



Question and Answer #1 to RFI 1000374870 Quality Assurance Tool

Question 1

For what product or service is this RFI intending to use the quality assurance tool. Is the intent of the tool to measure the quality of a software solutions employed/deployed in the contact centre, or perhaps is the tool intended to be used to measure the quality of service call centre agents are delivering to callers?

Answer 1

The tool is intended to monitor and assess contact centre solutions. It's not intended to measure agent quality of service.

Question 2

Would it be possible to request a more precise order specification? Unfortunately, we do not have such a service, but it could be developed using several existing solutions. As long as we do not have such a solution, we will not be able to answer about half of the questions you sent.

We do not know the process. Do we have the opportunity to ask for details? Or do we not have to answer all the questions? Or would it be possible to sign up without that we would not answer the questions?

Answer 2

All details pertaining to the RFI process are provided in the RFI document.