SCHEDULE K: SERVICE DEFINITION FOR MULTI-CHANNEL RECORDING SERVICE

1.   Multi-Channel Recording Service Description

The Multi-Channel Recording Service offering provides a centralised, cloud based, recording solution. It enables the features and functionality to record voice calls, video calls, instant messages and screen shares when utilising Exponential-e's TCaaS service offering and record voice calls when utilising Exponential-e's Hosted PBX Service. Through a series of collector software, calls, messages and screen shares are captured and moved to the centralised recording platform on a real-time basis for processing and storage. A number of additional features and services are also available to provide Quality Assurance Call Scoring, QA Randomizer, Workforce Optimisation and Reporting and Analytics.

The Multi-Channel Recording Service offering will consist of one of the following mandatory licenses:

Mandatory Licenses	Description
Microsoft Teams Enterprise Voice License	Multiple end point voice recording license supporting MS Teams soft client (Windows and Mac), MS Teams desktop phones, MS Teams mobile client. Includes: playback license, unlimited storage and MS Teams compliance rules. Priced per user.
Hosted PBX Enterprise Voice License	Multiple end point voice recording license for the HPBX Service. Supports HPBX desk phones and soft clients. Includes playback license and unlimited storage. Priced per user.
CCaaS Enterprise Voice License	Playback and unlimited storage for voice recordings generated from the CCaaS service.

The following add-on licenses can be purchased when using the Multi-Channel Recording Service in conjunction with Exponential-e's TCaaS offering:

TCaaS Add-On Licenses	Description
Microsoft Teams Chat Add-on	Chat add-on for Microsoft Teams Enterprise Voice License
Microsoft Teams Screen Share Add-on	Screen share add-on for Microsoft Teams Enterprise Voice License
Microsoft Teams Video Add-on	Video recording add-on for Microsoft Teams Enterprise Voice License. Please note, additional storage is required (3rd party or price on application)

The following add-on licenses can be purchased when using the Multi-Channel Recording Service in conjunction with our CCaaS or HPBX offerings:

CCaaS / HPBX Add-On Licenses	Description
Screen Capture License	Captures Agent Screens in predetermined intervals, stitched together on playback for a continuous feed. Includes playback license and unlimited storage. Priced per user.
Screen Recording License	Records screens in a video file, synched with playback. Includes playback license and unlimited storage. Priced per user.

The following add-on licenses can be purchased when using the Multi-Channel Recording Service in conjunction with our TCaaS, CCaaS or HPBX offerings:

TCaaS / CCaaS / HPBX Add-On Licenses	Description
Quality Assurance User License	Includes Advanced User License plus Quality Assurance Call Scoring, QA Randomizer, Workforce Optimisation, Reporting and Analytics. Priced per supervisor
PCI Compliance Module	PCI Redaction through API or manual intervention. Please note, redaction on transcripts requires Voice Analytics Package

The analytics packages can be purchased when using the Multi-Channel Recording Service in conjunction with our TCaaS, CCaaS, or HPBX offerings:

Analytics Packages	Description
Voice Analytics Base Package	This is the basis for the Voice Analytics package. Includes Voice Analytics with a Conversation Interaction Engine and EVS (Emotive Voice Streams). Supports Conversational Transcripts, Sentiment, Emotion, Content Evaluation, Speaker Separation. Includes 150hrs of Voice Analytics Processing. Additional Voice analytics processing packages to be sold separately.
Additional Voice Processing - 200 hours	Voice Analytics Additional Voice Processing up to a maximum of 200 hours. Expansion of Voice Analytics Server hours (150hrs/month)
Additional Voice Processing - 500 hours	Voice Analytics Additional Voice Processing up to a maximum of 500 hours. Expansion of Voice Analytics Server hours (150hrs/month)
Additional Voice Processing - 1000 hours	Voice Analytics Additional Voice Processing up to a maximum of 1000 hours. Expansion of Voice Analytics Server hours (150hrs/month)
Additional Voice Processing - 5000 hours	Voice Analytics Additional Voice Processing up to a maximum of 5000 hours. Expansion of Voice Analytics Server hours (150hrs/month)
Voice Analytics Dashboard License	Includes Dashboard for Supervisors and Analysts to review Content Metrics, Agent Performance Application and Call Drivers Application

The following chargeable implementation packages are available for the Multi-Channel Recording Service:

Implementation Package	Description
Enterprise Voice Implementation	Implementation of Enterprise Voice License estate for TCaaS / CCaaS / HPBX. The number of Man Days over which this will be delivered will be set out on the Order Form.
Analytics Implementation	Custom build out the report criteria, building in key words and sentiment alarms. The number of Man Days over which this will be delivered will be set out on the Order Form.

The following chargeable training packages are available for the Multi-Channel Recording Service:

Training Package	Description

End User Training	2 hour training session for end users using the platform to view / listen to recordings, access reporting, make system notes, create / manage quality assurance score cards.
Administrator Training	2 hour training sessions for Partner/End User administrators who will be making basic moves adds and changes.
Analytics Training	2 hours training

Exponential-e shall use reasonable endeavours to give the Partner / End User not less than 24 hours' notice of any planned works on the Multi-Channel Recording Service.

2. Target Service Commencement Date

Multi-Channel Recording Service　　　　　　　30 Working Days*

* From order acceptance

3. Multi-Channel Recording Service Level Agreement

The Target Availability Service Level for the Multi-Channel Recording Service is as follows:

	Target Availability
Multi-Channel Recording Service	99.99%

No SLA will be honoured nor service credits offered when the Partner uses the portal to make destructive or semi-destructive changes to the Service including, but not limited to: disabling or pausing recordings, deleting audio files or changing user profile settings.

Service Credits

	Measure	Service Credit*
Availability	>0.1 Below Target	5%
	>0.5 Below Target	10%

* The service credit is applied as a percentage of the fixed Monthly Charge for the Multi-Channel Recording Service for the affected End User Site only (not including analytics or storage spend).

4. Data Processing

When Exponential-e provides Multi-Channel Recording 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, 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 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 Multi-Channel Recording Service directly relate to the Security Measures to be applied.