

Mobile County Health Department
Artificial Agent for Case Investigation Call Attendant System

General and Technical				
Req #	Description of Requirement	Criticality	Vendor Response	Comments
GT.1	The system is reliable and has the ability to work and function effectively 99.99% of the time.	Critical		
GT.2	The system is HIPAA compliant and ensures security and privacy of confidential, protected health information.	Critical		
GT.3	The system has the ability to flow smoothly and be intuitive to staff and clients while providing ease of use for callers.	Critical		
GT.4	The system has the ability to work smoothly and be intuitive for staff using the system.	Critical		
GT.5	The system has the ability to support automated attendant/receptionist.	Critical		
GT.6	The system has the ability for system administrator to make adjustments to systems/messages from the office and remotely.	Critical		
GT.7	The system has the ability to be accessed and used by staff working from an office and remotely.	Critical		
GT.8	The system has the ability to provide soft phones for remote workers	Critical		
GT.9	The system has the ability for built in integrations with telephones providers.	Critical		
GT.10	The system has the ability to provide Caller ID displaying the phone number of the caller (i.e., MCHD).	Critical		
GT.11	The system has the ability to identify the main trunk line the caller is using.	Critical		
GT.12	The system has the ability to work with on premise and cloud-based Interactive Voice Response (IVR) systems.	Critical		
GT.13	The system includes Artificial Intelligence (AI,) chatbots, and/or voicebots that are capable of leveraging natural language processing that supports intuitive conversation.	Critical		
GT.14	The system has the ability to support multiple languages (English, Spanish and Vietnamese an others as needed) and can automatically detect the language of the speaker.	Critical		
GT.15	The system has the ability to provide Omni channel support spanning voice, chat, social media, mobile applications and smart home devices.	Critical		
GT.16	The system has the ability to handle off-script conversations.	Critical		
GT.17	The system has the ability to provide built-in analytics capabilities as well as a mechanism for exporting transcripts and metrics to external systems of record.	Critical		
GT.18	The system has the ability to display a real-time dashboard including but not limited to call volume, wait times, and call of longest duration.	Critical		
GT.19	The system has the ability to provide live agent assistance to enhance customer service and enable call center agents.	Critical		
GT.20	The system has the ability to enable conversation transcripts to be provided to live agents when calls are transferred from virtual agents.	Critical		
GT.21	The system has the ability to determine scripted conversations before connecting with live agents.	Critical		
GT.22	The system has the ability to inform the live agent how the caller responded to the scripted conversations.	Critical		
GT.23	The system has the ability to support intelligent call routing.	Critical		
GT.24	The system has the ability to support call recording (including HIPAA privacy compliant notification) with the ability to turn on/off the call recording feature.	Desired		
GT.25	The system has the ability to interface and support physical phones and virtual/soft phones.	Critical		
GT.26	The system has the ability to provide mute and volume control	Critical		
GT.27	The system has the ability to automatically send secure and reliable voicemail, email, or text.	Critical		
GT.28	The system has the ability to schedule and send secure and reliable voicemail, email, or text.	Critical		
GT.29	The system has the ability to support on-hold music or MCHD defined messaging or announcements.	Critical		
GT.30	The system has the ability to handle unlimited simultaneous calls on any given day or time (24/7).	Critical		
GT.31	The system has the ability to support multiple office locations operating independently.	Critical		
GT.32	The system has the ability to create custom alerts and notifications.	Critical		
GT.33	The system has the ability to manage and track inbound/outbound communication (e.g., text, email, phone).	Critical		
GT.34	The system has the ability to provide interoperability with MCHD's Electronic Health Record system (Athena) and provide the ability to view current and historical customer information.	Desired		

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GT.35	Integrate with state disease surveillance system (NBS) is desired.	Desired		
GT.36	The system has the ability to provide interoperability with MCHD's SQL database(s) for data analysis via Tableau and other reporting and data analysis tools.	Critical		
GT.37	The system has the ability to utilize HL7/FHIR interoperability protocol.	Desired		
GT.38	The system provides Workforce Management capabilities.	Critical		
GT.39	The system is recommended or endorsed by the CDC (Center for Disease Control).	Desired		
GT.40	The system supports a data dashboard that displays MCHD defined data metrics including but not limited to percentage of successful or unsuccessful contacts for a defined time period with the ability to drill down into further related data.	Critical		
GT.41	The system has the ability to forecast call volume.	Critical		
GT.42	The system has the ability to validate the identity of callers against current and historical customer information, challenge response mechanisms, multi-factor authentication, personal identification information, or other.	Critical		
GT.43	Interface with data analytics and GIS (Geo information systems) that also integrates with the state surveillance system.	Desired		
GT.44	The system has the ability to support 911 call forwarding or other emergency situation notification.	Critical		
GT.45	The system has the ability to route off hour calls to designated/scheduled MCHD staff or vendor virtual call attendant.	Critical		