

## 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.
Stereo Recording Activation	Activation of Stereo Recording for VCC recordings
Blended in Service	Activation of Blended services for VCC Agent interface

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.
UC Adapter - Zoom	Integration with Zoom meeting services.
Agent Desktop Toolkit	Browser plug-in that enables the Customer to integrate the Five9 Intelligent Cloud Contact Centre with the Customer's choice of CRM application.

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.
Intelligent Virtual Agents - Digital	Five9 Digital Intelligent Virtual Agent offers self-service flows through any Five9 messaging channel: SMS, Web, and Social Messaging. Five9 Digital IVA extends intelligent self-service to digital channels, including web chatbot, SMS bot, WhatsApp bot, Facebook Messenger, and Twitter. Five9 Digital IVAs include NLP support (Lex, Dialogflow ES/CX, Watson Assistant). Customers can easily send or receive rich media digital content such as images, documents, video, audio, and buttons to link; reply; post back; and add a location

Enterprise– Artificial Intelligence	Description (Info)
Agent Assist	Five9 Agent Assist is a web application that sits on the agent desktop, listens in on all calls, and provides guidance and knowledge base articles to agents in real time, based on the call context, helping them to better serve the customer, increase upsell opportunities, and remain compliant. Agent Assist helps agents by automatically transcribing calls, summarizing them within seconds to help reduce the time spent on after-call work. Agent Assist solves this through a combination of machine learning and human oversight. Five9 leverages its proprietary AI model generation, assisted summary algorithms, and conversational AI innovations in the public cloud to create a seamless agent and customer experience. Agent Assist provides real, measurable ROI. The tasks it performs in the background save agents time, resulting in reduced average handle time (AHT), improved first contact resolution (FCR), and improved customer satisfaction (CSAT). This translates into overall cost savings in the contact centre and increased revenue from loyal, satisfied customers.
AI Insights	Provides the agent with recommendations & advice on how to respond to customer enquiries.
Workflow Automation	Five9 Workflow Automation helps create exceptional customer experiences through seamless integration of data between contact centre systems and across other enterprise business software such as Sales, Marketing, and HR. It enables companies to seamlessly connect disparate systems, aggregate information, act on customer data and context in real time, and trigger cross-platform workflows, automating CX while reducing workload and cost.

Connectivity and Domain options	Description (Info)
SIP Inbound	Monthly Charge for Inbound SIP Trunk/s where the customer has chosen BYOC (Bring Your Own Carrier)
SIP Outbound	Monthly Charge for Inbound SIP Trunk/s where the customer has chosen BYOC (Bring Your Own Carrier)
Advanced Recording Upload	Rules-based recordings stitching and upload - Advanced Recording Upload including the ability to configure rules to optionally stitch and upload call recordings to one or more defined destinations. Stitched recordings are not stored by Five9 but are uploaded as per rules configured in Administrator. There is a new Recording data source to generate reports with recording metadata or for upload status reports.
WebRTC	WebRTC Plug in
Secure RTP (SRTP)	Optional add-on to "Standard" connectivity for additional security. Price is per domain.

Reporting	Description (Info)
Performance Dashboard	Five9 Performance Dashboard is designed to help everyone make better decisions when they are informed. Share operational metrics, key performance indicators, and service level agreement statistics to gain insight into the Customer's customer service or sales operations. Use Five9 Performance Dashboard to understand exactly where performance stands, moment by moment, 24/7 in order to: <ul style="list-style-type: none"> <li>• Increase agent engagement and productivity</li> <li>• Drive data-based decisions across the Customer's organization</li> <li>• Instil a culture of high performance and transparency</li> <li>• Foster continuous improvement with immediate feedback</li> <li>• Create an enterprise-wide single view of the truth</li> </ul>
2Ring	A fully web-based solution for calculating & displaying real-time data on large screens (wallboards) in contact centres and directly on computers of supervisors, agents and even on mobile devices of executives (dashboards).
Aceyus	Deliver real-time and historical insights for customer and agent interactions.

#### 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

Professional Services Element	Breakdown	Items Provided
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.

#### **4. 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.

#### **5. 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).

#### **6. Five9 Required Terms**

The following mandatory, non-negotiable terms govern access to and use of the Enterprise Contact Centre Service platform provided by Five9: <https://www.five9.com/partners/required-terms>, as may be amended by Five9 from time to time (the "Five9 Required Terms"). By signing the Order Form the Customer agrees to be bound by the Five9 Required Terms.

Failure of the Customer to comply with Five9 Required Terms shall constitute a material breach of the Contract entitling Exponential-e to exercise its suspension rights and/or termination rights set out in the General Terms.

Five9 shall have the rights set out in the Five9 Required Terms and Five9 shall have the right to directly enforce against the Customer the Five9 Required Terms. Exponential-e's obligations and commitments in respect of the Enterprise Contact Centre Service shall not exceed those accepted by Five9 in the Five9 Required Terms.