

## SCHEDULE G: SERVICE DEFINITION FOR SERVICE DESK

### 1. Service Desk Service Description

Exponential-e's Service Desk Service is an IT support service, based across 3 diverse locations with Security Cleared (SC) Service Desk Agents. The Service Desk is aligned to ITIL practices and is underpinned by Exponential-e's ITIL-based management platform.

The Service is available in two options:

- Standard
- White-Labelled

each as detailed below.

#### Standard Service Desk

The Customer will have a single point of contact to the Service Desk through a dedicated Direct Dial In number (DDI) as well as a Service Portal, where all user requests are recorded and tracked.

The hours during which the Service Desk will be provided to the Customer (the "Service Hours") and the relevant DDI will be set out on the Order Form (the "Standard Service Elements").

#### White Labelled Service Desk

The White Labelled option consists of the Standard Service Elements plus configured components detailed in the Order Form, in order to provide a customised service that feels like it is delivered directly by the Customer. The components that are available to be configured in addition to the Standard Service Elements are:

- A personalised Interactive Voice Response (IVR) Welcome Message, recorded and presented when the Service Desk is contacted through the direct telephone line number.

The IVR can be used to inform of any Customer major incidents or relay key and specific announcements. If the end user calls the Service Desk outside of Service Hours, the Welcome Message can be customised to inform the end user and ask to leave a voicemail for the Service Desk Agent to action the next Working Day;

- The Service Portal, configured to have the company logo on the login screen and in the home screen once the user has logged in to create or follow up on their tickets; and
- The Service Desk Agent welcome script, tailored to represent the Customer's Service Desk.

Both options of Service include the following:

#### Contact Method: Email

Support request can be sent to the email specified in the Order Form.

Once the email is received a ticket will automatically be created in the Service Portal. The Customer will receive a notification via email of the unique ticket reference number for tracking. This must be included as part of the subject in any further communications regarding this ticket.

#### Contact Method: Telephone

Customers have a single point of contact to the Service Desk function through a dedicated Direct Dial In number (DDI). The following telephone functions are available with the Service Desk, and will be provided to the extent specified in the Order Form:

- **Automatic Call Distribution (ACD).** This allows for the automatic distribution of all incoming calls to a specific group of logged in and marked available Service Desk Agents and provides call load balancing to manage the demand on each agent.
- **Interactive Voice Response (IVR).** This allows for a Welcome Message to be presented on contact or to inform the caller of any open major issues or scheduled maintenance taking place. If interactive call handling is

included, calls are routed according to the options selected by the caller, directing them to the appropriate Resolver Group.

For White Labelled requirements, this Welcome Message and IVR are tailored accordingly.

- **Call Redirect.** This is used by the Service Desk to redirect received calls to other Resolver Groups and used as part of the triage procedure.
- **Access to Call Recordings.** The Customer has access to Exponential-e's call recordings.
- **Call Wallboard.** This presents the real time view of the Service Desk telephone handling which includes reporting of call queue volumes, available Service Desk Agents and call performance against the applicable SLA targets.
- **Call Reporting.** This provides call handling reporting to demonstrate the SLA achievements and provide key management information such as average call duration and wait times to help improve the Service Desk function.
- **Voicemail.** This provides the end users contacting the Service Desk, where the call is outside the Service Hours, to be able to leave a voicemail, which will be picked up and actioned the next Working Day.
- **Chat.** To provide a more interactive engagement experience for all end users when contacting the Service Desk, by sending and receiving instant messages.

#### [Service Portal](#)

The Customer is able to create tickets and monitor progress through the Service Portal.

The Service Portal presents a Wallboard with service tickets and progress, which can be configured for White Label requirements.

#### [Service Reporting](#)

A real-time snapshot of the service performance is available on the Service Portal Wallboard, highlighting the service achievements compared to the agreed Service Level Agreement (SLA) targets. The Customer can access the Wallboard on the Service Portal using their login credentials.

### 2. Target Service Commencement Date\*

Service Desk Service

Number of Working Days detailed in the Order Form

*\* from order acceptance.*

### 3. Service Level Agreement

One or more of the following Service Levels will apply, as set out in the Order Form.

Target	Description
<b>Abandoned Call Rate</b>	The percentage of inbound phone calls made to the Service Desk that are abandoned by the caller before speaking to a Service Desk Agent. The Abandoned Call Rate (ACR) is calculated as abandoned calls divided by total inbound calls (in percentage) during a calendar month or the most recent 50 calls to provide a reasonable data point to calculate from. All calls abandoned before 8 seconds will not be used to determine the ACR.
<b>Average Waiting Time</b>	The average time a user waits for a call to be answered when making an inbound phone call to the Service Desk. The average waiting time will be calculated as an average time for all calls in the calendar month or the most recent 50 calls to provide a reasonable data point to calculate from.

Target	Description
<b>Calls Answered Time</b>	The percentage of inbound phone calls made to the Service Desk where the Service Desk Agent picks up in under the target stated in the Order Form. The call answered time is calculated as all calls where the target was met divided by total inbound calls (in percentage) during a calendar month or the most recent 50 calls to provide a reasonable data point to calculate from.
<b>First Time Fix Rate</b>	The percentage of customer telephone contacts to the Service Desk that are resolved by the Service Desk Agent at the first point of contact. The First Time Fix rate (FTF) is calculated as Service Records 'Resolved' and marked as 'First Time Fix' and with 'Contact Type' is 'Telephone' in Autotask divided by total number Incidents and Service Request created (in percent) during a calendar month with 'Contact Type' as 'Telephone'.
<b>Ticket Handling Response Time</b>	The initial Ticket Response is the time taken for requests for service made from the end users via the Service Portal from the submission time, to when the Service Desk Agent takes ownership and moves the status to 'In Progress'. The end user will be notified when the status has changed and the ticket will be time stamped with the progressed time. The Response time will be measured using the submission time and the time stated for when 'In Progress' is achieved.
<b>Ticket Handling Assignment Time</b>	Assignment time, for tickets which require technical escalation, is taken from the initial recording of the request via a direct call to the Service Desk or from the Service Portal to being assigned to the appropriate Resolver Group. The Assignment time will be measured using the submission time and the time stated for when 'Waiting Service Partner' or 'Waiting Vendor' status is achieved.

#### 4. Definitions

In this Service Definition, the following terms shall have the meanings assigned to them below:

<b>"Service Desk"</b>	Exponential-e Service Desk Service as set out in this Service Definition.
<b>"Service Desk Agent"</b>	Exponential-e technical staff member, providing the initial engagement, understanding the Customer's requirements and escalating issues where necessary.
<b>"SC Cleared"</b>	Engineers that have undergone UK Security Clearance (SC).
<b>"Service Portal"</b>	Professional Services Automation (PSA) platform providing a singular view of the entire business.
<b>"Welcome Message"</b>	A pre-recorded message played when the user calls the Service Desk, welcoming the user or giving them instructions on how to proceed.
<b>"Resolver Group"</b>	A team or functional group responsible for the resolution of events, incidents, or problems.
<b>"Wallboard"</b>	Dashboard interface to show mission-critical business data in real time.