



Request for Information (RFI) On IP Call Centers

RSVP Deadline: E-mailed or postmarked by March 1, 2005 5 p.m. (EST)
RFI Deadline: E-mailed or postmarked by March 18, 2005 5 p.m. (EST)
Publication Date : June 9, 2005

I. Introduction

Network Computing's June 9, 2005 cover package will be devoted to IP Call Centers. Why should an enterprise implement an IP call center, and what is the best path to upgrade from a call center using a traditional TDM (Time Division Multiplexing)-based PBX? The RFI is based on a fictitious enterprise in the consumer electronics industry with 250 call agents in sales and technical support.

If you would like to participate, please RSVP to the author, Michael J. DeMaria (mdemaria@nwc.com) by March 1, 2005 and return the completed RFI to Michael by March 18, 2005.

A. Purpose

This Request for Information is proprietary to Network Computing and CMP Media, LLC. It is drafted and disseminated for the sole purpose of generating information on call center products for publication in Network Computing on June 9, 2005. Participating vendors must meet the minimum requirements for participation described in Section B and agree that any information returned to Network Computing in response to this RFI will be published in print and electronic form on our Web site, www.networkcomputing.com.

Please note that we reserve the right to examine a test unit in our Syracuse University Lab or at a customer site for any product submitted for review.

B. Instructions

The following minimum product requirements are necessary to participate in this review of Call Center applications. Please check all that apply.

- X___ Product is available to customers on or after March 18, 2005 and is not in beta form
- X___ Support for both TDM (circuit) and IP (packet) switched voice networks
- X___ Multimedia routing for voice, e-mail, Web, and facsimile communications
- X___ Call blending: support inbound and outbound calling
- X___ Look-ahead routing logic (interrogate queues and estimate call-wait time)