

	<u>RFP Section</u>	QUESTION	Response
1.	ALL	Will you extend the due date by 2 weeks?	Yes
2.	Exhibit 5	What is the Oracle CRM and release number listed in the 5th bullet under Exhibit 5 - Contact Center Software? Is it Oracle Service Cloud, Oracle SOA or some other Oracle CRM product?	12.1.3 is the Oracle CRM Release.  Oracle CRM is the precursor for Oracle Service Cloud.
3.	Exhibit 5	What channels do you support today (phone, chat, email, voicemail, work item routing from a CRM, etc.)	Phone, Voicemail
4.	Exhibit 5	How are the 4 call centers connected (telecom (TDM or IP) and network?	IP Network
5.	Exhibit 5	Do the 4 call centers provide back up for each other? Under what circumstances?	No
6.	Exhibit 5	Is PCI compliance required? (For example, are your callers making credit card payments?)	The Call Centers do not take credit card information.
7.	Exhibit 5	Do you require 100% voice recording?	Yes
8.	Exhibit 5	Do you have existing call flows you could share?	Not at this time.
9.	Exhibit 5	What are the top three call types your agents handle?	Potholes, Blight, Weeds
10.	Exhibit 5	What city services does your contact centers support?	311, Animal Shelter, Pink Palace Museum, 211.
11.	Exhibit 5	Do you want to do any proactive outbound notifications or alerts (via phone)?	Yes if the service is capable.
12.	Exhibit 5	Do you currently use Telstrat for WFO? Are you looking to replace that with a cloud based QM/WFM/ Analytics suite?	No
13.	Exhibit 5	How many agent seats do you need integration with Oracle for?	15