

FUNCTIONAL REQUIREMENTS

Fit	Point allocation
Out of the Box	5
Minor Configuration	3
Major Development	1
Not Possible	0

Customer Query Management							
No.	Requirement	Out of the Box	Minor Configuration	Major Dev	Not possible	Timeframe (if not out of the box)	Provide Evidence to substantiate your selection
1	The capability to manually log an enquiry (a query that is resolved instantly) onto the system						
2	The capability to escalate an enquiry into a query (case)						
3	The capability to manually log a query directly on the system ³						
4	The capability to automatically log a query onto the system that is received from different channels (emails, SMS, website, social media)						
5	The capability to generate a unique reference number for each query						
6	The capability to generate an automated query acknowledgment email and/or SMS						
7	The capability to integrate with Flight Information Display System (FIDS) to query flight status and respond via SMS to customers with the status of the flight						
8	The capability to integrate with CISCO call manager system to identify caller's cell phone number and search and display a customer profile on the CRM system						
9	The capability to link a query to a recorded call record on Web Recall system						
10	The live chat capability that has a chatbot that responds to queries in real time						
11	The capability to consolidate ALL company's social media pages into one view/platform						
12	The capability to allow agents to assign / claim a query to themselves						
13	The capability to automatically track the Business Rules or Service Level Agreement for a query						
14	The capability to automatically escalate a query when business rule is violated						
15	The capability for users to create, update and delete surveys						
16	The capability to receive, analyse and store survey responses						
17	The capability to generate insights based on survey responses						
18	The capability to manually create and send emails and / or SMS directly from a query record						
19	The capability to search for queries or any data on the system						
20	The capability to send bulk messages as SMS or email directly from the system						
21	The capability to display dashboards						
22	The capability to generate reports						
TOTAL							

Key Account Management							
No.	Requirement	Out of the Box	Minor Configuration	Major Dev	Not possible	Timeframe (if not out of the box)	Provide Evidence to substantiate your selection
1	The capability to create a key account plan for a stakeholder as per on Scope of Work						
2	The capability to integrate with Oracle Finance to reflect the revenue that is generated by ACSA from each stakeholder						
3	The capability to aggregate stakeholders' key account plans (each airports view rolled up into corporate view)						
4	The capability to track the stakeholder journey						
5	The capability automatically track an activity logged						
6	The capability to track queries and initiatives						
7	The capability to reflect the news feed related to the stakeholder's profile						
8	The capability to schedule engagement directly from the system						
9	The capability to create, update and delete surveys						
10	The capability to send surveys and receive responses from the survey						
11	The capability to automatically generate insights based on survey responses						
12	The capability to send bulk messages as email or SMS to multiple stakeholders						

13	The capability to generate reports						
14	The capability search data on the system						
TOTAL							

Employee Query Management

No.	Requirement	Out of the Box	Minor Configuration	Major Dev	Not possible	Timeframe (if not out of the box)	Provide Evidence to substantiate your selection
1	The capability to integrate with Oracle HR to auto populate employee details on the query form						
2	The capability to integrate with HR self service channel to receive queries logged via HR Kiosk						
3	The capability to automatically log a query received via email						
4	The capability to manually capture a query directly onto the system						
5	The capability to generate a unique reference number for a query						
6	The capability to generate a SMS and/or email to acknowledge a query						
7	The capability to track the SLAs for a query						
8	The capability to allow an agent to assign a query to him/herself						
9	The capability to assign and re-assign a query to other relevant departments						
10	The capability to escalate a query when the SLA is violated						
11	The capability to send email to a query logger and / or SMS generated and stored on the system						
12	The capability to search for a query or any data on the system						
13	The capability to add multiple attachments onto a query						
14	The capability to display dashboards						
15	The capability to generate reports						
TOTAL							

Stakeholder Relations Management

No.	Requirement	Out of the Box	Minor Configuration	Major Dev	Not possible	Timeframe (if not out of the box)	Provide Evidence to substantiate your selection
1	The capability to capture / create external stakeholder profiles						
2	The capability to integrate with Active Directory to reflect the stakeholder owner's profile						
3	The capability to capture / create stakeholder's master engagement plan for stakeholder owners						
4	The capability to capture / create a project on the system						
5	The capability to capture/ create the project's master engagement plan						
6	The capability to schedule an engagement for an item that is on an engagement plan (for both stakeholder owner and project)						
7	The capability to automatically track the scheduled engagement						
8	The capability to automatically send alerts to stakeholder owner						
9	The capability to capture the engagement outcome/feedback form the engagement that has taken place						
10	The capability to capture and track actions that came out of the engagement						
11	The capability to assign actions to internal stakeholders						
12	The capability to automatically create mailing and emailing groups						
13	The capability to create and send emails to groups that are automatically created by the system						
14	The capability to generate and print letters for specific groups						
15	The capability to receive responses sent to system generated email						
16	The capability to store master engagement plan for a specific period i.e. financial year						
17	The capability to search for any data on the system						
18	The capability to display the dashboard as per Scope of Work						
19	The capability to generate reports						
TOTAL							

NON-FUNCTIONAL REQUIREMENTS

CLOUD OPTION				
No.	Requirement	Requirement Description	Response (Y/N)	Provide evidence to substantiate your response *Mandatory
1	Name of the Cloud Hosting provider(s)	Provide the certificate of the Cloud Hosting provider		
2	Data Centre Tier	Provide a certificate or letter of confirmation to prove that your Data Centre tier level as per Uptime Institute		
3	Hosting	Data to be hosted in South Africa or in European Union countries.		
4	Disaster Recovery	Provide signed off proof or letter from auditors of DR tests being performed annually.		
5	High Availability	Provide high level architecture of the solution components addressing high availability, e.g. hardware & software components		
CLOUD OPTION				
No.	Integration	Description	Response (Y/N)	Provide evidence to substantiate your response *Mandatory
1	Integration with Active directory	The system must integrate with active directory to enable single sign-on.		
2	Integration with Voice Recording system	The system must integrate with voice recording system (i.e. Web Recall system)		
3	Integration with Call Management system	The system must integrate with (e.g. CISCO call manager system)		
4	Integration with ACSA Social Media i.e. Twitter, Facebook	The system must integrate with Social Media, e.g. Twitter, Facebook		
5	Integration with Microsoft Outlook	The system can integrate with Microsoft Outlook		
6	Integration with ERP system	The system must integrate with ERP (e.g. Oracle)		
7	Integration with SharePoint 2013 and SharePoint Online	The system must integrate with SharePoint 2013 and SharePoint Online		