

RFP - Microsoft TEAMS Phone System Enhancement

Respondent Questions and Coalition Responses

1. What type of reports are you looking for?

Coalition Response:

Standard suite of call center reports, handle time, utilization, hold time, abandon rates, as well as the ability to create custom forms. In addition to the standard reporting suite, we would like reporting that provides queue specific metrics, agent performance metrics, service level reporting, average speed of answer, longest wait time, callback reporting, transfer reporting, and historical trends by day, week, and month. The ability to export reports to Excel and schedule recurring reports would also be beneficial.

2. Which “various metrics” and “functionalities” are you in need of? Most solutions have ranges of functionalities. Of course, the more functionalities the higher the price.

Coalition Response:

From an operational standpoint, we are looking for features that enhance queue management, supervisor visibility, and the overall caller experience. Specifically, we are interested in multiple queue and ring group management, presence-based routing to ensure agents do not receive queue calls while they are busy, away, in a meeting, or already on another call, and after call work (wrap up time) management before the next call is presented. We would also like supervisor dashboards with role-based access so managers can monitor only their assigned queues, along with real-time wallboards displaying queue activity and service levels. Additionally, we are looking for advanced reporting, call trace capabilities, and queue analytics, as well as quality assurance tools such as call monitoring, whisper, barge, and silent monitoring. Reliable callback functionality that maintains the caller's place in queue is also important. We are interested in configurable queue announcements, overflow routing, and routing rules that can be tailored to our business needs.



3. I do not see pricing as an RFP score. Should we quote the most robust or is there a budget you are trying to stay within?

Coalition Response:

Please provide proposals to what you determine may be the best solution. All RFPs will be evaluated on a cost vs. benefit basis.

4. Cloud Storage is available in most solutions. Is there a retention period you are looking for it to keep?

Coalition Response:

We would like retention period to be between 30-45 days.

5. Will each of the 134 staff members need recording capabilities?

Coalition Response:

There would be approximately 60 being recorded.

