

ATSI 24/7 Call Center Site Certification Criteria for Call Linx TAS System Users

**** Compliance needed for Gold Star certification only**

General Business Practices

Licenses/Memberships

1. Valid business license, as required by State or Local government.
2. Basic Business and Workmen's Compensation Insurance.
3. ****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 visual 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. Posted evacuation plan and diagram to include location of fire extinguishers, pull stations and 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.

Operations

Equipment

1. Call Linx TAS System with working redundancy.
2. Remote system access for vendor support, including redundant internet access and direct, POTS style, telephone line not routed through the Call Center switch.
3. On site placement of system spare kit as part of the maintenance contract.
4. Consistent in-stock supply of backup media, e.g. DVD disks.
5. ****Alternate Plan for rerouting calls includes at least one of the following:**
 - a. automatic transfer calls to backup Telephony circuits when the main phone lines are down.
 - b. deployment of "Partner" site with remote data back-up capability and call handling in case of disaster.
 - c. If SIP trunks are being used to route calls from remote cities, back up telephone circuit should be available for fail-over arrangements.
6. ****Voice Logger (where allowed by law) with local/remote instant replay.**

Equipment environment

1. Equipment housed in a clean room with ambient temperature maintained at 66-70 degree Fahrenheit, and, if possible, with relative humidity kept around 40-50 % to minimize potential static electric discharge and moisture buildup.
2. Equipment room kept clean at all times with equipment area well lit and free from obstacles to allow maintenance personnel safe access.
3. Cabling and wiring clearly labeled for easy trouble-shooting.
4. Wiring diagram(s) readily available or posted on walls for easy access by qualified personnel in case of emergency.

System Maintenance

1. Current maintenance contract from Szeto. Current maintenance contract from other related/interconnect equipments, where applicable.
2. Vendor support telephone numbers (Szeto and others) noticeably displayed or placed at a readily accessible location, in case of questions or problems.
3. Minimum routine maintenance required is removal of dust built up in air filters of all computers, servers and stations. A log book should be kept.
4. Step by step maintenance instructions and procedures, preventative or otherwise, clearly written and placed at an easily accessible location.

Back-ups

1. At least one set of Call Linx nightly backup media, to be kept off site in a safe place for emergency system restore. Two (2) copies of backup media to be kept on site for convenience of past data retrievals, one of which can be a system replication or a NAS. These backup media should be clearly marked and dated.
2. Complete set of “other related/interconnect equipment” current system software, including operating system booting media, where applicable.
3. Current Call Linx System and Configuration files backed up.

Emergency Procedures

1. Logbook to contain:
 - a. Flow chart (or equivalent) of procedures for restarting Call Linx and all other related/interconnect equipments.
 - b. Contact names and telephone numbers for Szeto, for telephone company(ies) and for vendors of all other related/interconnect equipments, including relevant account numbers, circuit IDs, model and/or serial numbers.
 - e. Contact names and telephone numbers of site maintenance personnel,
 - f. Respective locations of system spare kit, backup media, and software media for Call Linx and other related/interconnect equipments.
 - g. Current Call Linx System and Port Configuration.

- h. Current software and firmware levels of all systems, including date of last upgrade.
 - i. History of system maintenance/upgrade (Call Linx and others).
 - j. Service history (Call Linx and others) to include previous system troubles, the cause and the solution, if applicable.
2. System connected to UPS with capacity to run Call Linx switch and servers with a minimum of four (4) workstations for two hours. Generator power should be available within two (2) hours of power failure. Power source switchover from the utility company to the generator should be transparent to the equipment. If that is not possible, the switchover should not create interruption of service for longer than two (2) minutes.
3. If switchover to generator is not automatic, site shall have posted procedures to include:
 - a. The location of proper power cable for connecting the generator to the UPS, if this cable has not been installed ahead of time.
 - b. Procedure to power down other non-essential equipments to avoid having them run off of the generator unnecessarily.
4. Cellular phone(s) available on premises (recommend hands free capability)
5. Working flashlight(s) and computer tool kit (various sizes of Philips and flat head screw drivers, needle nose pliers, nut drivers, etc.) available on site.
6. Work light available in equipment area. A short ladder should also be available if the equipment(s) is mounted too high for access from floor level.

Personnel

Hiring Policies

1. Written hiring procedures that comply with all local and federal laws. ATSI 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. Written Operator Training Program, or ATSI Operator Training CDs or ATSI CSR Certification program.
2. Vendor provided Remote or On-site training. At least one employee of the site is to have a certificate of completion from the vendor.
3. **Supervisor Training Program or one ATSI 24/7 Certified Supervisor.
4. **Attend at least one ATSI conference every three years.

Employee Evaluation Guidelines

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

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

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.