**University of Kentucky**
*Procurement Services*

# <u>Written Questions and Answers</u>
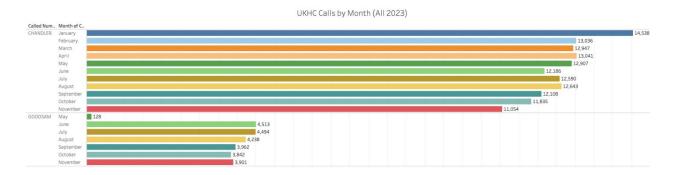
Telephone Switchboard Operators
RFP UK-2412-24
Closing Date: 02/29/2024
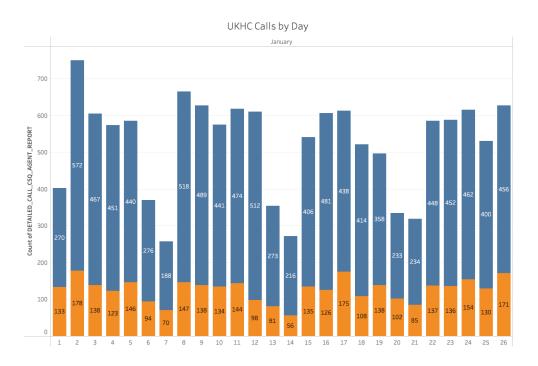Today's Date: 02/21/2024

| No. | Question | | Answer |
|---|---|---|---|
| 1 | Are the systems the operators need to access cloud-based? | | No, but are accessible via the web. |
| 2 | Are you able to send us a report of the volume of calls broken down by 15, 30, or 60 minutes?<br>    a.   If not, can you tell us about the volume of calls and the busiest times – day of the week and times of day for the 3,500 to 4,500 calls currently coming in? | | <u>See Response for Question 2</u> |
| 3 | What are the current service levels and what are your goals?<br>    a.   Currently, your answer rate is 85% of all calls answered in less than 1 minute and the proposed rate is less than 30 seconds. Do you want 85% answered in 30 seconds or are you looking more for the industry standard of 80% answered in 30 seconds?<br>    b.   Besides the average handle time of less than 2 minutes and the average abandoned rate of 5% or less, are there any other metrics you would like for us to report? | | a. We would be fine with 80% answered within 30 seconds.<br><br>b. Specific metrics we will be looking for include average speed to answer, average handle time, and abandonment rate. Other metrics may be negotiated over time as needed or beneficial to either side. |
| 4 | We are a non-profit organization that serves and hires the blind, visually impaired, Veterans, and people with disabilities but we are not a minority-owned company. For the Diverse Business Description section 4.4, should we choose <u>Diversity not indicated</u> and <u>Other</u>? | | Yes. |

| | | |
|---|---|---|
| 5 | What caller frustrations do you hear the most? | Transferred to incorrect location, transferred location did not answer, Inability to find patient transfer information which is currently suppressed or not available. |
| 6 | Do you have any planned technology implementations in the next three years that would impact on the operations of the switchboard? | Yes.  We are in the midst of executing a new Contact Center as a Service solution for internal contact centers.  Some services being provided to this group of switchboard operators may be impacted by this change. |
| 7 | Do you want the calls recorded and if so, how long do you need them stored? | Yes, preferably 90 days. |
| 8 | Besides English and Spanish, are there other languages that are needed? | We receive calls in a wide range of languages though the vast majority are English and Spanish. |

## Response for Question 2:

Sat and Sun tend to be lower call volume. The hourly data follows a consistent curve with peak being between 9a-Noon. Below are monthly totals for 2023 and daily totals for (most of) Jan 2024 and then the hourly totals for Jan 2$^{nd}$, the highest volume day that month.

UKHC Calls by Month (All 2023)

| Called Num.. | Month of C.. | |
|---|---|---|
| CHANDLER | January | 14,538 |
| | February | 13,036 |
| | March | 12,947 |
| | April | 13,041 |
| | May | 12,907 |
| | June | 12,186 |
| | July | 12,590 |
| | August | 12,643 |
| | September | 12,108 |
| | October | 11,835 |
| | November | 11,054 |
| GOODSAM | May | 128 |
| | June | 4,513 |
| | July | 4,494 |
| | August | 4,238 |
| | September | 3,962 |
| | October | 3,842 |
| | November | 3,901 |

## UKHC Calls by Day



## UKHC Calls by Hour