedicated to specific workforce sites to ensure communication of events that may differ between sites.

8. Question - Can you share scope and volume information for the following 7 features?

   Answer: Currently, it is difficult to quantify volume for the scopes below. There are a large number of unemployment claimants and customers who utilize our services. We want to provide them an opportunity to get the information and services they need to get back on their feet.

Customer Service- Providing excellent customer service to clients on inbound calls, triaging and sending calls to the correct representative for assistance

Telephone Answering-Receiving inbound calls, triaging and sending calls to the correct representative for assistance

Appointment Management- Setting appointments for workforce customers calling into workforce centers

Market Research – Providing statistical data on the types and frequency of inbound calls

Mystery Shopping- Testing the system to ensure excellent customer service

Event Registration- Providing inbound call service and scheduling for various WSA events

Automated Services -Providing customers with the option to have a live call service agent or automated system choices