SCHEDULE B: SERVICE DEFINITION: HOSTED CONTACT CENTRE

1.   Hosted Contact Centre (HCC) Service Description

The Hosted Contact Centre Service provides a cloud based, hosted contact centre solution, enabling the features and functionality to run an inbound, outbound environment. Additional value add-ons include Chat, Email, Twitter, and Dashboards. Please note, the HCC Service is available only in conjunction with Exponential-e's UCaaS Service (see Schedule J). The Hosted Contact Centre Service will consist of one of the following mandatory Virtual Contact Centre (VCC) agent licenses:

HCC Agents	Description (Info)
Call Centre	Call Centre subscription includes call routing, automation, monitoring and integration features to support call centre performance and efficiency.
Call Centre Agent Voice Only (VO)	Call Centre Agent VO is an essential tool that gives agents the ability to alert Supervisors and chat with colleagues. Also, Agents can simplify call handling and escalation by providing visibility of queue statistics and allowing them to manage their ACD Status.
Call Centre Agent Supervisor Voice Only (VO)	Call Centre Agent Supervisor VO is a management and reporting interface that provides supervisors with relevant real-time performance information around queues and Agent.
Contact Centre Agent Multi-Media (MM)	Contact Centre Agent (MM) enables inbound communication experiences though advanced routing to wider media channels such as Web Chat, Voice, Twitter and Email queues. Contact Centre Agent license also includes CRM integration. Chat/ Email/Twitter to be automatically logged in CRM record in addition to click to dial and CRM screen pop. Call meta data to be pushed into CRM Record.
Contact Centre Supervisor Multi-Media (MM)	Contact Centre Supervisor (MM) provides visibility of an entire Contact Centre by viewing the overall contact centre performance including monitoring traffic flows and conversations in real-time, viewing individual performance of Agents and checking QA activity.

Please note, the above agent licenses are available as named agent.

The features included in Contact Centre Multi-Media (MM) licences are broken down by the below table:

Feature Matrix	Contact Centre Agent	Contact Centre Supervisor
Web Chats	✓	✓
Tweets	✓	✓
Email	✓	✓
Call-backs	✓	✓
SMS	✓	✓
View Customer History	✓	✓
Statistics (Personal Wallboard)	✓	✓
ACD State Management	✓	✓
Agent Reports	✓	✓
Supervisor Reports		✓
Silent Monitor Conversations		✓
Manage Agents		✓
View Conversations Reserved by Other Agents		✓
Queued		✓

In addition to the mandatory agent license, there are a number of optional, chargeable add-ons for HCC Agents in the table below:

HCC – Addons	Description (Info)
Chat	Integrate Web Chat within overall Contact Centre voice solution, quickly escalate chat conversation to voice call. Web Chat also provides Advanced routing and Web Chat Customisation.
Email	Email allows full management and control over incoming email traffic, provide Agent insights, Reduced Response Times and Prioritisation of contacts and leads.
Twitter	Route and report incoming Tweets, give customers direct support channel, track conversations history and view Direct Messages, Tweet directly from Contact Centre Interface.
Dashboards	View recent and historical behaviour and compare data for more in-depth analysis.

Planned Works

Exponential-e shall use reasonable endeavours to give the Customer not less than 24 hours' notice of any planned works on the Hosted Contact Centre Service.

2.   Target Service Commencement Date

Hosted Contact Centre Service   30 Working Days*

* From order acceptance

3.   Hosted Contact Centre Service Level Agreement

Target Availability

The Hosted Contact Centre is defined as available for each particular Customer Site, as the ability to make/receive calls to/from the PSTN 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 HCC Service is as follows:

	Target Availability
Hosted Contact Centre	99.99%

Excused Reasons

The following shall also be considered an Excused Reason in respect of the Hosted 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 HCC 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.

Service Credits

No service credits apply to this Service.

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.