

SCHEDULE L: SERVICE DEFINITION: ENTERPRISE CONTACT CENTRE

1. Enterprise Contact Centre Service Description

The Enterprise Contact Centre Service provides a cloud based, hosted contact centre solution, enabling the features and functionality to run an inbound, outbound, or blended Omni-channel environment. Additional value add-ons include Workforce Management (WFM) Workforce Optimisation (WFO), and Intelligent Virtual Agents (IVA). The Enterprise Contact Centre Service will consist of one of the following mandatory Virtual Contact Centre (VCC) agent licenses:

| Enterprise Agents | Description (Info) |
|-------------------|--|
| Core | Core, foundational platform for inbound, outbound, or blended voice contact centre |
| Premium | Everything in Core plus omnichannel digital engagement reach to connect and communicate with customers on the channel of their choice. |
| Optimum | Everything in Premium plus tools for quality and workforce management. |
| Ultimate | Everything in Optimum plus analytics and workflow automation tools and apps. |

Please note, the above agent licenses are available as concurrent only.

The features included in each agent licence are broken down by the below table:

| Feature Matrix | Core | Premium | Optimum | Ultimate |
|---|----------------------|--------------------|------------------------|---------------------|
| | Voice Contact Center | Digital Engagement | Workforce Optimisation | Workflow Automation |
| Core Functionality | | | | |
| Blended VCC Seat1 | • | • | • | • |
| Agent Desktop Plus | • | • | • | • |
| Geo Redundancy | • | • | • | • |
| Call Recording | • | • | • | • |
| Softphone | • | • | • | • |
| Channels | | | | |
| Chat | | • | • | • |
| Email | | • | • | • |
| Workforce Optimisation | | | | |
| QM Essentials (VO Only) | | • | | |
| QM Enterprise (VO4 or Verint6) | | | • | • |
| WFM Enterprise (VO5 or Verint) | | | • | • |
| Speech/Interaction Analytics (VO or Verint) | | | | • |
| Workflow Automation | | | | |
| Proactive Notifications | | | • | |
| Full Platform | | | | • |
| Support | | | | |
| 24/7 World Class Support | • | • | • | • |

In addition to a mandatory agent license, there are several mandatory chargeable activation services that will apply as detailed in the table below:

| Enterprise – Activation | Description (Info) |
|----------------------------------|--|
| Agent Seat Activation | Activation fee for Virtual Contact Centre (VCC) Seat - concurrent user |
| Geographic Redundancy Activation | Activation for Geographic Redundancy. Geographic Redundancy (GR) provides an automatically replicated backup domain and automated failover in the event of a natural disaster or major service disruption. |
| Domain Activation | Activation for Domain Creation (Domain Set-up Fee) |

| Enterprise – Activation | Description (Info) |
|-------------------------|---|
| SRTP Activation | Secure Real-Time Transport Protocol (SRTP). This will encrypt agent voice traffic between the Agent PC and the data centre to which the agent connects. Configuration of the customers environment is required to support SRTP. |

In addition to a mandatory agent license, there are several optional, chargeable add-ons for managing the contact centre detailed in the table below:

| Enterprise – Add on's - Management | Description (Info) |
|------------------------------------|---|
| Administrator | Administrator seat that provides a user with ability to add/remove users, manage agent skills, outbound lists, contacts, create and amend dispositions codes, manage campaigns, workflow, IVR and connectors. |
| Supervisor | Real-time Supervisor monitoring (silent, whisper coaching, barge-in and random monitoring. Chat with agents, dashboarding, reporting |

In addition to a mandatory agent license, there are several optional, chargeable add-ons for Digital Engagement detailed in the table below:

| Enterprise – Add on's – Digital Engagement | Description (Info) |
|--|--|
| SMS | Stay highly responsive and engaged with customers by filtering and intelligently routing SMS messages to the best possible agent and tracking progress from initial message to resolution. |
| Video | Shorten resolution times and create better experiences by letting your customers show and share their problems with agents in real time. |
| Social | Automate the process of interacting with your socially engaged customers to ensure prompt and consistent responses. |
| Email | Email seat which includes an advanced Natural Language Process (NLP) engine to identify and remove spam and other non-actionable emails. |
| Digital Outreach | Automate follow-up when calls fail by providing automated outreach through email, SMS, or social to let your contacts know you missed them. |
| Social Engagement | Business outcomes by monitoring social networking sites and automating follow-up based on pre-configured responses. |

In addition to a mandatory agent license, there are several optional, chargeable add-ons for Workforce Management (WFM) and Workforce Optimisation (WFO) detailed in the table below available across all agent license types:

| Enterprise– Workforce Management Additions | Description (Info) |
|--|---|
| WFM Essentials | Plan, optimize, and manage your workforce with a single WFM solution that is interactive and customizable for end users. |
| WFM Enterprise | a full featured workforce management solution for forecasting and agent scheduling with easy-to-learn intuitive interfaces. Includes supervisor dashboards, agent portals, adherence monitoring, strategic planning, vacation planning, real-time activity monitoring, strategic and multi-skill forecasting planning. |
| Verint WFM | Full featured workforce management solution for forecasting and agent scheduling with easy-to-learn intuitive interfaces. Includes supervisor dashboards, agent portals, adherence monitoring, strategic planning, vacation planning, real-time activity monitoring, strategic forecasting planning and multi-site support. |

In addition to a mandatory agent license, there are several optional, chargeable add-ons for Quality Management (QM) detailed in the table below available across all agent license types:

| Enterprise– Quality Management Additions | Description (Info) |
|--|--|
| Quality Management Essentials | Enterprise Quality Management Essentials delivers end-to-end QM capabilities, including: Audio and Screen Recording - Chat & Email Transcript Collection -Event Search and Playback -Employee Performance Scoring and Reporting -Basic Evaluation Template Pack - Evaluation Form Building- Agent Portal Access-1TB of storage included. |
| Quality Management Enterprise | Includes core features such as Evaluation and Scoring Form Creation Wizard, which provides you with the ability to create an unlimited number of scoring forms. Combines native Virtual Contact Centre (VCC) audio recordings with screen recording. |
| Verint Quality Management | Advanced Suite that combines recording, quality management (QM) and other call centre technologies into one console to oversee call centre performance. |
| Speech / Interaction Analytics | Named agent license fee for Enterprise Interaction Analytics. Application utilizes Large Vocabulary Continuous Speech Recognition (LVCSR) to transcribe the recordings to text. The software keeps track of anger or frustration, monotony, interruptions in the conversation, periods of silence and more. Analytics, which allows you to evaluate all calls based on specific business rules and scoring criteria. |
| Verint Speech Analytics | add-on to Quality Management that provides Speech Analytics of all VCC calls using Verint recordings to enable first call resolution, messaging usage, detecting defections, marketing campaign valuation, etc. |

In addition to a mandatory agent license, there are several optional, chargeable services for integrations into third party applications detailed in the table below available across all agent license types:

| Enterprise– Integrations | Description (Info) |
|--------------------------|--|
| MS Teams Adaptor | Integration between Enterprise and MS Teams which will connect VCC agents to the UC users through an integrated directory with detailed information and dynamic presence status. |
| MS Teams Connect | SIP connectivity to MS Teams so that calls between VCC and MS Teams do not incur PSTN charges. REQUIRES Enterprise UC Adapter to MS Teams. |
| CRM Integration | Pre-built integrations with leading CRM solutions including Salesforce, ServiceNow, Microsoft, Oracle, Zoho, Zendesk and Web Based CRM. |

In addition to a mandatory agent license, there are several optional, chargeable add-ons for Artificial Intelligence (AI) detailed in the table below available across agent license types:

| Enterprise– Artificial Intelligence | Description (Info) |
|-------------------------------------|--|
| Intelligent Virtual Agent | Delivers answers to common questions and solves customers problems with an intelligent virtual agent build on the latest Artificial Intelligence technology. |

Implementation

This Enterprise implementation includes the stated amount of project hours for implementation, training, and go-live support of the VCC.

The scope of this engagement is limited to:

- o 1 Customer tenant
- o 1 Customer site
- o 1 VCC phase
- o 1 Business unit

The following chargeable Professional Services units are available:

| Professional Services | Description (Info) |
|-------------------------|--|
| Consultation | Consultation Services to define Customer business outcomes |
| Project Management | Project Management to support overall project milestones and delivery |
| Implementation | Architect / Design, Engineering Build or Quality Assurance and Testing |
| Adoption | Admin Training, Agent Training or Go Live / Floor walk Support |
| Application Integration | Back Office Business System Integration e.g Salesforce Integration |

The following table defines what is included with each Professional Services unit:

| Professional Services Element | Breakdown | Items Provided |
|-------------------------------|-------------------------------|--|
| Consultation | Consultation | Consultation to work with the Customer to define business outcomes. The output is an updated scope of works. The amount of Man Days will be specified on the Order Form. |
| Project Management | Project Management | Project Management to support project delivery and setup. The amount of Man Days will be specified on the Order Form. |
| | Customer Kick Off | Project Management to provide the Customer kick off meeting. The amount of Man Days will be specified on the Order Form. |
| | Design Workshops | Design workshop to finalise the detailed solution design to be performed on site or remotely. The output is a low-level design. The amount of Man Days will be specified on the Order Form. |
| | Project Closure Meeting | This phase of the engagement establishes formal customer acceptance of the contact centre solution as delivered by Exponential-e |
| Implementation | Architect/Design | Professional services from a design architect to be performed remotely. The output is the sign-off of the implementation design. The amount of Man Days will be specified on the Order Form. |
| | Pre-Build Engineer | Engineering to perform the service build to be performed on site or remotely. The amount of Man Days will be specified on the Order Form. |
| | Quality Assurance and Testing | Professional services to complete the solution testing and make any required amendments before go-live. To be performed on site or remotely. The amount of Man Days will be specified on the Order Form. |
| Adoption | Agent Training | Agent training to be delivered on site or remotely. The amount of Man Days will be specified on the Order Form. |
| | Supervisor Training | Supervisor training to be delivered on site or remotely. The amount of Man Days will be specified on the Order Form. |
| | Admin Training | Admin training to be delivered on site or remotely. The amount of Man Days will be specified on the Order Form. |
| | Reporting | Report training to be delivered on site or remotely. |
| | Go Live/Floor walk | Go-live support to be delivered remotely or on-site with a floor walk. The amount of Man Days will be specified on the Order Form. |
| Application Integration | Application Integration | Back-office business integration completed remotely. The amount of Man Days will be specified on the Order Form. |

Change Management

A total of 10 solution-level changes per month that take no longer than 30 minutes each will be provided at no additional charge. Additional changes or changes which take longer than 30 minutes are subject to additional charges. Changes will be carried out during Normal Business Hours.

Planned Works

Exponential-e will use all reasonable endeavours to give the Customer the following advanced notice periods for planned works:

- 14 days for routine maintenance
- 7 days for routine software patching

2. Target Service Commencement Date

Enterprise Contact Centre Service 30 Working Days*

* From order acceptance

3. Enterprise Contact Centre Service Level Agreement

Target Availability

The Enterprise Contact Centre Service is deemed unavailable if there is a total loss of the ability to make and receive calls which is not caused by one or more Excused Reasons as set out in Section 8.2 of the Main Body of this Service Document as added to below.

The Target Availability Service Level for the Enterprise Contact Centre Service is as follows:

| | Target Availability |
|-----------------------------------|---------------------|
| Enterprise Contact Centre Service | 99.999% |

The Availability is calculated on a calendar Month basis as set out above using the actual number of hours in that month and the following formula:

$$P = \frac{\text{Hours in Month} - A}{\text{Hours in Month}} \times 100$$

Where P = Percentage availability; A = Sum of all events of unavailable service in that month measured in hours.

Non-availability is measured from the time an incident ticket is raised to the time the service is restored and the incident ticket is cleared by Exponential-e.

Service Credits

In the event that the Service Level for the Enterprise Contact Centre Service is not met, Service Credits as provided for in the table below, shall apply.

| Availability | Service Credit |
|---|---------------------|
| Unavailable for less than 2 hours after the point at which Availability falls below the Target Availability level | Credit up to 5% |
| Unavailable for two or more hours after the point at which Availability falls below the Target Availability level | Credit of up to 10% |

The service credit is applied as a percentage of the fixed Monthly Charge for the Virtual Contact Centre (VCC) agent licenses (not including variable call charges).

Excused Reasons

The following shall also be considered an Excused Reason in respect of the Enterprise Contact Centre Service:

- In the event an access method other than an uncontended Exponential-e private Ethernet over Fibre connectivity service is used to access the Enterprise Platform (e.g. Ethernet over Copper or Broadband or 3rd party Ethernet over Fibre) the SLA will not apply in the event of a connectivity failure or impairment.

5. Data Processing

When Exponential-e provides Enterprise Contact Centre 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, content of voicemails, 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 Enterprise Contact Centre Service directly relate to the Security Measures to be applied.

6. Concurrent agent licenses

Where the Customer is consuming concurrent agent licenses, the minimum contracted amount of concurrent agent licenses will be stated on the Order Form. The Customer is entitled to consume over and above that contracted concurrent agent licenses stated on the Order Form. In the event that the Customer consumes over and above the contracted concurrent agent licenses stated on the Order Form, the Customer will be charged for the peak number (maximum number) of concurrent agent licenses in use at any time in that month over the contracted minimum at the same rate as the contracted minimum number of concurrent agent licenses stated on the Order Form.

7. Named user licenses

Where the Customer is consuming named user licenses, the minimum contracted amount of named user licenses will be stated on the Order Form. The Customer is entitled to consume over and above that contracted named user licenses stated on the Order Form. In the event that the Customer consumes over and above that contracted named user licenses stated on the Order Form, the Customer will be charged for any additional named user license consumed until the remainder of the Initial Term (for the contracted named user licenses stated on the Order Form).