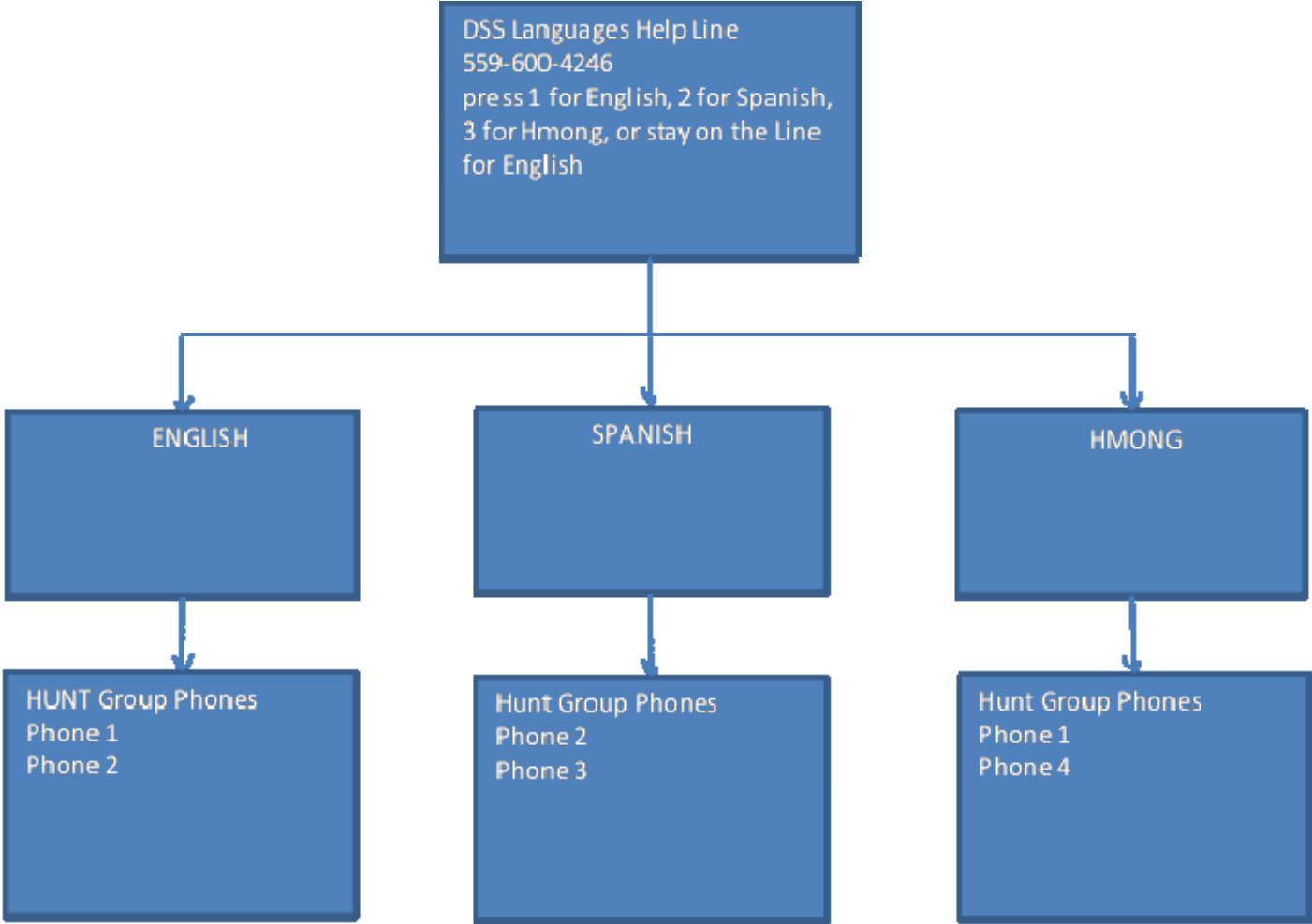


CALL TREE



**ADDENDUM NO. ONE (1)**  
**REQUEST FOR PROPOSAL NUMBER: 920-4883**

Questions	Answer
How (are) the calls getting terminated to Customer's contact center from the Main PBX/ACD?	Phones should have the ability to login to the IVR via a userid so that the system knows that the phone(s) are available. ACD Login etc.
What Type of voice gateway will be installed or in place to support this solution?	Cisco gateway/call manger
What type of protocol is being used in the switch?	Currently in use, SCCP, MGCP, SIP
How many different call center sites are available?	Currently 4 sites that are tied to 4 different purposes, Since the county is moving to a VOIP based phone system, we will not be tying a specific job to a specific site. Jobs/Duties/Skill based jobs should be tied to a user id/login.
Which site will the IVR solution be deployed?	The infrastructure for the IVR will be held at: 10th street, JJC, and/or possibly the Hamilton Yard.
How many agents will be servicing the IVR Callers?	Currently there are around 15 to 20 agents that logon per day - but we currently have the Licenses for 300 persons to login.
Type of lines used?	Inside of the county are all IP based phones that we will use with this system. CODEX are G.722, and G.729 for T1 sites (small bandwidth sites).
Types of signaling and protocol used?	Inside of the county are all IP based phones that we will use with this system. CODEX are G.722, and G.729 for T1 sites (small bandwidth sites).
Do you require Screen Pops?	If this is an option for your system, please provide this information. DSS does not currently use this option, but may in the future. Other departments <b>DO</b> use this feature (such as the assessor's office).
What type of VPN do you use?	Any Connect by Cisco
Will you require Quality Recording?	If this is an option for your system, please provide this information.
What about system alerts?	Managers should be able to see via email or a Dash board, wait time has exceeded thresh hold, user XXX has been off line for X number of minutes, please provide a list of alerts that can be emailed and seen on a dash board
Will the system be required to receive faxes?	This is not required, please provide the option if your system currently has this ability. We do have a department that receives a lot of faxes can use this ability.
Forms, will you need this feature?	This is not required, Please provide the option if you system can complete this option. This may be a viable option for some departments. Please provide specific Examples.

Current Call Trees that our system has, We will move these from our Unity Voicemail system to the IVR. Customers have asked for On Hold, Wait Times, ETC.

	Calls	Dates
Languages Line	7650	11-1 thru 11-17
County Operator	4780	11-1 thru 11-17
Assessors	18732	11-1 thru 11-17