Attachment G: Response to Statement of Work

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Systems and Technology

As standard practice, IntelVox provides a complete and modern phone solution to its clients. The software used, by default, is capable of Voice Over IP, Automatic Call Distribution, Interaction Voice Response, Outbound Campaigns, among other technologies used for day-to-day contact center operations. Our modern software is proven to work, over the years we have been able to maintain happy clients, with no downtime.

Our modern phone software is capable of integrating with third party applications our clients may have or need. A common use case for third party applications is a front end application for end-users to request a call back at their convenience. Reducing the time spent on the phone and increasing user satisfaction. This is an added benefit to the standard services we offer, a third party application might already exist or we are able to develop said application.

IntelVox employs an established and proven disaster recovery plan as well as business continuity plan which include a secondary site located 30 miles away. Our facilities are equipped with redundant power and internet access for uninterrupted operation. The networking infrastructure is independent for each room as well as capable of Virtual Private Network (VPN), Virtual Local Area Network (VLAN), among other technologies to ensure every client is completely isolated from each other.

Lastly, through established relationships with major Internet and Data providers in Puerto Rico IntelVox is easily capable of providing site-to-site connectivity if required for additional redundancy.

Operations

IntelVox has been servicing various healthcare and healthcare related industries since its beginnings. As such it is in a unique position to provide said services to any healthcare provider or healthcare orientated client. Furthermore, as IntelVox is located in Puerto Rico where the vast majority of its citizens are fluent in Spanish, 20 percent are fluent in both English and Spanish, 50 percent are proficient in English. IntelVox has identified and will guarantee either fully bilingual or, at a minimum, Spanish and English proficiency for PRMP.

Using a combination of wired, fiber optic and wireless communication channels, redundant internet access with automatic failover, IntelVox provides multiple and redundant venues of connectivity to its agents thus providing optimum access. At the security level MAC Filtering is used to assure only trusted devices are connected to the network. We also employ physical network segmentation per project/client as a means of reducing VLAN/Networking misconfigurations producing per client collision domains, minimal traffic and controls. All workstations and Softphones are registered in the company's management platform and managed with group policy objects. All outbound traffic is managed and logged via a proxy server.

Our Disaster Recovery Plan and Business Continuity Plan have been revised to accommodate the 30 minut reporting threshold. As part of our disaster recovery and business continuity plan, we are capable of deploying our workforce to provide continuous service from remote locations. Infact all of the above mentioned scenarios have been in use during the recent pandemic crisis.

Intellvox currently is in possession of and has implemented HIPAA Policies and Procedures. These have been updated to include HIPAA Safe Harbor Bill 7898. Any HIPAA violation will be reported within 24 hours of discovery and remediation.

Reporting

IntelVox provides numerous detailed reports to ensure its clients are satisfied with the level of service. Reporting is divided into service level reports and agent performance reports. Service level reports and Agent Performance Reports are fed from historical data that is also available live as a visual dashboard. Since the software captures a wide range of statistics, we are able to effectively measure any kind of metric required by our clients.

Through the information technology department, we are able to develop custom reports to meet any specific need of our clients. We ensure that our operations are transparent so our clients can feel comfortable working with us.

Approach to Quality and Training

At IntelVox, quality and training are of strict standard. There is a Quality Department whose job is to monitor and evaluate the quality of as many interactions humanly possible. Additionally, they are able to source recordings, logs, and other data our clients require to uphold their standards of quality.

All agents are vetted and trained prior to system account creation and access. IntelVox live samples agent conversations and, if necessary intervenes, to assure service quality to its clients and training to its agents.

As an added benefit, our Information Technology department has developed in-house software to continuously monitor agent and service metrics. This software runs using metrics from our official phone software and is designed to reduce human error in supervision or monitoring and watch for specific patterns in behavior.

Finally, upon request, IntelVox offers an IVR survey to its clients, free of charge.

Service Level Agreements

Through a modern phone system IntelVox can provide a service at a high service level. Wait times can be guaranteed to be below the set threshold given the expected volume is at par. As mentioned prior, our quality team and our monitoring software ensure we never pass the thresholds set in agreement with our clients. These thresholds can include first call resolution, email or chat acknowledgement/response, among others.

Call recordings are stored for a minimum of three months, with no limit to how long we can store them. Upon request, recordings are stored in enterprise-grade fully compliant data centers, where they are readily available.

References:

- [English in Puerto Rico](#)