

REQUEST FOR PROPOSAL
RFP #2019-044
Consulting Services: Call Routing Design & Business Flow
ADDENDUM #02

CLARIFICATION

1. Section 1.2.1.1. references Appendix E in two places, the reference should be Appendix D.
2. Deadline for Submission is extended to 2/15/2019, 5:00 pm EST

QUESTIONS

1. Is it intended that an audit/assessment of the setup/configuration of existing UCCX is part of this engagement ?

Answer: We are not looking for consulting services to audit/assess of the setup/configuration of UCCX or the other supporting components (CUCM, CUC) to our VoIP environment.

Rather we are seeking consultant to "review campus and department use of call routing design and business flow currently being delivered using IVR and ACD technologies."

2. Which services will you be requiring the most services for, CUCM, CUC and UCCX?

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Rather we are seeking consultant to "review campus and department use of call routing design and business flow currently being delivered using IVR and ACD technologies."