

Superior Court of California, Ventura County
Scope of Work - Predictive Dialer

	FUNCTIONAL REQUIREMENTS	F	CO	CU	R	TP	FV	NA	COMMENT
<i>System Integration</i>									
1.1	Court Case Management System (CMS) Integration								
1.2	Real-time Data Exchange (including IVR)								
1.3	Screen pop, automatically opens specific case in CMS								
1.4	Update CMS with call results								
<i>Administrative Tools and Reporting</i>									
2.1	Ad hoc reporting capabilities								
2.2	Customizable reports including modification of canned reports								
2.3	Ability to export in multiple formats e.g. .xlsx, .csv, .txt								
2.4	Ability to save templates								
2.5	Ability to email reports to supervisors								
2.6	Reader board - contact center activity								
2.7	Right Party Contact Reporting								
<i>Technical Support</i>									
3.1	Help Center availability during Court dialing hours, M-F 7:00am to 8:00pm, Sat 7:00am to 5:30pm Pacific Time								
3.2	Escalation process and guaranteed response time for unresolved issues								
3.3	Self-Serve portal for tracking of open issues								
3.4	Coordinated notification of application and operating system upgrades								
3.5	Database administration								
3.6	System high availability plan								
<i>Training</i>									
4.1	System Administrator/End User Training								
4.2	Scheduled webinars								
4.3	Computer based training for new users (new hires)								

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4.4	Cross-training for local IT technicians								
4.5	Onsite setup and configuration of the system								
Contact Center Solution - Inbound/Outbound Calling									
5.0	Answering machine detection								
5.1	ACD/Skill based routing								
5.2	Predictive and Preview dialing								
5.3	Fetch filters for creation of calling lists								
5.4	Floating agent stations								
5.5	Call blending								
5.6	User configurable dialing rules, e.g. exclude area code.								
5.7	Best Time to Call - Right Party Contact								
Contact Center Solution - Speech Analytics									
6.1	Real-time speech analytics								
6.2	Post call voice analytics								
6.3	Ability to use key phrases, scripts, or queries								
6.4	System alerts to agents/supervisors								
6.5	Voice analytics in English and Spanish language								
6.6	Reporting results - transcribed, voice, or both								
Contact Center Solution - Call list Management									
7.1	Automated process to create daily call lists								
7.2	Ability to create multiple call lists								
7.3	Automated opening of calling groups/campaigns based on user defined schedule								
Contact Center Solution - Agent Screens									
8.1	Customizable screens, e.g. ability for agent to start and stop recordings (screen and voice) for PCI compliance								
8.2	Call controls, e.g., Transfer, hold, manual dial, number pad								
8.3	Ability to launch a URL or open a specific document/script								
8.4	Design tools, changes available to agents real time								

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Contact Center Solution - Quality Assurance									
9.1	Agent Scorecards								
9.2	Real Time Monitoring - voice and screen								
9.3	Monitoring Options - listen, coach, barge								
9.4	Call Recordings - screen and voice from call connect through after call work								
9.5	Ability to export recordings - 128K sampling compression. MP4 for screen recordings								
Contact Center Solution - Text-to-Speech									
10.1	Ability to create customized scripts for IVR								
10.2	Ability to create customized scripts for blast messaging								
Contact Center Solution -Workforce Management									
11.1	Forecasting								
11.2	Time keeping capabilities								
11.3	Reporting								
Contact Center Solution -IVR									
12.1	End user Voice Recognition and automated response								
12.2	Ability for customer to request a callback on a specific date and time								
12.3	Custom script for each dialing or ACD group								
12.4	Track/Record caller selections and inputs.								
Other									
13.1	Gamification - agent incentives								
13.2	Ability to handle multiple channels (web chat, text, and email)								
13.3	Opt in/out for automated reminders, call and/or text.								
13.4	Caller ID masking								
13.5	Ability to administer a cloud based contact center								
13.6	Ability to administer a premise based contact center								

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<i>OVERVIEW OF PROPOSED SOLUTION</i>									
14.1	Internet - Required bandwidth per call								
14.2	PC specifications - operating system requirements								
14.3	The Court uses an integrated Criminal Case Management System (CMS) known as VCIJIS. Besides the Court there are multiple justice and law enforcement agencies accessing this system. This system is housed and maintained on premise in the Ventura County IT Data Center, and is developed using the PowerBuilder programming language. The primary database for VCIJIS is Sybase running on a Unix server.								
14.4	Do you have a development team in place that can utilize existing PowerBuilder and Sybase APIs and work in conjunction with our development team to integrate dataflows between your product and VCIJIS?								
14.5	Describe your proposed solution's ability to integrate and function within the parameters described above.								

Sec#	Comments