



Procurement Operations
 3100 Main St.
 Houston, TX 77002

Solicitation Amendment No. 004

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| To: Prospective Bidder / Offeror: | | Date: | |
| Proposers | | September 16, 2021 | |
| Project Title: | | Project No.: | |
| Customer Service Call Center | | RFP 21-46 | |
| <p>Description of Solicitation Amendment: The Request for Proposals (Project RFP No. 21-46) is hereby amended as set forth below:</p> <ol style="list-style-type: none"> 1. Questions and answers No. 3 has been released (below). 2. Please see Excel Spreadsheets included as attachments (open pdf document and look for attachment icon and you will be able to open the embedded excel files) for List of Frequent Questions and Student Services Data. 3. Pages 7 thru 9 and 17 thru 18 from RFP document has been replaced in its entirety and are attached below 4. Student Representative Job Description, Detailed Call Summary for Contact Center and Calls from FY-2020 and 2021 and All Calls from FY2020-2021 has been released below. <p>Please visit our website at https://www.hccs.edu/about-hcc/procurement/</p> <p>Except as provided herein, all terms and conditions of the solicitation remain unchanged and in full force and effect.</p> | | | |
| Acknowledgement of Amendment No. by: | | Date: | |
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| Company Name (Bidder / Offerer): | | | |
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| Signed by: | | | |
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| Name (Type or Print): | | Title: | |
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REQUEST FOR PROPOSAL

PROJECT NO. RFP 21-46

CUSTOMER SERVICE CALL CENTER

QUESTIONS AND ANSWERS No. 3

Date: September 16, 2021

To: Prospective Proposers

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

Q1. What departments are currently supported by live chat?

Response:

Student Services Contact Center : Live Chat is supported by Student Services and Veteran Student Military Student Services Departments. Our Artificial Intelligence Chatbot handles general questions for our college on various subjects.

Financial Aid Call Center Response: Financial Aid does not have a live chat. We have an automated Chat Bot using IA technology.

Q2. How many chats are expected annually?

Response:

Student Services Contact Center Response:

Call: See attached SSdata

Email: 22,000

Live Chat: 40,000

Financial Aid Call Center Response:

Call: See attached FA_data 81,300 (12 months)

Email: 18,100 (12 months)

Live Chats: No Live Chat

AI Virtual Chat: 21,870 (10 months)

Q3. Will our agents be expected to facilitate any payments by students?

Response: No

Q4. Would HCC expect the vendor call center representative to remain on hold with the student while the call is being transferred until an HCC staff person answers the transfer?

Response: Yes

Q5. Can you please confirm the annual number of calls, emails, and live chats, received, or expected, that we can use to create our cost solution? It will be most helpful to have single number (i.e., 300,000 calls) rather than a range.

Response: Please refer to question 2.

Q6. Is the general intent for this RFP to provide staffing to support the contact center and scale to support peak / non-peak volume, while in parallel, also building a future state contact center that is innovative and centralized? Can you provide any specifics regarding the immediate need vs. future state need?

Response: The intent of this RFP is to provide staffing to support first-level triage/response for all incoming calls to the departments identified within this scope of work. This first-line of response will allow HCC to reimagine and redesign the roles and functions of its existing call centers as a second-level response team responsible for providing more direct assistance (application assistance, password resets, financial aid processing, etc.) to the students or prospective students who cannot be otherwise assisted by the first-level response staff.

Q7. Are there any specific preferences regarding whether resources are able to work remotely vs. on site vs. hybrid? If resources are required to work on-site at any point, can you please describe the COVID protocols in place at HCC?

Response: Our current call centers are remote or hybrid. Remote is totally accepted as long as the agent has the proper connections (internet and phone).

Q8. What technology (e.g., computers, phones, etc.), if any, does HCC intend to provide the contracted resources?

Response: None. We are looking for the supplier to have the needed equipment.

Q9. Is the selected provider required to use its own ticketing /reporting system, or does HCC also offer one for use based on what is used by the existing call centers? If the latter, please confirm what ticketing / reporting system is currently being used.

Response: Supplier is expected to use their own ticketing/ reporting system. We would ask for access to your system.

Q10. Within section 1.1 (page 3), it is mentioned that there are multiple call support centers that already exist for the functional areas listed. Is this RFP meant to supplement these existing call centers or replace them? If the provider is supplementing the existing call centers, can you confirm what percentage of the historical call volume that the provider will be responsible for (if not 100%)?

Response: We are looking for a third party supplier to provide tier 1 support for our Financial Aid and Student support call centers. If calls need to be escalated, they then will be sent to Tier II support which will be our existing call centers.

-See Attached FAQ

Q11. As noted on pg. 6, the call center will be open 7 days per week from 7am - 7pm CST. Do you currently operate your call centers using full-time resources, part-time resources or both? If both, can you confirm what percentage is full-time vs. part-time? Does HCC have a preference for the classification of resources used?

Response: Monday-Thursday: 8 am – 6 pm, Friday: 8 am – 5 pm and 9 am -1 pm on two Saturdays around peak registration periods.

HCC currently have full-time and part-time resources.

90 % full time 10 % part-time

We would like dedicated full-time agents

Q12. As noted on pg. 6, one of the minimum service requirements is to provide a 95% resolution rate for first point of contact. Can you provide specific details that address what would constitute a resolution?

Response: A resolution means the caller should be able to do one of the following:

- a. Addressing the issue or concerns of the caller using the resource materials, website or other information provided by the College or
- b. Escalating the caller's concern to the appropriate department by verifying the caller connects with a live person

Q13. Are there any specific metrics that HCC is looking to track (other than what is listed in section 2.2, page 6) or target for improvement?

Response:

- a. How long customer interactions are stored for quality tracking purposes.
- b. How customer satisfaction is tracked and handled. Please provide examples of periodic surveys used for students, faculty and staff.
- c. Ability for college account administrators to pull reports / data metrics based on volume, trends, success outcomes and user queues at any given time.
- d. At a minimum the Agent Statistics Reports and Call Center Reports listed will be provided to the College on a weekly / monthly / quarterly basis within the Scope of Work (including graphs and spreadsheets, as requested).

Q14. As noted on pg. 7, the Student Services Contact Center, Accounts Receivable Services and Student Accounts has 27,500 - 300,000 emails annually. Can you confirm what factors are causing this large gap in activity?

Response: Updated numbers 27,500 - 30,000 emails annually. There was a typo in the numbers above.

Q15. As noted on pg. 8, there are several metrics and reporting that will be required. Related to the points below, is the provider required to supply the technology solution or is the provider managing HCC's technology solution for the Company?

Response: The supplier is expected to provide the required technology solution to answer to provide the data below:

- a. How long customer interactions are stored for quality tracking purposes.
- b. How customer satisfaction is tracked and handled. Please provide examples of periodic surveys used for students, faculty and staff.
- c. Ability for college account administrators to pull reports / data metrics based on volume, trends, success outcomes and user queues at any given time.
- d. At a minimum the Agent Statistics Reports and Call Center Reports listed will be provided to the College on a weekly / monthly / quarterly basis within the Scope of Work (including graphs and spreadsheets, as requested).

Q16. Other than the 10% Spanish language requirement in section 5 (page 9), is there a percentage requirement for Vietnamese?

Response: 3% for Vietnamese

Q17. Will HCC Management be responsible for managing the overall performance of the resources deployed, or is it expected that the provider would manage the resources directly to deliver on the minimum service requirements? Can you also confirm if the provider would be expected to provide the Supervisor / Trainer roles as noted on pg. 10?

Response: It is expected that the provider would manage the resources directly. Provider would be expected to provide the supervisor/ trainers.

Q18. The RFP currently states that the total proposed cost will be fixed for the life of the contract. Is “life of the contract” measured on an annual basis (i.e., cost per year)?

Response: Yes

Q19. Does HCC plan to share the full population of questions and responses submitted by all parties? It appears so based on statement #6 on page 20, but we would like to confirm.

Response: Yes, Q&A No. 1 and No.2 have already being posted to [RFPs | Houston Community College - HCC \(hccs.edu\)](https://www.hccs.edu/rfps)

Q20. Would the college be open to receiving 24/7/365 support?

Response: Yes

Q21. Does the college already have a survey software in place for post call and email surveys?

Response: No, however we are very interested in a survey system.

Q22. What is the percent of Vietnamese staff that we need to have to support this project?

Response: One person would be fine.

Q23. What kind of work performance arrangement does HHC allow for this COVID work situation?

Response: Remote work is preferred.

Q24. Does the College have a dedicated 800 number that the contractor will use, or will the contractor be responsible for providing a dedicated number? Does HCC intend to leverage their ACD?

Response: HCC is looking for the supplier to have a dedicated 800 number and ACD/call center.

Q25. Is there a summer break that needs to be accounted for?

Response: HCC offer classes all year round. However, early summer is much slower in calls and in later Summer (August) we ramp up for the fall semester.

Q26. Will partner be provided with full access to all systems listed in 2.3? Is partner expected to provide user support of these applications?

Response: HCC will provide access supplier/agents limited access to CRM, PeopleSoft and Chat Beacon platforms

Q27. Does RFP paragraph 5 need to be addressed in the technical proposal? If RFP paragraph 5 needs to be addressed in the technical proposal, which tab stated in Section 5.4 Proposer Response should include a response to RFP paragraph 5?

Response: Place information on Section 5, Tab 3.

Q28. What other languages may be needed?

Response: Please refer to question 16

Q29. Please confirm 27,500 - 300,000 emails annually. This is a large deviation. Are historical ACD reports available? Are projects in flight that will alter call volume?

Response: Please refer to question 14

Q30. Are processes defined, current, and updated to transfer Knowledge into the supplier's system?

Response:No

Q31. Will HCC please explain what is meant by "standard process for expectations of call center agents"?

Response: In this case, standard expectations refer to consistent application of pre-defined business processes (defined by HCC), customer service expectations, training and development, workplace decorum.

Q32. Is HCC inquiring about the ability for callers to pull survey reports?

Response: Caller, No but we will like for callers to complete a survey and results shared with HCC.

Q33. Is this meant to state “how the **supplier** will address concerns”?

Response: Our goal is to provide quality information so that our student experience is great. High quality expectations. Maintain a 90% or higher customer satisfaction rate.

Q34. Section 2 / Pg. 9 / 4.4.c Quality Assurance : Is this meant to state “how the **supplier** will address concerns”?

Response: See above.

Q35. Will there be any minimum call center staff requirements?

Response: It is suggested that a minimum of 8-10 full-time agents be assigned to this work; however staffing should be flexible to adjust/increase as needed to meet increased call volumes during peak times.

Q36. What percentage of dedicated call center staff should have Vietnamese reading and speaking abilities?

Response: Please refer to question 23.

Q37. Will HCC please confirm the Project Name is Customer Service Call Center and Project Number is 21-46?
If no, please provide the Project Name and Number that should be included on the front cover of the binder.

Response: Yes, is Customer Service Call Center and Project Number is 21-46.

Q38. Is Section 3 – Schedule of Items and Pricing to be included in the hard copy of Tab 5?

Response: Yes.

Q39. Is this meant to state “all requirements and questions noted in Section 2 – Project Scope of Services”?

Response: Yes.

Q40. HCC intends that each proposer provide a detailed and comprehensive description of all services that the proposer will provide if it enters into a contract pursuant to the RFP. Will HCC please explain what proposers are to provide in response to this item?

Response: Please see attachment

Q41. Most public agencies are prohibited from providing letters of recommendation. May the information provided in Tab 1.ii and Tab 4.i be substituted for letters of recommendation?

Response: You can provide Company name, email address and contact name and HCC will send a reference request.

Q42. Is there a small business goal for RFP No. 21-46? What is the small business goal for RFP No. 21-46?

Response: Yes, the goal is 25%.

Q43. Will HCC please provide the address where proposers can electronically clicking on the "Response attachments" tab and click on *New under "Response Attachments"?

Response: Electronic responses are not accepted. Please refer to page 4, Section 1.5 of the RFP document.

Q44. Does the student services platform allow for a single sign on (SSO), or separate logins to each system?

Response: A single sign on (SSO)

Q45. Can you please elaborate and provide more specific details on what the agents would be expected to handle during a financial aid call?

Response: General financial aid questions, information that can be found on web site or by using automated chat bot. Student specific questions requiring looking up data in the ERP system will be handled by the functional area call center. Helping students fill out the FAFSA.

Q46. What percentage of calls come from the international program?

Response: Less than 5%

Q47. The abandonment rate will not exceed 10%, i.e., 85% of all incoming calls answered. Please clarify if the rate should be 15% with 85% of all incoming calls answered.

Response: The abandonment rate should not exceed 10% with 90% of all incoming calls answered.

Q48. Would HCC be supplying the live chat platform or would this be the responsibility of the supplier? Would you like to keep the chatbot system you have?

Response: Yes, HCC will supply the live chat platform. Yes, HCC would like to keep the chatbot system

Q49. Does HCC have a knowledge base that the supplier would be expected to maintain or is the College asking that the supplier build one on their behalf?

Response: HCC has a knowledge base that we will maintain.

Q50. "Ability to provide service for chatbot". Please clarify what HCC is looking for with this requirement, and if you have any historical data on the percentage of calls that are resolved via the chatbot.

Response: The partner will be expected to serve as the Live Agent support for the chatbot. For the volume of live chats, please refer to Q.5 response.

Q51. Can the College provide a specific breakdown of the historical call volume (i.e. Month by month, types of calls, emails, chats, texts, etc.)?

Response: Please review attachments.

Q52. How would the school anticipate utilizing text messaging if it was available, and any idea of anticipated volume monthly or annually?

Response: Text messaging will be managed by the College using the CRM.

Q53. With the anticipated board recommendation and approval being October, 2021, what is HCC's targeted date for the Call Center Supplier to be operational?

Response: February 2022.

Q54. What is the total budget appropriated for the Customer Service Call Center contract?

Response: This project requires Board approval.

Q55. Will Supplier utilize HCC telephony ACD (switch) or supplier's own telephony platform?

Response: Supplier's own telephone platform.

Q56. Does HCC recognize Small Business Administration (SBA) certified organizations as SBDP?

Response: Only 8a Certifications

Q57. Please confirm that bidders should propose a case management system, knowledge base, and their own Omni channel contact center platform, capable of handling calls, emails, and chats. If confirmed, please

provide guidance on where to price these platforms (blended into hourly staff rates or included as an additional service).

Response: Bidders should propose an Omni channel contact center platform as appropriate for meeting the deliverables outlined in this RFP.

Q58. Please list the required integrations between the Omni channel contact center platform and any existing HCC systems, including PeopleSoft or Greymatter Dynamics CRM.

Response: Supplier should have their own call system.

HCC will provide access to greymatter CRM platform, PeopleSoft and Chat Beacon

Q59. Section 1.1 notes that 30% of financial aid applications are selected for verification each year. Please elaborate on what role the selected bidder's staff will have in the verification process?

Response: Financial Aid Call Center Response: Explaining verification, how to find missing documentation and how to submit online forms.

Q60. Section 2.4 indicates bidders will be responsible for handling financial aid calls. Please describe these calls in more detail what the bidder's staff will be asked to perform for these calls.

Response: Financial Aid Call Center Response: General financial aid questions, information that can be found on web site or by using automated chat bot. Student specific questions requiring looking up data in the ERP system will be handle by the functional area call center. Helping students fill out the FAFSA.

Q61. Will the staff of the selected bidder be responsible for taking any financial aid applications, entering financial aid information into any systems, or determining any financial aid outcomes (including refunds)?

Response: Financial Aid Call Center Response: No

Q62. Section 2.4 contains volume ranges for the various call types that would be handled by the bidders. As each call type will likely have a different "average call duration", please provide an average call duration for each call type so that bidders may accurately assess staffing needs by channel. For example, bidders will require more staff to support average call lengths of 15 minutes compared to 5 minutes.

Response: Average call length is approximately 5 minutes.

Q63. Please elaborate on your definition of minimum skills along with the requirements around training or experience for current agents.

Response: See attached Job description as an example

Q64. Please elaborate if there are any additional metrics outside of what is listed in Section 4.3.1 and 4.3.2 that the HCC team would like to be captured.

Response: No

Q65. Section 4.5.c contains information on reporting outcomes back to the college based on concerns. Is this related to performance or service levels?

Response: Both

Q66. Section 6 indicates call center operations must be up and running within 48 hours of the emergency event (Cold site). What happens if the HCC systems are not up and running?

Response: HCC will communicate any changes, outages or closures to the supplier in the event of technical problems with the HCC System that will require further delay.

Q67. Please confirm the hours of operation you would like staff to cover. The RFP requests 7 days of coverage 7 am – 7 pm. The bidder's conference discussed current hours are only M-Th 8 am – 6 pm, F 8 am – 5 pm and 9 am-1 pm on two Saturdays around peak registration periods.

Response: See question 11

Q68. Given the substantive scope clarifications required following the bidders conference, will HCC consider extending the deadline for responses to 9/30/21 so that any information received through Q&A may be fully incorporated into bidders' responses?

Response: Due date has been extended until October 7, 2021 by 2:00pm Central time.

Q69. What are the current average handle times for calls and chats? Are these current handle times representative of a 95% first contact resolution?

Response:

Live Calls – approximately 5 minutes

Live Chats – Average Handle Time is 13 minutes

Yes, the handle times include the 95% first contact resolution.

Q70. How are interactive surveys reviewed and tracked? Is this a supplier required initiative or HCC?

Response: HCC would like to incorporate a survey system.

Q71. When it comes to agent removal, is there dialog that occurs or does the power rest solely with HCC?

Response: HCC would like to engage in a dialog with the supplier to discuss/address concerns.

Q72. Does the supplier need to provide any CRM or ticketing platforms or will they be using HCC's solution?

Response: Yes, the supplier will have access to the HCC solution, CRM and PeopleSoft.

Q73. If the supplier has to access HCC systems, is a secure VPN tunnel a suitable solution?

Response: Yes-VPN Tunnel is a suitable solution.

Q74. Volume – please provide historical volume to show peak volume months for calls, emails and chats (if available). Can you provide both 2020 and 2019 (pre-COVID)?

Response: Please review attachments.

Q75. Would a cloud based IVR solution be acceptable?

Response: The College is open to any recommendations from the supplier provided they meet the deliverables outlined in this RFP.

Q76. Are there storage requirements for recorded calls? Example: Call recordings must be available for 60 days.

Response: Recording needs to be stored for 12 months.

Q77. For the optional intern program, if a paid internship, will HCC allow those positions to be itemized and billed to HCC?

Response: No.

Q78. Would the Houston Community College System be willing to share interval-level inbound contact reports?

Response: Please explain in more detail.

Q79. Is the Houston Community College System open to using BOTs, Automation, and RPA to assist live agents and customers with their inquiries and to assist in quality monitoring?

Response: Yes, we would like to learn more about these options.

Q80. Would the Houston Community College System provide a detailed disposition report for the last two years?

Response: See attachments.

Q81. Historically, how long has the initial training been for contact center agents that have worked on the program?

Response: **Student Services** training usually takes approximately a week to 2 weeks. General financial aid training can be accomplished in 2-4 weeks.

Q82. What reporting system is the Houston Community College System utilizing currently?

Response: Cisco System.

Q83. Is it acceptable to submit the hard copy price proposal form in a separate, sealed envelope, or would you prefer for the price proposal to be in a separate binder?

Response: It can be on a separate sealed envelope and on the soft copy should have its own folder.

Q84. Section 11.23 of the proposed services agreement requires firms to provide a performance bond, but this requirement is not included in the RFP. Is the performance bond required? If so, will you please provide additional details such as do we know how much and/or is there an approved form?

Response: No bond for this RFP.

Q85. In RFP Section 5, letter e (Tab 3), number i, the text reads “noted in Section 1” – please confirm the text should read “noted in Section 2” (Scope of Services)?

Response: Yes.

Q86. In RFP Section 5, letter k (Tab 9) the text reads “Attachments noted in Section 6” - please confirm the text should read “Attachments noted in Section 7”?

Response: Yes.

Q87. Page 16 (Tab 2): The College requests resumes for key personnel. Would summary biographies be sufficient in lieu of traditional resumes?

Response: Yes.

Q88. For suppliers not located in the College's service area, does the College provide space for suppliers to utilize student interns?

Response: No

Q89. Does Exhibit 2 to attachment No. 5 require a signature? There is no signature line on the form.

Response: No. Please complete what is asked on the form.

Q90. How many FTEs does the current supplier have assigned to this project?

Response: Eight (8).

Q91. If no FTEs are presently assigned to this project, how many hours per day does the current supplier dedicate?

Response: 40 hours a week.

Q92. Please clarify what systems the College will provide.

Response: CRM, PeopleSoft and Chat Beacon

Q93. Please clarify what software/interface the College will provide for representatives.

Response: Please refer to question 97.

Q94. Please clarify what systems the supplier is expected to provide.

Response: Supplier should provide a unique telephony platform, reporting/tracking tool to support the partner agents.

Q95. On the pre-bid conference, HCC indicated normal work hours were Monday through Friday from 8:00 am to 6:00 pm (Central) with two Saturdays per month and Sunday options. As this differs from the hours stated in the RFP, please clarify the weekly work schedule required for this procurement.

Response: Please refer to question 11

Q96. Please confirm how many work days and hours per year are required for this procurement.

Response: Please refer to question 11

Q97. Will Houston Community College provide all necessary licenses and applications to service calls? If not, what technology & applications is the supplier expected to provide?

Response: HCC will provide licenses for CRM, PeopleSoft and ChatBeacon

Q98. Can Houston Community College provide an Email and Call Volume distribution breakdown (Per interval)?

Response: Please review attachments

Q99. What is the current training length period for new hires? Classroom? Nesting?

Response: Please refer to question 86

Q100. What quality audits (if any) are performed by Houston Community College today?

Response: The College currently use student feedback/ customer service survey to assess quality and satisfaction.

Q101. What are the quality level objectives that the Supplier should meet?

Response: Student Services Contact Center Response: Our goal is to provide quality information so that our student experience is great.

Financial Aid Call Center Response: High quality expectations. Maintain a 90% or higher customer satisfaction rate.

Q102. What is HCC looking to do with current agents? Are you looking to supplier to rebadge agents?

Response: HCC agents will respond to Tier 2 questions/concerns (escalated up from the partner agents)

Q103. Will you allow an extension of 1 week?

Response: Project has been extended until October 7, 2021.

Q104. Can you please provide a current Job Description? Or, Skill-set of agent (Tier 1)?

Response: Student Services Contact Center Response: See attached "Student Information Representative" JD

Financial Aid Call Center Response: High school diploma. Strong customer service and communication skills. Pleasant, kind, patient, caring, respectful and thorough.

Q105. Will there be a notification for short-list and if so, what is the anticipated timeline?

Response: No.

Q106. What is the timeline for notification of award?

Response: This project is anticipated to be presented to the Board of Trustees in November.

Q107. What is the go-live date?

Response: February 2022.

Q108. Can you provide average monthly volumes, handle times and service levels for each of the contact types listed?

Response: Please see attachments.

Q109. Can you provide historical daily call volumes by intervals?

Response: Please see attachments.

Q110. Can you provide historical call volumes for an indicative week and seasonal fluctuations?

Response: Please see attachments.

Q111. How many FTE's currently service the program?

Response: Contact Center is currently staffed with 15-20 staff members.

Q112. How long is the new hire training for each Department?

Response: Please refer to question 86.

Q113. After new hire training, is there a period of nesting where the agents are taking calls in a classroom environment? If so, for how long?

Response: Please refer to question 86

Q114. Are there expected ongoing training requirements? If so, please define.

Response: Yes, agents will be expected to attend trainings to receive updates regarding any programmatic, service or process changes related to the Student Services and Financial Aid departments.

Q115. Does HCC require dedicated trainers and/or training managers?

Response: No, however, supplier must identify a lead or supervisor who will liaise between the College and the Agents.

Q116. Can you provide more detail around your Quality Assurance expectations for each Line of Business? (e.g. number of monitors per agent per week, quality assurance processes, quality scorecards, etc.)?

Response: HCC will discuss and establish QA benchmarks once the supplier/partner has been identified.

Q117. How is CSAT measured/calculated today?

Response: Please clarify or define CSAT.

Q118. What are the communication channels required? Voice, Chat, Email, Other? Can you provide contact volumes by channel?

Response: Please see attachments.

Q119. Are you considering proposals from offshore providers?

Response: No.

Q120. Would HCC allow consideration for submission by email or another source due to the pandemic?

Response: Submittal of RFP will be received by mail. Please see submittal instructions on RFP document.

Q121. Will contractor be provided HCC email addresses?

Response: Yes, email addresses can be assigned if necessary.

Q122. Is it a requirement that the bidder have a certificate of authority to conduct business in the State of Texas from the TX Secretary of State even if all services are performed in another state?

Response: No.

Q123. The instructions specify an electronic submission of the W9. As this is a hard copy response, where would you like the supplier's W9 included?

Response: Your company needs to submit a hard copy as well as a soft copy (USB). Please include your W9 form on both.

Q124. Termination, due to the unique nature of a call center contract and hiring needs associated with, a longer notice period for termination is more industry standard. Would the college be willing to accept a 60-day notice period?

Response: Submit your exceptions with your proposal.

Q125. 11.23 Performance Bond, will there be a performance bond required for this service? If so, what is the bond amount?

Response: Please refer to question 89.

Q126. Will the contractor access the HCCS CRM to locate information and or to notate call outcome details into the system?

Response: Yes

Q127. Does HCCS desire that the contractor utilizes the existing platforms for chat, e mail, SMS or would you like for us to use internal platforms for these services?

Response: HCC Systems

Q128. The hours stipulated during the pre- bid conference call differ from the hours in the RFP. Can you clarify your desired hours of operation?

Response: Please refer to question 11.

Q129. Could HCCS expand on its plans or needs for outbound campaigns?

Response:

Targeted outbound call campaigns are designed to target specific populations. For example:

- Previously Enrolled students who are not enrolled during the current semester
- Individuals awarded Financial Aid but not enrolled
- Prospects who applied but have not enrolled

Q130. Does HCCS collect cell phone numbers from students?

Response: Yes

Q131. Does HCCS have consent to text student cell phones?

Response: HCC will provide contact information for students who have provided text consent. (when needed)

Q132. Will the contractor need to access an HCCS payment platform for credit/payments/collections work?

Response: No

Q133. As referenced in the pre bid conference. The number call calls broken down by category do not add up to the projected total. Can you please clarify the projected call volume, chat, SMS, and e-mail by call type on an annualized basis?

Response: Please see attachments

Q134. Can you provide the historical call volume totals for each month in 2020?

Response: Please see attachments

Q135. Can you provide the historical email volume totals for each month in 2020?

Response: Please see attachments

Q136. Can you provide the projected annual chat volume for 2022?

Response: Please see attachments

Q137. Can you provide actual ACD data by call type that shows the average handle time by call type?

Response: Please see attachments

Q138. Can you please provide a week or month call arrival report that demonstrates call arrival patterns by half hour?

Response: Please see attachments

Q139. If there are after call work requirements, can you provide the average after call work time by call type?

Response: No after hour calls.

Q140. Can you provide the percentage of call volume for English, Spanish, and Vietnamese calls?

Response: 90% English, 5% Spanish and 3% Vietnamese.

Q141. Can you provide the length of time the recorded calls need to be maintained?

Response: 12 Months.

Q142. Should the contractor assume the telecom costs associated with delivery to the contractor or will HCCS pay those telecom costs?

Response: Contractor assume the telecom costs.

Q143. There are various positions stipulated in the pricing table. Can the contractor add and bill for positions that are needed but not listed, ie Quality Assurance and Workforce Positions or should those costs be embedded in the hourly rate for customer service positions?

Response: Yes, the contractor can add and bill for positions that are needed/suggested but not listed; however these positions must be included in the pricing proposal.

Q144. How many days does HCCS project for training new agents?

Response: 2-4 weeks.

Q145. Will HCCS pay for any training costs associated with replacing agents?

Response: No

When issued, "Questions & Answers" shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Questions & Answers. All revisions, responses, and answers incorporated into the Questions & Answers are collaboratively from both the Procurement Operations and the applicable HCC Department(s). It is the responsibility of the bidder/respondent to ensure that it has obtained all such letter(s). By submitting a bid on this project, bidders/respondents shall be deemed to have received all Questions & Answers and to have incorporated them into this solicitation and resulting proposal response.

Furthermore, it is the responsibility of each Contractor to obtain any previous Questions & Answers associated with this solicitation.

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2.4 Historical Call Volume

The following is a summa of the College call and email contact volume by functional area during FY2020:

- a. Financial Aid: 110,000 calls annually.
- b. Accounts Receivable Services and Student Accounts: 45,000 calls annually.
- c. Financial Aid, Accounts Receivable Services and Student Accounts: 15,000 emails annually.
- d. Student Services Contact Center, Accounts Receivable Services and Student Accounts: 225,000 - 300,000 calls annually.
- e. Student Services Contact Center, Accounts Receivable Services and Student Accounts: 27,500 - 300,000 emails annually.

The College's peak call volume is concentrated in the months of August, September, January, and May.

2.5 Functional area topics to be addressed: Proposals should speak to the items below clearly and succinctly:

- a. Relevant call center experience specific to each of the types of services requested;
- b. Experience in serving higher education students and/or public sector clients;
- c. Qualifications of call center staff to handle support responsibilities;
- d. Experience serving PeopleSoft Campus Solutions, Campus,
- e. Security and training measures taken to properly handle confidential student information;
- f. Support for ADA compliance, including any limitations;
- g. Call center staffing- do your sites or offerings include multiple locations or home-based staff;
- h. Links to any demonstrations/simulations of your service; and
- i. Provide a profile of what minimum skills and experience employees have while providing service to the College's call center.

2.6 Describe the following service elements of the offering firm:

- a. How the firm would build a centralized call center to support anticipated call volume;
- b. Detailed implementation plan and timeframes;
- c. How representatives will be trained to meet minimum service standards;
- d. How representatives handle contacts that include multiple student service and/or support issues;
- e. Measures the firm takes to ensure confidentiality and security in dealing with personal data in relation to FERPA, to meet federal financial aid compliance regulations and ADA considerations;
- f. How the firm maintains the representatives' level of training for the duration of the contract;
- g. How a "knowledge base" will be maintained to ensure relevance and how utilization of knowledge base articles will be tracked; how representatives maintain/update knowledge base; details regarding HCC's access to the knowledgebase and/or written procedures;
 - Ability for college personnel to update the Knowledge Base and have changes take effect in real time and send update notifications to call center agents.
 - Ability to directly coach/train agents on new Knowledge Base articles/processes
- h. How staffing will be managed during call volume peaks;
- i. How callbacks will be handled and resolution tracked;
- j. How service escalations occur, and what will be done to track resolution;
- k. What ticketing system is used by the firm, and whether or not it integrates with other vendors' solutions; (ex. ServiceNow; GreyMatter)

- l. Outline experience with non-English speaking customers and proposed resolution process;
- m. Detailed plans for initial and ongoing training and development and how that training will be tracked;
- n. What is the training approach for regulatory compliance and updates to Title IV regulatory issues;
- o. Will calibration calls be part of the proposed services, and if yes, what is the proposed schedule;
- p. Outline organizational criteria to assess representatives' knowledge and ability to perform;
- q. Are international locations proposed;
- r. Will software/hardware or licensing purchases be required;
- s. Will training staffing for peak volume be an additional cost;
- t. What assessment tools are used to determine representative's knowledge, as well as steps taken if knowledge is deficient;
- u. What is the existing or proposed conflict of interest methodology for employees who become HCC students or are family members of students;
- v. Ability to warm transfer calls to college; and
- w. Ability to provide service for chat bot, text messaging and Rapid Response outbound campaigns and/or robocalls.

2.7. Describe how metrics and reporting will be handled:

- a. List all metrics to be captured, frequency of capture and how the data will be accessed;
- b. How monthly and annual service level metrics will be provided;
- c. How long customer interactions are stored for quality tracking purposes;
- d. How employee performance is measured, including corrective action, recognition, and performance measurements. Describe the process whereby the College can request removal of a customer service representative for poor performance; and standard process for expectations of call center agents;
- e. How customer satisfaction is tracked and handled. Please provide examples of periodic surveys used for students, faculty and staff;
- f. Ability for college account administrators to pull reports/data metrics based on volume, trends, success outcomes and user queues at any given time; and
- g. At a minimum the following list of reports will be provided to the College on a weekly/monthly/quarterly basis within the Scope of Work (including graphs and spreadsheets as requested).

2.7.1 Agent Statistics Reports

- a. Call Detail Report
- b. Chat Function Detail Reports
- c. Activity Report
- d. Summary Report
- e. Unavailability Report

2.7.2 Call Center Report(s)

- | | |
|-------------------------------------|--|
| a. Incoming Call Reports | k. Escalation to College Rate Report |
| b. Abandoned Call Report | l. Reason for Escalation to College Report |
| c. Presented Calls Report | m. Customer Satisfaction Report |
| d. Summary Report | n. How students contacted Report (phone, email, chat) |
| e. Service Level Report | o. What time students contacted Report (normal business hours, evenings, weekends) |
| f. Call Detail Report | |
| g. Hold Time Report | |
| h. Speed of Answer Report | |
| i. Handle Time (Call length) Report | |
| j. Reason for call report | |

2.8 Quality Assurance

- a. Ability to provide callers with after call and email surveys and pull survey reports.
- b. Ability to listen to recorded calls at any time, with appropriate search options to locate the call.
- c. Ability for College to remotely monitor calls in real time.

2.9 Contract Management

- a. Account manager to proactively provide ideas for process improvement based on volume drivers and data reports.
- b. Ability for one college administrator to have direct access to the call center floor manager for quality assurance.
- c. Present the standard process for how the college will address concerns and how to report outcomes back to the college. Provide examples.

2.10 Languages Needed

Contractor must be able to handle calls in at least three languages, English, Spanish and Vietnamese. A minimum of 10% of the Call Center staff dedicated to the College under the contract must have Spanish reading and speaking abilities. (Other languages may be needed).

2.11 Disaster Recovery

Contractor shall have a disaster recovery plan to protect against possible service interruption due to an emergency event such as fire, floods, hurricanes, etc.

Call center operations are to be up and running within forty-eight (48) hours of the emergency event (Cold Site). Hot Site capability may be included in the plan only if it is part of Respondent's standard existing operating procedure. Contractor shall have in place process and procedures for restoring service for situations where a reported service interruption cannot be resolved within four (4) hours and for services that cannot be restored within 48 hours. Service transfer capabilities and the lag time to implement must be described for both type of service outage scenario.

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4. Designate the individual, who is authorized to sign and enter into any resulting contract.
 5. Provide a list of similar accounts where they have provided services of the type and kind required in this solicitation and include detailed description of their particular role in the account and length of time on the account.
- e. Tab 3 – Proposed Approach & Methodology
 This section should describe and discuss your proposed approach and methodology in providing the services of the type and kind required in this RFP. By reading the proposed approach and methodology overview, HCC must be able to gain a comfortable grasp and clear understanding of the level of services to be provided and the methods proposed by the firm to provide them. A detailed explanation shall be included to understand how the services comply with the requirements of this RFP.
- i. Proposer shall respond to all requirements and questions noted in Section 2.
 - ii. Provide a detailed implementation plan with projected start and end dates of completion for each task from delivery of service to HCC. List any required HCC resources or expectations needed in order to meet the proposed timeline.
 - iii. Proposer must provide an approach and methodology overview which consists of a concise and detailed description of the requested services proposed in response to this RFP.
 - iv. HCC intends that each proposer provide a detailed and comprehensive description of all services that the proposer will provide if it enters into a contract pursuant to the RFP.
 - v. Quality: Please identify the key metrics you propose to use to measure your performance in delivering services of the type and kind required in this RFP to HCC. Your response should indicate the frequency of the measurement, how it will be used to continually improve performance, and how this information will be shared with HCC. Your response should include how do you measure and monitor quality of work, ensure delivery is met, and how problems are tracked, escalated (if required) both internally and with the customer.
 - vi. Customer Satisfaction: How do you measure and monitor customer satisfaction; describe the method used, frequency, and how results are reported.
 - vii. Capabilities and Capacity: Proposer shall clearly define its in-house capability and capacity to perform the work identified in the Scope of Services of this RFP. Your response must describe the various technologies, tools, methods, and technical expertise that you will provide to HCC and/or that will be used in the delivery of the services and how that will be of benefit in the delivery of services to HCC.
- f. Tab 4 - Past Performance and References
 This section should establish the ability of the respondent (and its sub-consultant), if any to satisfactorily perform the required work.
- i. Provide contact information for the list of accounts noted in Tab 1 above, HCC may verify all information furnished.
 - ii. Describe lessons learned from previous clients for services of the type and kind required in this RFP that were not successful and what steps your firm has taken to effectively identify and mitigate from recurring.
 - iii. Demonstrate the capability and successful past performance of the firm with respect to producing high quality services, maintaining good working relations for services of the required in this RFP.
 - iv. Provide a list of all contracts that may have ended during the past 3 years; including contracts that may have been terminated or not renewed when a renewal was available. Include a detailed explanation of the circumstances related therein for any such contracts noted.
 - v. Provide a list of any work that your firm may have completed for Houston Community College during the past 3 years, including a detailed description of the work effort, performance and define if the work was completed as a contractor directly with HCC or as a subcontractor under an engagement.
 - vi. Provide letters of recommendations from other public junior or community colleges or higher education clients or other relevant references listing recently completed engagements for the services of the type and kind required in this RFP.
- g. Tab 5 – Price Proposal
 The Proposer/Contractor shall furnish all resources and services necessary and required to provide the services of the type and kind required in this RFP, in accordance with the Scope of Services, and the governing terms and conditions for the proposed price(s) listed in Section 3 – Price Proposal.
- i. Please include a description of any discount offered to HCC and an outline of any other fees or charges.

- ii. For the purposes of this RFP, Houston Community College will review the overall rate structure to evaluate its reasonableness for the anticipated work. Failure to fully disclose any fees or cost and to comply with the requirements herein may cause for HCC to reject, as non-compliant, a proposal from further consideration.
- h. Tab 6 - Small Business Practices
This section shall include a clear statement of the firm's commitment and plan to meet the small business goal specified in this solicitation, if any.
- i. Describe your previous experience, involvement and approach in working with certified Small Business firms; including level of effort, division of duties and providing opinions. Provide a statement detailing small business participation commitment.
 - ii. At a minimum, your response must include: (a) Firm's commitment to meeting the small business participation goal for the solicitation (b) a description of previous engagements where your firm has successfully subcontracted work to small businesses including the percentage (%) of work subcontracted to these firms under each engagement; (c) a narrative outlining your overall approach to subcontracting and how you will solicit small businesses for participation as part of this solicitation; and (d) indicate what challenges you anticipate in attaining HCC's goal.
 - iii. Describe your company's process for the selection of subcontractors in accordance with the statutory procedures required for the solicitation of subcontractors, including your process for evaluating subcontractors' performance while also incorporating a Small Business Development Program.
 - iv. Provide a reference list of all customers noted in Tab 4 above that included a Small Business or similar program where you have performed work similar to the type of work described in this RFP. Provide the contact person and the representative who served as the Small Business Development liaison (or equivalent), telephone number and email address.
- i. Tab 7 - Firm's Financial Status
- i. Please provide a statement from the president, owner or financial officer on company letterhead certifying that the company is in good financial standing and current in payment of all taxes and fees including but not limited to state franchise fees.
 - ii. Is your company currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity? If yes, specify date(s), details, circumstances, and prospects for resolution.
- j. Tab 8 – Business Relationship Strength
“Business Relationship Strength” for the purpose of this RFP shall mean the definition and commitment of the respondent towards a mutually successful “relationship” between the selected contractor and HCC for the duration of the contract. Respondent's Statement of Qualification must include their definition, proposal and commitment to forge, foster and maintain a mutually successful “relationship” with HCC. At a minimum, your response must include:
- i. your definition of a mutually successful “relationship” between your firm and HCC; and
 - ii. your firm's commitment to a mutually successful “relationship” in the form of at least three, and not more than five, specific, obtainable criteria, activities, agreements or requirements that shall, at the discretion of HCC, become features of the awarded contract and shall guide the HCC-Contractor relationship for the duration of the contract.
 - iii. Student Internship: HCC is expanding its student internship program. Proposers are encouraged to describe how they envision using HCC students as part of their delivered service to support the application of relevant educational programs as aligned with real world work experience. Proposers willing to participate in this educational enrichment opportunity should provide the following information in the proposal response:
 1. Number of HCC students proposed to be used as student interns in delivering the scope of services as defined in this RFP.
 2. Proposed task and objectives that HCC student interns shall perform under the resulting contract.
 3. Proposed number of hours and length of engagement for HCC student interns shall perform under the resulting contract.
 4. Proposed work location where HCC student interns shall perform under the resulting contract. If not on site as part of the project team, any proposed work locations must be within Houston, Texas given student class schedules.
 5. Proposed mentor/representative that will be responsible in working with and leading HCC student interns under the resulting contract.
- k. Tab 9 – Required Attachments
This section shall include all Attachments noted in Section 7; all forms shall be completed, signed and submitted with Proposal. Attachments 1, 5 and 7 must be signed and notarized.



REPRESENTATIVE, STUDENT INFORMATION

| <u>JOB DESCRIPTION</u> | | | |
|--|------------------|----------------------|---------|
| <u>Department</u> | | <u>Job Code</u> | M0854 |
| <u>Division</u> | Student Services | <u>Job Grade</u> | P6 |
| <u>Reports To</u> | | <u>Date Approved</u> | 10/2012 |
| <u>FLSA Status</u> | Non-Exempt | <u>Date Revised</u> | 11/2019 |
| Job Summary | | | |
| Provide customer service via various platforms; including, but not limited to general information about admissions, registration, academic and workforce programs, financial aid, and other student service related questions. | | | |

| ESSENTIAL FUNCTIONS |
|--|
| <p>Provide college-wide information and customer service to current, prospective and returning students.</p> <p>Manage inbound and outbound (i.e. first year experience) communications to include recruitment and retention efforts.</p> <p>Assist students with processes and procedures related to admissions, testing, registration, financial aid, etc.</p> <p>Assist students with the resolution of problems (i.e. holds, information regarding general complaint process, grade appeal process, etc.).</p> <p>Assist students with accessing on-line resources (i.e. HCC web, student PeopleSoft account to include financial account, payment plan, financial aid status, on-line registration, class schedules, academic advising report, etc.)</p> <p>Provide frequent feedback and updates to maintain the knowledge base.</p> <p>Provide recommendations to enhance the overall on-line student service experience.</p> <p>Inform students of process to apply for graduation, including requirements, deadlines, and graduation application process.</p> <p>Provide relevant and up to date information regarding HCC commencement ceremony and student participation.</p> <p>Direct students to information available on the web (i.e. forms, deadlines, disbursement calendar, scholarship opportunities, etc.)</p> <p>Keep current with college-wide programs, activities, and initiatives. Report findings and frequently share updates with appropriate staff.</p> <p>Provide resource information to customers and make referrals as needed.</p> <p>Perform other duties, tasks and assignments as required.</p> |

| QUALIFICATIONS | |
|--|--|
| Education & Experience | Licensing & Certification |
| <ul style="list-style-type: none"> • High school diploma or equivalent required • Associate's degree preferred • 3 years experience in a customer service and/or high volume call center setting required • 6 months experience in a high volume call center in a higher education institution preferred | <ul style="list-style-type: none"> • Valid Texas Driver License |
| Special Skills | Competencies |
| <ul style="list-style-type: none"> • MS Office Programs • Information Management Systems | <ul style="list-style-type: none"> • Delivering High Quality Work • Accepting Responsibility • Serving Customers • Supporting Organizational Goals • Driving Continuous Improvement • Acting with Integrity • Thinking Critically • Managing Change • Communicating Effectively |



REPRESENTATIVE, STUDENT INFORMATION

Working Conditions

General office. May frequently be required to walk; stand; sit; use hands to handle or feel; reach with hands and arms; and talk or hear. Specific vision abilities required by this job include close vision and distance vision. Use of personal computing equipment, telephone, multi-functioning printer, photocopier, file cabinets, and calculator. Manual dexterity, ability to lift up to 25 pounds, ability to reach and bend, and use 2-step stool while safely lifting and lowering boxes. Ability to travel to and from meetings, training sessions or other business-related events. May be required to work after hours to include weekends and holidays.

SECURITY SENSITIVE: This job class may contain positions that are security sensitive and thereby subject to the provisions of Texas Education Code § 51.215

| CSQ Name | CSQ ID | Skills | Calls Presented | Avg Queue Time | Max Queue Time | Calls Handled | Avg Speed of Answer | Avg Handle Time | Max Handle Time | Calls Abandoned | Avg Time To Abandon | Max Time To Abandon | Avg Abandon Per Day | Max Abandon Per Day | Calls Dequeued | Avg Time To Dequeue | Max Time To Dequeue | Calls Handled By Other |
|---|--------|--------------------------|-----------------|----------------|----------------|---------------|---------------------|-----------------|-----------------|-----------------|---------------------|---------------------|---------------------|---------------------|----------------|---------------------|---------------------|------------------------|
| Application and Enrollment | 7 | (Application Enrollment) | 45714 | 00:02:22 | 01:42:59 | 35702 | 00:02:27 | 00:05:18 | 01:05:24 | 8764 | 00:01:54 | 01:42:59 | 23.95 | 219 | 30 | 00:03:18 | 00:03:20 | 1213 |
| | 7 | | 45714 | | 01:42:59 | 35702 | | | 01:05:24 | 8764 | | 01:42:59 | | 219 | 30 | | 00:03:20 | 1213 |
| Application and Enrollment | | | 45714 | | 01:42:59 | 35702 | | | 01:05:24 | 8764 | | 01:42:59 | | 219 | 30 | | 00:03:20 | 1213 |
| CED_ATCP | 5 | (CED-ATCP) | 179 | 00:07:50 | 01:44:36 | 100 | 00:05:07 | 00:05:25 | 00:30:44 | 79 | 00:11:16 | 01:44:36 | 0.22 | 5 | 0 | 00:00:00 | 00:00:00 | 0 |
| | 5 | | 179 | | 01:44:36 | 100 | | | 00:30:44 | 79 | | 01:44:36 | | 5 | 0 | | 00:00:00 | 0 |
| CED_ATCP | | | 179 | | 01:44:36 | 100 | | | 00:30:44 | 79 | | 01:44:36 | | 5 | 0 | | 00:00:00 | 0 |
| CED_General | 2 | (CED-General) | 1287 | 00:05:03 | 01:12:29 | 972 | 00:04:24 | 00:06:29 | 00:44:55 | 314 | 00:07:04 | 01:12:29 | 0.86 | 17 | 0 | 00:00:00 | 00:00:00 | 1 |
| | 2 | | 1287 | | 01:12:29 | 972 | | | 00:44:55 | 314 | | 01:12:29 | | 17 | 0 | | 00:00:00 | 1 |
| CED_General | | | 1287 | | 01:12:29 | 972 | | | 00:44:55 | 314 | | 01:12:29 | | 17 | 0 | | 00:00:00 | 1 |
| CED_Online | 8 | (CED-OnlineCE) | 1334 | 00:11:53 | 01:49:06 | 735 | 00:06:19 | 00:08:10 | 01:02:59 | 599 | 00:18:42 | 01:49:06 | 1.64 | 18 | 0 | 00:00:00 | 00:00:00 | 0 |
| | 8 | | 1334 | | 01:49:06 | 735 | | | 01:02:59 | 599 | | 01:49:06 | | 18 | 0 | | 00:00:00 | 0 |
| CED_Online | | | 1334 | | 01:49:06 | 735 | | | 01:02:59 | 599 | | 01:49:06 | | 18 | 0 | | 00:00:00 | 0 |
| General Admission Advising Registrar | 9 | () | 24339 | 00:02:15 | 01:35:21 | 20164 | 00:02:12 | 00:04:50 | 01:15:41 | 3721 | 00:02:23 | 01:35:21 | 10.17 | 95 | 14 | 00:03:19 | 00:03:20 | 440 |
| | 9 | | 24339 | | 01:35:21 | 20164 | | | 01:15:41 | 3721 | | 01:35:21 | | 95 | 14 | | 00:03:20 | 440 |
| General Admission Advising Registrar | | | 24339 | | 01:35:21 | 20164 | | | 01:15:41 | 3721 | | 01:35:21 | | 95 | 14 | | 00:03:20 | 440 |
| Operator | 1 | (Operator) | 45085 | 00:01:49 | 02:36:26 | 36353 | 00:01:27 | 00:03:43 | 02:34:27 | 8501 | 00:03:18 | 02:36:26 | 23.23 | 364 | 0 | 00:00:00 | 00:00:00 | 222 |
| | 1 | | 4508 | | 02:36:26 | 36353 | | | 02:34:27 | 8501 | | 02:36:26 | | 364 | 0 | | 00:00:00 | 222 |
| Operator | | | 4508 | | 02:36:26 | 36353 | | | 02:34:27 | 8501 | | 02:36:26 | | 364 | 0 | | 00:00:00 | 222 |
| SS_Advising | 10 | (SS_Advising) | 75930 | 00:02:47 | 01:44:54 | 65751 | 00:02:38 | 00:05:26 | 02:03:35 | 7625 | 00:03:52 | 01:44:54 | 20.83 | 293 | 53 | 00:03:19 | 00:03:20 | 2495 |
| | 10 | | 75930 | | 01:44:54 | 65751 | | | 02:03:35 | 7625 | | 01:44:54 | | 293 | 53 | | 00:03:20 | 2495 |
| SS_Advising | | | 75930 | | 01:44:54 | 65751 | | | 02:03:35 | 7625 | | 01:44:54 | | 293 | 53 | | 00:03:20 | 2495 |
| SS_Advisors | 6 | (SS_Advisors) | 41 | 00:00:53 | 00:14:43 | 39 | 00:00:25 | 00:09:56 | 01:06:39 | 2 | 00:10:15 | 00:14:43 | 0.01 | 1 | 0 | 00:00:00 | 00:00:00 | 0 |
| | 6 | | 41 | | 00:14:43 | 39 | | | 01:06:39 | 2 | | 00:14:43 | | 1 | 0 | | 00:00:00 | 0 |
| SS_Advisors | | | 41 | | 00:14:43 | 39 | | | 01:06:39 | 2 | | 00:14:43 | | 1 | 0 | | 00:00:00 | 0 |
| SS_TransferBack | 3 | (SS_TransferBack) | 1044 | 00:00:56 | 00:15:40 | 1000 | 00:00:56 | 00:06:20 | 01:11:28 | 44 | 00:00:53 | 00:15:40 | 0.12 | 12 | 0 | 00:00:00 | 00:00:00 | 0 |
| | 3 | | 1044 | | 00:15:40 | 1000 | | | 01:11:28 | 44 | | 00:15:40 | | 12 | 0 | | 00:00:00 | 0 |
| SS_TransferBack | | | 1044 | | 00:15:40 | 1000 | | | 01:11:28 | 44 | | 00:15:40 | | 12 | 0 | | 00:00:00 | 0 |
| Spanish | 4 | (Spanish) | 6485 | 00:04:05 | 01:54:15 | 3535 | 00:02:45 | 00:03:47 | 00:33:41 | 2762 | 00:05:52 | 01:54:15 | 7.55 | 45 | 0 | 00:00:00 | 00:00:00 | 187 |
| | 4 | | 6485 | | 01:54:15 | 3535 | | | 00:33:41 | 2762 | | 01:54:15 | | 45 | 0 | | 00:00:00 | 187 |
| Spanish | | | 6485 | | 01:54:15 | 3535 | | | 00:33:41 | 2762 | | 01:54:15 | | 45 | 0 | | 00:00:00 | 187 |
| | | | 201438 | | 02:36:26 | 164351 | | | 02:34:27 | 32411 | | 02:36:26 | | 364 | 97 | | 00:03:20 | 4558 |

Generated on September 10, 2021 9:00:51 AM CDT by CCX\david.garza (10 records).

Filter Logged in User: CCX\david.garza; Interval [Starting At]: 09/01/2020 00:00:00; Interval [Ending At]: 08/31/2021 23:59:59; CSQ Names: Application and Enrollment, CED_ATCP, CED_General, CED_Online, General Admission Advising Registrar, Operator, SS_Advising, SS_Advisors, SS_TransferBack, Spanish;

Detailed Call Summary for Contact Center and Calls from FY2020-2021

| Interval Start Time | Interval End Time | CSQ Name | Skills | Service Level (sec) | Calls Handled < Service Level | Calls Abandoned < Service Level | Percentage Of Service Level Met | | | | Calls Presented | Calls Handled | | Calls Abandoned | | Calls Dequeued | |
|---------------------|---------------------|--------------------------------------|--------------------------|---------------------|-------------------------------|---------------------------------|---------------------------------|-------------------------|---|---|-----------------|---------------|--------------|-----------------|--------------|----------------|-------------|
| | | | | | | | Only Handled | With No Abandoned Calls | With Abandoned Calls Counted Positively | With Abandoned Calls Counted Negatively | | Handled | % | Abandoned | % | Dequeued | % |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | Application | (Application) | 5 | 190 | 11 | 18.65 | 16.86 | 17.66 | 16.70 | 1138 | 1019 | 89.54 | 71 | 6.24 | 48 | 4.22 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | Application and Enrollment | (Application Enrollment) | 20 | 10649 | 2214 | 59.87 | 50.49 | 55.19 | 45.69 | 23305 | 17788 | 76.33 | 4278 | 18.36 | 1235 | 5.30 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | CED_ATCP | (CED-ATCP) | 5 | 21 | 4 | 29.58 | 26.92 | 30.49 | 25.61 | 82 | 71 | 86.59 | 11 | 13.41 | 0 | 0.00 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | CED_General | (CED-General) | 5 | 180 | 11 | 27.48 | 23.32 | 24.39 | 22.99 | 783 | 655 | 83.65 | 128 | 16.35 | 0 | 0.00 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | CED_Online | (CED-OnlineCE) | 5 | 116 | 4 | 31.69 | 27.68 | 28.37 | 27.42 | 423 | 366 | 86.52 | 57 | 13.48 | 0 | 0.00 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | DE Eagle Online | (DE Eagle Online) | 5 | 1426 | 31 | 28.28 | 26.26 | 26.68 | 26.11 | 5461 | 5043 | 92.35 | 415 | 7.60 | 1 | 0.02 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | DE_TransferBack | (DE_TransferBack) | 5 | 10 | 2 | 25.64 | 23.81 | 27.27 | 22.73 | 44 | 39 | 88.64 | 5 | 11.36 | 0 | 0.00 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | FAQ | (FAQ) | 5 | 424 | 20 | 15.67 | 13.82 | 14.38 | 13.74 | 3087 | 2706 | 87.66 | 173 | 5.60 | 208 | 6.74 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | FA_TransferBack | (FA_TransferBack) | 5 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0.00 | 1 | 1 | 100.00 | 0 | 0.00 | 0 | 0.00 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | FA_TransferBack | (FA_TransferBack) | 5 | 40 | 11 | 4.10 | 3.95 | 4.98 | 3.91 | 1024 | 975 | 95.21 | 47 | 4.59 | 2 | 0.20 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | Funding | (Funding) | 5 | 550 | 22 | 17.87 | 15.78 | 16.31 | 15.68 | 3507 | 3077 | 87.74 | 184 | 5.25 | 246 | 7.01 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | General Admission Advising Registrar | () | 20 | 6444 | 653 | 66.40 | 58.49 | 60.81 | 55.22 | 11670 | 9705 | 83.16 | 1523 | 13.05 | 442 | 3.79 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | General Distance Education | () | 5 | 250 | 67 | 24.85 | 23.30 | 27.81 | 21.93 | 1140 | 1006 | 88.25 | 134 | 11.75 | 0 | 0.00 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | General Financial Aid | () | 5 | 4163 | 88 | 17.74 | 15.50 | 15.77 | 15.45 | 26951 | 23464 | 87.06 | 1670 | 6.20 | 1816 | 6.74 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | General Questions | (General Questions) | 5 | 318 | 30 | 16.76 | 15.45 | 16.67 | 15.23 | 2088 | 1897 | 90.85 | 167 | 8.00 | 24 | 1.15 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | Operator | (Operator) | 20 | 11431 | 836 | 67.17 | 58.69 | 60.39 | 56.27 | 20314 | 17017 | 83.77 | 3075 | 15.14 | 214 | 1.05 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | SD_Hardware | (SD_Hardware) | 5 | 304 | 58 | 10.13 | 9.34 | 10.93 | 9.18 | 3313 | 3001 | 90.58 | 311 | 9.39 | 1 | 0.03 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | SD_PasswordResets | (SD_Passwords) | 5 | 1817 | 351 | 9.99 | 9.14 | 10.72 | 8.98 | 20227 | 18190 | 89.93 | 2033 | 10.05 | 1 | 0.00 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | SD_Software | (SD_Software) | 5 | 649 | 41 | 10.20 | 9.54 | 10.08 | 9.48 | 6844 | 6361 | 92.94 | 480 | 7.01 | 1 | 0.01 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | SD_Spanish | (SD_Spanish) | 5 | 103 | 17 | 11.55 | 8.74 | 10.04 | 8.62 | 1195 | 892 | 74.64 | 302 | 25.27 | 0 | 0.00 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | SD_Urgent | (SD_Urgent) | 5 | 177 | 89 | 9.01 | 8.51 | 12.26 | 8.16 | 2169 | 1964 | 90.55 | 205 | 9.45 | 0 | 0.00 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | SS_Advising | (SS_Advising) | 5 | 9228 | 282 | 27.88 | 23.79 | 24.34 | 23.62 | 39068 | 33102 | 84.73 | 3427 | 8.77 | 2534 | 6.49 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | SS_TransferBack | (SS_TransferBack) | 5 | 44 | 13 | 4.40 | 4.27 | 5.46 | 4.21 | 1044 | 1000 | 95.79 | 44 | 4.21 | 0 | 0.00 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | Spanish | (Spanish) | 20 | 630 | 102 | 46.56 | 26.20 | 29.20 | 25.13 | 2507 | 1353 | 53.97 | 968 | 38.61 | 185 | 7.38 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | Status | (Status) | 5 | 1655 | 36 | 16.45 | 14.25 | 14.51 | 14.20 | 11653 | 10059 | 86.32 | 658 | 5.65 | 935 | 8.02 |
| 9/1/20 12:00:00 AM | 8/31/21 11:59:59 PM | Transcript Requests | (Transcript Requests) | 20 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0.00 | 3 | 0 | 0.00 | 3 | 100.00 | 0 | 0.00 |
| | | | | | 50819 | 4993 | 31.61 | 27.61 | 29.52 | 26.88 | 189041 | 160751 | 85.03 | 20369 | 10.77 | 7893 | 4.18 |

Generated on September 9, 2021 4:29:09 PM CDT by CUI administrator (26 records).
Filter Logged in User: CUI administrator; Interval [Starting At]: 09/01/2020 00:00:00; Interval [Ending At]: 08/31/2021 23:59:59; CSQ Names: 3rd Party Billing, Application, Application and Enrollment, BO_1Checks, BO_1Refunds, BO_2Refunds, BO_3PaymentPlans, BO_4Delinquent, BO_5Other, BO_Refunds, CED_ATCP, CED_General, CED_Online, CSQ_BO_3rd Party Billing, CSQ_BO_Refunds, CSQ_FinAid, CSQ_HD_Mac, CSQ_HD_Mac_ESP, CSQ_HD_Outlook, CSQ_HD_Outlook_ESP, CSQ_HD_PC, CSQ_HD_PC_ESP, CSQ_HD_PWRreset, CSQ_HD_PWRreset_ESP, CSQ_HelpDesk, CSQ_Helpdesk_ESP, CSQ_Reg, DE Advising and Counseling, DE Eagle Online, DE_TransferBack, Delinquent Accounts, Enrollment Verification, FAQ, FA_TransferBack, Funding, General Admission Advising Registrar, General Business Office, General Distance Education, General Financial Aid, General Questions, Graduation, OISS_Advising, OISS_ChangeTransfer, OISS_DSOs, OISS_General, OISS_NewStudents, OISS_Status, Operator, Refunds, SD_Hardware, SD_PasswordResets, SD_SilverEagles, SD_Software, SD_Spanish, SD_TransferBack, SD_Urgent, SS_Advising, SS_Outbound, SS_TransferBack, Spanish, Status, Transcript Requests, VA_2.1_Chapter33, VA_2.2_Hazelwood, VA_2.3_Chapter31, VA_2.4_Chapter30, VA_2.5_Chapter160x, VA_2.6_MilTuition, VA_2.7_MyCAA, VA_3_Verification, VA_5_Other, VA_Chapter30-33-35, VA_Chapter31-160x, VA_Chapter33, VA_Hazelwood, VA_NewStudent, VA_Other, VA_TuitAsst-MyCAA, VA_Verification, Waivers Payment Plans, Web Payments, xxCSQ_FinAid; Interval Length: Entire report range;

FY 2020-2021 Calls