

Contact Center Service (CCS)

The EIS Contact Center Service (CCS) helps an agency streamline and improve its customer service processes. The core CCS service is the Call Management Service (CMS) that accepts customer initiated communications, queues them, and intelligently routes them, per the agency's business rules, to the appropriate call center. CCS can handle customer inquiries from a number of channels including voice, fax, email, text, website form submissions and live chat. Multiple queues can be set up if needed, and calls can be routed to multiple locations.

CCS also includes the Call Answering Service (CAS), a contractor-staffed contact center operation.

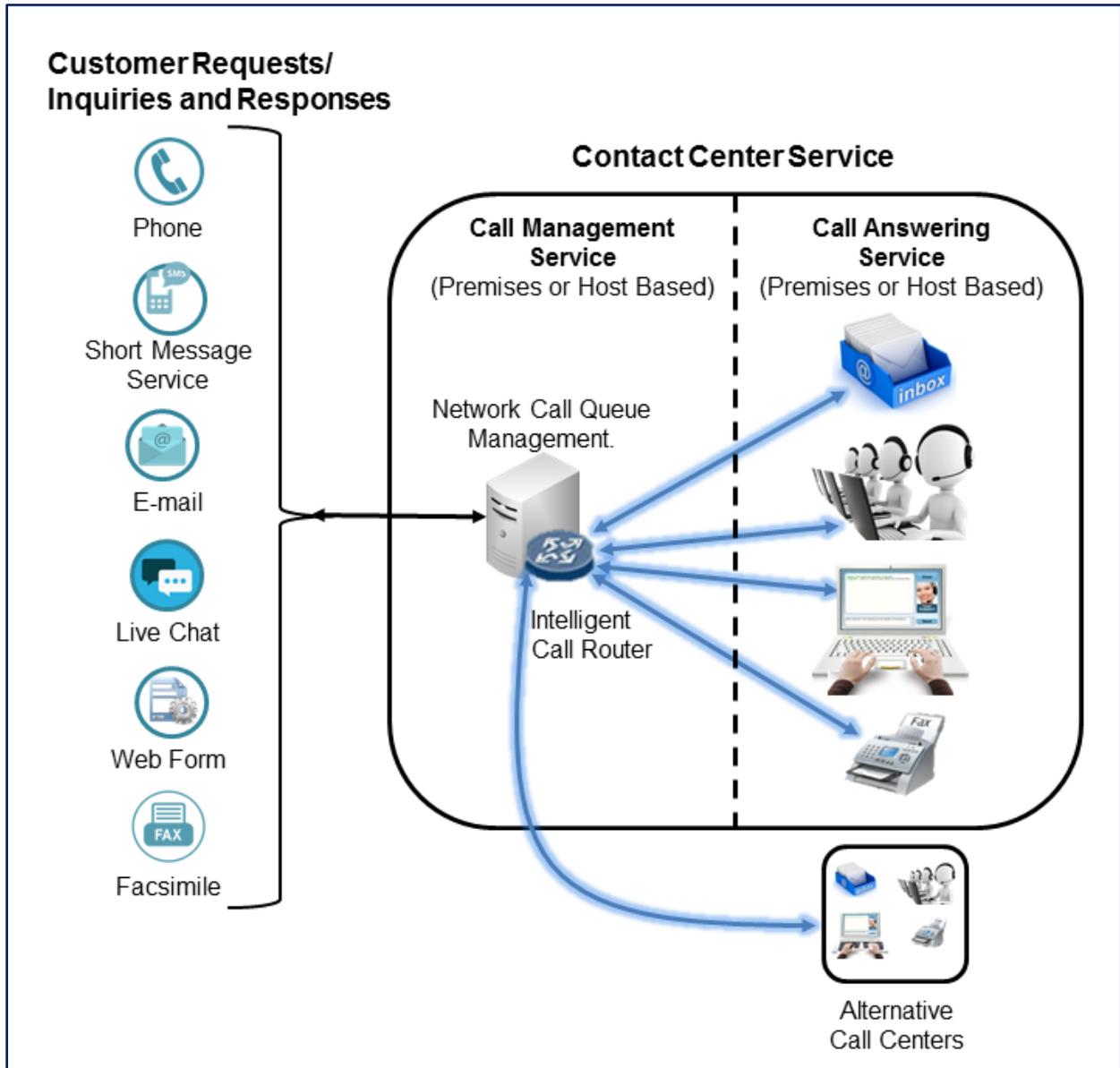
Based on the agency's requirements, both the CMS and the CAS can be deployed at either an agency-designated site (Premises Based), or an external contractor location (Host Based).

Category: Contact Center Service

Complementary Services Needed: In order to use CCS, the agency may need one or more of the following EIS services or equivalents: Access Arrangements, Toll-Free Service, IP Voice Service, and Circuit Switched Voice Service.

Definitions: Please see EIS contract [Section J.12 Glossary of Terms](#) for clarification of technical terms and acronyms.

Figure 1—The Call Management Service and the Call Answering Service are the two main CCS services. They work together to queue, route and handle customer requests.



1. Why an Agency Might Select this Service

- A contractor-managed CCS solution is a turnkey service that could enable the agency to improve the quality of its customer service, and free up the agency to focus more on its mission.
- CCS has the potential of lowering the overall cost of agency customer service, as it can lower or eliminate the personnel, hardware, software, training, and maintenance costs associated with an agency owned and managed system.
- The agency can specify a CCS solution that uses some or all of its existing equipment and customer service personnel, or simply outsource the entire CCS solution—including all hardware, applications and personnel—to the contractor.
- Even if an agency has decided to run its own call center, the CCS Call Management Service alone can improve an agency's ability to service its customers. The CMS's ability to queue customer queries from multiple channels, and then intelligently distribute the requests to the appropriate service agents, can streamline and speed up the handling of customer contacts.

2. Examples of How CCS Could be Used

- **Call Management Service:** An agency with a well-established and trained call center could use the CCS Call Management Service to better capture, queue, and distribute customer requests received from multiple communication channels such as voice, email, website forms, fax, and live chat.
- **End-to-End Customer Service Solution:** An agency could use a contractor crafted and managed CCS solution to completely manage the intake, queueing, and handling of customer queries and requests.

3. Key Technical Specifications

NOTE: This portion of the service guide has been abridged due to space considerations. For full technical details on CCS, please refer to EIS contract [Section C.2.3 Contact Center Service](#).

Table 1—CCS Technical Capabilities

| Capability | Description |
|-----------------------------|--|
| CCS Delivery Methods | <p>Per EIS contract Section C.2.3.1.4.1 CCS Delivery Methods, independent service delivery methods for CCS include:</p> <ol style="list-style-type: none"> <li data-bbox="407 541 1422 646">(1) Host Based Call Management Service - provides the necessary components required for CCS Call Management Service at a contractor-provided location. This includes, but is not limited to, hardware, software, inside wiring, and power. <li data-bbox="407 646 1422 856">(2) Premises Based Call Management Service - provides the necessary components required for CCS Call Management Service to be located at an agency-provided location. This includes, but is not limited to, CCS hardware and software. The contractor installs, configures, and maintains the CCS equipment. The agency provides the power, inside wiring, and a physical location for the contractor's CCS equipment. <li data-bbox="407 856 1422 1003">(3) Premises Based Call Answering Service - Contractor-provided personnel perform operations at an agency-provided location. The agency provides the work space, furniture, workstation hardware, software, and all necessary building utilities required for the contact center. <li data-bbox="407 1003 1422 1140">(4) Host Based Call Answering Service - Contractor personnel are located and perform operations at a contractor-provided location. The contractor provides the work space, furniture, workstation hardware, software, and all necessary building utilities for the contact center. |

| Capability | Description |
|------------------------------------|---|
| CCS Call Management Service | <ul style="list-style-type: none"> (1) Network Call Queue (a single queue or multiple queues according to agency needs) to manage the routing and distribution of contacts (calls) from multi-media channels such as voice, email, facsimile, and website form. (2) Intelligent Routing and Distribution of Contacts are determined according to the real time operating status of the ordering agency’s contact center(s) and its business rules. The agency business rules can be based upon parameters such as media type, real time status of the contact center, caller profile, call content, and agent skills. Includes the capability to prioritize queues and contacts (calls) within a queue. (3) Interoperates with Agency’s CCS Communications Channels such as the web site, e-mail, voice, fax and chat (when applicable). (4) Capability to traverse and successfully interoperate with agency firewalls and security layers. (5) Supports service observation, which provides agency authorized personnel with the capability to monitor the CCS trunks, agents, and agent groups for call quality. This includes options for silent monitoring (default) and three-way audio conferencing. (6) Provides the agency with the capability to manage its specific network queue, call routing algorithms, contact center agent profiles, and reports. (7) Provides reports as required by the Ordering Contracting Officer (OCO). (8) Provides the agency with access to graphical, real time reporting of the CCS queue status. (9) Provides the capability to inform the caller of the queue status including the callers estimated wait time in queue when a queue threshold exceeds an agency defined threshold. (10) Provides the capability to transmit and deliver music on hold (or recordings) to the originating caller. (11) If requested by the ordering agency, contractor supplies the terminal devices (e.g., phones, IP phones, softphones) required for delivery of CCS. (12) Provides the capability to accommodate agency contact center closings (e.g., scheduled holidays, unplanned closings, outside of normal business hours, and closings for maintenance activities) by providing announcements, messages, or re-routing of contacts during the period when the agency contact center is closed. |

| Capability | Description |
|-----------------------------------|--|
| CCS Call Answering Service | <p>Provides the agency with a contact center operation, which may include 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.</p> <p>Basic Call Answering</p> <ul style="list-style-type: none"> • Receives inbound calls and respond to caller inquiries • Questions callers to obtain full understanding of what information is being requested. • Documents all customer contacts • Follows contact center operational procedures • English language proficiency required |

Table 2—CCS Features

| Feature | Description |
|---|--|
| Call Recording and Monitoring | <ul style="list-style-type: none"> (1) 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. At a minimum, the date, time, duration, caller ID information (if available), dialogue, and identity of the agent handling the call are captured and recorded. (2) Archived calls can be retrieved by date, time, agent, content, contact channel, or identity of the caller. (3) The call monitoring system also provides the capability for evaluating and scoring calls and performing random call quality reviews. |
| Collaborative Browsing | <ul style="list-style-type: none"> (1) Allows bi-directional sharing of web pages between the contact center agent and the caller. (2) Enables a caller to request a co-browse session with a contact center agent. (3) The CCS agent has the capability to: <ul style="list-style-type: none"> a. Highlight text and scroll the browser screen to a specific section of a web page. b. Transfer control of a collaborative browsing session to another agent and log all collaborative interactions between the agent and caller. c. Provide the ability to mask fields and inputs of private/sensitive information. |
| Computer Telephony Integration (CTI) | <ul style="list-style-type: none"> (1) 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). (2) This feature can be used to support a diverse set of agency applications such as screen pop/splash, intelligent routing, third party call control, keyboard dialing, enhanced reporting, and multi-channel call blending solutions. |

| Feature | Description |
|--|---|
| <p>Customer Contact Application</p> | <p>(1) Provides an application to track, document, and manage the CCS customer contacts across multiple contact channels. The customer contact application contains the following minimum capabilities:</p> <ul style="list-style-type: none"> a. Record caller contact information b. Record caller account information c. Record caller contact history and status of inquiry d. Record nature of the inquiry e. Record date and time of the contact f. Record call disposition g. Record agent handling the inquiry h. Assign & escalate inquiries according to business rules i. Assign a unique case or record number to each inquiry <p>(2) The customer contact application also provides the capability to create and provide scripted responses for the contact center agents.</p> <p>(3) The contact system also provides summary and detailed management reports.</p> |
| <p>E-mail Response Management</p> | <p>(1) E-mail Response Management (ERM) that assigns a tracking ID to each email and route e-mail communication according to agency specified business rules.</p> <p>(2) The ERM provides the following minimum capabilities:</p> <ul style="list-style-type: none"> a. Auto response b. Automatic acknowledgement c. Email classification and prioritization d. Email routing based upon business rules e. Filtering capability f. Content analysis and knowledge base for suggested and personalized responses g. Management reports h. Multiple language support (English and Spanish) i. Real time exception reports <p>(3) The ERM must be compatible with the ordering agency's e-mail application.</p> |

| Feature | Description |
|---|--|
| Interactive Voice Response (IVR) | <p>Interactive voice response application 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:</p> <ol style="list-style-type: none"> (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 are always played from the beginning for each caller and include the capability to be recorded in different languages. (2) Leave caller information via telephone keypad signal or speech (e.g., name, address, etc.). (3) A means for the ordering agency to retrieve caller-entered phone keypad or speech messages. (4) For transcription of caller information, the system provides (a) transmission of the recorded voice files and phone keypad data for each; and (b) a report of caller responses that transcribes the caller-provided information based upon the agency’s needs. Transcription reports are available for English- and Spanish-speaking callers. (5) Query a database that delivers agency-provided information to the caller. The database may be housed in the (a) ordering agency or, at the ordering agency’s discretion, (b) housed in a contractor location and updated by the ordering agency. (6) Enables callers to hear and verify their names and addresses in an agency-provided name and address database after the caller has entered his or her telephone number via DTMF, or based on the caller’s ANI. (Text to Speech). (7) Support speech recognition as a valid caller input. Minimally, the system supports all spoken numeric digits as well as “yes” and “no.” English and Spanish language callers are supported. System can minimally process 95 percent of the above speech responses. Speech responses not accepted are routed to default location designated by the agency. (8) Provides the capability to perform surveys (via phone keypad or speech) to IVR callers. The surveys can be provided to all, or to a random percentage of callers according to agency needs. Survey results are provided electronically to the ordering agency. (9) Includes a facsimile “fax back” capability (Fax or equivalent) that enables callers to retrieve agency-specific documents or forms within one hour of the initial call and retry a minimum of 13 attempts over a six hour interval in order to complete the request. Fax transmittal includes an option for a cover sheet (standard or customized). (10) At the agency’s option, the caller’s IVR selection(s) information is transferred to the agency. (11) The contractor’s IVR capacity must be configured such that the application answers a call within 3 ring cycles for 99 % of the offered call volume (measured on an hourly basis). (12) Features, equivalent to the above, are provided via electronic means in Baudot and ASCII/TTY code formats, to individuals who are hearing impaired or have speech disabilities. (13) Solution minimally provides summary reporting that provides information on the caller, average call duration, caller opt out (transfer) and disposition of the calls within the IVR application on a daily, weekly and monthly basis. (14) Contractor provides any IVR reports that are available with its equivalent commercial offerings. |
| IVR - Agency Based Database (Host Connect) | <p>The ability to route calls or provide information based upon a database query(s) of information provided by a database located at the agency premises. The query(s) could be to single, redundant, or multiple databases depending upon agency specifications and the complexity of the application.</p> |

| Feature | Description |
|--|--|
| IVR - Speech Recognition | Provides natural speech recognition for IVR applications with the ability to minimally recognize spoken vocabulary, digits, zip codes, credit card numbers, credit card expiration date, account numbers, alpha numeric numbers. |
| Language Interpretation Service | <p>Provides telephone language interpretation services. The service is available, on demand, for three-way conferencing with the contact center agent and foreign language caller to provide interpretation between the caller’s foreign language and English and vice versa.</p> <p>This feature has the following minimum capabilities:</p> <ol style="list-style-type: none"> (1) Available 24x7 (2) Accessible via a toll free number (3) Identifies the foreign language of the caller (4) Provides an appropriate interpreter within one minute of the request (5) Provides management reports identifying the date, time, duration, interpreter, and identity of the agent requesting the service. <p>Minimally, these translation services are available for Spanish.</p> |
| Outbound Dialer | Includes automated outbound dialing where the dialer service can support either centralized or distributed contact center environments according to the agency’s needs. |
| Text Chat (Web Chat) | <p>Provides the ability to enable the contact center agents to engage in real time text chat with callers directed from its web site. The text chat provides the following minimum capabilities:</p> <ol style="list-style-type: none"> (1) Archives text chat sessions (creates transcripts) (2) Allows agents to manage multiple text chat sessions (3) Allows file transfers (4) Views the active web page the text chat caller is on (5) Provides a log of text chat sessions (6) Provides an automatic spell check and grammar check option that is enabled when typing in active session (7) Supervisor chat monitoring |
| Web Call Back | Provides the capability for a customer to request a call back by filling out a form on the agency’s web site. The call back algorithm is based upon the availability of a contact center agent. The call back request will be automatically distributed to the most appropriate agent based upon availability (within agency operating hours). |
| Web Call Through | Enables customers browsing the agency’s web site to call through (e.g., “click to talk”) and simultaneously have a voice conversation with a contact center agent. |

| Feature | Description |
|-----------------------------|---|
| Workforce Management | <p>Provides a workforce management (WFM) system that automates forecasting and scheduling calculations based upon real time and historical contact center data. The WFM enable agencies to effectively schedule resources, accurately forecast call volumes and analyze/review performance statistics for single or multiple sites and blended applications. The workforce management system provides the following minimum capabilities:</p> <ul style="list-style-type: none"> (1) Forecasts staffing needs including agent skills, skill levels and shifts. (2) Forecasts contact volume and workload (overall call volume and by contact channel). (3) Provides agent scheduling and creates optimized agent schedules by shift and skill. |
| Virtual Queue | <p>Provides a capability whereby callers can choose to remain waiting on-line for an attendant or receive a call back in turn.</p> |

4. Pricing Basics for CCS

Please visit the [EIS Resources Listing](#) and locate the [Basic EIS Pricing Concepts Guide](#) to gain an understanding of EIS pricing fundamentals.

4.1 Access Arrangements

Appropriate access arrangements must be selected for each contact center location. Please visit the [EIS Resources Listing](#) and locate the [Access Arrangements Guide](#) for more detailed information.

4.2 Service Related Equipment (SRE)

- SRE must be chosen based on equipment required at each location. NOTE: SRE uses catalog-based pricing.
- Request that contractor provide pricing for any SRE that would be required, in addition to the agency’s existing infrastructure, to deliver the service.
- Please visit the [EIS Resources Listing](#) and locate the [Service Related Equipment Service Guide](#) for more detailed information.

4.3 CCS Price Components

The price structure for CCS consists of the components shown in *Table 3* below.

Table 3—CCS Pricing Components

| Component | Charging Unit |
|--|---------------------------|
| Host- or Premises-Based Service Initiation Charge (NRC, ICB) | Service Initiation |
| Host- or Premises-Based Call Management Active Agents (NRC, MRC) | Active Agent |
| Incremental Premises-Based Active Agents (NRC) | Active Agent |
| Host- or Premises-Based Call Answering Service (ICB, NRC, MRC) | Service Initiation, Month |
| Host- or Premises-Based Features | Varies per feature |

Figure 2 below shows how the pricing components in Table 3 are combined to produce the total cost for the CCS service.

Figure 2—This figure shows how the various pricing components in Table 3 would be combined to calculate the total CCS charges. NOTE: One or more of these components may not be needed to price a particular service package.



The charges for the different components in Figure 2 are calculated using details provided in the pricing tables in EIS contract [Section B.2.3 Contact Center Service](#). (Please visit the [EIS Resources Listing](#) and locate the [Basic EIS Pricing Concepts Guide](#) for instructions on using the pricing tables to compute the cost of a service.)

NOTE: A contractor may offer a custom variation of the service to meet an agency’s unique requirements. Such a customization would be identified with a Task Order Unique CLIN (TUC), and would include charges that would have to be added to the components in Figure 2 to determine the total cost of the service.

4.4 CCS Pricing Example

Example: Host-Based CCS with 100 Active Agents, 50 Call Answering Resources, IVR with Speech Recognition

Note: Most CLINs listed below are ICB. This example serves only to illustrate the CLINs that would be included in obtaining this combination of services.

Service CLINs

- Choose CLIN CC00001 “Host-Based Service Initiation Charge” (see EIS contract table *B.2.3.2.1.3—Host-Based Service Initiation Pricing Instructions Table*) (This CLIN is ICB.)
- Choose CLINs CC00002 and CC00102 “Host-Based Call Management Active Agents” (NRC and MRC) (see EIS contract table *B.2.3.2.1.4—Host-Based Call Management Active Agents Pricing Instructions Table*) (Pricing is banded with banding determined by contractor—select the band that includes 100 active agents)
- Choose CLINs CC00051 and CC00151 “Host-Based—Call Answering Service” (NRC and MRC) (see EIS contract table *B.2.3.2.3.2—CCS Call Answering Service Pricing Instructions Table*) (these CLINs are ICB)
- Choose CLINs CC90007 and CC90207 “IVR—Speech Recognition—Shared” (NRC and Usage) (see EIS contract table *B.2.3.2.4.2—Host-Based CCS Feature Pricing Instructions Table*) (these CLINs are ICB)

5. References and Other Sources of Information

- For more technical details and information on CCS, please refer to EIS contract [Section C.2.3](#); for pricing details, [Section B.2.3](#).
- For more information on service-related items, please see:
 - [EIS contract Section B.2.10 Service Related Equipment](#)
 - [EIS contract Section B.2.11 Service Related Labor](#)
- Please refer to a contractor’s individual EIS contract for specifics on the contractor’s ACS offerings.
- For additional EIS information and tools, visit the [EIS Resources Listing](#).
- For guidance on transitioning to EIS, please visit [EIS Transition Training](#) where you’ll find several brief video training modules.