

## **5.5 CALL CENTER/CUSTOMER CONTACT CENTER SERVICES (L.34.1.5)**

***Qwest's Networx Contact Center Solutions is interoperable with a multitude of channels, allowing for seamless delivery to Government Agencies.***

Qwest Contact Center Solutions (CCS) is comprised of several scalable and highly reliable Qwest network hosted services that can work independently or together to assist Agencies in managing their inbound and outbound Contact Centers. These services include routing and distributing requests to live agents, Web chat, email, and self help applications (both touch-tone and speech).

Qwest will provide all delivery methods:

- For Contractor Provided and Contractor Based (CPCB) delivery method, the Qwest Team will provide all required hardware, software, inside wiring, and power at a Qwest Team facility, for use by Agency-provided agents.
- The Contractor Provided and Agency Based (CPAB) delivery method will include Qwest-provided CCS capabilities to support an Agency contact center facility, including hardware and software.
- Qwest is also proposing the optional Contractor Based and Agency Provided (CBAP) Call Management Service. This will include Agency provided CCS hardware and software, which the Qwest Team will install and configure in a Team facility for Agency personnel's use.
- The Qwest Team solution for CCS Provided at an Agency Location (CPAL) will be supported by Qwest Team personnel and CPCB CCS support at an Agency-provided location.

- CCS Provided at a Contractor Location (CPCL) encompasses a fully outsourced, Qwest Team supported solution for the Agencies. This includes all hardware, software, personnel, and facilities.

**Figure 5.5-1** provides an easy reference to correlate narrative requirements to our proposal response.

**Figure 5.5-1. Responses to Narrative Mandatory Service Requirements**

Req_ID	RFP Section	RFP Requirement	Proposal Response
3843	C.2.11.2.2.1 (15) (5)	15. Workforce Management The workforce management system should provide the following minimum capabilities: 5. Reporting - Provide comprehensive historical, real time management, and exception reports. Reports shall include totals and summary information.	5.5.3.18
3850	C.2.11.2.2.1 (15)	15. Workforce Management The contractor shall provide a workforce management (WFM) system that automates forecasting and scheduling calculations based upon real time and historical contact center data.	5.5.3.17
3854	C.2.11.2.2.1 (13)	13. Web Call Back The contractor shall provide the capability for a customer to request a call back by filling out a form on the Agency's Web site.	5.5.3.16
3863	C.2.11.2.2.1 (12)	12 Text Chat (Web Chat) The contractor shall provide the ability to enable the contact center agents to engage in real time text chat with callers directed from their Web site.	5.5.3.15
3864	C.2.11.2.2.1 (11) (8)	11. Outbound Dialer The dialer shall have the following minimum capabilities: 8. Reporting - Provide comprehensive historical, real time management, and exception reports.	5.5.3.14
3873	C.2.11.2.2.1 (11)	11. Outbound Dialer The contractor shall provide the capability for automated outbound dialing. The dialer service shall have the capability to support either centralized or distributed call center environments according to the subscribing Agency needs.	5.5.3.13
3874	C.2.11.2.2.1 (10)	10. Language Interpretation Service The contractor shall propose and provide a list of the foreign languages available for interpretation.	5.5.3.12
3875	C.2.11.2.2.1 (10) (5)	10. Language Interpretation Service This feature shall have the following minimum capabilities: 5. Provide management reports identifying the date, time, duration, interpreter, and identity of the agent requesting the service.	5.5.3.11
3881	C.2.11.2.2.1 (10)	10. Language Interpretation Service The contractor shall provide telephone language interpretation services.	5.5.1.7
3883	C.2.11.2.2.1 (9)	9. IVR - Speech Recognition The contractor shall provide natural speech recognition for IVR applications with the ability, at a minimum, to recognize spoken vocabulary, digits, zip codes, credit card numbers, credit card expiration date, account numbers, alpha numeric numbers.	5.5.1.6
3887	C.2.11.2.2.1 (7)	7. IVR - Agency Based Database (Host Connect) The contractor shall implement and provide the appropriate interface and connectivity for the contractors IVR application to successfully query and access the subscribing Agency's database(s)	5.5.1.5
3889	C.2.11.2.2.1 (6) (14)	6. Interactive Voice Response (IVR) The contractor shall provide an interactive voice response application that allows callers to be provided with information based upon input from (a) telephone DTMF key pad entries or via (b) speech recognition. The minimum capabilities are listed below: 14. The contractor shall make available any IVR reports that are available with its equivalent commercial offerings.	5.5.1.4
3894	C.2.11.2.2.1 (6) (10)	6. Interactive Voice Response (IVR) The contractor shall provide an interactive voice response application that allows callers to be provided with information based upon input from (a) telephone DTMF key pad entries or via (b) speech recognition. The minimum capabilities are listed below: 10. At the Agency's option, the caller's IVR selection(s) information shall be	5.5.1.3

Req_ID	RFP Section	RFP Requirement	Proposal Response
		transferred to the Agency.	
3904	C.2.11.2.2.1 (6)(1)	6. Interactive Voice Response (IVR) The contractor shall provide an interactive voice response application that allows callers to be provided with information based upon input from (a) telephone DTMF key pad entries or via (b) speech recognition. The minimum capabilities are listed below: 1. Select pre-recorded announcement messages with the capability for announcements and provide the ability for a caller to opt out during an announcement to a predefined termination. Such announcements shall always be played from the beginning for each caller and provide the capability to be recorded in (a) U.S. English, (b) Spanish (American) and (c) other foreign languages after obtaining subscribing Agency script approval.	5.5.1.2
3905	C.2.11.2.2.1 (5)	5. E Mail Response Management The ERM shall be compatible with the subscribing Agencies email application.	5.5.3.10
3906	C.2.11.2.2.1 (5)(9)	5. E Mail Response Management The ERM shall provide the following minimum capabilities: 9. Real time exception reports	5.5.3.9
3908	C.2.11.2.2.1 (5)(7)	5. E Mail Response Management The ERM shall provide the following minimum capabilities 7. Management reports	5.5.3.8
3917	C.2.11.2.2.1 (5)	5. E Mail Response Management The contractor shall provide email response management (ERM) that shall assign a tracking ID to each email and route email communication according to Agency specified business rules.	5.5.3.7
3918	C.2.11.2.2.1 (4)	4. The contact system shall also provide summary and detailed management reports.	5.5.3.6
3930	C.2.11.2.2.1 (4)	4. Customer Contact Application The contractor shall provide an application to track, document, and manage the CCS customer contacts across multiple contact channels.	5.5.3.5
3932	C.2.11.2.2.1 (3)	3. Computer Telephony Integration (CTI) The contractor shall provide Computer Telephony Integration (CTI) capability to enable transfer of caller information and Agency specified data between the contractor and Agency specified systems simultaneously with the associated inbound contact channel (call).	5.5.3.4
3933	C.2.11.2.2.1 (2)	2. Collaborative Browsing The contractor shall state if there are any restrictions or limitations regarding the type of Web browser software used by the caller or contact center agent for use with this feature.	5.5.1.19
3945	C.2.11.2.2.1 (1)(5)	1.Call Recording and Monitoring The following minimum capabilities shall be provided: 5. Reporting (management and administrative)	5.5.3.3
3953	C.2.11.2.1.4.3 (4)(i)	1. Call Recording and Monitoring The contractor shall provide digital recording and monitoring of inbound and outgoing multimedia contacts (telephone, email, and Web self service channels) and associated data (agent screen capture) to capture the caller experience.	5.5.3.2
4007	C.2.11.2.1.4.3 (4)(i)	4. The contractor shall provide the following deliverables for CCS call answering service: i. The contractor shall provide a CCS Monthly Status Report deliverable that, at a minimum, identifies key CCS issues and their status, provides monthly performance metrics, documents accomplishments, and planned activities for the reporting period.	5.5.3.1
4011	C.2.11.2.1.4.3 (4)(h)	4. The contractor shall provide the following deliverables for CCS call answering service: h. The contractor shall establish and maintain a CCS Quality Assurance (QA) Plan to ensure the requirements of the service order are performed as specified by the subscribing Agency.	5.5.2.1
4015	C.2.11.2.1.4.3 (4)(g)	4. The contractor shall provide the following deliverables for CCS call answering service: g. The contractor shall establish and maintain a CCS Security Plan to ensure CCS compliance with the subscribing Agency's security and privacy requirements as described in the order under Additional Instructions.	5.5.2.15
4021	C.2.11.2.1.4.3	4. The contractor shall provide the following deliverables for CCS call answering service: f. The contractor shall establish and maintain a CCS	5.5.2.14

Req_ID	RFP Section	RFP Requirement	Proposal Response
	(4)(f)	Continuity of Operations Plan (COOP) designed to prevent interruption of customer service functions and mission critical operations for the CCS according to the subscribing Agencies needs.	
4025	C.2.11.2. 1.4.3 (4)(e)	4. The contractor shall provide the following deliverables for CCS call answering service: e. The contractor shall establish and maintain a CCS Call Center Management Plan to document and identify the tasks and processes used for management of the CCS. It shall include detailed documentation of the subscribing Agencies call center configuration, equipment inventory, customer service and operational processes, and contact information for key call center staff.	5.5.2.13
4027	C.2.11.2. 1.4.3 (4)(d)	4. The contractor shall provide the following deliverables for CCS call answering service: d. The contractor shall establish and maintain a CCS Training Plan to identify initial and continuous training requirements for CCS.	5.5.2.12
4029	C.2.11.2. 1.4.3 (4)(c)	4. The contractor shall provide the following deliverables for CCS call answering service: c. The contractor shall establish and maintain a CCS Staffing Plan to identify the staffing, skill sets, and organizational structure required for CCS call answering service.	5.5.2.11
4030	C.2.11.2. 1.4.3 (4)(b)	4. The contractor shall provide the following deliverables for CCS call answering service: b. The assistance shall include but is not limited to providing an accurate inventory of the Agencies CCS configuration, call history information, and access to the CCS facility for a site survey.	5.5.2.10
4031	C.2.11.2. 1.4.3 (4)(b)	4. The contractor shall provide the following deliverables for CCS call answering service: b. When this service is cancelled by Agency, the contractor shall assist the subscribing Agency with migrating operations to the new organization responsible (successor) for the call center.	5.5.2.9
4034	C.2.11.2. 1.4.3 (4)(b)	4. The contractor shall provide the following deliverables for CCS call answering service: b. The contractor shall provide a CCS Migration Plan with a migration schedule for the transfer of call/contact center operations from the incumbent call center operator (Agency or Contractor) to the contractor.	5.5.2.8
4038	C.2.11.2. 1.4.3 (4)(a)	4. The contractor shall provide the following deliverables for CCS call answering service: a. A CCS Project Plan deliverable shall be included as an output of the meeting.	5.5.2.7
4040	C.2.11.2. 1.4.3 (2)(e)	2. For CCS call answering service, the contractor shall meet the following minimum requirements: e. The contractor shall quantify its ability to deliver such call answer services in terms of capacity, extended operating hours, increased staffing, additional language support, and implementation start-up time.	5.5.2.6
4041	C.2.11.2. 1.4.3 (2)(e)	2. For CCS call answering service, the contractor shall meet the following minimum requirements: e. The contractor shall provide a description of their capability to quickly increase capacity in crisis or high priority situations.	5.5.2.5
4042	C.2.11.2. 1.4.3 (2)(d)	2. For CCS call answering service, the contractor shall meet the following minimum requirements: d. This shall including responding to inquiries from callers that may have foreign language requirements or callers with disabilities including but not limited to speech disabilities, deaf, hard-of-hearing, deaf-blind, or blind (e.g., support TDD/TTY calls).	5.5.2.4
4050	C.2.11.2. 1.4.3 (1)	1. The contractor shall provide Agencies with a complete turnkey call center operation, including the appropriate network services, technology, personnel, business processes and workflows, training, and reporting to respond to caller inquiries and meet pre-determined performance or customer satisfaction levels.	5.5.2.3
4054	C.2.11.2. 1.4.2 (14)	14. The contractor shall supply terminal devices (e.g. phones, IP phones, softphones) required for delivery of CCS if requested by the subscribing Agency.	5.5.2.2
4059	C.2.11.2. 1.4.2 (11)	11. The contractor shall provide Agencies with the ability to change recorded announcements.	5.5.1.1
4062	C.2.11.2.	2. The contractor shall provide the following five independent service	5.5.3.19

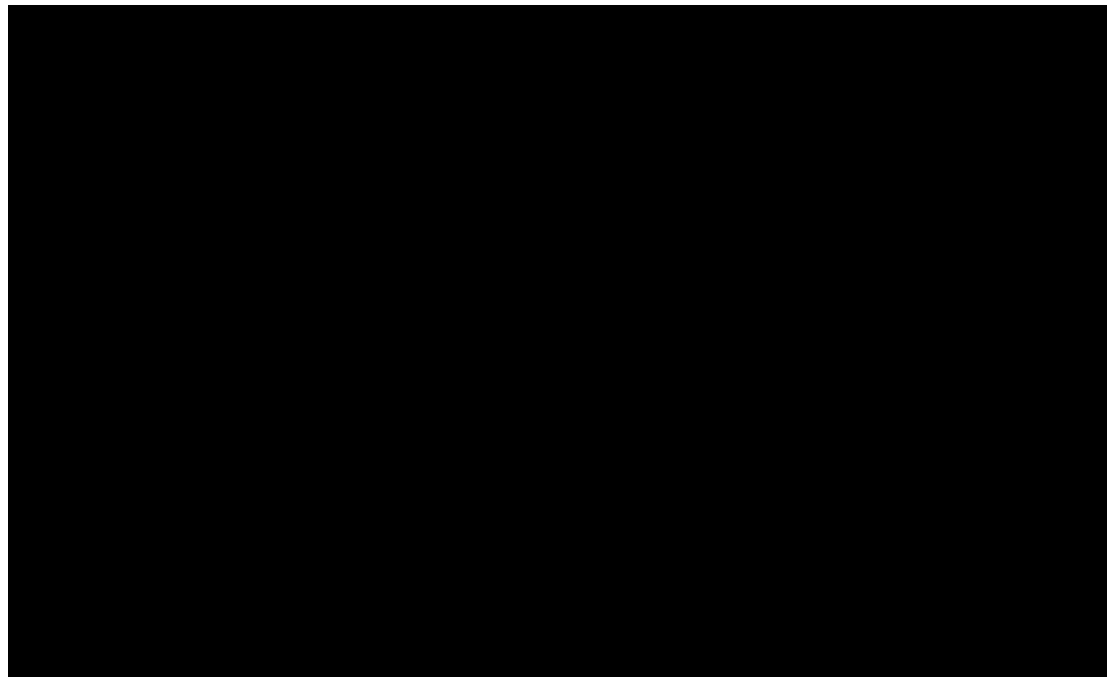
Req_ID	RFP Section	RFP Requirement	Proposal Response
	1.4.1 (2) (c)	delivery methods for CCS: c. [Optiona ]. Contractor Based and Agency Provided (CBAP) Call Management Service. The Agency will provide the necessary components required for CCS Call Management Service including hardware and software. The contractor shall provide power, inside wiring, and a physical location for the Agency provided CCS equipment.	
4084	C.2.11.2. 1.4.2 (8)	8. This shall include, but is not limited to, reporting on both the queue and agent/skill levels.	5.5.1.18
4085	C.2.11.2. 1.4.2 (8)	8. The contractor shall provide historical and real time reports with a unified view of all the communication channel activity and performance within the contact center across a single site, multiple sites (if applicable) and enterprise wide at a given time.	5.5.1.13
4088	C.2.11.2. 1.4.2 (7)	7. The contractor shall provide half hourly, hourly, daily, weekly, monthly, quarterly, annual (Fiscal Year or Calendar Year according to Agency needs) and special reports with different management views.	5.5.1.12
4093	C.2.11.2. 1.4.2 (6) (a)	6. The CCS management system shall be user friendly and provide the following minimum administrative capabilities: a. An audit trail and change log history	5.5.1.11
4095	C.2.11.2. 1.4.2 (6)	6. The contractor shall provide the subscribing Agency with the capability to manage its specific network queue, call routing algorithms, contact center agent profiles, and reports.	5.5.1.17
4097	C.2.11.2. 1.4.2 (5)	5. Service observation shall be made available for monitoring both local and remote agents and support local and remote observers.	5.5.1.10
4100	C.2.11.2. 1.4.2 (4)	4. The contractor shall verify with the Agency that the Agency firewall is compatible with the service.	5.5.1.9
4104	C.2.11.2. 1.4.2 (2)	2. The contractor shall provide the capability to prioritize queues and contacts (calls) within a queue.	5.5.1.16
4105	C.2.11.2. 1.4.2 (2)	2. The intelligent routing and distribution of contacts shall be determined according to the real time operating status of the subscribing Agencies contact center(s) and their business rules.	5.5.1.15
4106	C.2.11.2. 1.4.2 (1)	1. The contractor shall provide the capability for a network call queue (a single queue or multiple queues according to Agency needs) to manage the routing and distribution of contacts (calls) from multimedia channels such as voice, email, facsimile, and Agency Web site.	5.5.1.14
7769	C.2.11.2. 2.1 (9)	9. .IVR - Speech Recognition At a minimum, the contractor shall provide natural speech recognition capabilities and vocabularies for both English (American) and Spanish (American) dialects.	5.5.1.8

The portfolio of Qwest network hosted services includes network-based call routing, including predefined routing plans, and inbound Automatic Call Distribution (ACD), outbound dialing, and Web contact. In addition, we offer Interactive Voice Response (IVR) and fully staffed call center facilities. Qwest offers personnel to staff all Agency selected locations. Qwest will support all required CCS delivery methods.

### 5.5.1 Technical Approach to Call Center/Customer Contact Center Delivery (L.34.1.5.1)

By using established, streamlined and structured processes and skilled personnel as the underlying basis for Qwest CCS, Qwest will satisfy Agency CCS requirements. Qwest CCS provides flexibility in using and paying for only those applications that are required. [REDACTED]

Qwest's network-based IVR tool allows Agencies to build self-service menu trees with multiple voice prompts in minutes. Applications built using the Graphical User Interface (GUI) can route calls from the network to the selected destination based upon the prompt selected. An application can make destination phone number decisions or play prerecorded announcements based upon Automatic Number Identification (ANI), Dialed Number Identification Service (DNIS), and caller-entered, touch-tone digits. These applications can also link to Qwest's custom Network IVR application from any



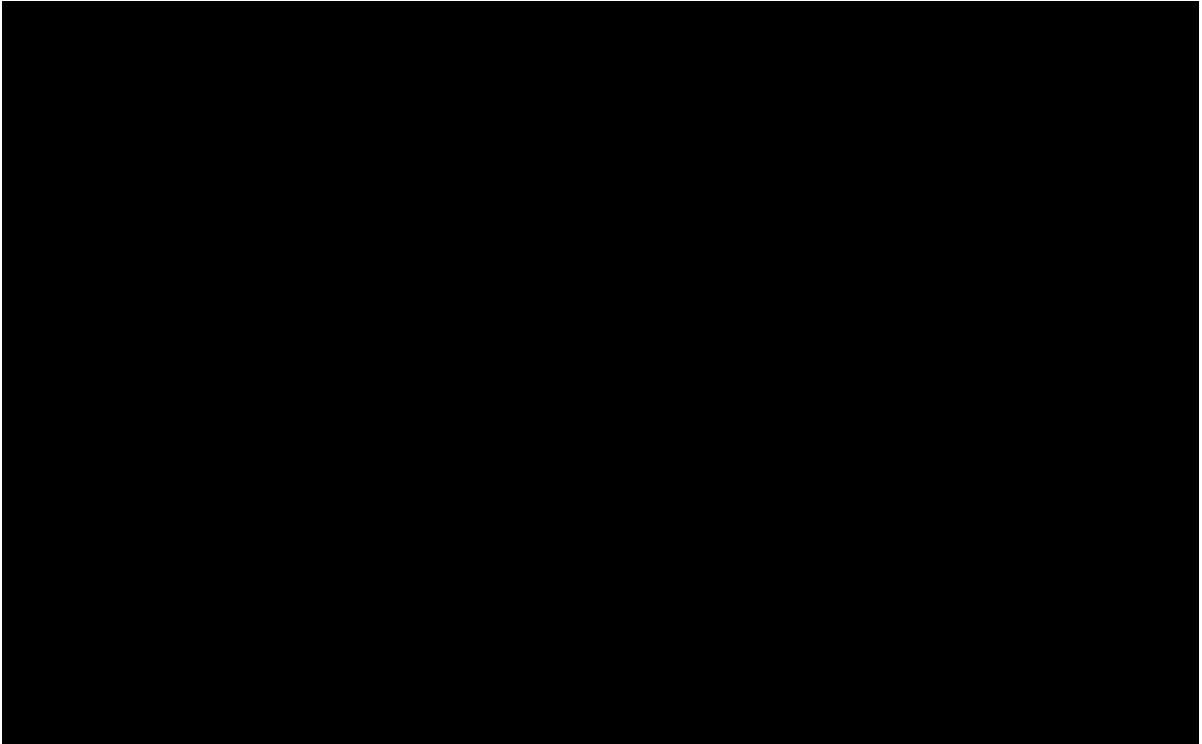
prompt selection. By using a Web browser, the Agency can build an IVR solution in minutes. Agencies benefit by having an easy-to-use and reasonably priced development tool for rapid deployment of departmental applications.

Network Agent Routing (NAR) is a Qwest network-hosted contact center service that provides a virtual contact center platform and eliminates the need for complex integration with multiple premises-based systems. NAR is a full suite of Contact Center applications including inbound ACD, outbound dialing, and Web contact (Dual Tone Multi-Frequency (DTMF) IVR, Chat, Email, Co-Browse, Web Collaboration, Web Call Back, and Web Call Through). NAR uses the Qwest network to route calls utilizing direct network-to-agent skills-based routing based on the Agency's business rules. It provides a full transaction reporting engine that monitors real-time activity and an historical reporting application for proactive management of contact center operations. Agencies benefit by receiving a feature-rich routing product without the capital and operating expense found in premises-based technology. [REDACTED]

[REDACTED]

Qwest's network IVR [REDACTED] is an interactive voice response and speech recognition platform that integrates with Agency applications developed [REDACTED]

[REDACTED]. Qwest's network IVR can work as a standalone application platform or integrate with Agency Web applications and databases, premise-based ACDs, and other vendor IVRs utilizing CTI. Qwest's network IVR provides the reliability and scalability of a network-based solution with the control and flexibility of a premises-based implementation. Available applications include locator services, customer information lookup, appointment scheduling, or any application where information can be provided efficiently by an automated interface.



Qwest's Networkx Toll Free Service (TFS) is a technologically advanced 8XX offering that provides Agencies with a complete set of routing features to effectively distribute and manage their calls into their contact centers while providing quality service to their customers. When combined with the CCS, the Agency has the ability to route and manage contact center transactions in a highly efficient and cost-effective manner. In addition, Qwest will provide Agencies with the necessary hardware, software, inside-wiring, and hard/soft agent phones within Qwest's hosted CCS center to accommodate agents for the CPCB and CPAB delivery methods. Maintenance of this equipment will be provided by Qwest as required.

**5.5.1.1 Ability to Change Recorded Announcements (Req\_ID 4059;  
C.2.11.2.1.4.2(11))**

The Agency has the ability to provide recorded announcements to callers. These recordings can be standard or custom using Voice (VOX) or

Windows Wave (WAV) file formats. Agencies that have recorded VOX or WAV files can upload them directly using Qwest-provided tools. Should the Agency choose to change the recording, they can do so themselves.

**5.5.1.2 IVR Pre-Recorded Announcement Messages (Req\_ID 3904;**

**C.2.11.2.2.1(6)(1))**

Qwest's network IVR service provides users with the ability to be prompted and receive recorded messages in U.S. English and Spanish (American) or other languages for DTMF input. Speech recognition languages include: English, Spanish, and Canadian French. [REDACTED]

[REDACTED] Qwest's network IVR gives the user the ability to modify greetings and recordings through easy-to-use Web-based GUI interface. Announcements are always played from the beginning for each caller, and callers may opt out of an announcement at any time to a pre-defined terminating number.

**5.5.1.3 Transfer of IVR Selection(s) Information (Req\_ID 3894;**

**C.2.11.2.2.1(6)(10))**

Qwest's network IVR provides the Agency with customer-entered information through the deployment of the ACD Connect feature. Through a CTI interface, the information collected during the IVR session can be distributed to a designated database, agent desktop, or other Agency specified data collection element.

**5.5.1.4 Availability of IVR Reports with Equivalent Commercial Offerings**

**(Req\_ID 3889; C.2.11.2.2.1(6)(14))**

The Qwest network IVR solution comes with a set of standard reports, both historical and near real time [REDACTED]

[REDACTED]

[REDACTED]. This data can be summarized by hour, day, week, month,



[REDACTED]

**5.5.1.7 Language Interpretation Service (Req\_ID 3881; C.2.11.2.2.1(10))**

The Qwest CCS Team has experience in supporting more than 150 languages including: [REDACTED]

[REDACTED]

[REDACTED]. The Qwest CCS Team is able to provide services for the deaf and hard-of-hearing through Text Telephone (TTY)/Telecommunications Display Device (TDD) utilizing our platforms and technology. Qwest may also hire specific skills or partner with an affiliate outsourcer to extend our range of languages as required by the Agency. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Agencies will benefit from our advanced, on-demand and scheduled OPI services world-wide. These services are available 24x7x365 via dedicated toll-free access.

**5.5.1.8 Independent Service Delivery Methods (Req\_ID 7769;**

**C.2.11.2.2.1(9)**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**5.5.1.9 Agency Firewall Compatibility (Req\_ID 4100; C.2.11.2.1.4.2(4))**

Qwest will work with each Agency to ensure that data and firewall environments are compatible with the system. Data requirements are flexible, allowing at a minimum public Internet access with Access Control List security or, if necessary, full managed firewall with encryption. [REDACTED]

[REDACTED]

[REDACTED] Qwest will perform interoperability testing with the Agency during implementation of CCS to ensure that firewall compatibility is maintained.

**5.5.1.10 Availability of Service Observation (Req\_ID 4097; C.2.11.2.1.4.2(5))**

Qwest's NAR product supports agents working in local and remote locations. All that is required is a network accessible extension that is registered with the NAR system. Whether the agent is located centrally or working remotely, they have the ability to access the system. Managers can use the NAR monitoring capabilities to listen to calls, observe desktop activities, and communicate with agents effectively, regardless of their location.

[REDACTED]

[REDACTED]

[REDACTED]

NAR allows for Agency database content to be utilized in the call flow. Reporting includes real time, historical, and full lifecycle content, allowing the manager to be informed and aware of changing situations regardless of their location. Reports can be customized to provide only that information critical to the manager's situation. [REDACTED]

[REDACTED]

**5.5.1.11 Audit Trail and Change Log History (Req\_ID 4093;  
C.2.11.2.1.4.2(6)(a))**

Qwest provides automated audit trails to reconstruct Agency user actions such as access to the network, access to Agency sensitive systems and data, invalid access attempts, and changes to the system security settings and administrative accounts. Records include the user's action, date and time, and results of the action.

[REDACTED]

**5.5.1.12 Provision of Reports with Different Management Views (Req\_ID 4088; C.2.11.2.1.4.2(7))**

Qwest's NAR reporting tools are flexible in allowing each Agency to build reports that provide the appropriate data elements to meet their needs. Data is tracked in multiple increments [REDACTED]

[REDACTED] NAR allows for storage of up to 13 months of call statistic information and offers each customer the ability to export data to their own data infrastructure for manipulation, reporting, and retention. [REDACTED]

[REDACTED]

[REDACTED]

**5.5.1.13 Historical and Real Time Reports (Req\_ID 4085; C.2.11.2.1.4.2(8))**

Qwest's Network Agent Routing provides tremendous capabilities for unified management of multi-site environments. [REDACTED]

[REDACTED]

[REDACTED]

Reports can be pulled by enterprise, location, group, skill, or any of a number of variables. In addition, reports can be drawn for a single site or across multiple sites. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Outbound dialing is [REDACTED]

[REDACTED] Agencies can create outbound campaigns to meet their changing needs. Data can be imported to the application providing easy-to-build call lists. Agents can be standalone outbound agents or blended with other NAR functionality.

**5.5.1.14 Network Call Queue (Req\_ID 4106; C.2.11.2.1.4.2(1))**

Qwest offers a full suite of call center applications that allow for inbound ACD, outbound dialing, and Web-contact. The system uses a universal queue allowing for multi-media calls to be combined into a common call queue or separated into individual call queues to provide the Agency with total flexibility in managing their call volume. Agents can be standalone, dealing with only one type of call, or blended to support a multi-media environment. All calls are queued at the network and managed by the call strategies created by each Agency. Call strategies can be modified in real time to allow the Agency to immediately react to changing call patterns or specific issues.

The Qwest CCS Team will adhere to all the business rules of each Agency before the design and deployment of Network Agent Routing.

Qwest is in a position to offer personnel to staff all Agency selected locations. The Qwest personnel will then be responsible for all CCS activities, including but not limited to, configuration, adds-moves-and-changes, system upgrade, Help Desk functions, and all Agent activities and management as required by the Agency at their location.

**5.5.1.15 Intelligent Routing and Distribution of Contacts (Req\_ID 4105; C.2.11.2.1.4.2 (2))**

Network Agent Routing uses a universal queue allowing for multi-media calls to be combined into a common call queue or separated into individual call queues to provide the Agency with total flexibility in managing their call volume.

Agents can be standalone dealing with only one type of call or blended to support a multi-media environment. All calls are queued at the network and managed by the call strategies created by each Agency. Call strategies can be modified in real time to allow the Agency to immediately react to changing call patterns or specific issues.

Qwest's CCS allows for customization of the routing rules and agent profiles to meet each Agency need and requirement. Each Agency can be treated as an individual client to the solution or be combined with a larger organization. Distribution of contacts can be through multi-media call flows, and Agencies can select the appropriate routing based on their specific business requirements.

**5.5.1.16 Prioritization of Queues and Contacts within a Queue (Req\_ID 4104; C.2.11.2.1.4.2(2))**

All calls within NAR are controlled via call strategies. These strategies provide the instructions on how the call is handled throughout the call process.

[REDACTED]

[REDACTED] When combined with real time reporting tools, this allows the ability to manage queues and contacts and to control call flows within each agent skill or group. Calls can be prioritized using the caller information provided by the network (ANI, DNIS) or by collecting specific information in the IVR and passing it to the platform for detailed routing. [REDACTED]

**5.5.1.17 Management of Specific Network Queue, Call Routing Algorithms, Contact Center Agent Profiles, and Reports (Req\_ID 4095; C.2.11.2.1.4.2(6))**

Qwest NAR allows Agencies to fully manage the inbound, outbound, or Web-based applications. This control includes the ability to manage all

activities including network queues, routing algorithms, and agent profiles.

[REDACTED]

[REDACTED]

[REDACTED] Each Agency

has full control of their routing and reporting environment.

**5.5.1.18 Reporting on the Queue and Agent/Skill Levels (Req\_ID 4084; C.2.11.2.1.4.2(8))**

The NAR call reporting tools include real time, historical and full lifecycle reporting. All calls through the system are monitored and tracked. [REDACTED]

[REDACTED]

[REDACTED] Reports can be pulled using standard templates or customized to support each Agency's needs and requirements.

**5.5.1.19 Collaborative Browsing (Req\_ID 3933; C.2.11.2.2.1(2))**

Qwest's NAR allows for the integration of Web-based contact capabilities including Web call back, Web call-through, and Web co-browse. When integrated with the Agency Web server, the agent can work with the Agency client to support their experience and interface with the Web site. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

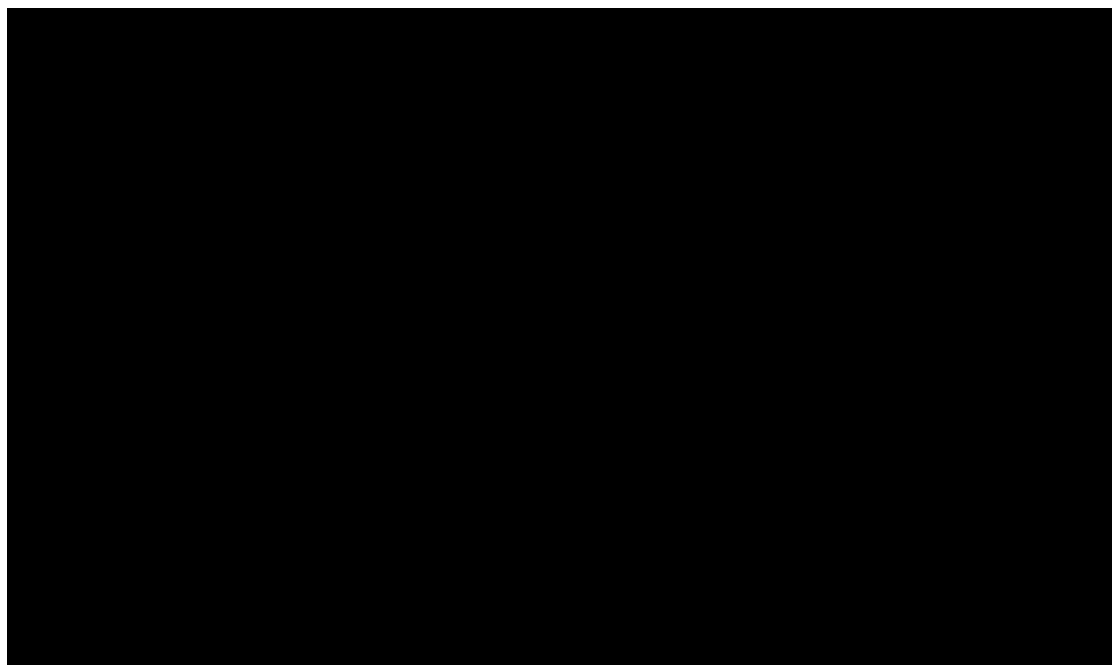
**5.5.1.20 Professional Recording Services**

Qwest will provide the service of Professional Recording of voice prompts or announcements for agency-specific requirements. This service will be used for the creation of custom announcements associated with Qwest Contact Center solutions including Hosted IVR and Hosted ACD. Professional Recording of agency-specific IVR or ACD prompt or announcement scripts include the following production services: scriptwriting and editing, voice talent

selection and fees, studio, production and editing fees, formatting to the proper media and delivery to the appropriate Qwest contact center solution.

**5.5.2 Approach to Call Center/Customer Contact Center Delivery  
(L.34.1.5.1(a))**

Qwest will ensure that CCS is designed to meet Agency needs, is managed to meet the Agency delivery schedule, and will not impact the Agency's day-to-day work routines during service implementation. Qwest



personnel will interface with Agencies and oversee CCS order processing, delivery, and implementation to ensure the success of the project. [REDACTED]



**5.5.2.1 CCS Quality Assurance Plan (Req\_ID 4011; C.2.11.2.1.4.3(4)(h))**

Qwest's Quality Assurance (QA) Plan provides a testing solution that validates the Key Performance Indicator (KPI) in an Agency's production hosting environment. [REDACTED]



QA

consultants are skilled in testing, identifying, and isolating performance bottlenecks in an Agency's Website infrastructure.

The Qwest CCS Team will work with the Agency to enhance our current quality plan in order to develop a relevant, detailed, and effective plan. The following are elements of the plans that the Qwest CCS Team creates to support our customers:

Quality Assurance – The Qwest CCS Team's quality and training managers define, develop, and implement customized program-specific quality assurance standards for inbound, outbound, self-service, electronic, fax, and email transactions.

The Qwest CCS Team works with Agencies to customize a weekly call monitoring plan to:

- Ensure quality service delivery
- Ensure product knowledge and procedure retention
- Ensure that the Qwest service delivery meets requirements
- Define opportunities for improvement—Call quality is a priority for the Qwest CCS Team, QA, and Training Team

Change Management Process – The Qwest Team practices a Total Quality Management (TQM) process, in conjunction with Change Management. TQM teams are assigned to and collaborate within specific alliance projects. Qwest will be primarily responsible for quality assessment and change evaluation within each functional area. Each team member or functional area will provide an impact assessment for each proposed option or action that can be taken in response to the change. We perform an in-depth analysis of resources on the project, including technology, costs and budgets, and personnel. The analysis is based on needs, standards, and objectives of the Agency. The standards and deliverables of the project require Agency approval to proceed.

**5.5.2.2 Terminal Devices for the Call Center (Req\_ID 4054;**

**C.2.11.2.1.4.2(14))**

If required, Qwest will supply terminal devices for the delivery of CCS.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] If the Agency is changing or needs to change the specific endpoint terminal, Qwest will provide these devices.

**5.5.2.3. Turnkey Call Center Operations (Req\_ID 4050; C.2.11.2.1.4.3(1))**

The Qwest CCS Team currently provides turnkey call center services that include network services, technology, hiring, training, business processes, workflows, reporting, quality assurance, and training. Qwest provides a robust and scalable network based ACD/IVR/CTI, workforce management, outbound predictive dialing, and TFS as the underlying network to support CCS. We also provide the staffing, Help Desk, and training at our facilities or at Agency locations though our existing relationships. Performance indicators are customized to each program and adhered to by the CCS.

**5.5.2.4 Foreign Language and Disabilities – Call Answering Service Requirement (Req\_ID 4042; C.2.11.2.1.4.3(2)(d))**

The Qwest CCS Team has experience in supporting [REDACTED] languages

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**5.5.2.5 Increase in Capacity of CCS Operations in Crisis or High Priority Situations (Req\_ID 4041; C.2.11.2.1.4.3(2)(e))**

Qwest's CCS [REDACTED] will meet this requirement using a combination of trend-based capacity planning and triggered response to special

Agency requests. Each Agency program requirement for quickly increasing capacity will be taken into account during the due diligence phase of the implementation process. [REDACTED]

[REDACTED]

Each program's requirements for quickly increasing capacity will be taken into account during the due diligence phase of the implementation process. For very short-term needs, Qwest is proposing that agents are cross-trained in our other locations and have the ability to come online very quickly.

[REDACTED]  
[REDACTED] We have extensive experience in handling rapid and difficult ramps. [REDACTED]

[REDACTED]

[REDACTED]

Agency	[REDACTED]
Project Location and Launch Date	[REDACTED]
Training Requirements	[REDACTED]
Program Descriptions and Headcount	[REDACTED]

	[Redacted]
Contact Type	[Redacted]
Language Requirements	[Redacted]
Customers Supported	[Redacted]
Why has this been successful	[Redacted]

**5.5.2.6 Quantification of Contact Center Services (Req\_ID 4040;  
C.2.11.2.1.4.3(2)(e))**

The Qwest CCS team will cooperate with the Agency to determine implementation and start-up times based on size, location, deliverables, and Agency preference. [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]


**5.5.2.7 CCS Project Plan (Req\_ID 4038; C.2.11.2.1.4.3(4)(a))**

The Qwest CCS Team will work closely with Agencies to develop a customized project plan for successfully launching a new program and all functions and activities connected with the project. Once all the pertinent information has been gathered, a project kick-off meeting will be held with representation from all the affected Agency departments to fully discuss program specifics, Agency background, program goals/objectives, call flow, key implementation plans/timelines, hours of operation, Service Level Agreements (SLAs), identification of program management and stakeholders, training needs, and overall Agency expectations. The documented project plan will include required activities, dependencies, assigned resources, and milestones/durations adequate to support de-risking and management of the CCS implementation.

**5.5.2.8 CCS Migration Plan (Req\_ID 4034; C.2.11.2.1.4.3(4)(b))**

The Qwest CCS team will provide the Agency with detailed Migration Plan, [REDACTED]

Each migration plan will be uniquely built to address the needs of each Agency and program. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted text block containing multiple paragraphs of blacked-out content]



provide the Agency with specific CCS configurations, including routing tables, ACD groupings, and hardware/software inventories.

**5.5.2.10 Inventory of Agency Configuration, Call History Information, and Site Survey (Req\_ID 4030; C.2.11.2.1.4.3(4)(b))**

The Qwest CCS Team will work with the Agency to ensure an accurate inventory of the Agency's CCS configuration call history information and access to supporting Qwest Team-provided CCS facilities in support of site survey activity. Call record and historical call data are available for the Qwest applications via on-demand reporting and will be provided. Periodic meetings will be conducted with each Agency, as required, to ensure information currency.

**5.5.2.11 CCS Staffing Plan (Req\_ID 4029; C.2.11.2.1.4.3(4)(c))**

For all positions, the Qwest CCS Team will target candidates who are qualified to do the job, available for the work needed, and interested in the opportunity. The hiring profile for agents will be Agency-driven and will be drafted according to the requirements of the Agency. Promising agents are targeted for management positions and given training as well as increased responsibility. Team managers are typically promoted from within an account. When a supervisory/management position does become available, a seasoned, well-trained individual immersed in the client's values and culture is ready to fill the need. Management recruits are selected for their industry experience, vision and perspectives on industry direction, and experience with a broad array of client types and projects.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Administration requirements will be established locally and processes followed in accordance with the Agency's specific policy.

The process is intended to improve both the effectiveness and efficiency of agent-level recruitment. Improved effectiveness and quality are achieved by defining a detailed requirements profile at the start of the process and by providing the required selection tools to test candidates against these






[Redacted text block containing multiple paragraphs of obscured content]



- Quality as defined by the percent of Agents who pass New Hire Training
- Retention as defined by retention in first 30,60, 90, and 120 days of employment

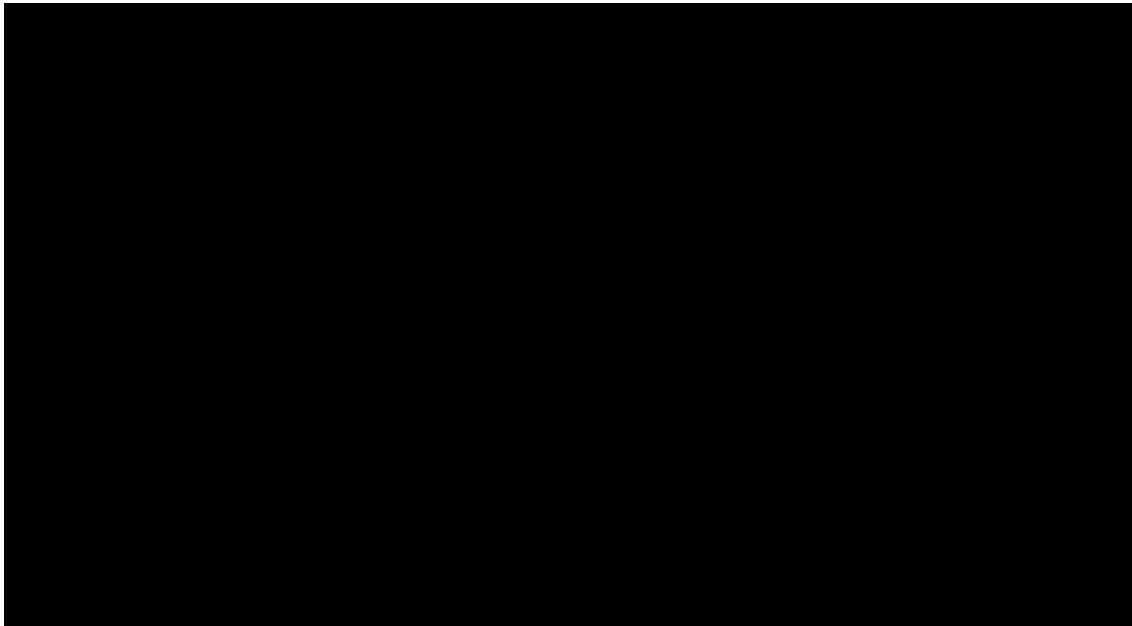
**Proposed Organizational Chart**

 depicts the organizational structure for CCS call answering.

**5.5.2.12 CCS Training Plan (Req\_ID 4027; C.2.11.2.1.4.3(4)(d))**

Qwest will assign Project Managers to work with each Agency to determine their training requirements and to develop a training plan that fits their requirements. Training requirements vary based on products implemented and the size and complexity of Agency configurations.

The training process will be based on a combination of industry experience and research in training, eLearning, and adult learning theory, guided by sound instructional design and project management practices.



[Redacted text block containing multiple paragraphs of blacked-out content]

[REDACTED]

**5.5.2.13 CCS Call Center Management Plan (Req\_ID 4025;**

**C.2.11.2.1.4.3(4)(e)**

Call Center Management Plans are customized for each individual Agency program. The Qwest CCS Team will work with the Agency in order to create and maintain such plans in a format compliant with their requirements. The plan will include call center configuration (logical and physical); redundant network connectivity (with bandwidth and ISP plans); desktop, server, spares, and remote back-up equipment plans; customer care agent, lead, supervisory; and quality and operational processes with detailed contact, trouble ticket

resolution, and escalation plans to ensure achievement of service levels. These items include Agency and program objectives (vision), associated hiring profiles, training development, and delivery schedule milestones through successful launch.

Call Center Configuration – The call center configuration is customized once a plan is in place for a specific program or Agency.

Equipment Inventory – The Qwest CCS Team asset inventory provides automated asset inventory tracking and reconciliation capabilities. An asset inventory creates and tracks multiple physical inventories of assets quickly and efficiently.

Customer Service and Operations – The Qwest CCS Team will create customized and detailed operations manuals for each program.

Testing, Verification and Acceptance Procedures – The Qwest CCS Team will comply with the requirement to customize and supply a Services Verification Test Plan within the 60-day window specified. Each plan will be produced based upon the specific requirements of the project with the ability to produce pro forma outline plans during the negotiation process. The verification testing and acceptance period will be 60 days unless otherwise agreed in writing within the service-specific Statement of Work (SOW) approved by the Agency.

#### **5.5.2.14 CCS Continuity of Operations Plan (Req\_ID 4021;**

##### **C.2.11.2.1.4.3(4)(f))**

The Qwest CCS Team has a Continuity of Operations Plan (COOP) document. We will work with each Agency to customize the current COOP plan and gather more information on their current network configuration and design. Qwest has designed the call center tools and applications to allow for efficient voice and data network re-routing in the event of a failure. This allows services to be quickly restored regardless of the call answering service location. The

Qwest CCS Team's solution supports the automatic failover of the application. If one of the data circuits fails, the Qwest CCS Team's network will shift all of the data traffic over to the other circuit.

**5.5.2.15 CCS Security Plan (Req\_ID 4015; C.2.11.2.1.4.3(4)(g))**

The Qwest CCS Team's Security Assurance Program requires all Qwest business units and teammates to undergo internal and external security audits administered by the Company. The program was established to measure the conformance by Qwest business units to Qwest policies and procedures impacting on the security of a business unit, operation, and/or activity. For CCS, each Agency configuration will have unique security requirements that will be used to augment our standard audits—ensuring compliance with Agency needs. Audit findings identify an organization's vulnerabilities that will be analyzed by security experts to determine the organization's exposure to a potential security breach that would adversely and significantly impact business operations, Qwest's physical and intellectual property, and its employees, contractors, and guests. Following the exposure analysis and working in concert with the leadership of the organization, the Qwest CCS Security Office will develop a remediation plan for risk reduction from which the organization is required to take corrective action.

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

Qwest considers Information Technology (IT) security tuned to Agency needs to be paramount to its continued success in the marketplace. As a global company, Qwest is heavily reliant upon a global network to direct and conduct its business activities. IT security is essential for Qwest to assure secure systems and networks and to protect the confidentiality of its business processes and information. To achieve this protection, Qwest has established an IT Security Program that makes security an integral part of its everyday business activities.

**5.5.3 Benefits of Call Center/Customer Contact Center Technical Approach to CCS (L.34.1.5.1(b))**

Describe the Government’s working with a call center outsourcer mean that the risks normally taken by an organization are eliminated or greatly minimized. **Figure 5.5.3-1** lists some of the benefits of Qwest’s CCS solution.

**Figure 5.5.3-1 Benefits of Qwest’s CCS Solution**

Feature	Benefit
Ability to Provision Facilities and Equipment	Reduces costs to organizations by providing offices, phones, computers, and other equipment.
Leverage Existing Infrastructures	Enables unified functionality, regardless of the underlying telephony deployed by integrating seamlessly to any existing infrastructure.
Unified Recording	Record and archive voice, chat, and collaboration sessions by interaction or across an entire campaign.

The Qwest Team’s approach to CCS product and delivery directly addresses and is consistent with the following Federal Enterprise Architecture (FEA) objectives, as shown in **Figure 5.5.3-2**.



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**5.5.3.1 CCS Monthly Status Report (Req\_ID 4007; C.2.11.2.1.4.3(4)(i))**

Network IVR provides a Web-based Enterprise Management Information Portal, which will give the Agency the power to monitor applications and call statistics in near real time and rolled up as monthly summary data. Information is presented in tabular as well as graphical form. The Agency can monitor the number of active calls to better understand how each call is being handled, including current call state and call duration. The Agency can also view call statistics for each application, including information on inbound and outbound calls, heavy usage duration and thresholds, all ports busy, and peak call volumes.

**5.5.3.2 Call Recording and Monitoring (Req\_ID 3953; C.2.11.2.1.4.3(4)(i))**

Qwest's NAR platform is a fully network hosted suite of products including inbound ACD, Outbound Predictive Dialing, Web Contact (email, chat, collaboration, and callback), WFM, CTI, and Call Reporting applications. [REDACTED]

[REDACTED]

██████████ Reports can be pulled using standard templates or customized to support each Agency's needs and requirements. Digital Call Recording is available using standard third party call recording systems and will be uniquely designed to meet each Agency requirement. Call Recording will include the ability to record across multiple applications and will incorporate media blended call flows if required.

**5.5.3.3 Management and Administrative Reporting (Req\_ID 3945;  
C.2.11.2.2.1(1)(5))**

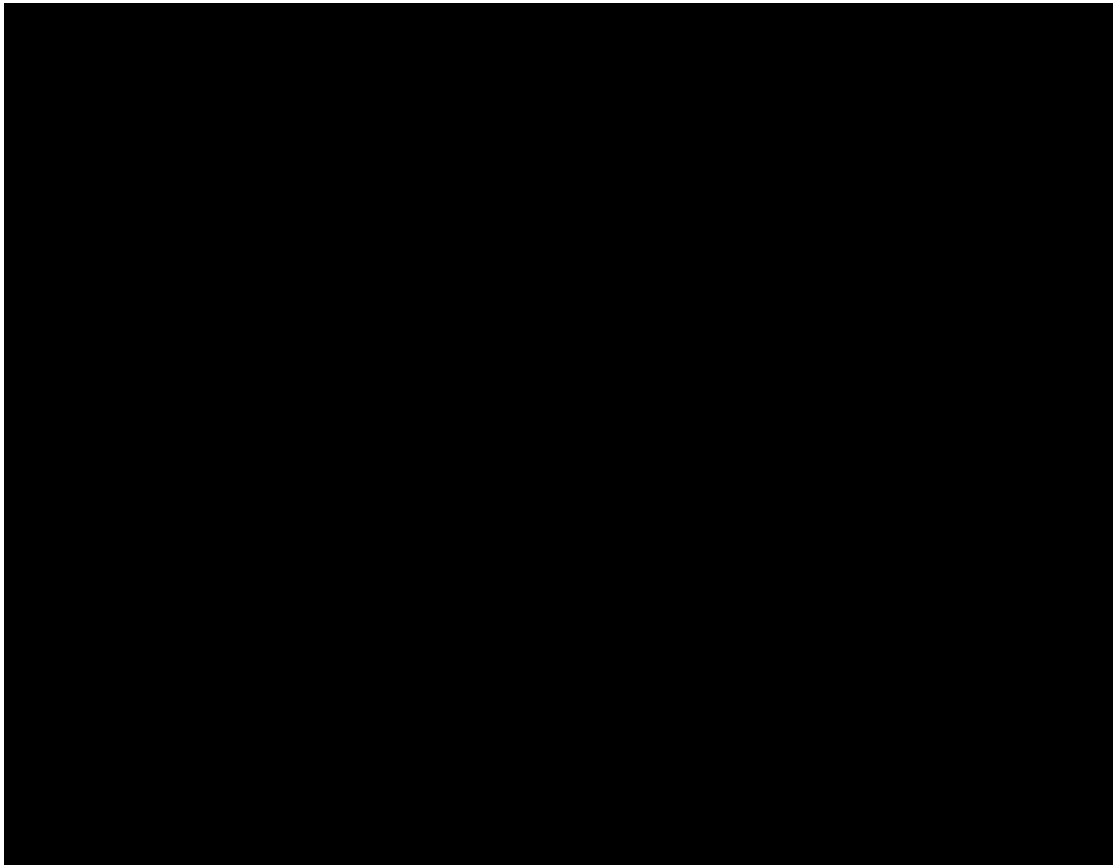
Real time and historical reporting is available, providing each Agency with the critical data to manage their respective call flow. Real time information shows call flow as the call processes through the call flow. Historical reporting is available on demand or scheduled. ACD, Outbound Dialing, and Internet Contact application data is stored in the application for a period of 13 months and can be exported to an Agency database if longer storage is required. Cradle-to-grave reporting is also available, showing agent and call flow step-by-step information. ██████████

**5.5.3.4 Computer Telephony Integration (Req\_ID 3932; C.2.11.2.2.1(3))**

The Qwest CCS CTI is part of the NAR/Network IVR family that provides CTI and off-the-shelf connectors to major CRM applications and a Web-based interface for agents. Qwest CTI provides a link between the Agency telephone systems, databases, and applications to facilitate incoming and outgoing call handling and control.

**Key Benefits**

With Qwest's CTI, the agents can serve customers through a single desktop interface. The Qwest CCS interface delivers information to agents that assists in providing consistent and personalized service. Customer information (via a screen pop) is synchronized to arrive at an agent's desktop with each incoming voice call. Agents can access customer profiles and histories, as well



as a standard response library. Agents can engage the customer with a total view of historical interactions and the relationship, which helps them provide more focused service and resolve issues during the initial contact. The result is a more satisfactory experience for the customer and more efficiency for agents.



**5.5.3.5 Customer Contact Application (Req\_ID 3930; C.2.11.2.2.1(4))**

Qwest's NAR uses a universal queue for multi-media calling. This includes inbound, outbound, Web chat, email, Web collaboration, Web call-back, etc. Each item entering the universal queue is tracked and reported on

using the NAR real time and historical reporting tools. Information will vary based on contact type and is available using a single management tool for report retrieval.

**5.5.3.6 Contact System Summary and Detailed Management Reports  
(Req\_ID 3918; C.2.11.2.2.1(4))**

The Qwest CCS platform supports Agency self-service by seamlessly blending traditional and online channels so that agents can manage inquiries across every touch point. Qwest delivers this via a unified, intelligent knowledge platform that spans all channels of communication for both customers and agents.

Dynamically capturing and presenting useful, relevant information to both agents and customers, our self-service intelligent technology additionally uses a combination of natural language search capabilities, usefulness ranking, and clustering features to present a customer-centric experience.

Leveraging the power of one central knowledge base to manage all information, Qwest customer self-service will provide the Agency essential call center management by tracking calls with the same application across all channels, phone, email, Web, and chat, so agents access customer information from a single point of entry. Key fields in the supporting database are logically linked to support integrated management across channels; for example ANI, Account Number, email address, or other Agency specific fields are keyed to provide a central application control point for contact history data. This supports an integrated customer view irrespective of contact method to ensure that service requests are solved as rapidly as possible.

**5.5.3.7 Email Response Management (Req\_ID 3917; C.2.11.2.2.1(5))**

Qwest's NAR connects to the Agency email server application and supports the management or distribution of email to agents in the environment.

Since a universal queue is used, standard management and reporting tools can be used to monitor details surrounding the email response process.

[REDACTED]

**5.5.3.8 Email Response Management Reports (Req\_ID 3908;  
C.2.11.2.2.1(5)(7))**

Qwest's NAR allows for multi-media capabilities that include email integration. NAR connects to the Agency email server application and supports the management or distribution of email to agents in the environment. Since a universal queue is used, standard management and reporting tools are used to monitor details and produce real time management and ad-hoc reports.

**5.5.3.9 Email Response Management Real Time Exception Reports  
(Req\_ID 3906; C.2.11.2.2.1(5)(9))**

Qwest's NAR reporting tools report on multi-media transactions using the real time and historical reporting tools. Managers/Supervisors have the ability to view and pull reports on demand. Reports can use the standard templates or create custom views of the data to support the Agency needs and requirements. Exceptions can be established within the reporting system to alert the manager to critical metrics or issues occurring within the respective Agency call center. Real time exception reports can be obtained via the Web-accessible Qwest Control Network Portal.

**5.5.3.10 Email Response Management Compatibility with Agency's Email Application (Req\_ID 3905; C.2.11.2.2.1(5))**

Qwest will work with each Agency to integrate existing email application servers into the Qwest email response environment. Requirements change from Agency to Agency, and the email response solution is flexible in supporting individual environments. To ensure reliability and conformity, the Qwest CCS Team will make sure that the Agency email system integrates fully into the Qwest platform.

**5.5.3.11 Language Interpretation Service Management Reports  
(Req\_ID 3875; C.2.11.2.2.1(10)(5))**

████████████████████ the Qwest Team will provide the Agency with hourly, weekly, and monthly detailed flexible and customizable management reports that will meet all Agency requirements. The Qwest CCS Team will also work with the Agency to determine the report format. The ██████████ detailed reports will include date and time of call with a unique tracking identifier, duration of the call, answering agents identity, language interpreter identity, and any other information that might be useful to the Agency.

**5.5.3.12 Foreign Languages Available for Interpretation (Req\_ID 3874; C.2.11.2.2.1(10))**

Qwest will partner with [REDACTED] to deliver language translation services live. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] The Agency will profit from their advanced, on-demand and scheduled OPI services worldwide.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**5.5.3.13 Outbound Dialer (Req\_ID 3873; C.2.11.2.2.1(11))**

Qwest's outbound dialer environment can support agents in a centralized environment or scattered in multiple locations. Home agents or part-time outbound agents can be tremendously effective with the Qwest Outbound Module. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**5.5.3.14 Outbound Dialer Reporting (Req\_ID 3864; C.2.11.2.2.1(11)(8))**

Qwest's Outbound Dialer includes preview, progressive, and predictive dialing modes using the Campaign Manager tools. The tools are able to schedule, capture information, place calls to individuals, and launch outbound calling campaigns. Call detail is managed in the reporting system, allowing the manager to view progress and make modification to the program in real time.

Call exceptions can be set to alert if certain situations occur. Reporting is available in both real time and historical environments.

**5.5.3.15 Text Chat (Web Chat) (Req\_ID 3863; C.2.11.2.2.1(12))**

Qwest's Web Chat solution allows for the integration of Web-based contact capabilities including Web call back, Web call-through, and Web co-browse. Using integration to the Agency Web server, the agent can work with the Agency's client to support their experience and interface with the Website. The solution allows for Web contact calls to be distributed to agents based on group and/or skills-based routing. Agency customers can select a help or contact function on the Web chat session with an agent. The agent can then communicate through a chat session with the customer and can support their needs.

**5.5.3.16 Web Call Back (Req\_ID 3854; C.2.11.2.2.1(13))**

Qwest's Web Contact solution allows for the integration of Web-based contact capabilities including Web call back, Web call-through, and Web co-browse. Using integration to the Agency Web server, the agent can work with the Agency client to support their experience and interface with the Website. The creation of a form for completion is managed by the Agency Web application, and the Qwest Web application allows for that form to be attached and added to the call queue for distribution.

**5.5.3.17 Workforce Management (Req\_ID 3850; C.2.11.2.2.1(15))**

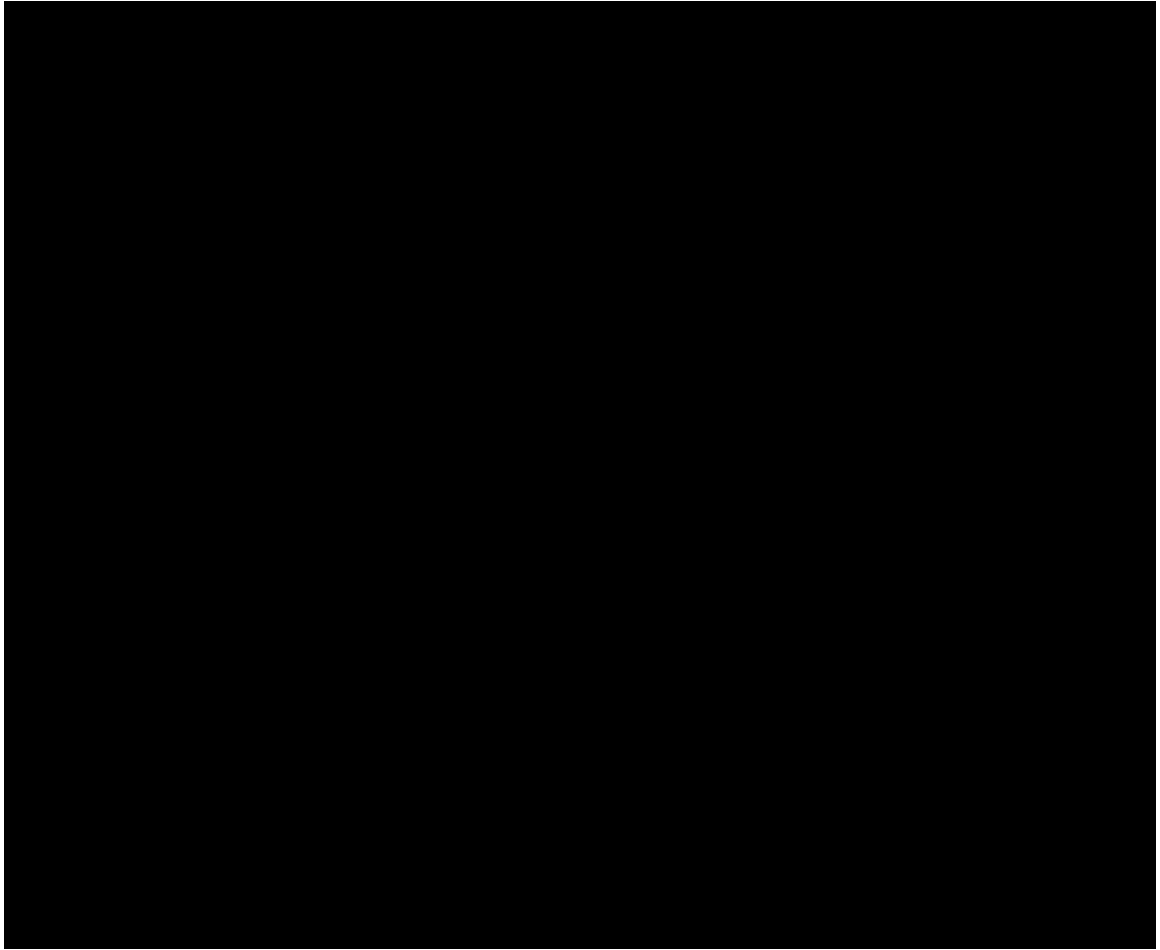
Workforce Management is another module associated with the Qwest platform. Qwest provides the ability to forecast, schedule, and compare results in real time to the schedules that have been implemented. Real time adherence contains a complete reporting environment, allowing the manager to prepare reports or make modifications as required. Forecasts are built to show anticipated call volumes, and call center statistics are used to create a work schedule for agents.

**5.5.3.18 Workforce Management Reporting (Req\_ID 3843;****C.2.11.2.2.1(15)(5))**

Qwest's Workforce Management has the ability to forecast, schedule, and compare results in real time to the schedules that have been implemented. Our platform provides real time and historical reporting for agents. This includes exception reporting. Although these are used by the Workforce Management tool they are not specific to workforce management. Workforce Management is the ability to create work schedules to meet the call demands of the Agency. Once deployed, the Agency uses the real-time and historical tools to monitor the success of the forecast and schedule that was created. Workforce Management also has a tool for real time adherence that takes the real time and historical data and evaluates the success of the forecast or work schedule. Real time adherence contains a complete reporting environment, allowing the manager to prepare reports or make modifications as required. Reports include summary information if required. Agencies can use standard reports or customize the reports to meet their needs and requirements. Exception reporting is included and highlighted in the real time adherence application. [REDACTED]

**5.5.3.19 Independent Service Delivery Methods (Req\_ID 4062;****C.2.11.2.1.4.1(2)(c)**

Qwest is proposing the optional service and has addressed the CBAP service. Qwest will provide the Qwest Team facility and provide power, inside wiring, and associated support. The Agency will provide the necessary components required for the CCS Call Management Service including the necessary hardware and software. Qwest will install, configure, and maintain the Agency provided CCS equipment. The Agency will supply the personnel in/to the Qwest Team facility to answer calls distributed by the CCS Call Management Service. The services provided include:



- Redundant Power supply and full back-up
- Inside wiring maintenance and support
- Hardware and software installation, test, and troubleshooting
- 24x7x365 Trouble Management
- Configuration Management
- Available Network connectivity
- Installation and support

### 5.5.4 Solutions to Call Center/Customer Contact Center Problems (L.34.1.5.1(c))

The Qwest CCS Team anticipates that Agencies will require a wide range of CCS capabilities consistent with their diverse missions. Such requirements will likely include network, IT, access, and security needs that will vary widely in scope and depth. Thus, the Team will be thorough in assessing each Agency's CCS needs at the onset of a service order in order to fully understand the operating environment. This will include developing a user inventory of the customer's topology, operating systems, applications software, and connectivity requirements. This is accomplished via a structured process and using an industry leading inventory tool. As soon as the Qwest CCS Team becomes aware of problems or gaps in support, we will adapt by adding skill sets and updating inventories.

Examples of common problems experienced by the call centers, as measured by problem tickets, are shown in **Figure 5.5.4-1**.



### 5.5.5 Satisfaction of Call Center/Customer Contact Center Performance Requirements (L.34.1.5.2)

By using standard protocols, predefined processes, and robust technologies, Qwest's CCS will provide service performance levels that meet operational and functional thresholds. In addition, Qwest employs highly skilled, customer-focused engineers and structured processes to ensure satisfaction

for Networx and comply with all its management and application services needs.

**5.5.5.1 Call Center/Customer Contact Center Quality of Service (L.34.1.5.2(a))**

In order to ensure that program performance measures are met, Qwest begins with clearly defined and documented metrics or KPI expectations. This specifies how each measurement is captured, measured, or calculated and ensures that these definitions are fully documented in the SOW for the program. There is also discussion or validation to correlate that KPIs are in fact creating measurements that drive the intended behavior and program outcomes at a broad business level. Additional discussion may cover a shared understanding of the process of gathering and reporting data.

The Qwest CCS service meets the KPI and Acceptable Quality Level (AQL) goals set forth in Request for Proposal Section C.2.11.2.4.1, as shown in **Figure 5.5.5-1**.

**Figure 5.5.5-1 Qwest’s CCS Solution Meets the Networx KPI/AQL Standards**

Key Performance Indicator (KPI)	User Type	Performance Standard (Level/Threshold)	Acceptable Quality Level (AQL)	
Availability	Routine	99.5%	≥ 99.5%	
	Critical	99.9%	≥ 99.9%	
Time to Restore	Without Dispatch	4 hours	≤ 4 hours	
	With Dispatch	8 hours	≤ 8 hours	

Availability: The Qwest Team’s CCS availability is measured and calculated as a percentage of the total reporting interval time that CCS is operationally available to the Agency. This is in conformance with the Government’s method of measurement. [REDACTED]

[REDACTED]

Time to Restore: The Qwest CCS will meet the Performance Standards for Time to Restore for both without dispatch and with dispatch.

**5.5.5.2 Approach for Monitoring and Measuring Call Center/Customer Contact Center (L.34.1.5.2(b))**

The Qwest Team captures data from Voice Response Units, ACDs, outbound dialers, email systems, and CRM tools that provide detailed information on program activity at every level. [REDACTED]

[REDACTED]

The Qwest Team also has a comprehensive approach to measuring and accepting Quality Levels at an agent level, from a number of required monitors to the calibration sessions and feedback loops. [REDACTED]

[REDACTED]




**5.5.5.3 Verification of Call Center/Customer Contact Center (L.34.1.5.2(c))**

The Qwest CCS Team will customize and supply a Networx Services Verification Test Plan within the 60 days specified. Each plan will be based upon the specific requirements of the Agency, with the ability to produce pro forma outline plans during the negotiation process including:

- Test cases and scripts to regression test functionality, efficiency, and effectiveness in achieving the SLA and a gap analysis for ongoing improvements to be proposed and implemented. Systems, network, and applications are all tested for function, integration flow, and support prior to launch and again with each change in program scope or new service.
- Operational and quality testing prior to and throughout the program to ensure that SLAs for the content and volumes required of each program are being met and that quality (timeliness, completeness, and usability) of information and automated interfaces is guaranteed. Qwest and the Agency may enter and inspect any service or program-specific information or procedure and are encouraged to visit the center for quality checks and to meet with the [redacted] center director and management. Security compliance will be planned and tested to the requirements of each Agency program. Business continuity assurance plans are designed, implemented, and tested

periodically with disaster simulation, prior to and throughout the life of an Agency program. Program verification test plans are documented for center management, Qwest, and the sponsoring Agency. These include the items above plus the agreed metrics and SLAs for ongoing monitoring and process improvement that make up the General Services Administration KPI and AQL compliance criteria. All such documents are under Agency-compliant version control and review. Acceptance testing will be negotiated to Agency terms and metrics. The verification testing and acceptance period will be 60 days, unless otherwise agreed in writing within the service-specific SOW approved by the Agency.

**5.5.5.4 Call Center/Customer Contact Center Performance Level Improvements (L.34.1.5.2(d))**

The Qwest CCS Team is fully compliant with the Network requirements and is not proposing to exceed the specified KPI and AQL performance levels.

**5.5.5.5 Additional Call Center/Customer Contact Center Performance Metrics (L.34.1.5.2(e))**

**5.5.6 Satisfaction of Call Center/Customer Contact Center Performance Specifications (L.34.1.5.3)**

The Qwest CCS Team understands the full scope of the Government's requirements for Call/Customer Contact Center. To meet both overall goals and specific requirements, the Qwest Team has compared our CCS capabilities with the mandatory requirements and will meet them.

**5.5.6.1 Satisfaction of Call Center/Customer Contact Center Requirements (L.34.1.5.3(a))**

Qwest fully complies with all mandatory stipulated and narrative features, capabilities, and interface requirements for CCS. The following text and figures are intended to provide the technical description required per L.34.1.5.3(a) and does not limit or caveat Qwest’s compliance in any way. IDs shown map to IDs in Section C.2.11.2.1.4.

**5.5.6.1.1 Satisfaction of Call Center Services Capability Requirements (L.34.1.5.3(a); C.2.11.2.1.4)**

**Figure 5.5.6-1** summarizes the capabilities requirements of Qwest’s CCS service.

**Figure 5.5.6-1. Qwest Technical Approach to CCS Service Capabilities**

ID	Capability	
1	CCS Management and answering service.	
2a	Contractor Provided and contractor Based Call Management Service (CPCB)	
2b	Contractor Provided and Agency Based Call management Service (CPAB)	
2c	Contractor Based and Agency Provided (CBAP) Service (OPTIONAL)	
2d	CCS Provided at an Agency location Call Answering Service (CPAL)	
2e	CCS Provided at a	

ID	Capability	
	Contractors Location (CPCL) Call Answering Service.	
<b>CCS Call Management Service (Network Call Queue) C.2.11.2.1.4.2</b>		
1	Routing distribution from multiple contact channels.	
2	Intelligent routing	
3	Interoperability	
4	Agency firewall	
5	Service Observation and monitoring service	
6	Real time scheduled network changes	
7	Reporting	
8	Historical and real time reports	
9	Local time zone reporting by location	
10	Graphical real time reporting	
11	Queue Status	
12	Music-On-Hold	
13	Discovery Session	
14	Terminal devices	
15	Holiday requirement	
1	Turnkey operation	
2a	KPI's	
2b	Holiday Schedule	
2c	Interoperable	
2d	TDD/TTY support	
2e	Increase Capacity	
3	Basic Call Answering	

ID	Capability	
4a-i	CCS Plans and Deliverables.	

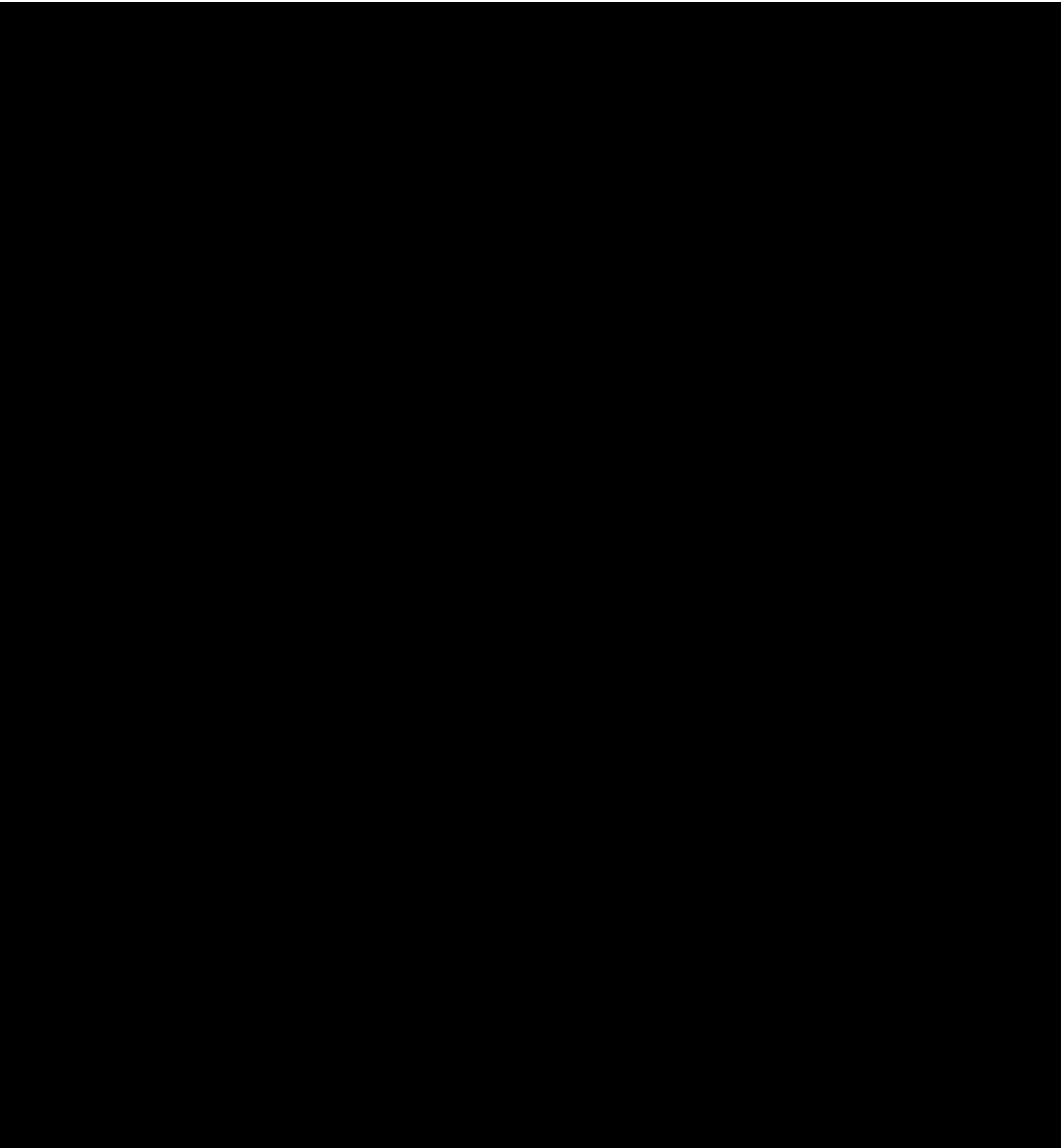
**5.5.6.1.2 Satisfaction of Call Center Services Features Requirements (L.34.1.5.3(a); C.2.11.2.1)**

*Figure 5.5.6-2* summarizes the Features requirements of Qwest’s CCS service.

**Figure 5.5.6-2. Qwest Technical Approach to CCS Service Features**

ID#	Feature	
1	Call Recording and Monitoring	
2	Collaborative Browsing	
3	Computer Telephony Integration (CTI)	
4	Customer Contact Application	
5	Email Response Management	
6	Interactive Voice Response (IVR)	
7	IVR – Agency Based Database (Host Connect)	
8	IVR – Office Locator database	
9	IVR – Speech Recognition	
10	Language Interpretation Service	
11	Outbound Dialer	
12	Text Chat (Web Chat)	
13	Web Call Back	
14	Web Call Through	
15	Workforce Management	





**5.5.6.1.3 Satisfaction of Call Center Services Interface Requirements  
(L.34.1.7.3(a); C.2.14.1.3.1)**

[Redacted text block consisting of four horizontal bars]

[REDACTED]

[REDACTED]

**5.5.6.2 Proposed Enhancements for Call Center/Customer Contact Center (L.34.1.5.3(b))**

The Qwest Team meets the requirements set forth by the Government and [REDACTED]

**5.5.6.3 Network Modifications Required for Call Center/Customer Contact Center (L.34.1.5.3(c))**

Qwest does not need to modify our network to support this service.

**5.5.6.4 Experience with Call Center/Customer Contact Center Delivery (L.34.1.5.3 (d))**

Contractor Based and Agency Provided: [REDACTED] hosts a large telecommunications company's equipment on-site in our facilities in geographically dispersed U.S. locations and has partitioned the network to secure our client's systems. [REDACTED] provides the following services for this client. All [REDACTED] Domestic call centers are identical in footprint and layout.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

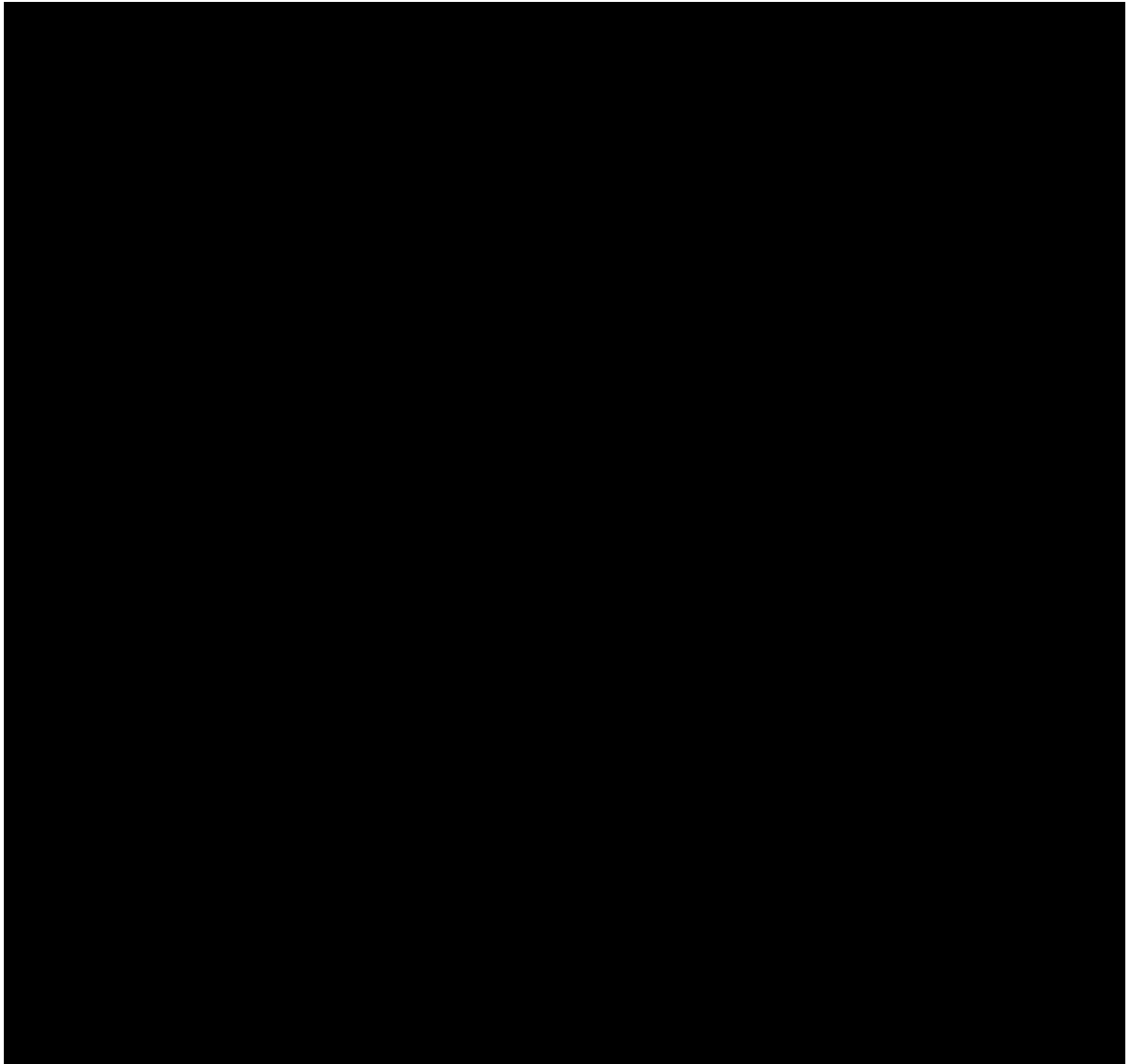
[REDACTED] The services provided by [REDACTED] consist of handling, confirming, and independently verifying client sales forwarded to it by customer sales representatives and agents. Responsibilities include providing on-site management of the services, staffing,

day-to-day labor and employee management, and maintaining daily communication with the client's management team.

Contractor Provided and Contractor Based (CPCB): Qwest has large Government and non-Government customers that currently use our contact center facilities, processes, operations, and network in order to provide long distance phone service sales verification. Highlights of the program include the following:

- Sophisticated IVR programming is used to provide a robust automated verification of call transactions. The IVR programming includes both English and Spanish language messaging, but also includes bi-lingual voice recognition and automated recording of both IVR responses as well as agent dialogue.
- 100 percent of the agents for this program are fully bi-lingual, and as a result are capable of handling communication in either language. This model is unusual in that many contact centers that offer multi-language support do so by having separate work groups representing each language. The Qwest model provides for reduced management cost and increased flexibility of the work group to support multiple functions on behalf of the client.

██████████ illustrates the Qwest Contact Center solution for networked IVR and speech recognition, ACD functionalities, outbound dialer capabilities, and CTI screen-pops. It combines a flexible, Web-based platform, speech recognition, and toll-free technologies for business voice applications. This scalable, fully managed solution provides one infrastructure for voice and Web applications, allowing the Agency to maintain total control of their VoiceXML applications, while Qwest Solutions manages the underlying infrastructure.



[REDACTED]

[REDACTED] Agencies can complement their legacy systems and utilize unprecedented network and premises call control integration. This open and distributed infrastructure allows Agencies to have a highly reliable and scalable network infrastructure [REDACTED]

[REDACTED]. With Qwest Contact Center solutions, Agencies can easily deploy applications without purchasing expensive, proprietary equipment and ultimately reduce operational expenses.

## 5.5.7 ICB CLIN Specific Agency Services

### 5.5.7.1 [REDACTED] ICB CLIN 439006/430340 – Interactive Response Dedicated Case # 1

439006/430340 CLIN provides the professional services required to design and develop the hosted IVR application and hosted ACD call routing strategy. These services include:

- A. IVR Application Development Services:
  - Qwest will develop the application as define in the [REDACTED] RFP response. The services rendered will be based on Qwest’s standard application delivery/implementation process, but may vary due to particular aspects of the application(s).
  - Note that a project team typically consists of a project manager, one or more developers, a quality assurance (QA) engineer, and may also include a system architect and/or a human factors engineer. Project timelines and application requirements/complexities can influence the makeup of a project team.
  - Following a standard kickoff meeting with all relevant parties, Qwest will begin work on the Specifications Document. Through conversations with [REDACTED], the Specifications Document will detail every aspect of the applications to be implemented.
  - Once the Specifications Document is approved, application development will commence in the Qwest environment. Development will proceed with periodic status updates provided by the project manager.
  - Once the development is complete, the application will be fully tested by a QA engineer. Bug fixes and regression testing will be performed as required.
  - After the QA engineer has certified that the application meets the specifications, it will be delivered to the customer for User Acceptance

- Testing (UAT). The customer is expected to also rigorously test the application to verify that it does indeed meet the specifications.
- Once certified, the application can be cut live. Qwest will deploy the application into production following the graduation process.
  - Post-cut, a comprehensive User's Guide is compiled and delivered.
  - The final steps are to gain acceptance from [REDACTED] that the application is complete, all services have been rendered, and all deliverables have been completed, and to fulfill any warranty and maintenance responsibilities.
- B. Hosted ACD
    - Qwest will develop, validate, and implement the new call routing strategy as defined in the jointly agreed requirement document. The strategy development, validation, and implementation will consist of the following activities:
      - Develop the strategy design document based on the reviewed requirements document.
      - Lead the Strategy design document review meeting to ensure the Proper strategy design is agreed to by [REDACTED] and Qwest.
      - Developing the call flow strategy and connections with the associated route point as defined within the requirement document. The strategy development estimate is based on the survey questionnaire provided to Qwest PS. Any changes will be outlined in the requirement document review, and if they require updates, they will be processed via the Change Management process
      - Validating the strategy design within the Qwest lab environment
      - Developing an Acceptance Test Plan (ATP) based on the [REDACTED] customized strategy and the approved requirement document.

- Remote support for the validation of the strategy with Qwest in the production environment.
- Providing remote technical support of the loading of the custom CCPulse template for Agent View, Agent Group, Queue and Route Point for the supervisor desktop
- C. Deliverables
  - 1. IVR Specifications Document
    - This document typically includes the Call Flow design, Speech Phrases, Systems Integration details, and Application Rules. It is intended to contain all details necessary for Qwest to develop, test, and implement this project.
    - Providing solution release note documentation including strategy and environmental details and descriptions, and a Visio call flow diagram will be supplied for future reference. This diagram will detail the parameters needed within the call flow.
  - 2. QA Department Testing
    - The Qwest QA Department tests all sections of the application call flow. Positive and Negative validation test cases are generated by traversing every path, menu, and decision point outlined in the call flow at least once.
    - Load testing of the application(s) is not included as part of this proposal.
  - 3. Installed Application
  - 4. Application User's Guide
    - Qwest will provide an Application User's Guide that outlines the following information:
      - Detailed Application Description
      - Application Call Flow

- Application Features and Rules
  - Application Speech Phrases
  - Host Information
  - Reporting Information
  - Application Maintenance Information
- D. Application Support after initial IVR application deployment to production:
- Application support provides technical assistance and professional services, from Qwest or its agents, for Application Incidents on Customer's IVR application outside of the 30-Day Warranty Period. Application support applies to post production IVR applications that were developed by Qwest or its agents. Post-production support is defined as any IVR application support request that does not involve functional or code enhancements and includes:
    - (i) problem and defect resolution at the IVR code or interface level
    - (ii) content corrections or replacements at the code or database level (Customer is responsible for providing content)
    - (iii) VOX/WAV file changes (VOX/WAV file replacement must be requested at least three business days in advance and Customer is responsible for providing VOX/WAV files)
    - (iv) resolution of application outage or response time latency analysis and,
    - (v) technical support consultation, e.g. IVR/platform capabilities, features. Application support is provided in rolling 12 month increments commencing upon Customer's acceptance of the Service (each an "Application Support Term") unless either party elects to cancel the application support by providing written notice

thereof at least 45 days prior to the conclusion of the current Application Support Term.