

## Call Center Site Certification Criteria

Developed by SNUG

### General Business Practices

#### Licenses/Memberships

1. SNUG Member in good standing: The site is required to be a SNUG member in good standing. Their SNUG member dues must be fully paid up for the year of their test.
2. Valid business license, if required by state or local government.
3. Proof of Business and Workmen's Compensation Insurance.
4. \*\* Proof of Errors and Omissions Insurance.

#### Life Safety

1. Site should comply with local building codes: No obvious violations like doors too narrow, ceiling too low, exits or stairway not clear.
2. Fire Extinguishers: Site must have fire extinguishers located within sight distance of every fire exit, not to exceed requirements of any local authority having jurisdiction.
3. Low voltage backup lights/exit signs clearly illuminating emergency routes and all fire exits.
4. Evacuation plan and diagram posted, to include location of fire extinguishers, pull stations and exit route arrows.
5. Fire Protection: Must have smoke detection (photo electric type suggested or be part of a certificated alarm) along paths of egress that can be heard in the operations room or anywhere an operator is required to be.
6. Carbon Monoxide detectors present in operations room, if combustible gas is present, or call center is located in a building with other tenants or a garage.

### Operations

#### Equipment

1. (CMC) High-speed Internet access with Static IP for remote access via PC Anywhere or equivalent for all servers in CMC cabinet or system.
2. (DP) Redundant hard drives on Startel DP subsystem.
3. (DP) Remote dialup access for Startel support.
  - a. Direct telephone line not routed thru Startel switch w/number prominently displayed.
  - b. A/B Switch clearly labeled and connected to Position 0 (Zero) for remote support.
  - c. (5700/Digital Bank) Direct telephone line not routed through Startel switch with number prominently displayed to access 5700 Digital Bank, if appropriate to platform. Alternatively, site may provide remote support connectivity via high speed Internet connection, if available. IP address and PC Anywhere port numbers to be prominently displayed.
4. (All) Proof of current Startel Software Support Contract.
5. (DP/CMC 5700) Startel System ACD Spares Kit appropriate to platform. Site should have on hand a replacement for every type of card in ACD. This kit should include a spare switch, trunk and loop start card.

6. (DP/CMC 5700) Site should have on hand one or more spare operator console boxes, and one or more spare keyboards with Startel function keys clearly labeled.
7. (CMC SS) Site should have on hand one or more spare Polycom phones, and one or more spare keyboards with Startel function keys clearly labeled.
8. (DP/CMC 5700) Site should have on hand a spare CPU card appropriate to platform for “Top Drawer” of cabinet. One card may serve as backup for both DP and Digital Bank if appropriate to platform.
9. (DP/CMC 5700) Spare bootable hard drive for SDB.
10. (DP/CMC 5700) \*\*Spare removable media drive. (i.e. super disk, zip250, etc). Note: ZIP100 need to be replaced in order to be certified due to catastrophic failure of the Iomega ZIP100 drives
11. \*\* Alternate Plan for rerouting calls and/or spare T-1 card if appropriate.
12. \*\* Voice Logger capable of recording all inbound calls.

### **Network Security and Internet Access**

1. (CMC) Site must have high speed Internet access via DSL, cable modem or Internet T-1 with at least one static IP address assigned for inbound remote connections.
2. (CMC) Site shall have a suitable router or Internet firewall appliance capable of performing network address translation from public IP addresses to private local area network (LAN) addresses. All PCs and servers on the LAN shall have private 192.168.xxx.xxx or 10.xxx.xxx.xxx addresses assigned. Such addresses shall be listed or otherwise diagrammed to easily locate PCs and servers by location.
3. (All) For Remote Agents/Remote positions, if any, site shall employ Windows Remote Desktop/Terminal Services, Citrix, Virtual Private Network (VPN) or otherwise demonstrate secure remote access connections to the Startel DP or CMC TP.
4. (All) All PC and Servers used in the call center or on behalf of the call center that are on the LAN or used for remote access shall have a current subscription based licensed version of Anti-Virus software such as Symantec AntiVirus installed, and have up-to-date virus definition files.
5. \*\*Site shall have two high speed Internet connections available from any combination of sources listed in Part 1 of this section with at least one Static IP address assigned to each.
6. \*\*Site shall employ the use of a Firewall Appliance (as opposed to a basic Internet router) such as Cisco, WatchGuard, Sonic WALL or Symantec capable of managing two high speed Internet wide area network (WAN) Connections and one internal LAN. Such firewall appliance shall scan all inbound and outbound connections at the Internet gateway for viruses and shall employ intrusion detection technology. Because of the wide range of products and services offered, the examiner shall have latitude in determining compliance. The intent of this section is to demonstrate Internet redundancy (automatic failover), and intelligent firewall protection for both Internet Gateways.

### **System Maintenance**

1. Maintenance Schedule:
  - a. To contain the schedule for preventative maintenance as recommended by equipment vendor(s).
  - b. Maintenance duties clearly assigned and a place to sign off as they are completed.
2. Current set of system manuals.
3. Startel Field Service telephone number and client ID number affixed to cabinet.
4. \*\*Startel Hardware Support on major system components.

### **Back-ups**

1. (DP) Three complete set of backup disks. Two sets to be stored on site, the other set stored off site. Each backup disk will be checked for validity only (in being properly formatted and written) on site. The backup disks should contain a standard backup of the DP database and system files as recommended by Startel. The date of the backup should be clearly marked on the disks, and disks should be numbered. Backups should be done on a biweekly basis rotating thru the three sets of disks.
2. (DP) Latest copy of Startel monthly maintenance report to be kept in maintenance logbook.
3. (DP) Current (within 30 days) complete printed set of client MasterCards or an alternate electronic means to view client information on the LAN such as the MCM or SOL program.
4. (DP) Hard copy of current ACD, System, and Port Configuration stored with off-site back up disks.
5. (CMC) Backup of STLNTDB database files and SQL System Database files (master, model, msdb, and tempdb files) to at least three LAN, remote and removable devices with at least two of the three current copies stored off-premises. LAN devices shall include computers or file servers on the LAN; remote devices shall include data storage devices physically located outside of the building such as file servers, remote storage drives and "Data Vault" services; and, removable devices shall include portable devices such as USB disk storage drives, USB Thumb drives, CD/DVD disks, laptop computers and/or other storage media or devices reasonably considered to be portable. Because of the wide range of products, devices and services offered, the examiner shall have latitude in determining compliance. The intent of this section is to demonstrate that the site has prepared for data corruption, hardware failure or loss of data in its running system and that it can restore operations quickly in such event.
6. (CMC 5700) Current backup copies of the Switch Configuration File made via the "Switch Config" module in Administrative Controls. This backup file shall be stored in a similar manner as the database files in Part 5 of this section.
7. (CMC SS) Current backup copies of the Switch Configuration File and Dial Plan Designer. This backup file shall be stored in a similar manner as the database files in Part 5 of this section.
8. (All) Current Backup copies of Voicemail system database (Voicenet, Voice Processor, Comverse, etc.) including all system recordings and greetings. This backup shall be stored in a similar manner as the database files in Part 5 of this Section and made in accordance with vendor recommendations for data backup.
9. (5700 Digital Bank/CMC) Backup of configuration and license files for the TP and SDB servers, as applicable. To make backup copies: locate the sdb.cfg, sdb.ini and sdb.lic files in the "C:\stlsdb" directory on the SDB server. Copy these files into a separate "SDB Cfg Backup" folder. Then locate the Service Control Panel (SCP) configuration files <To Be Determined> for the Startel Service Control Panel in the <TBD> directory. Copy these files into a separate "SCP Cfg Backup" folder. The SCP is only used for systems having an NMS Telco Interface Card (as opposed to a Xircom card). (CMC Only) For the TP server, go to the D:\CMC\Licenses directory and copy the "\*.lic" license files into a separate "TP Lic Backup" folder. This backup shall be stored in a similar manner as the database files in Part 5 of this Section.
10. (All) Complete set of current Startel system software, including boot disk.

### **Emergency Procedures**

1. Emergency Procedures Manual shall be clearly marked and located in site's equipment room. This manual is to contain:
  - a. Current software and firmware levels, including date of last upgrade.

- b. Contact names and numbers for Startel, Telco, & other vendors, including relevant account numbers and any circuit IDs.
  - c. Contact names and numbers of site technical and key management personnel.
  - d. History of system maintenance, if relevant.
  - e. Service history to include previous system troubles, the cause and what fixed the problem, if relevant. (Startel BETA sites do not need to include BETA issues reported to programmers.)
  - f. Current hard copy/screen shot of ACD, System, and Port Configuration (All).
  - g. Location of system spares including spare cards, ACD power supply, console boxes, keyboards and other hardware components. Such system spares shall be clearly labeled and stored appropriately.
  - h. Location of all sets of back-up disks.
  - i. Location of system software disks.
  - j. Location of configuration printouts.
  - k. Location of all system manuals.
  - l. Location of current printed client MasterCards or network program.
2. System connected to UPS w/capacity to run switch and at least two workstations for a minimum time period as noted in step 3. NOTE: A standby electric generator with transfer switch is an acceptable substitute for runtime requirement as long as there is no interruption of power.
  3. Have on-site generator or access to a generator capable of being on-line within half the run time period of the UPS. NOTE: The name and telephone number of a vendor who can supply the site with a standby generator should be located in the log book in the event the site does not own a back-up generator.
  4. If transfer to generator is not automatic, site should have posted procedures to include:
    - a. The location of proper extension cords to power UPS, if required.
    - b. Procedure if a power down of the system/switch would be necessary to run directly from a back-up generator. Include directions describing how to connect system equipment to generator.
  5. Cellular phone available on premises (hands free capability recommended.)
  6. Computer tool kit to include Philips and flat head screwdrivers, nut drivers (small & medium size) and a flashlight.
  7. Work light available in equipment area.
  8. \*\*Paper call taking system in place in the event of an extended loss of the DP to include message slips and/or color coding, filing, and paging with either Internet access or alpha mate on site for alpha paging.

## Personnel

### **Hiring Policies**

1. Written hiring procedures. These procedures are not set by SNUG, but should comply with all local and federal laws. SNUG recommends that these guidelines be developed with appropriate legal counsel. Should include: Standardized application, interview questions and test scoring levels.

### **Training and Continuing Education Programs**

1. Operator Training Program (to include SCAMP CBIT/WBIT) or TEAM SNUG 24/7 Certified agents.

2. Either Startel Management Training/On Site Training or Startel Technical Training Class - at least one employee of the site is to have a certificate of completion in either of these classes. (For 5700 digital switch/CMC system sites only.)
3. Attend at least a SNUG Conference every two years.
4. **\*\***Attend at least a SNUG Conference once a year.
5. **\*\***Supervisor Training Program or one TEAM SNUG 24/7 Certified Supervisor.
6. **\*\***Both Startel Management Training/On Site Training and Startel Technical Training Class - at least one employee of the site is to have a certificate of completion in each of these classes. (Note: For CMC system owners only. There is a written exam that may be taken in place of the Startel Training.)

#### **Employee Evaluation Guidelines**

1. Timetable for evaluations.
2. Written criteria for evaluations.

Any requirement not allowed by local or state ordinance shall be waived.

**\*\***Items needed for Gold Star Certification

### ***Supplemental Information***

The following items are recommended as best practices, but are not currently required as part of the certification program.

1. Facility and Disaster Recovery Plan
2. Use of an offsite Data Vault service for daily remote backup of database files
3. Database Transactional Replication offsite and daily
4. Participation in the ATSI/CAM-X Award of Excellence for three concurrent years including current year
5. Agent and Dispatcher Certification Program participant
6. Supervisor Certification Program participant
7. Use of an Employee Manual covering all employment related issues, revised within the last 12 months
8. Use of Service Agreement "Terms and Conditions" including Limitation of Liability in initial contract and periodically included with invoices.