

ATTACHMENT 2 - CUSTOMER SUPPORT REQUIREMENTS

TIME PERIOD	BOOKING PARTY	TASK	RESPONSE TIME
NORMAL BUSINESS HOURS Monday: 8:00 AM - 5:00 PM Tuesday: 8:00 AM - 5:00 PM Wednesday: 8:00 AM - 5:00 PM Thursday: 8:00 AM - 5:00 PM Friday: 8:00 AM - 5:00 PM Saturday: 8:00 AM - 5:00 PM Sunday: 10:00 AM - 4:00 PM	Executive Travel Office	Live Agent Support - Telephone, Email	90% of calls answered in 90 seconds/messages returned in 30 minutes
		Emergency/Urgent Requests	90% of calls answered in 90 seconds/messages returned in 30 minutes
		Change/Cancel Support	90% of calls answered in 90 seconds/messages returned in 30 minutes
	Medicaid Travel	Live Agent Support - Telephone, Email	90% of calls answered in 90 seconds/messages returned in 30 minutes
		Emergency/Urgent Requests	90% of calls answered in 90 seconds/messages returned in 30 minutes
		Change/Cancel Support	90% of calls answered in 90 seconds/messages returned in 30 minutes
	Specialty/ Complex	Live Agent Support - Telephone, Email	90% of calls answered in 90 seconds/messages returned in 30 minutes
		Emergency/Urgent Requests	90% of calls answered in 90 seconds/messages returned in 30 minutes
		Change/Cancel Support	90% of calls answered in 90 seconds/messages returned in 30 minutes
AFTER-HOURS Monday - Friday Night 5:00 PM - 8:00 AM Saturday Night 5:00 PM - 10:00 AM Sunday Night 4:00 PM - 8:00 AM	Executive Travel Office	Emergency/Urgent Requests	1 hour
		Non-Emergent Change/Cancel Support	1 hour
	Medicaid Travel	Emergency/Urgent Requests	1 hour
		Change/Cancel Support	1 hour
	Specialty/ Complex	Emergency/Urgent Requests	1 hour
		Change/Cancel Support	1 hour