

RFP 2012 (AI Agents, Enrollment Management)
Vendor Questions and University Answers

Vendor 1 of 1

- 1) How many current phone calls are happening per year?

Answer: We currently average roughly 45,000 per year.

- 2) What is the average length in time for those calls?

Answer: Peak periods: 10 – 20 minutes. Otherwise: 7 – 12 minutes.

- 3) What is the current Agent count the Kent State is looking for in years 1 and 2 as the ask in the contract is a 2 Year contract. You can provide a 3rd year if possible.

Answer: The answer depends on how "an agent" and "additional agents" are defined, specifically regarding capacity versus capability. Based on our responses to questions #1 and #2, we'd like to understand what you would propose re: number of agents.

- 4) Should we provide a 3-year ELA contract option, or should we only max provide 2 years?

Answer: You can offer a 2-year and 3-year option.

- 5) What telephony provider does the institution currently use?

Answer: Cisco Finesse is what our call center provider currently uses.

- 6) For the inbound voice: What is the expectation regarding integration with a pre-existing telephony provider?

Answer: We are open to considering another provider as long as they are not cost prohibitive.

- 7) What is the expectation regarding handoff between vendor and official university call center/phone line?

Answer: We want to establish a clear and effective escalation path from the AI agent to human agents, ensuring a seamless handoff when necessary. Our goal is for the AI agent to address most inquiries (including general AND student account-specific inquiries) independently, escalating to a human agent only when the AI can no longer assist. We are seeking to avoid (or drastically reduce) call wait/hold times and minimize direct transfers to university phone lines, reserving human intervention for truly complex or exceptional cases.

- 8) With respect to transcript processing: what is the expectation once the transcript has been processed?

- a. Ex. Does the output of the evaluation need to live in a specific area in Slate?
- b. Will the output need to be sent as a flat file (.xlsx/.xls) or .PDF?
- c. Will the output be routed to the application or student record in Slate (*Respond only if the expectation is for the file to return to Slate. If no expectation, disregard).

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- d. What data points should the output file include?
- e. What additional summarization, comparison, or inference capabilities does the project owner have RE the output file. Example: All extracted grades to be summarized etc.

Answer: Transcript is expected to be processed both as an image/PDF as well as extracted into data. Data is expected to reside in both Slate, as well as our ERP/SIS (Banner) table(s). The image/PDF representation of the transcript should be stored in our document imaging system (AppEnhancer).

- 9) What deployment architecture is preferred by the university (SaaS, Hybrid, On-Prem)?

Answer: Primarily SaaS. Given data interactions with on-premise systems of record for transcript processor, we're open to discussions re: hybrid, but not a requirement.

- 10) What identity provider does the institution use?

Answer: Microsoft Entra ID

- 11) Within the IDP, what roles are provisioned? In other words, is there a separation between student, admin, faculty, guest?

Answer: Yes, we operate under several different role classifications which ultimately all align under these high-level roles/affiliations as you've described: student, staff, faculty, guest/anonymous.

- 12) Due to the upcoming holidays, is it possible to request at least a week extension on the due date of this RFP?

Answer: Yes. The deadline for proposal submission is now extended by one week to Monday, January 12, 2026, 4:30 PM Eastern.

(End of list.)