



**Quality Monitoring
Business Requirements
and RFP**



Overview

If your call center wants to deploy a new quality monitoring solution for their call centers Dial Interactive would like to evaluate systems that will work with your current environment and align with your company's future strategy. DI can help to find the best solution to meet your companies and technology needs. This new solution will ensure that your company continues to offer a high quality agent interaction with both customers and contractors.

Dial Interactive will assist with you in a number of ways:

- If you have a limitation on internal resource availability.
- Maximize project success by understanding current and future business requirements early on
- Enhanced value of analysis by non-biased investigation by Dial Interactive as an external party
- Lack of "Best Practices" exposure and experience within American Home Shield.
- Lack of combined skill sets that include both contact center business processes and technology including quality monitoring.
- Enhance predictability and manageability of the overall solution by utilizing our proven methodology

Project Approach

Dial Interactive's approach is based on years of call center consulting experience using proven methodologies. At the start of the project a project kickoff will be held at which the deliverables and detailed task calendar will be refined and agreed as appropriate. There will be a weekly project meeting at which status and progress will be reviewed and adjustments to the work plan, approach and deliverables agreed as required.

At the end of the project a wrap-up meeting will be held at which the project will be reviewed and approved and a formal project signoff will be completed. In addition lessons learned will be documented.

Description of Work:

Dial Interactive will provide a consultant to support the Your Company project for quality monitoring business requirements and the development of an RFP for a quality monitoring solution. The consultant will have expertise in the areas of project management, IP and TDM phone systems, contact centers, quality monitoring, planning, and design. The consultant will report to Dave Quandt or his designated managers. The consultant will be responsible to provide weekly status reports, and support the projects identified by Your Company management.



Quality Monitoring Business Requirements/RFP

The principal call center consultant will support Your Company and provide services including:

- Mutually agreed to deliverables plan between Your Company management and Dial Interactive.
- Deliverables consistent with goals and the objectives for the project outlined by Your Company
- Unbiased observations and recommendations relevant to the project success and goals.
- Provide skills transfer to Your Company associates as necessary.

The following work effort will be completed during a project.

- Define Core Team
- Document Current State
 - Number of existing quality systems and processes
 - Features, Models, Locations, etc.
 - Any existing manual processes
 - Any unique implementations... "one off"
- Document Business Drivers and Requirements
 - Identify business process improvement opportunities through enhanced functionality of new business solutions. i.e., word spotting, emotion detection, voice/data screen capture
 - Define enterprise key business drivers
 - Reporting Requirements Definition
 - Required Features, such as:
 - Reporting
 - Voice/Data Screen Capture
 - Word Spotting
 - Emotion Detection
 - Talk Analysis
 - VoIP Integration
 - Integration to Avaya, Nortel and Cisco
 - Collaboration – work with email and Web interactions
 - Integration with Workforce Management
 - E-Learning
 - Security
 - Implementation and Training



Quality Monitoring Business Requirements/RFP

- Agent monitoring - any agent- any site - any time
- Identify Factors in Choosing a quality monitoring solution vendor
 - Number and Makeup of Locations
 - Embedded Customer Contact Technology
 - Any existing vendor equipment or software to leverage
 - Embedded Voice/Data Networking
 - Current Systems
 - Need a solution that will meet the Business Requirements
 - Any Must Have Features
- Document Business Benefits
 - Cost Reduction Opportunities
 - Customer Changes
 - Improvements to Customer Satisfaction scores
 - More Consistency of Customer/Contractor Contacts
- Document Critical Success Factors Such As:
 - Hardware/Software Vendor
 - Future Support and Feature Development
 - Installation and Maintenance Partner
- Document Internal Support Team
 - Must Receive Adequate Ongoing Training
 - Must Possess the necessary skills in the Data, Server, Voice, Customer Contact, and Project Management areas
 - Provide Job Description for Quality Monitoring Manager
- Document an initial quality process related to the new solution
 - Frequency, sample methods, etc.
- Develop and send out an RFP based on the requirements gathered above
- “Best In Breed” Vendor Identification
- RFP Process Management
- Vendor Analysis Criteria & Weighting
- Product vs. Feature Alignment
- Develop an analysis on the strengths and weakness of each vendor
- Vendor Results Analysis & Recommendations
- Design and Implementation Project Plan



Phase II

- Assist Your Company with implementing selected solution including items such as:
 - Platform Testing
 - Installation Phasing
 - Vendor Management
 - Troubleshooting Coordination
 - Application Optimization
 - Full Production Cutover
 - Overall Project Management
 - Multiple Vendor Resource Management
 - Timeline Management
 - Risk Mitigation Plan
 - Cost Containment & Vendor Negotiation
 - Project Reporting, Status and Updates

Dial Interactive will take a **business integration approach** to this implementation. The Dial Interactive project team will work to gain a solid understanding of the business environment and process architecture that will drive the application requirements. This approach will ensure that business objectives are aligned with the technical solution and that the outcomes will correlate to the desired requirements. Dial Interactive is uniquely positioned to perform these services for the following reasons:

- **Experienced Professionals:** Dial Interactive's seasoned staff has extensive experience in business operations, internetworking and telecommunications. Dial Interactive consultants plan, design, implement and operate mission critical sophisticated contact center and communications environments for industry leading corporations. Continual education and hands-on training ensure Dial Interactive's position at the forefront of the information technology industry.
- **Customer Vision:** Dial Interactive's strategy is to establish intimate client relationships. Dial Interactive creates customized solutions and tailored services that focus specifically on improving a client's business results through technology solutions.
- **Extensive Phone Systems and Contact Center Experience:** Dial Interactive has assembled a team of contact center professionals whom have years of experience helping companies achieve their objectives for service and customer satisfaction. As such, we understand and appreciate Your Company's commitment to excellence and customer satisfaction.