

Vendor Question	NCTA Response
What technology suite do you utilize for Telephony, Account Management, CRM, IVR, WFM, Quality, etc.?	<ul style="list-style-type: none"> • Telephony & IVR – RingCentral • CRM & Account Management – Angular front end, mix of .NetCore and .Netframework, SQL Server. • Hosted on Azure Cloud
Our research says that this is only DTMF. Is that correct? How many concurrent agents?	Correct, we are currently VOIP only. We are currently averaging approximately 150 concurrent agents. RingCentral does not support DTMF.
What is your projected agent headcount plan based on your growth projections?	Based on future projects and growth in the next 3-5 years, we would anticipate agent headcounts to rise above 200 concurrent agents on average.
What are the communication channels today? (Ex: Chat, IVR, SMS, E-mail...)	We currently utilize IVR, Web, SMS, email and mail.
What are the current SLA's on and desired SLA's? a. Average Handle Time (AHT): b. ASA (Average Speed of Answer): c. Self-Service Containment: d. LWC (Longest Waiting Call): e. Abandonment Rate	a. AHT – 7 minutes 30 seconds maximum monthly average b. ASA – Less than 60 seconds monthly average c. Self-Service Containment – There is no current SLA, would like to grow to 55% d. LWC - 95% of calls must be answered within 180 seconds e. Abandonment Rate – 2.5%
What self-serve functions do the current IVR and/or portal provide to your customers today?	Currently our customers may pay bills, replenish their accounts, update contact information, manage payment methods and make inquiries.
What are your current call center challenges?	NCTA is looking to promote efficiencies for our customers utilizing the latest technologies and AI for self-help options and CSR support. Written responses are challenging, due to this reason NCTA has Chat disabled.
What is your projected customer and/or transaction growth plan (i.e. organic or acquisition)?	In the past year we had a growth of 10% (YOY) in accounts (mainly due to new road opening). Transactions growth (4% YOY) and two new roads to open in the coming 12-24 months.

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What is your organization's maturity level with new technology (i.e. AI, cloud-based solutions, etc.)?	Our Backoffice system is deployed on Cloud and RingCentral phone system is on cloud. Our staff uses soft phones.
How important is a transactional IVR versus a transactional portal?	NCTA would like to continue to offer both IVR and portal tools for our customers.
What are your language requirements for the call center beyond English and Spanish?	English and Spanish are the only current requirements. NCTA does not plan to expand these requirements but would welcome solutions that may support more languages.
What integrations do you have currently with your app?	API interface for both Read and Write.
What type of reporting do you get today?	We currently utilize both systems reporting from our back-office and roadside vendors as well as our internally developed data warehouse. RingCentral provides a range of reporting suite.
Our understanding is that you are looking for technology and not services, is that accurate? We would like to provide information on services in addition to technology as we believe we have great capabilities in this space.	Although this RFI is focused on technology we are happy to receive information on services as well.
Will there be an opportunity for us to submit questions prior to the June 18th submission date?	Questions may be submitted prior to submission; however, NCTA cannot guarantee responses if received closer to the due date.
Is there a related incumbent contract for this requirement? If so, could you provide the contract #, value, and expiration? Or alternatively, can you confirm this is a new potential requirement for the department?	There are currently incumbent contracts for these services. This RFI is to learn about newer technologies, capabilities and operations contract terms which will help write the upcoming RFP.
What CRM and Ticketing Tracking System is being used today?	CRM is a custom-developed Angular front-end, .NET framework, SQL server hosted on cloud.
Are there any Innovations Planned on NCTA Customer Experience?	Develop a knowledge base using Customer Calls to help with written responses to the customers' written queries or chat.
What's the current technology landscape supporting the 24/7 operations?	RingCentral

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What are greatest areas of concern or current pain points that present opportunity for improvement to the current contact center?	NCTA is looking to promote efficiencies for our customers utilizing the latest technologies and AI for self-help options and CSR support. Written responses are challenging, due to this reason NCTA has Chat disabled. Self-service containment is below 50%.
What is the current security/verification process followed by NCTA on calls	ANI lookup for screen pops with Challenge questions, Address verification, or activity verifications are the common process.
Please provide all languages in scope and the associated volume % for each language.	English (85%) and Spanish (15%) are the only current requirements. NCTA does not plan to expand these requirements but would welcome solutions that may support more languages.
Please describe how accuracy and compliance is ensured within current processes.	Quality measurement via a fixed percentage of active hearing. Piloting solutions that measure call sentiments and score agents on adherence to the script.
Please share the IVR Blueprint.	Use our telephone number, (877) 769-7277 to learn the call tree. NCTA is looking for suggestions to improve call tree.
Please describe any specific Controls, Security or programs requiring specific compliance.	PCI compliance, SOC2-type-2 and NC state security policies.
Are all the process supported by SoP/ Process Map/ Playbook etc.? Will the list of current SOPs / Process Maps be made available?	SOP's and other policies documents will be shared in the RFP phase of the project.
Please provide the FTE count in scope by region and LOB and describe any overlaps between LOBs. Please provide the current staffing model and FTE count for each of these areas.	Based on future projects and growth in the next 3-5 years, we would anticipate agent headcounts to rise above 200 concurrent agents on average. All agents reside in the state of North Carolina.
To better understand the scale, please confirm the key KPIs, such as AHT, Abandonment rate, FCR, Repeat Calls, CSAT and anything else you deem fit for the last 6 months to 1 year.	<ul style="list-style-type: none"> a. AHT – 7 minutes 30 seconds maximum monthly average b. ASA – Less than 60 seconds monthly average c. Self-Service Containment – There is no current SLA, would like to grow to 55%

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	d. LWC - 95% of calls must be answered within 180 seconds e. Abandonment Rate – 2.5% f. CSAT – 4.5
Does NCTA currently use any co browsing, video assistance specially for support services?	No, but NCTA would like to understand these services.
Please describe if NCTA has deployed any Analytics based tools, such as: i) Interaction Analytics ii) Predictive Analytics	None.
Please describe how much email and web channel volume contributes to the overall agent utilization on a daily basis. What are the KPIS and SLAs for the email channel? What is the current response TAT for web / email queries?	Written queries are submitted via Web forms and routed to the appropriate agents. Current SLAs are 95% of written responses within 5 business days and 100% in 30 calendar days.
Does NCTA currently use an Email or Voice bot in any capacity? If so, please describe.	None.
Please describe the nature of any outbound calling involved, including the purpose of these calls, frequency and volumes by LOBs.	None.
Please describe steps in the process cycle that requires the most manual intervention? Is there any Automation / OCR that is being currently in use for back office processes?	There are numerous efficiencies deployed in the back office operations, such as OCR, Lockbox, QR codes, Undeliverable mail deliveries, COA
Please describe the analytical reports published to Data capture and Quality control and how are these reports being utilized by the teams to drive performance ?	Reports for Call Center operations are provided by RingCentral. Automation of Quality control measurement is via a tool deployed as a pilot.
Please describe the training and nesting period for different processes at NCTA? Do you currently use simulated/sandbox environment to train your people	Training is 3 weeks with a nesting period of a week. We do not have a sandbox environment.
Please describe the tools and technologies used to optimize speed to competency during the training period?	Home grown training material.

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Are NCTA agents required to use multiple screens while dealing with customers?	No, a customer query can be served using a Single application.
Please describe the current QA Process, specifically, is this a Manual or Automated process? What is the quality assessment sample used for each agent each month? What are your current error rates and quality metrics across these operations?	Manual QA process. Currently, NCTA is doing a pilot to automate the QA process.
Has NCTA deployed any GenAI based tools? If Yes, please specify.	None.
Please share details of any in-flight projects currently being undertaken at NCTA. Please share your transformation roadmap	In-flight project is of digital transformation, where all the system backend interactions are developed using OpenAPI specifications. These APIs will be available to the call center application.
What is the current backlog volume for each function. Does the backlog fluctuate seasonally?	100,000 calls a month. Fluctuations are with 5-10% across the year. In recent days, we have seen surge of calls due to phishing texts and scams.
Please describe how First Call Resolution is measured across the various helpdesk functions?	We measure the number of times the same customer calls within 90 days.
Has NCTA conducted user research to understand pain points in customer experience?	Using customer surveys.
Please describe previous transformation initiatives have been attempted in these areas, in recent past? What were the outcomes?	None.
Please share any regulatory constraints needed to be considered when automating processes?	NCTA currently does not use outbound calling features.
How does NCTA currently forecast staffing needs for the 24/7 operations, especially during irregular operations?	NCTA uses a WFM tool developed by our current operations vendor.
Please advise of any restrictions for deployment of technology/automation solutions.	None.

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Kindly outline the current operational challenges if any for the processes within the scope of the RFI	Written responses and reduced self-service.
Please describe the IVR Systems in place today?	RingCentral for Telephony and IVR.
Are you currently outsourcing any of the listed functions in the RFI and, if so, please share the vendor(s)	IntelLogix (GC Services) is our operations vendor.
The volumes table lists 99,000 calls received, with 71,000 handled. Can you provide insight into the 28,000-call difference? For example, was this due to high abandonment rates, insufficient staffing, queueing issues, or other challenges?	Delta between received and handled is self-service.
What is the current average wait time for inquiries and the first-call resolution rate?	Written queries are submitted via web forms and routed to the appropriate agents. Currently, SLAs are 95% of written responses within 5 business days and 100% in 30 calendar days.
What systems or platforms do you currently use for: <ul style="list-style-type: none"> • Customer Relationship Management (CRM) • Customer Service Management (CSM) • Enterprise Resource Planning (ERP)? 	<ul style="list-style-type: none"> • Telephony & IVR – RingCentral • CRM & Account Management – Angular front end, mix of .NET Core and .NET framework, SQL Server. • Hosted on Azure Cloud
Can you provide a breakdown or description of the types of calls included in the 99,000 total shown in Table 1-3 (Toll Program Monthly Volumes)? For example, what percentage relate to billing inquiries, violations, transponder issues, account management, or other topics?	65-70% are related to invoice payments and inquiries. The remaining are related to account management and other issues.
Were the case numbers listed in the Case Processing Time table recorded over the same 30-day period as the 17,000 cases referenced in Table 1-3? We noticed a discrepancy, as the Case Processing Time table lists 15,725 cases. Can you describe your current contact center environment, including your voice platform(s) and any integrations with other systems?	<p>17,000 represents an average number of cases a month. 15,725 is a sample representation of types of issues.</p> <p>There are no other integrations with external systems.</p>

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Can you provide the number of concurrent and named users for each role in your contact center platform — including Agents, Supervisors, and Administrators?	Based on future projects and growth in the next 3-5 years, we would anticipate agent headcounts to rise above 200 concurrent agents on average.
Can you confirm the length and expiration date of your current contact center services contract?	There are currently incumbent contracts for these services. This RFI is to learn about newer technologies, capabilities and operations contract terms which will help write the upcoming RFP. Upcoming RFP will determine the contract term and expiration dates.
What languages are currently supported by the contact center, and is there a need for expanding language capabilities?	English (85%) and Spanish (15%) are the only current requirements. NCTA does not plan to expand these requirements but would welcome solutions that may support more languages.
How does the NC Turnpike Authority measure customer satisfaction with contact center services?	CSAT of 4.5 and above.