

Schedule F.13B - Evidence to Technical Requirements 2.2.1.1.5

The Tenderer must provide sufficient and verifiable evidence for each requirement to demonstrate compliance.

Acceptable evidence may include, but is not limited to, supplier or product information sheets or official vendor documentation or recorded video demonstrations or walkthroughs. All documents should be submitted in hard copy with the tender submission. Video and other electronic evidence must be submitted on a portable storage device e.g. USB memory stick that is attached to the tender submission.

No.	Clause Reference to C.5 Specifications	Technical Requirements	Evidence submitted (specify document/file name)	Reference: Document and Page no. or Time stamp in video
1	Clause 7.1.1.1.a)	The solution to provide the following channels : Telephone, Short Message/Messaging Services (SMS), WhatsApp, and to provide a platform to integrate into the CCT's current Social Media: Instagram, Facebook and X (Twitter) and to integrate to the CCT's email platform.		
2	Clause 7.1.1.2.b)	The solution must provide omnichannel interaction management , enabling consistent and personalised service to residents by routing interactions to the most appropriate agent queue group regardless of the communication channel. Agents must have access to the customers' interaction history of all channels and available in-context data from source systems and capture call reasons during or after calls.		
3	Clause 7.1.1.2.a)	The solution must support omnichannel interaction management, allowing agents to transition between communication channels within a single customer interaction (e.g. chat to voice or voice to email) while maintaining the context and history of the interaction and share information with customers.		
4	Clause 7.1.1.2.f)	The solution to provide ability to Inform resident / Customer of queue position and expected waiting time.		

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5	Clause 7.1.1.3.a)	The solution to provide ability to integrate with a Customer Relationship Management, an IT Service Management an emergency computer-aided dispatching (CAD) system and Physical Queue management system, natively or by API.		
6	Clause 7.1.1.3.b)	The solution to provide the ability to allow for single sign on (SSO) and seamlessly integrate with Microsoft Entra ID for centralized authentication, with support MFA via SAML 2.0 or OpenID Connect.		
7	Clause 7.1.2.1.a)	The solution to provide ability to toggle and/or switch between multiple active calls without ending an interaction. While agents attend to an interaction, other interactions are placed on hold.		
8	Clause 7.1.2.1.c)	The solution to provide ability to allow call-back functionality, as soon as possible or scheduled.		
9	Clause 7.1.3.2.a)	The solution must support automated call flows and Interactive Voice Response (IVR) functionality, determining caller intent, and the execution of predefined business processes.		
10	Clause 7.1.3.2.b)	The solution must provide the capability to automate customer interaction processes and operational tasks without human intervention to enable self-service interactions.		
11	Clause 7.1.3.3.a)	The solution to provide an automated digital assistant functionality (e.g. Chatbot) that utilises pre-configured questions and responses to resolve routine customer enquiries. This functionality should be centrally managed and deployable across web, mobile, and social messaging channels, ensuring consistency in customer experience, and have support for automated escalation to human agents.		
12	Clause 7.1.4.1.a)	The solution to provide ability to forecast interaction volumes across all channels to determine the demand and skillset requirement for agents for effective planning purposes.		

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13	Clause 7.1.4.2.b)	The solution to provide ability to cater for multiple working schedules for agents for multiple business units. .		
14	Clause 7.1.4.2.c)	The solution to provide ability for end users of the system to monitor adherence and real time adherence of staff in the contact centre based on schedule allocation.		
15	Clause 7.1.4.2.d)	The solution must have the ability to manage and update a central schedule for contact centre agents that reflects accurate indication of time utilisation in the call centre including agent shrinkage and overheads. The system must have the ability to automatically update and maintain schedules with insights into agent profiles, including their skills and proficiency levels, adherence incidents and shift swaps.		
16	Clause 7.1.4.3.a)	The solution to have the ability for administrators to dynamically assign agents to queues as necessary and to change skill sets as required to balance queues.		
17	Clause 7.1.5.1.a)	The solution to provide ability to record voice and screen for all interactions across channels and for the agent to replay his/her own recording/s immediately after the interaction (including the ability to do screen recordings for non-voice interactions).		
18	Clause 7.1.5.1.b)	The solution to provide the ability for recordings to include the following information, Agent name, Login ID, workstation IP address, Time Stamp, MAC address.		
19	Clause 7.1.5.2.a)	The solution to provide ability for managers and supervisors to observe, barge in (join the conversation), whisper (coaching), intercept on live calls, without interrupting the interaction or call recording.		
20	Clause 7.1.5.3.c)	The solution to provide ability to activate a trace on one or more agents for extended periods of time.		
21	Clause 7.1.6.1.a)	The solution to provide ability to view incoming interactions on a customisable dashboard, indicating new calls, active interactions, duration of calls on hold, and duration of active interactions. The incoming calls must be categorised by colour according to the call waiting, call queue and call duration.		

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22	Clause 7.1.6.2.a)	The solution to provide ability to offer standard contact/call related statistics and reporting across channels, for example (but not limited to) Agent Activity Reports, Agent Status Reports, Call Abandon Reports, Contact Detail Reports, Contact Transfer/Direction Reports, Inbound Contact Summary and Queue Activity Reports. Reports can be selected per business area.		
23	Clause 7.1.6.3.a)	The solution to provide ability to report on channel Service Level Agreement (SLA) adherence across channels with ability to drill down to request types, examples Channels and Queues.		
24	Clause 7.1.6.4.a)	The solution to provide ability to automate/schedule selected reports for distribution by email and/or extraction on certain days and times based on pre-defined attributes.		
25	Clause 7.1.6.5.a)	The solution to provide ability to report on call-by-call, including if the call was dropped by the customer or agent (near end or far end).		
26	Clause 7.1.6.6.a)	The solution must be capable of capturing customer feedback from customers after completion of a customer interaction across all supported communication channels, ensuring that the survey is delivered via the same channel used by the customer during the interaction.		

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date