SCHEDULE I: SERVICE DEFINITION: CONTACT CENTRE AS A SERVICE (CCaaS)

1.   CCaaS Service Description

The CCaaS Service provides a cloud based, hosted contact centre solution, enabling the features and functionality to run an inbound, outbound or blended multi-channel environment.

The CCaaS service will consist of one of the following mandatory agent licenses:

CCaaS Agents	Description (Info)
Engage	Contact Centre Voice plus an additional Channel Agent (example Voice/Ticketing)
Delight	Contact Centre Voice plus 2 Channel Agent (example Voice/Ticketing/Web Chat)
Inspire	Contact Centre Voice plus all Agent Channels
Design	Bespoke feature set to be scoped with the Partner/End User based on the features and additional options listed below.

Please note, Engage is available as a named user license only. Delight, Inspire and Design are available both as a named user license and a concurrent agent license. Named user licenses and concurrent agent licenses cannot be used together within a single Partner/End User solution.

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

Feature Matrix	Engage	Delight	Inspire
	(One Channel)	(Two Channel)	(All Channels)
Call out	X	X	X
Audio Management	X	X	X
Access Numbers	X	X	X
Call Out	X	X	X
OMNI Channel Routing	X	X	X
Customer Interactions	X	X	X
IVR/Area/Special/Skilled based Routing	X	X	X
Time Management	X	X	X
Audio Management	X	X	X
Queue handling	X	X	X
SMS Campaign		X	X
Enquiry registration	X	X	X
Statistic Reports	X	X	X
Scheduled Reports	X	X	X
Softphone	X	X	X
Basic Agent Assist	X	X	X
Advanced Agent Assist			X
Catalogue Search		X	X
Wallboard	X	X	X
Voicemail on access number	X	X	X
Silent Monitoring		X	X
KPI Alarm	X	X	X
Admin portal	X	X	X
Agent Application	X	X	X
Mobile Application	X	X	X
CRM popup (URL or API)	X*	X*	X*

Feature Matrix	Engage	Delight	Inspire
	(One Channel)	(Two Channel)	(All Channels)
Call flow tool	X	X	X
REST API Access	X	X	X
Agent Callback	X	X	X
Recording	X	X	X
Internal chat	X	X	X
Case Management		X	X
Knowledge base			X

Consultation time is required in addition.

In addition to a mandatory agent license, there are a number of optional, chargeable add-ons detailed in the table below specific to each agent license type:

CCaaS – Engage Additions	Description (Info)
Switchboard	Search and Transfer – Price per agent
Workforce Management	Workforce Management – Forecast, Schedule and Real Time Adherence – Price per agent
WhatsApp Subscription	Respond to enquiries from social media sources such as WhatsApp –Price per agent

CCaaS – Delight Additions	Description (Info)
Workforce Management	Workforce Management – Forecast, Schedule and Real Time Adherence – Price per agent
Dialler	Preview and Progressive Dialler Modes – Price per agent
Switchboard	Search and Transfer – Price per agent
Voice Transcription	Transcribe all recorded voice calls and analyse – Price per agent
WhatsApp Subscription	Respond to enquiries from WhatsApp –Price per agent
Salesforce Integration	Integration between CCaaS and Salesforce - Price per agent
Microsoft Dynamics Integration	Integration between CCaaS and Microsoft Dynamics per agent
Survey	Survey offered at the end of a chat to obtain a customer rating – Price per agent

CCaaS – Inspire Additions	Description (Info)
Dialler	Preview and Progressive Dialler Modes – Price per agent
Workforce Management	Workforce Management – Forecast, Schedule and Real Time Adherence – Price per agent
Switchboard	Search and Transfer – Price per agent
Raw Data	Access to call event and request records extracted from database – Price per agent
Voice Transcription	Transcribe all recorded voice calls and analyse – Price per agent
WhatsApp Subscription	Respond to enquiries from WhatsApp –Price per agent
Salesforce Integration	Integration between CCaaS and Salesforce - Price per agent
Microsoft Dynamics Integration	Integration between CCaaS and Microsoft Dynamics per agent

Survey	Survey offered at the end of a chat to obtain a customer rating – Price per agent

In addition to a mandatory agent license, there are a number of optional, chargeable add-ons for PCI Security detailed in the table below available across all agent license types:

CCaaS – PCI Security Additions	Description (Info)
PCI Pal Agent Assist	Enabling agents to take card payments securely, using DTMF capture technology while the agent and customer are in conversation.
PCI-Pal IVR Non Agent Assisted	IVR automation driven customer payment platform allowing for self-service credit card payment process 24/7.

Please note, the CCaaS PCI-Security add-ons are available both as a named user license and a concurrent agent license. Named user licenses and concurrent agent licenses cannot be used together within a single Partner/End User solution.

The following chargeable Professional Service units are available for PCI Security:

PCI Professional Services	Description (Info)
PCI-Pal Setup per instance	PCI PAL Partner/End User instance setup.
PCI Project Management	Project Management.
PSP Configuration	Payment Gateway configuration and testing.

The following chargeable Professional Services units are available:

CCaaS Professional Services	Description (Info)
Consultation	Consultation Services to Define End User Business Outcomes
Project Management	Project Management, Partner / End User Kick Off or Design Workshops
Implementation	Architect / Design, Engineering Build or Quality Assurance and Testing
Training	Admin Training, Agent Training or Go Live / Floor walk Support
Application Integration	Back Office Business System Integration e.g. Salesforce Integration
Call Flow Tool Certification	Administrator Certification for Call Flow Build

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

CCaaS Professional Services Element	Breakdown	Items Provided
Consultation	Consultation	Consultation to work with the Partner/End User 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 Partner / End User 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

CCaaS Professional Services Element	Breakdown	Items Provided
		design. The amount of man days will be specified on the Order Form.
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.
Training	Admin Training	Admin training to be delivered on site or remotely. The amount of man days will be specified on the Order Form.
	Agent Training	Agent training to be delivered on site or remotely. The amount of man days will be specified on the Order Form.
	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.
Call Flow Certification	Call Flow Tool Certification	Training to support call flow build to be delivered on site or remotely. The output is a formal certification and access to the call flow. The amount of man days will be specified on the Order Form.

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.

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

2.   Target Service Commencement Date
CCaaS Service   30 Working Days*
From order acceptance

3.   Contact Centre as a Service (CCaaS) Service Level Agreement
Target Availability
The CCaaS Service is deemed unavailable if there is a total loss of a Core Service such that all relevant users do not have use of the Core Service which is not caused by one or more Excused Reasons as set out in Section 7.2 of the Main Body of this Service Document as added to below. Core Service means any aspect of the CCaaS Service other than:

Automated Agent / Chatbot
SMS Service
All Social Media Channels
Workforce Management
Softphone

Ticketing

The Target Availability Service Level for the CCaaS Core Service is as follows:

	Target Availability
CCaaS Service	99.99%

Availability is calculated for any measurement period (being a calendar quarter i.e. January to March, April to June etc) as the percentage of the period which the service is Available (i.e. not unavailable as set out above).

Service Credits

In the event that the Service Level for the CaaS Core Service is not met, other than for Excused Reasons (as set out in Section 7.2 of the Main Body of this Service Document as added to below) Service Credits as provided for in the table below, shall apply. No Service credits are payable in respect of the other service levels set out above.

Availability	Service Credit
Lower than 99%	10%
Lower than 99.9%	5%
Lower than 99.99%	1%

The Service Credit is a percentage of the quarterly (i.e. aggregate over three months) of the contracted monthly licence charges for the Service (which excludes traffic and other charges which are not monthly recurring).

Excused Reasons

The following shall also be considered an Excused Reason in respect of CCaaS:

- In the event an access method other than an uncontended Exponential-e private Ethernet over Fibre connectivity service is used to access the CcaaS 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. Contact Centre as a Service (CCaaS) Key Performance Indicators (KPIs)

The following KPIs shall apply in respect of non-Core Service aspects of the CCaaS Service:

	Target Availability
Automated Agent / Chatbot	99.6%
SMS Service	99.6%
All Social Media Channels	99.6%
Workforce Management	99.5%
Softphone	99.9%
Ticketing	99.9%

Achievement against the above levels will not be reported in and will not attract any service credits. They are provided for information only.

5. Data Processing

When Exponential-e provides CCaaS Service, this may result in Exponential-e Processing Partner 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.

<u>Appropriate Technical and Organisational Measures</u>

With respect to the requirement set out in the General Terms in Clause 10.15 at point (ii), the Partner 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 Partner agrees not to contend otherwise, recognising that the Charges for the CCaaS Service directly relate to the Security Measures to be applied.

6.   Concurrent agent licenses

Where the Partner/End User is consuming concurrent agent licenses, the minimum contracted amount of concurrent agent licenses will be stated on the Order Form. The Partner/End User is entitled to consume over and above that contracted concurrent agent licenses stated on the Order Form.

In the event that the Partner/End User consumes over and above the contracted concurrent agent licenses stated on the Order Form, the Partner/End User 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 Partner/ End User is consuming named user licenses, the minimum contracted amount of named user licenses will be stated on the Order Form. The Partner/End User is entitled to consume over and above that contracted named user licenses stated on the Order Form. In the event that the Partner/ End User consumes over and above that contracted named user licenses stated on the Order Form, the Partner/End User 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).