

SCHEDULE L: SERVICE DEFINITION FOR MS TEAMS SERVICE

1. Analytics for MS Teams Service Description

The Analytics for MS Teams Service is a business intelligence reporting tool for MS Teams. It is designed to provide insight into how customers are using their MS Teams environment to improve productivity, customer service, cost management and user adoption. The Analytics for MS Teams Service presents information through scheduled and ad hoc reports, dashboards and monitors. Data is based on Call Data Records extracted via the Microsoft Graph API and is ‘near real-time’.

The Analytics for MS Teams Service offering will consist of one of the following mandatory licenses:

Mandatory Licenses	Description
Analytics Base Package	Delivers insight into an organisation’s utilisation of MS Teams historical activity data through ad hoc and scheduled reports, dashboards and monitors. Key metrics around employee productivity, call activity, capacity management and call quality.
Analytics RM	DDI management tool designed to simplify the administration of multiple DDI ranges in a single user interface. Analytics RM automatically updates the details for each of the DDI ranges taking details from AD and other databases making it UC platform independent.

The following add-on licenses can be purchased when using the Analytics Base package:

Analytics Add-On Licenses	Description
Analytics RT	Real-time presence and auto attendant and call queue activity via wallboards, dashboards and monitors, detailing live and historical performance data that is filterable by department, queue or employee.
Analytics DM	Integration with headset vendor management software to provide inventory, reporting and management of devices and headsets. Please note this requires customers to have the relevant vendor management application to feed data into Analytics DM.
Analytics MT	Allows organisations quick and easy access to relevant data assisting in driving the user adoption of collaboration activity in Microsoft Teams. Analysis can be made at organization, department and user level and insights made to ensure the investment in Teams is maximised.

Exponential-e shall use reasonable endeavours to give the Customer not less than 24 hours’ notice of any planned works on the Analytics for MS Teams Service.

2. Target Service Commencement Date

Analytics for MS Teams Service 30 Working Days*

* From order acceptance

3. Analytics for MS Teams Service Level Agreement

The Target Availability Service Level for the Multi-Channel Recording Service is as follows:

	Target Availability
Analytics for MS Teams Service	99.9%

No service credits are available for this Service.

4. Data Processing

When Exponential-e provides the Analytics for MS Teams Service, this may result in Exponential-e Processing Customer Personal Data. The following applies to the Processing of such Personal Data by Exponential-e:

Subject Matter of Processing

Phone numbers, call records, email addresses, passwords/codes and usernames used in conjunction with the Service and/or Service portal.

Nature of the Processing

Storage, collection and reporting.

Location of Processing

The Processing will take place within the UK and/or EEA.

Appropriate Technical and Organisational Measures

With respect to the requirement set out in the General Terms in Clause 10.15 at point (ii), the Customer agrees that as far as it is concerned the security measures set out in the Contract and Exponential-e's maintenance of the ISO27001 (Information Security Management) standard or any replacement or equivalent of either subsisting from time to time (the "Security Measures") fulfils the requirement of appropriate technical and organisational measures and the Customer agrees not to contend otherwise, recognising that the Charges for the Analytics for MS Teams Service directly relate to the Security Measures to be applied.