

INVITATION FOR BID
IFB C4DNCS19
Data Networks and Communications Services
**CATEGORY 27 – STANDARD CONTACT
CENTER SERVICES**
Verizon Business Services
Statement of Work
TECHNICAL REQUIREMENTS
10/27/2020
BAFO
Issued by:
STATE OF CALIFORNIA
California Department of Technology Statewide
Procurement
PO Box 1810
Rancho Cordova, CA 95741

Disclaimer: The original PDF version and any subsequent addendums of the IFB released by the Procurement Official of this Bid remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions which constitute the Contract, the official State version of the IFB in its entirety shall take precedence.

AMENDMENT LOG

Amendment #	Date	Amendment Description
7	06/15/21	Header – Inserted Section 27.2 Modified eVAQ Section Reference Table 27.2.2.a – Contact Center General Features– Modified Product ID. Table 27.2.2.b – Unsolicited General Features – Modified Language. Table 27.2.4.5.b – Unsolicited IVR Services and Features – Modified Language.
11	10/30/23	Updated Header with Amendment 11 content. Table of Contents repagination Table 27.2.2.b – Added new services
12	06/02/2024	Updated Header with Amendment 12 content. Table of Contents repagination Table 27.2.2.b – Unsolicited General Features, Added new services
17	08/19/2025	Updated Header with Amendment 17 content. Table of Contents repagination Table 27.2.2.b – Added new services

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TECHNICAL REQUIREMENTS

CATEGORY 27 – Standard Contact Center Services

27.1 OVERVIEW

This Category 27 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for Standard Contact Center Services. This IFB also describes the technical requirements necessary to support the CALNET program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB C4DNCS19 Part 1, Bid Evaluation. The CALNET Data Networks and Communications (DNCS) Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET Contractor Management Organization (CALNET CMO).

27.1.1 Bidder Response Requirements

Throughout this IFB, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one of the following:

1. Example A (for responses that require confirmation that the Bidder understands and accepts the requirement):

“Bidder understands this requirement and shall meet or exceed it? Choose an item.”

Or,

2. Example B (for responses contained in Technical Feature and/or Service Tables):

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1					Choose an item.

27.1.2 Designation of Requirements

All Technical Requirements specified in this IFB are Mandatory and must be responded to as identified in IFB Part 1, SOW Mandatory Technical Requirements by the Bidder. Additionally, some Mandatory requirements are “Mandatory-Scorable” and are designated as “(M-S)”.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Category Cost Worksheets.

Items not listed in the Category Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in this IFB and are not included as billable in the Category Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

Services and features included in the Category Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Category Cost Worksheets in the Bidder's Final Proposal. Items submitted with no price will be considered as offered at no cost.

27.1.3 Pacific Time Zone

Unless specified otherwise, all times stated herein are times in the Pacific Time Zone.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.1.4 Contractor Reference – Single Engagement Limitations

Contractors shall provide qualifying references in Part 1 Exhibits, Exhibit 4.1 Corporate Experience Summary and References. Contractors with references less than \$1.5 million for a single engagement (as defined in Part 1 Exhibits, Exhibit 4.1) will be limited to engagements (single order) under \$1.5 million.

Each Contractor's single engagement limitations will be published in the CALNET Customer User Instructions and where deemed appropriate by the CALNET Contract Management Office (CMO).

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2 CONTACT CENTER SERVICES

27.2.1 General Requirements

Contractor shall provide a Contact Center solution that does not require major contact center components to reside on the Customer premise. The Contractor shall provide the necessary system components required for the Contact Center solution including but not limited to physical, logical or virtual hardware and software.

In accordance with General Provisions - eVAQ, Section 76 - Service Costs, all costs will include all elements necessary to configure an instance of working Service including activation, delivery, and training.

Bidder understands the Requirement and shall meet or exceed it? Yes

Bidders shall provide one electronic copy of the architecture components and network for the Contact Center solution proposed for CALNET DNCS. Electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format. Drawings shall include but not necessarily be limited to the following:

1. Geographic location of architecture components;
2. Interconnection of architecture components;
3. Example call flow voice channel;
4. Network connections between architecture components; and,
5. Detail of the components available at each contact center.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Bidder's CALNET DNCS Contact Center solution descriptive text shall label and describe components and network elements identified in the drawings, and shall address:

1. Load Balancing – the ability to load balance calls across redundant and geographically diverse components/systems.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Survivability – the ability to move calls to another geographic location in response to unanticipated incidents, disasters, or catastrophes.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Redundancy – having one or more circuits, components and systems available in case of failure of a single circuit/component with automatic failover.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Geographic Diversity – distributed components and diverse network connections minimize the chance of a single point of failure.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.1 Load Balancing and Automatic Failover

The Contact Center solution must utilize load balancing and automatic failover between components.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.2 Geographic Distribution

The Contact Center solution shall be geographically distributed and calls shall be distributed across contact center locations.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.3 Redundancy

The Contact Center solution shall utilize redundant components with a minimum of N+1 component redundancy.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.4 ACD and IVR

The Contact Center solution shall include Automatic Call Distributor (ACD) as described in Section 27.2.3 and Interactive Voice Response (IVR) as described in Section 27.2.4.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.5 Virtual Contact Center Support

The Contact Center solution shall allow for a virtual contact center that supports agents distributed throughout California, including single site, multiple site, and enterprise wide contact centers.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.6 Intelligent Call Routing

The Contact Center solution shall intelligently route calls to agents associated with a virtual group according to Customer defined business

rules including dialed number, calling number, time of day, caller location, agent skill set, and caller entered data.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.7 Network Queuing

The Contact Center solution shall place callers in a network queue if no agent is available. The Contact Center solution shall support multiple communication methodologies (channels) including voice, web, email, and chat.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.1.8 ACD and IVR Integration

The Contractor shall provide ACD and IVR Services that integrate with the Contact Center Solution, as identified in this Technical SOW.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2 Contact Center General Features

In addition to the basic Contact Center functionality requirements described above, the Contact Center solution shall include the following features.

27.2.2.1 Web Call Back

The Contact Center shall provide web call back functionality that allows a caller to request a call back by filling out a form on the Customer website. The call back algorithm shall be based upon the availability of a contact center agent. The call back request shall be automatically distributed to the most appropriate agent based upon the availability of an agent and Customer specified criteria.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.2 Web and SMS Text Chat

Contact Center solution shall provide the contact center agents the ability to engage in web and SMS text chat with callers directed from their website. The text chat shall provide the following minimum functionalities:

1. Archive text chat session (create transcripts);

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Allow agents to manage multiple text chat sessions;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Provide an automatic spell check option that is enabled when an agent is typing in an active session.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.3 Digital Recording

The Contact Center solution shall provide digital recording and monitoring of inbound/outbound voice calls.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall offer the following minimum functionalities:

1. At a minimum, the date, time, duration, caller ID information (if available), dialogue and identity of the agent handling the call shall be captured and recorded;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Archive recordings;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Playback of recording;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Provide the ability for the recording of an agent to be activated and deactivated on demand;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Remote monitoring and playback;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Reporting (management and administrative);

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Scheduled and random call recording;

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Selective recording (based on business rules); and,

Bidder understands the Requirement and shall meet or exceed it? Yes

9. This service shall be measured and charged in gigabyte increments.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.4 Collaborative Browsing

The Contact Center solution shall provide collaborative browsing that includes:

1. Bidirectional sharing of web pages between the contact center agent and the caller;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Enable a caller to request a co-browse session with a contact center agent;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The agent shall have the capability to highlight text and scroll the browser screen to a specific section of a web page; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

4. The agent shall have the capability to transfer control of a collaborative browsing session to another agent and log all collaborative interactions between the agent and caller.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.5 Email Response Management (ERM)

The Contact Center solution shall provide email response management (ERM) that shall assign a tracking ID to each email and route email communications from the public to the Agent based on the Customer specified business rules. The Contractor shall provide the following minimum ERM functionality:

1. Auto response;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Automatic acknowledgement;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Email classification and prioritization;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Email routing based upon business rules;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Ability to filter;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Content analysis and knowledge base for suggested and personalized responses;

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Management reports;

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Multiple language support; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Real time exception reports.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.6 Workforce Management (WFM) System

The Contact Center solution shall provide a workforce management (WFM) system that automates forecasting and scheduling calculations based upon real time and historical contact center data. The WFM system shall enable Customers to effectively schedule resources, accurately forecast call volumes and analyze/review performance statistics for single or multiple sites and blended applications. The Contractor shall provide the following minimum WFM system capabilities:

1. Forecasting staffing needs including agents skills, skill levels and shifts;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Forecast contact volumes and workload – overall call volume by contact channel;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Provide agent scheduling and create optimized agent schedules by shift and skill;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Report schedule adherence – real time tracking, alerting and graphical reporting of agent adherence to their individual schedule; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Reporting – Provide comprehensive historical, real-time management and exception reports. Reports shall include totals and summary information.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.7 Automated Preview Outbound Dialing

The Contact Center solution shall provide a preview dialer that provides automated preview outbound dialing. The Contractor shall provide the following preview dialing features:

1. The preview dialer shall support either centralized or distributed contact center environments;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The preview dialer shall automatically initiate domestic and international outbound calls;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The preview dialer shall allow agents to preview the customer record and decide whether or not to skip to the next contact before the call is placed; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

4. The preview dialer shall include the option of allowing the outbound call to be placed from the agent's phone rather than from the dialer.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.8 Automated Predictive Outbound Dialing

The Contact Center shall provide a predictive dialer that provides for predictive outbound dialing. The Contractor shall provide the following predictive dialing features:

1. Capture real time statistics from the call queue and, using algorithms, dial more numbers than there are agents maximizing agent utilization while not exceeding the configured maximum abandoned call rate.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The predictive dialer shall integrate with centralized or distributed contact center environments.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The predictive dialer shall automatically initiate domestic and international outbound calls.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. The predictive dialer shall provide the ability to transfer to agent or to IVR for self-service depending on the detected call result.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. The predictive dialer shall provide the ability to detect busy, ring/no answer, answering machine and FAX.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Performance reports for the predictive dialer shall be available to the Customers.

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Real time (within 15 seconds) and historical reports shall be available to the Customer at campaign and agent level. This feature works with outbound agent only – not inbound.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.9 Voice Callback

The Contact Center solution provides the ability to allow a caller utilizing the voice media channel the option of not remaining on the phone and instead receive a callback when it is their place in queue or at a scheduled time.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.10 Quality Management

The Contact Center solution shall provide for quality management. The solution shall include role based customizable scorecards derived from predefined key performance indicators (KPI's) or user defined KPI's. The solution shall include reporting functionality that allows managers to review results or identify trends at either the Group or Agent level.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.11 Screen Capture

The Contact Center solution shall provide for screen capture. Screen captures shall be associated with the call recording when an agent is handling a call. The solution shall provide synchronized playback of screen captures and audio recordings. The solution shall integrate with the quality management solution to facilitate scoring of agents.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.2.12 Blended Agent

The Contractor shall provide Contact Center Blended Agent. This feature adds the predictive dialing features described in 27.2.2.8 and/or the preview dialing features described in 27.2.2.7 to inbound agents.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Bidder shall offer the Contact Center General Features in Table 27.2.2.a.

Table 27.2.2.a – Contact Center General Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Web Call Back	Web call back functionality as described.		CLWB0000	Yes
2	Web and SMS Text Chat	Web and SMS text chat functionality as described.		RTTC0000	Yes
3	Digital Recording	Digital recording functionality as described.		CCDR0000	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
4	Digital Recording-Storage-Gigabyte	Storage for the digital recording functionality as described.		CDRS0000	Yes
5	Collaborative Browsing	Collaborative browsing functionality as described.		CLBB0000	Yes
6	Email Response Management (ERM)	ERM functionality as described.		EMRM0000	Yes
7	Workforce Management (WFM) System	WFM functionality as described.		SWFM0000	Yes
8	Automated Preview Outbound Dialing	Preview outbound dialing functionality as described.		APOB0000	Yes
9	Automated Predictive Outbound Dialing	Predictive outbound dialing functionality as described.		APRB0000	Yes
10	Voice Callback	Voice callback functionality as described.		VCCB0000	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
11	Quality Management	Quality management functionality as described.		CAQM0000	Yes
12	Screen Capture	Screen capture functionality as described.		SCCA0000	Yes
13	Blended Agent	Blended agent functionality as described.		CBLA0000	Yes

The Contractor may offer additional Unsolicited General Features in Table 27.2.2.b

Table 27.2.2.b – Unsolicited General Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	CCGF Workforce Management System Pro Implementation	CCWP0000	CCGF Workforce Management System Pro Service Implementation Package provides for one time set up for the CCGF Workforce Management System Pro Environment. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Management System Pro Service Implementation Package also includes:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Business requirements session and documentation - Initial System Configuration - User acceptance testing - Additional web-based training included - Go live support - 2 weeks of Post Go Live Support
2	CCGF Workforce Management System Pro Service	CMSP0000	CCGF Workforce Management System Pro Service includes the features of CCGF Workforce Management System with enhancements to smaller environments to include: - Forecasting algorithms with discrete simulation technology to generate forecasts and staff plans that take into account exact, date-specific site and network routing rules as well as individual skills and skill levels - Forecasts can be generated up to 12 months to support any combination of service level, average speed of answer (ASA) or maximum occupancy goals - Forecast for omnichannel media types and skills including inbound, outbound, chat, email, and social media. - Utilizes profiles that enable users to create profiles for different skills along with their configured KPIs. - Provides the flexibility to accommodate virtually any scheduling methodology - Highly configurable parameters allow managers to define work rules, activities,

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			breaks, scheduling constraints, and the degrees of variability in a generated schedule.
3	CCGF Workforce Management System Advanced Implementation	CCWA0000	CCGF Workforce Management System Advanced Service Implementation Package provides for one time set up for the CCGF Workforce Management System Advanced Environment. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Management System Advanced Service Implementation Package also includes: - Integration with ACD with Initial System Configuration with Remote enablement, except where noted - 5 days public training for up to 4 customer users at the training center or Option for Training to be 5 days private training at customer's location - User acceptance testing, - Go live support, and 3 days of on-site follow up - 2 hour virtual best practices session before go live - 4 hours of virtual training on advanced practices
4	CCGF Workforce Management System	CWMS0000	CCGF Workforce Management System Advanced Service includes the features of CCGF Workforce Management System and

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Advanced Service		Workforce Management Pro with enhancements to align with medium sized and above environments. This service is recommended for sophisticated WFM deployments such as Quality Management or Screen Capture or anytime the number of agents configured for Workforce Managements exceeds large environments. Advanced features include: Scheduling - Service Target profiles (to the interval basis) - Occupancy/Shrinkage profiles (to the interval level) Time off/PTO - Vacation bidding Agent Portal - Availability - Vacation bidding Long term planning - Capacity planning
5	CCGF Workforce Management Data Upload	CMND0000	CCGF Workforce Management Data Upload provides a One-time historical import of contact data from 3rd party ACD for forecasting purposes. Contact data defined and imported by Verizon from customer completed Historical Contact Data Excel Workbook. Data upload effort includes;

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Manager will guide customer completion of Historical Contact Data Excel Workbook. - Import up to 1 million lines of historical contact data from the provided Workbook. - Each line represents one 15 minute period of time for a specific queue (contact type). - User Acceptance Testing of imported contact data.
6	CCGF Workforce Management Workload Manager Implementation	CMNW0000	CCGF Workforce Management Workload Manager Implementation Package provides for one time set up for the Workforce Management Workload Manager. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Management Workload Manager Implementation Package also includes: - Initial System Configuration - User acceptance testing - Application training included with Workforce Management training - Go live support - Remote Enablement
7	CCGF Workforce Management Workload Manager Service	CWFM0000	CCGF Workforce Management Workload Manager is an add-on to the Workforce Advanced Option. Workforce Management Workload Manager provides additional functionality to include back

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			office transactions as well as forecasting and scheduling the resources who handle them. This service includes: - Configured Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level. - Forecasting, scheduling, and management for all types of back office transactions such as: voicemail, email, mail, web requests, chats video calls, claim processing, order fulfillment, and work order processing.
8	CCGF Workforce Optimization Pro Implementation	CWOP0000	CCGF Workforce Optimization Pro Implementation Package provides for one time set up for the Workforce Management Workload Manager. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Optimization Pro Implementation Package also includes: - Initial Standard System Configuration - User acceptance testing - Go live support - 2 weeks of Post Go Live
9	CCGF Workforce Optimization Pro Service	CWPR0000	CCGF Workforce Optimization Pro includes the features of CCGF Workforce Management System Pro Service and CCGF Quality Management Pro Service with enhancements to smaller

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			environments. This service identifies the right agents and interactions for evaluation as well as capture feedback and share across peers and groups. Includes audio recording, encryption, as well as search and playback of recorded interactions. Provides forecasting, scheduling, and schedule adherence management as well as shift bidding and time off management. - Configured Users are billed based on the highest number of users set up on the platform at any one time during the month. This includes Admin users. - Key product features & components: - Form Designer - Evaluation - Calibration - Dispute - Coaching - Dashboards - Quality Planner - Audio Recording (total or %-based) - Search - Playback - Encryption - Forecasting and Scheduling - Shift Bidding

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Time Off Management - Real-time adherence dashboard - Historical adherence report Customer will obtain the consent of call participants and provide callers the option to revoke consent. Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.
10	CCGF Quality Management Pro Implementation	CQMP0000	This service is best suited for small environments. CCGF Quality Management Pro Implementation Package provides for one time set up for the CCGF Quality Management Pro. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Quality Management Pro Implementation Package also includes: - Business requirements session and documentation - Initial Standard System Configuration - User acceptance testing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Go live support - 2 weeks of Post Go Live Support Customer will obtain the consent of call participants and provide callers the option to revoke consent. Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.
11	CCGF Quality Management Pro Service	CQSR0000	CCGF Quality Management Pro Service includes the features of CCGF Quality Management in addition to enhancements that include: - Agent self-evaluations, automated feedback and work flows in order to provide effective balance between operational requirements and agent empowerment. - Self assessments which allows as many evaluations as needed and are performed by the agent on their own interaction, using the evaluation form. - Calibrate agent scorecard forms and evaluations between agent and independent evaluators. - Coaching Package and Plans that consists of attachments that can be sent to agents for learning purposes.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Configured Users are billed based on highest number of users set up on the platform at any one time during the month. - Allows for configuration at a team level - Number of users can be configured for less than the number of agent licenses based on configuration per agent (e.g. % of contacts being recorded). This service is best suited for small environments. Customer will obtain the consent of call participants and provide callers the option to revoke consent. Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.
12	CCGF Quality Management Analytics PRO Implementation	CQMA0000	CCGF Quality Management Analytics Pro Implementation Package provides for one time set up for the CCGF Quality Management Analytics Pro. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Quality Management Analytics Pro Implementation Package also includes: - 1 hour of initial standard configuration

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- 4 hours of custom work designing categorization tailored to the customer's specific requirements.
13	CCGF Quality Management Analytics PRO Service	CCQP0000	CCGF Quality Management Analytics Pro Service includes the features of Quality Management Pro with enhancements to Analytics features to include: - To analyze and categorize 100% of interactions for all voice and text channels - Configured Users are billed based on the highest number of active users enabled during the month. - Key product features & components: - Category Manager for creating your own categories - Pre-configured Categories available - Quality Planner including advanced sampling using analytics categories - Top Categories Display based on Analytics - Search includes analytics categories - Player tags - Form Designer/Evaluations/Calibration/Dispute processes - Coaching and Dashboards

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Audio Recording (total or %-based), Playback, Encryption - 1 GB of storage included per user Customer will obtain the consent of call participants and provide callers the option to revoke consent. Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.
14	CCGF Quality Management Advanced Implementation	CQMD0000	CCGF Quality Management Advanced Implementation Package provides for one time set up for the CCGF Quality Management Advanced. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Quality Management Advanced Implementation Package also includes: - Project & Implementation Managers who oversee the project, business requirements, documentation - Integration with ACD and Initial System Standard Configuration with Remote enablement - 6 Quality Forms

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- 4 Business Analyzer Queries - 3 My Universe Pre-defined Templates - 4 customized reports - Quality Planner for a 3 days public training (up to 4 customer users) at the training center - User acceptance testing, Go live support, and Post go live follow up
15	CCGF Quality Management Advanced Service	CCQA0000	CCGF Quality Management Advanced Service includes the features of CCGF Quality Management and Quality Management Pro in addition to enhancements that include: - Automate evaluation to ensure consistency and improve efficiency - Select calls for evaluation based on agent performance or skill set - Listen to a specific call from within the reporting application - Report on-call evaluations - Modules: Evaluations & calibration, Form Designer, Call Flow Analysis (CTI), Coaching, QM Reports, My Universe, Monitor, Dashboards and Quality Planner - Capture employee feedback, and share across peers/groups

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			This service is best suited for medium environments (150 agents) and above seats depending on complexity. Customer will obtain the consent of call participants and provide callers the option to revoke consent. Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.
16	CCGF Screen Capture Premium Advanced Implementation	CCCP0000	Screen Capture Premium Pro Implementation Package provides for one time set up for the CCGF Screen Capture Premium Pro. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Screen Capture Premium Pro Implementation Package also includes: - Business requirements session and documentation - Initial System Standard Configuration with Remote Enablement - User acceptance testing - Application training included with Quality Management training - Go live support

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
17	CCGF Screen Capture Premium Advanced Service	CSCP0000	CCGF Screen Capture Premium Pro for medium and above environments. Includes the features of CCGF Screen Capture with enhancements to include: - The screen capture recording length can be pre-set. - For screen recording, you can also configure the percentage of voice calls that should include screen recordings. - When selecting screen recording, you can continue screen recording for up to 10 minutes after the call ends to capture the after call-related tasks (After Call Work). - Requires CCGF Quality Management Advanced Service as a prerequisite - Number of users can be configured for less than the number of CCGF Quality Management Advanced Service users based on configuration per agent.
18	CCGF Workforce Management System Echo Survey	ECWM0000	CCGF Workforce Management System Echo Survey is an enhancement to Work Force Management. It provides a tool that delivers a customer service survey immediately following a contact. It allows the customer to leave comments regarding their experience which will be made available to agents and administrators in near real time.
19	CCGF Workforce Management	CECR0000	CCGF Workforce Management System Echo Survey Complete Results is an

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	System Echo Survey Complete Results		enhancement to Work Force Management. A survey results and analysis report is provided per completed survey.
20	Network Based Contact Center (CCGF) Agent Console for Salesforce	CNCC0000	Agent Console for Salesforce - Enables intelligent contact routing so the call and caller information are delivered on a single, unified salesforce.com screen on the agent's desktop. - Integrated interface - ANI-based screen pops - Click-to-Dial (CTD) - DNIS scripts and custom screen pops - Handles voice and routing for salesforce cases - Automated call record creation in salesforce - Multi-tab/multi-browser support
21	CCGF Agent for Oracle Service	CAOL0000	CCGF Agent for Oracle Service - Agent plugin into the Oracle Service Cloud CRM application allowing a tight integration between the Oracle entities such as Contacts, Cases, and Tasks and the Platform data and products - Configured Users are billed based on the highest number of users set up on the platform at any one time during the month - Key product features & components:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Full Voice Channel capabilities including Personal Connection - Work Item routing - Chat Channel support - Oracle Service Cloud data mapping from all Contacts - Agent indicators & Marquee messaging - Contact History
22	Archived Storage	STRA0000	Archived Storage provides cost-effective long-term storage for data archiving requirements. - Billed per GB stored - Key product features & components: - Lower data storage costs by eliminating the need to implement and maintain a separate storage infrastructure for long-term storage requirements - Seamless data transfer from short-term to long-term storage - Auto purge data when it is no longer needed by defining "time to Live" based on the type of data stored - Scalable cloud infrastructure - State-of-the-art data encryption technology
23	Retrieval Storage	CRST0000	Retrieval Storage provides metadata-based search capabilities to locate and retrieve data from long-term storage.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Billed per GB stored - Key product features & components: - Comprehensive metadata search capabilities for easy retrieval - Helps to restore files into Active storage for analysis, audits and other needs - Duration for which files are to be taken off Long-Term can be specified during retrieval
24	Advanced Chat	ADCH0000	Advanced Chat requires the mandatory Real Time Text Chat and layers on these additional features to include: - Embedded content - The feature is charged a maximum of one time per month when a user requests at least (1) cobrowse code in a month - no pop-up or pop-out - provides an enhanced customer experience with customized and automated web content shown as banners, vouchers, coupons, special offers, etc., as well as customized Dialog Boxes which behave as an embedded part of the company site -Mobile APIs - click to chat or request a callback from a mobile device

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Live Help Dialog - offer a live chat or callback - Web forms and surveys - Black list fields - Visual Guidance - Integrated Softphone WebRTC Voice and Video - Requires core product Chat & Email - Those agents who use both cobrowse (where the agent requests a code) and Advanced Chat will be charged for both This feature requires an agent package. Enhanced Agent does not require the Real Time Text Chat as this component is included.
25	Enhanced Collaborative Browsing Implementation	BWCL0000	Enhanced Collaborative Browsing Implementation is tuned for the specific option(s) selected but may include system provisioning, standard configuration and user administration.
26	Enhanced Collaborative Browsing Service	BRCS0000	Enhanced Collaborative browsing is in addition to Collaborative Browsing and enables agents to cobrowse & collaborate with customers while on any channel. The agent requests a code which is communicated to the Customer, who enters the code on the company web site

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			to initiate a cobrowse session. These enhanced features include: - The feature is charged a maximum of one time per month when a user requests at least (1) cobrowse code in a month - Dynamic contextual content share (text, docs, video, audio) - "Black list" specific fields on the site to protect sensitive data - Site Guidance – direct a customer to a new page (page push) - Visual Guidance – Highlight a part of the page to draw the customer's attention - Integrated Softphone WebRTC Voice and Video
27	Advanced Chat, Proactive Chat and Cobrowse Bundle Implementation	AVNC0000	Advanced Chat, Proactive Chat and Cobrowse Bundle Implementation is tuned for the specific option(s) selected but may include system provisioning, standard configuration and user administration. Advanced Chat and Proactive Chat configuration includes (2) Skills/Competency Groups.
28	Advanced Chat, Proactive Chat and Cobrowse Bundle User Service	ACPB0000	Advanced Chat, Cobrowse and Proactive Chat Bundled package requires Real Time Text Chat for the Basic Agent package. This bundle includes the additional features as follows:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Provides advanced web analytics and a sophisticated rules engine to determine when customers are offered "Live Help". Triggers for live help can be based on time on site, browsing patterns, scoring, agent availability and more. - Key product features & components of Proactive Chat Include: - Pre-Deployment Web Analytics – help to analyze web visitors to identify hot maps, high value customers, and target browsing patterns - Profiling - scoring individual visitors and their online behavior - Proactive Chat – uses the rules-based "Intelligence Engine" to selectively offer live help to visitors based on anything from business value to agent availability - Post-Deployment Web Analytics - measure and evaluate customer engagement performance post-engagement
29	Integrated Softphone - WebRTC	SFIR0000	Integrated Softphone Web Real Time Communications (WebRTC) provides a user a Two-way voice connectivity between Agent and Contact Center platform using WebRTC protocol. It provides embedded communications as a seamless component of the Enhanced Agent application for inbound and outbound phone skills. The Integrated Softphone is fully integrated into the Enhanced Agent feature interface. The

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Enhanced Agent Integrated Softphone differs from other softphone solutions because it allows you to accept or reject call delivery in the Agent interface. Web RTC is not a voice service and is used in conjunction with Enhanced Agent Seat to accept calls via a soft phone in the agent screen. This service is dependent upon the customer Internet Connection and does not support emergency calling. End users must make emergency calls via their own separate wireless/wireline device using their carrier's network.
30	inView Performance Management Implementation	PRMI0000	Verizon's standard Implementation and setup of inView Performance Management to include the following: - 3 dashboards built for director, supervisor and agent during implementation - Provisioning for supervisors and agents to access dashboard - Supporting the supervisors to enable customizing modules, dashboards, objectives, metrics, users, profiles, and security access - Two hour remote education - eLearning access and training guides
31	inView Performance	VPRM0000	inView Performance Management Service provides additional access for supervisors and agents to dashboards:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Management Service		Supervisors can customize modules, dashboards, objectives, metrics, users, profiles, and security access. inView can provide reporting on any statistic at any level of the business for any time frame. "Any Statistic" meaning not just ACD data but any data element that the business is using to track productivity and efficiency (e.g. CRM, ERP, etc.) This includes BU level all the way down to agents as well as Campaign level all the way down to POC. This reporting can be accessed remotely and is exportable with standard file format. inView can provide a variety of different "modules" or views into historical data. This includes but is not limited to charts, graphs, gauges, summaries, stack ranks, etc. Different views can be accessed with clicks of a button and custom work can be completed to conform to business needs. The historical statistics that can be reported on are as follows: Agent/Queue Availability and Activity, Handled/Abandoned calls, Agent/Dialer activity. Any metric can have a threshold tied to it for alerting purposes. Not only will the dashboard and colors change for alerting but email and push notifications can be scheduled.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
32	inView Gamification	GGCN0000	inView Gamification is an add-on to Inview Performance Management: Gamification uses a behavior-bases approach that encourages desired behaviors without supervisor involvement. It also enhances employee engagement. Key product features & components: - Drive desired behaviors and increase autonomy and accountability by creating achievements, incentives, and challenges for agents to complete in order to earn coins, XP, and trophies.
33	inView Coaching & Learning Management	CHNL0000	inView Coaching and Learning Management is an add-on to inView Performance Management and includes: The ability to document and trigger coaching sessions, either automatically or ad-hoc, reduced supervisory burden and enables cost/benefit analysis of training efforts. Key product features & components: - Setup metrics and objectives - Performance based on metrics will trigger coaching sessions and trainings
34	Personal Connection Dialer Enhanced	PKAE0000	Personal Connection Dialer for Enhanced Agent Implementation includes: - Provisioning of Dialer feature

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Agent Implementation		- Assigned Implementation Consultant who remotely oversees the standard implementation end-to-end - 1-hour Business Requirements call that will serve as the basis for the Business Requirements Document (BRD). The Implementation Consultant will validate the configured software according to the BRD - Delivery of one custom Studio script.- Configuration of one campaign (skill) - Configuration of up to 50 Personal Connection users - Training provided with a combination of eLearning and remote WebEx courses - Implementation Consultant provides remote launch support during the day of the go live.
35	Personal Connection Dialer Enhanced Agent Service	CDEA0000	Personal Connection Dialer for Enhanced Agent includes: - Outbound dialing solution designed with patented technology that eliminates the awkward connection delay experienced by individuals targeted in predictive dialing outbound campaigns. - By eliminating the connection delay between the agent and the target party, the target party is less likely to hang up. This results in more conversations and thus improved effectiveness against the outbound campaign objectives.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Enhanced Agent includes campaign-based outbound dialing which is currently delivered using Personal Connection. - Includes up to two (2) outbound-only ports. - Users are billed based on the peak number Users assigned to an active Dialer skill. - The additional two (2) ports are calculated based on the peak number of allocated dialer ports utilized during the month. Any unused Configured Ports will be billed at the Universal Port cost.
36	Inbound SMS Implementation	ISMI0000	This one time charge is for the configuration of the customer's business unit to accept and route SMS messages to agents. As part of this implementation Verizon will configure scripting that will take the incoming SMS message and route it to the appropriately skilled agent, which includes working with the customer to define the appropriate agent skills for SMS.
37	Inbound SMS Application Setup	ISAS0000	This one time charge is for the procurement and initial configuration of the customers SMS application by the carrier.
38	Inbound SMS Application Platform	ISMP0000	Inbound SMS Application Platform, per Business Unit, which is a prerequisite to a short and/or long code (e.g. items below). The Inbound SMS feature is meant for patrons who wish to initiate an agent conversation via SMS. The following are the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			key product features and components to include: – 2,000 monthly messages included short/long code, carrier surcharges may apply. Messages do not roll over month to month. Supports sending of messages to US destinations only. Messages configured for any other destination will be rejected by the carrier.
39	SMS Short Code Implementation	SHCI0000	Short Message Service (SMS) Custom Short Code Provides premium dedicated (5 or 6 digit) service number, used in large scale mobile messaging. A custom short code is selected by the customer and must be verified for availability by the carrier. Used to initiate from and send messages to destinations in the United States only. This is a component of Inbound and/or Outbound SMS Messaging. This feature will apply for both inbound and/or outbound service. SMS Custom Short Code Implementation provides setup and establishment of a single SMS Custom Short Code for use on a per code basis. Customer will ensure that recipients have provided the requisite consent as may be necessary under the Telephone Consumer Protection Act or similar laws in the State.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
40	SMS Short Code Platform	SCDP0000	SMS Custom Short Code Platform has monthly charge per custom short code in use.
41	SMS Short Code Overage	SMGC0000	SMS Short Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound. This service includes the following: - Service of sending an individual text message out from the Verizon Contact Center platform to a patron - Billed on a per message basis - Service has a customer initiated and auto response to customer opt out replies - Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.
42	SMS Custom Short Code Implementation	SCDI0000	SMS Custom Short Code Implementation provides setup and establishment of a single SMS Custom Short Code for use on a per code basis.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
43	SMS Custom Short Code Platform	CUJM0000	SMS Custom Short Code Platform has monthly charge per custom short code in use.
44	SMS Custom Short Code Overage	SMEP0000	SMS Custom Short Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound. This service includes the following: - Service of sending an individual text message out from the Verizon Contact Center platform to a patron - Billed on a per message basis - Service has a customer initiated and auto response to customer opt out replies - Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.
45	SMS Long Code Implementation	SLCI0000	Provides dedicated, randomly assigned 10-digit telephone number that can carry limited traffic. Used to initiate from and

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			send messages to destinations in the United States only. This is a component of Inbound and/or Outbound SMS Messaging. This feature will apply for both inbound and/or outbound service. SMS Long Code Implementation provides setup and establishment of a single SMS Long Code for use on a per code basis. Customer will ensure that recipients have provided the requisite consent as may be necessary under the Telephone Consumer Protection Act or similar laws in the State.
46	SMS Long Code User Platform	SLCU0000	SMS Long Code User Platform monthly charge per long code in use.
47	SMS Long Code Overage	SLNC0000	SMS Long Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound. This service includes the following: - Service of sending an individual text message out from the Verizon Contact Center platform to a patron

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Billed on a per message basis - Service has a customer initiated and auto response to customer opt out replies - Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.
48	SMS Toll Free Long Code Implementation	IMSL0000	Provides dedicated toll free 10-digit service number randomly assigned. Used to initiate from and send messages to destinations in the United States only. Used with Inbound SMS only. This is a component of Inbound and/or Outbound SMS Messaging. This feature will apply for both inbound and/or outbound service. SMS Toll Free Long Code Implementation provides setup and establishment of a single SMS Toll Free Long Code for use on a per code basis. Customer will ensure that recipients have provided the requisite consent as may be necessary under the Telephone Consumer Protection Act or similar laws in the State.
49	SMS Toll Free Long Code Platform	STLP0000	SMS Toll Free Long Code Platform monthly charge per Toll Free long code in use.
50	SMS Toll Free Long Code Overage	LMTF0000	SMS Toll Free Long Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound. This service includes the following: - Service of sending an individual text message out from the Verizon Contact C - Billed on a per message basis - Service has a customer initiated and auto response to customer opt out replies - Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.
51	Outbound SMS Campaign Implementation	IMTO0000	Outbound SMS is used for contact centers to configure outbound applications to send messages to customers for campaigns including promotions, appointment reminders, and other notices for a broad audience. Outbound SMS Requires the following Components: - Outbound SMS Campaign Implementation

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Outbound SMS Application Setup - Outbound SMS Application Platform - Outbound SMS Per Message - Code (4 available Options) Short Code (Above) Custom Short (Above) Long Code (Above) Toll Free Long (Above). This one-time implementation is to add the long or short code(s) to the Verizon Contact Center system and setup a skill and message template for one campaign. Implementation includes training for supervisor or administrator on how to configure on SMS skill and message template.
52	Outbound SMS Setup	OSIU0000	A one-time charge to setup a Business Unit for Outbound SMS in the carrier's system.
53	Outbound SMS Application Platform	OTAP0000	Outbound SMS Application Platform, per Business Unit, which is a prerequisite to a short and/or long code (e.g. items above). The Proactive Outbound SMS feature is meant for a Customer who wants to initiate proactive messages to their patrons without involving an agent. The following are the key product features and components to include: - 10,000 monthly messages included; short/long code carrier surcharges may apply. Messages do not roll over month to month.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Supports sending of messages to United States destinations only. Messages configured for any other destination will be rejected by the carrier. The following components are required to run at least one successful Outbound SMS Campaign to have at least one Personal Connection user (e.g. Enhanced Agent).
54	Outbound SMS Message Overage	OSMG0000	Outbound SMS Message Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound. This service includes the following: - Service of sending an individual text message out from the Verizon Contact Center platform to a patron - Billed on a per message basis - Service has a customer initiated and auto response to customer opt out replies

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.
55	Outbound Email Package for 100K or 1.5M Plan Implementation	PKNI0000	Outbound Email Campaign Implementation Outbound Email provides the customer with the ability to set up and execute campaigns to send messages to customers for reasons including promotions, appointment reminders, and other frequent notices that might need to be sent to a broad audience. This utilizes Personal Connection (PC) to send one-way email messages to contacts in an email contact list. Every Enhanced Agent contains the Personal Connection User feature. This cannot be combined into the same calling list or cadence as PC voice or SMS contacts. Email can be sent without agent involvement to a list provided by the user and merged with a template. This is a distinct service from the ability to receive and reply to emails as a support channel. The Outbound Email Campaign requires the following components: - Outbound Email Campaign Implementation - Choice of a package size of either 100,000 (100K) or 1,500,000 (1.5M) messages per month

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Per message charges are assessed for overages above amount allocated in the customer's monthly plan. A one-time setup fee to build an email skill and template and configure the customer's email service information in the Verizon Contact Center system. Includes email configuration remote training for a customer administrator.
56	Outbound Email Package 100K Plan	PYGX0000	The ability to send 100K within the monthly plan of outbound proactive agentless email messages.
57	Outbound Email Package 100K Plan Per Message Overage	OUCL0000	Overage charges apply for additional messages above the 100K plan email message plan.
58	Outbound Email Package 1.5M Plan	OJPK0000	The ability to send 1.5M within the monthly plan of outbound proactive agentless email messages.
59	Outbound Email Package 1.5M Plan Per Message Overage	PKOM0000	Overage charges apply for additional messages above the 1.5M plan email message plan.
60	CCGF Virtual Agent - Implementation Small	CGIS0000	The CCGF Digital Customer Experience (CX) product suite, delivered as a Contact Center SaaS cloud-hosted solution, is comprised of several main components that can operate independently or combined to address your solution needs. End users are looking to digital channels

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			such as websites and social media channels to get answers to their questions or perform tasks, preferring self-service models as opposed to making a phone call to a contact center. CCGF Digital CX enables organizations to deploy scalable self-service options to deflect call volumes, as well as solutions to improve quality and efficiency of contact center agents to reduce call times. CCGF Digital CX is made up of the following main components including: CCGF Virtual Agent - A chatbot solution that can be deployed on multiple channels, enabling end user self-service using artificial intelligence to automate a conversation to answer questions and perform tasks on behalf of the organization. CCGF Knowledge Assist - An artificial intelligence driven knowledge management solutions enables contact center agents to locate information quickly and easily, reading from multiple data sources to compile the most relevant and up to date answers so agents can assist their customers. CCGF Live Agent - A live chat solution enables agents to connect directly to end users over digital channels including webchat, social messaging applications, mobile applications and Short Message Service (SMS).

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Social - A social media management solution set designed to help organizations retrieve posts made on public social media channels about their organization or other key topics and using artificial intelligence bring to the forefront the most relevant and actionable posts so digital teams can respond and manage their social media presence within a single application. CRM - A customer relationship management tool that enables contact centers to track customer interaction history with agents, open service tickets, and provides automation of data entry. CRM Quality Assurance - A CRM auditing solution that makes use of Artificial Intelligence to find common data entry errors within customer and case management platforms. Managed Services is included in within the monthly price, which offers CX expertise monitoring the use and performance of solutions, and recommending configuration adjustments to increase capabilities overtime (excluding integrations to third party systems, which would require Implementation Custom). Implementation is required to deploy each of the components (e.g. CCGF Virtual Agent, CCGF Knowledge Assist, etc.). Digital CX can be sold with other Contact Center services or as a standalone service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Implementation is required to deploy a CCGF Virtual Agent, per business unit. Implementation size is determined by number of use cases (tasks or inquiry types for the CCGF Virtual Agent to perform), number of supported languages the CCGF Virtual Agent will communicate in, number of channels the CCGF Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement. CCGF Virtual Agent - Small Implementation includes: - Deployed on up to 3 channels - 1 supported language - Configuration of up to 20 use cases - Integration with external systems through Standard or Verizon Connectors only
61	CCGF Virtual Agent - Implementation Medium	CGIM0000	Implementation is required to deploy a CCGF Virtual Agent, per business unit. Implementation size is determined by number of use cases (tasks or inquiry types for the CCGF Virtual Agent to perform), number of supported languages the CCGF Virtual Agent will communicate in, number

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			of channels the CCGF Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement. CCGF Virtual Agent - Medium Implementation includes: - Deployed on up to 5 channels - Supported on up to 3 languages - Configuration of up to 60 use cases
62	CCGF Virtual Agent - Implementation Large	CGIL0000	Implementation is required to deploy a CCGF Virtual Agent, per business unit. Implementation size is determined by number of use cases (tasks or inquiry types for the CCGF Virtual Agent to perform, number of supported languages the CCGF Virtual Agent will communicate in, number of channels the CCGF Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			CCGF Virtual Agent - Large Implementation includes: - Deployed on up to 6 channels - Supported on up to 5 languages - Configuration of up to 90 use cases
63	CCGF Virtual Agent Up to 100k sessions	CFVR0000	The CCGF Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business unit. If the monthly included quantity is exceeded, a per session overage fee will be applied. A session is an interaction with a unique user on a single channel. This tier includes up to 100k sessions, and the per session overage fee is outlined in the CCGF Virtual Agent Over 100k sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Package (small, medium, or large) Optional features, not included in this charge, that may accompany this line item include: - CCGF Virtual Agent - Third- party API Up to 100k sessions

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- SMS/MMS
64	CCGF Virtual Agent Up to 500k sessions	VJKN0000	The CCGF Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business unit. If the monthly included quantity is exceeded, a per session overage fee will be applied. A session is an interaction with a unique user on a single channel. This tier includes up to 500k sessions, and the per session overage fee is outlined in the CCGF Virtual Agent Over 500k sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Package (small, medium, or large) Optional features, not included in this charge, that may accompany this line item include: - Third-party API - SMS/MMS
65	CCGF Virtual Agent Up to 1M sessions	CFGA0000	The CCGF Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business unit. If the monthly included quantity is exceeded, a per session overage fee will be applied. A session is an interaction with a unique user on a single channel. This tier

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			includes up to 1M sessions, and the per session overage fee is outlined in the CCGF Virtual Agent Over 1M sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Package (small, medium, or large) Optional features, not included in this charge, that may accompany this line item include: - Third-party API - SMS/MMS
66	CCGF Virtual Agent Overage Over 100k sessions	COVU0000	CCGF Virtual Agent Overage - Over 100k sessions is required when ordering the CCGF Virtual Agent Up to 100k sessions feature, per business unit. Any sessions occurring within the month that exceed 100k sessions will be subject to the per session overage fee. Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 100k sessions
67	CCGF Virtual Agent Overage Over 500k sessions	CLRO0000	CCGF Virtual Agent Overage - Over 500k sessions is required when ordering the CCGF Virtual Agent Up to 100k sessions feature, per business unit. Any sessions occurring within the month that exceed

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			500k sessions will be subject to the per session overage fee. Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 500k session
68	CCGF Virtual Agent Overage Over 1M sessions	CVRG0000	CCGF Virtual Agent Overage - Over 1M sessions is required when ordering the CCGF Virtual Agent Up to 1M sessions feature, per business unit. Any sessions occurring within the month that exceed 100k sessions will be subject to the per session overage fee. Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 1M sessions
69	CCGF Virtual Agent - Third-party API Up to 100k sessions	VTLC0100	An optional add-on to the CCGF Virtual Agent, enterprise customers may elect to use third-party API as part of their CCGF Virtual Agent solution, per business unit. This may include third- party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply. Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 100k sessions CCGF Virtual Agent Overage Over 100k sessions
70	CCGF Virtual Agent - Third-	VTLC0500	An optional add-on to the CCGF Virtual Agent, enterprise customers may elect to use third-party API as part of their CCGF

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	party API Up to 500k sessions		Virtual Agent solution, per business unit. This may include third- party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply. Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 500k sessions CCGF Virtual Agent Overage Over 500k sessions
71	CCGF Virtual Agent - Third-party API Up to 1M sessions	TYAP0000	An optional add-on to the CCGF Virtual Agent, enterprise customers may elect to use third-party API as part of their CCGF Virtual Agent solution, per business unit. This may include third- party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply. Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 1M sessions CCGF Virtual Agent Overage Over 1M sessions
72	CCGF Knowledge Assist - Implementation Standard Fixed Priced Implementation	KNWI0000	CCGF Knowledge Assist Delivered as SaaS, cloud-hosted solution, this knowledge management solution enables agents' quick access to an organization's knowledge and data sources through a single interface as they are assisting customers. Knowledge Assist uses

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Artificial Intelligence to compile responses to agent inquiries from system integrations, web-crawling (reading) of internal and external websites, and authored content. Agents can ask questions of Knowledge Assist using natural language without having to memorize specific search terms. Reporting provides administrators with insights on what agents are searching for and alerts them of gaps in the knowledge content. Implementation is required to deploy the CCGF Knowledge Assist platform, per business unit, and consist of the following activities: - Provision environment - Provide access credentials - Configuration and Integration services to customer systems - Training to customer administrators, content creators, and authors to pull in existing content and author new content - Testing and User Acceptance Testing plan
73	CCGF Knowledge Assist 1 - 250 agents	KKS10250	Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 1- 250 agents ordered. Included in the monthly price is

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: CCGF Knowledge Assist - Additional Languages
74	CCGF Knowledge Assist 251-500 agents	KKSIO500	Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 251-500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			CCGF Knowledge Assist - Additional Languages
75	CCGF Knowledge Assist 501-750 agents	KKS10750	Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 501-750 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: CCGF Knowledge Assist - Additional Languages
76	CCGF Knowledge Assist 751-1000 agents	KKS11000	Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 751-1000 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: CCGF Knowledge Assist - Additional Languages
77	CCGF Knowledge Assist 1001-1500 agents	KKS11500	Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 1001-1500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: CCGF Knowledge Assist - Additional Languages

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
78	CCGF Knowledge Assist 1501-2500 agents	KKSI2500	Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 1501-2500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: CCGF Knowledge Assist - Additional Languages
79	CCGF Knowledge Assist 2501-5000 agents	KKSI5000	Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 2501-5000 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: CCGF Knowledge Assist - Additional Languages
80	CCGF Knowledge Assist 5001-7500 agents	KKSI7500	Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 5001-7500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: CCGF Knowledge Assist - Additional Languages
81	CCGF Knowledge Assist	KNSI7501	Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools,

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	7501 and up agents		and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 7501 and up agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: CCGF Knowledge Assist - Additional Languages
82	CCGF Knowledge Assist - Additional Language Each additional language	KNAD0000	Optionally, CCGF Knowledge Assist may be offered in additional languages for a per language per monthly fee, per business unit. CCGF Knowledge Assist is available in the following languages: English US, English UK, Spanish, French, French Canada, Portuguese, German, Italian, Dutch, Austrian, Polish, Hungarian, Greek, Chinese, and Korean. Dependencies: - Implementation - CCGF Knowledge Assist
83	CCGF Live Agent - Implementation	LSIM0000	Delivered as SaaS, cloud-hosted solution, this live chat solution enables agents to

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Standard Fixed Priced Implementation		connect directly to customers over digital channels including webchat, social messaging applications, mobile applications, and Short Message Service (SMS). Live agent supports textual chat communication, as well as voice and video over web real-time communications (Web RTC). It can optionally be paired with the CCGF Virtual Agent feature to serve as an escalation to a human agent to take over the interaction, while passing over full context of the CCGF Virtual Agent interaction to the human agent. Implementation is required to deploy the CCGF Live Agent platform, per business unit, and consist of the following activities: - Provision environment - Provide CCGF Live Agent widget for deployment/customization by Customer on end channels - Configuration and Integration services to customer systems - Configuration of routing rules - Training to customer administrators - Testing and User Acceptance Testing plan
84	CCGF Live Agent Per connected channel type	LICH0000	CCGF Live Agent is an agent interface and web real-time communications (Web RTC) connection for an end user to interact with

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	(textual chat, voice, video)		a human agent via chat, voice, or video as further described below. Customers can select to connect 1, 2, or 3 channel types of textual chat, voice, or video for a per connection type monthly fee, per business unit. Dependencies: - Implementation - CCGF Live Agent Text Per minute actual usage (when using textual chat) - CCGF Live Agent Voice Per minute actual usage (when using voice over WebRTC) - CCGF Live Agent Video Per minute actual usage (when using video over WebRTC) Optional features, not included in this charge, that may accompany this line item include: - CCGF Live Agent Co-Browse
85	CCGF Live Agent - Co-Browse Flat monthly	LAGF0000	CCGF Live Agent Co-browse is an optional feature, and can be used with any of the CCGF Live Agent channels textual chat, voice, and video and provides the ability for a human agent to co-browse (screenshare) on website to assist end-users to navigate or perform a desired function. Dependencies: - Implementation - CCGF Live Agent Per Connected Channel Type (minimum 1 channel)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- CCGF Live Agent Text Per minute actual usage (when using textual chat) - CCGF Live Agent Voice Per minute actual usage (when using voice over WebRTC) - CCGF Live Agent Video Per minute actual usage (when using video over WebRTC)
86	CCGF Live Agent - Text Per session actual usage	LVAU0000	CCGF Live Agent used for textual chat on web applications, social messaging applications, or within a mobile application will incur per session usage charge, per business unit. Dependencies: - Implementation - CCGF Live Agent Per Connected Channel Type (textual chat enabled) Optional features, not included in this charge, that may accompany this line item include: - SMS/MMS
87	CCGF Live Agent - Voice Per minute actual usage	LVCP0000	CCGF Live Agent used for voice using WebRTC on web applications, social messaging applications, or within a mobile application will incur per minute usage charge, per business unit. Dependencies: - Implementation - CCGF Live Agent Per Connected Channel Type (voice enabled)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
88	CCGF Live Agent - Video Per minute actual usage	LIAU0000	CCGF Live Agent used for video using WebRTC on web applications, social messaging applications, or within a mobile application will incur per minute usage charge, per business unit. Dependencies: - Implementation - CCGF Live Agent Per Connected Channel Type (video enabled)
89	CCGF Social - Implementation Standard Fixed Priced Implementation	SCFN0000	CCGF Social Intelligence provides a listening and engagement module to bring together public consumer social media posts of interest, as defined by the organization across social media channels into a single dashboard. Using natural language processing, it provides sentiment tracking, identifies important influencers, associates, and trending alerts to the forefront so digital teams can route and manage large CCGF Social volumes to appropriate team members and engage constituents appropriately. CCGF Social Intelligence is required when ordering from Social product suite, while CCGF Social Command Center and CCGF Social Outbound Campaigns are optional add-ons. CCGF Social Command Center provides real-time aggregated data analysis of social posts, as configured by the organization, to provide insights on global trends, post-performance, geographical and other demographic details so data

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			teams can determine where, how, and what constituents feel about their organization. CCGF Social Outbound campaigns are used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Implementation is required to deploy CCGF Social Intelligence, CCGF Social Command Center, and CCGF Social Outbound Campaigns, per business unit. CCGF Social Intelligence and CCGF Social Command Center are a fixed priced standard implementation, while CCGF Social Outbound Campaigns is not included and will require a custom separate professional services engagement. Activities involved with the CCGF Social Intelligence/CCGF Social Command Center implementation include: - Provision environment - Provide access credentials - Configuration and Integration services to customer systems - Training to customer administrators, content creators, and authors to pull in existing content and author new content

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Testing and User Acceptance Testing plan
90	CCGF Social Intelligence up to 50K social posts	SCLN0050	CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 50k public social media posts per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
91	CCGF Social Intelligence up to 250K social posts	SCLN0250	CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 250k public social media posts per month, per business unit.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
92	CCGF Social Intelligence up to 1M social posts	SCNL0001	CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 1M public social media posts per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
93	CCGF Social Intelligence up to 5M social posts	SCNL0005	CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 5M public social media posts per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
94	CCGF Social Intelligence up to 10M social posts	SCNL0010	CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 10M public social media posts per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- CCGF Social Historical Data Analysis
95	CCGF Social Intelligence up to 15M social posts	SCNL0015	CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 15M public social media posts per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
96	CCGF Social Intelligence up to 20M social posts	SCNL0020	CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 20M public social media posts per month, per business unit. Dependencies: Implementation

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
97	CCGF Social Intelligence up to 30M social posts	SCNL0030	CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 30M public social media posts per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
98	CCGF Social Intelligence up to 40M social posts	SCNL0040	CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 40M public social media posts per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - Social Historical Data Analysis
99	CCGF Social Intelligence up to 50M social posts	SCNL0050	CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 50M public social media posts per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Social Historical Data Analysis
100	CCGF Social Intelligence up to 75M social posts	SCNL0075	CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 75M public social media posts per month, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - Social Historical Data Analysis
101	CCGF Social Intelligence up to 1B social posts	SCNB0000	CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 1B public social media posts per month, per business unit. Dependencies: Implementation

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
102	CCGF Social Command Center up to 50K social posts	CRCG0050	CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
103	CCGF Social Command Center up to 250K social posts	CRCG0250	CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
104	CCGF Social Command Center up to 1M social posts	SSCS0001	CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
105	CCGF Social Command Center up to 5M social posts	SSCS0005	CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit. Dependencies:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
106	CCGF Social Command Center up to 10M social posts	SSCS0010	CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- CCGF Social Historical Data Analysis
107	CCGF Social Command Center up to 15M social posts	SSCS0015	CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
108	CCGF Social Command Center up to 20M social posts	SSCS0020	CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
109	CCGF Social Command Center up to 30M social posts	SSCS0030	CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
110	CCGF Social Command Center up to 40M social posts	SSCS0040	CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
111	CCGF Social Command Center up to 50M social posts	SSCS0050	CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
112	CCGF Social Command Center up to 75M social posts	SSCS0075	CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
113	CCGF Social Command Center up to 1B social posts	SSCC0000	CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			will provide analysis on the corresponding data, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Outbound Campaigns - CCGF Social Historical Data Analysis
114	CCGF Social Outbound Campaign up to 50K social posts	SNYO0050	CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis
115	CCGF Social Outbound Campaign up to 250K social posts	SNYO0250	CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis
116	CCGF Social Outbound	SOTM0001	CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Campaign up to 1M social posts		marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis
117	CCGF Social Outbound Campaign up to 5M social posts	SOTM0005	CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Social Outbound Campaigns, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis
118	CCGF Social Outbound Campaign up to 10M social posts	SOTM0010	CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis
119	CCGF Social Outbound Campaign up to 15M social posts	SOTM0015	CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis
120	CCGF Social Outbound	SOTM0020	CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Campaign up to 20M social posts		marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis
121	CCGF Social Outbound Campaign up to 30M social posts	SOTM0030	CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Social Outbound Campaigns, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis
122	CCGF Social Outbound Campaign up to 40M social posts	SOTM0040	CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis
123	CCGF Social Outbound Campaign up to 50M social posts	SOTM0050	CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis
124	CCGF Social Outbound	SOTM0075	CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Campaign up to 75M social posts		marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis
125	CCGF Social Outbound Campaign up to 1B social posts	SOTB0001	CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Social Outbound Campaigns, per business unit. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence Optional features, not included in this charge, that may accompany this line item include: - CCGF Social Command Center - CCGF Social Historical Data Analysis
126	CCGF Social Intelligence - Historical Data Analysis up to 1M social posts mined	CLHM0001	An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence - CCGF Social Command Center
127	CCGF Social Intelligence - Historical Data Analysis up to 5M social posts mined	CLHM0002	An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- CCGF Social Command Center
128	CCGF Social Intelligence - Historical Data Analysis up to 10M social posts mined	CLHM0003	An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence - CCGF Social Command Center
129	CCGF Social Intelligence - Historical Data Analysis greater than 10M social posts mined	CLHM0004	An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization. Dependencies: - CCGF Social Intelligence Implementation - CCGF Social Intelligence
130	CCGF Connector - Implementation Standard Fixed Priced Implementation	CSJF0000	CCGF Connectors Provides a standard integration between the CCGF Digital CX features and third party or Verizon products and are charged by number of agents making use of the connector in any given month. Implementation is required if the connector will make use of voice or video via Integrated Softphone WebRTC. Implementation for connectors are required if the connector will make use of

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			the voice or video via Integrated Softphone WebRTC and will involve the following activities: - Apply the connector integration between CCGF Digital CX and third party or Verizon products - Provide widget for deployment/customization by Customer on end channels - Testing and User Acceptance Testing plan
131	CCGF Standard Connectors Per Agent connected actual usage	CLSA0000	Connectors provide a software integration between the CCGF Digital CX product features and 3rd party applications, as available. Dependencies: One of the following - CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CRM Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities The feature is charged a maximum of one time per month when a user requests at least (1) CCGF Standard Connectors in a month
132	CCGF VZ Connectors Per Agent	CPVA0000	Connectors provide a software integration between the CCGF Digital CX product features and the following Verizon product offerings:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	connected actual usage		- Virtual Contact Center (VCC) Dependencies: One of the following - CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CRM Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities
133	CCGF Connector - Voice Per minute actual usage	CCVC0000	Optional, voice over Integrated Softphone WebRTC can be used to facilitate voice communication between agents and end users for a per minute usage charge. Dependencies: - One of the following: CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CCGF CRM - Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities - Standard or Verizon Connector Per Agent
134	CCGF Connector - Video Per minute actual usage	CCNV0000	Optional, video over Integrated Softphone WebRTC can be used to facilitate video communication between agents and end users for a per minute usage charge. Dependencies: - One of the following: CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CCGF CRM

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities - Standard or Verizon Connector Per Agent
135	CCGF SMS - Implementation Per Code	CSMI0000	CCGF Short Message Service (SMS)/CCGF Multimedia Message Service (MMS) SMS and MMS can optionally be used with the Virtual Agent, Live Agent, and/or Connector solutions to facilitate communication with end users over the SMS/MMS channel. A per SMS/MMS code implementation fee is required unless the Customer brings their own SMS/MMS code from a third party provider. Usage and operating charges apply as described in this section. This service is only available within the United States. Implementation for SMS/MMS is required if Verizon provides the SMS code for the customer and charged as a per SMS code.
136	CCGF SMS - US-based Per SMS	CCGS0000	Short Message Service (SMS) is only available within the United States, and charges a per SMS message inbound and outbound usage fee. End users may experience additional SMS charges separately by their cell phone provider. Dependencies: - CCGF Virtual Agent, CCGF Live Agent, or CCGF Connector - If Verizon provided SMS code, Implementation

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- SMS Operating Charge
137	CCGF MMS - US-based Per MMS	CCGM0000	Multimedia Message Service (MMS) is only available within the United States, and charges a per MMS message inbound and outbound usage fee. End users may experience additional MMS charges separately by their cell phone provider. Dependencies: - CCGF Virtual Agent, CCGF Live Agent, or CCGF Connector - SMS - US-based - If Verizon provided SMS code, Implementation - MMS Operating Charge
138	CCGF SMS/MMS Operating Charge Per SMS or MMS	CSMO0000	A per SMS/MMS Operating Charge will apply for each inbound and outbound SMS/MMS Dependencies: - CCGF Virtual Agent, CCGF Live Agent, or CCGF Connector - If Verizon provided SMS code, Implementation - SMS US-based
139	CCGF CRM - Implementation Standard Fixed Priced Implementation	CCRI0000	CCGF CRM CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, interaction history, helps guide agent

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			actions, and provides automation and simplification of common tasks and data entry. Implementation is required to deploy CRM, per business unit. Activities involved with the CRM implementation include: - Provision environment - Provide access credentials - Configuration and Integration services to customer systems - Training to customer administrators - Testing and User Acceptance Testing plan
140	CCGF CRM 1 - 250 agents	CCGC0001	CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance
141	CCGF CRM 251 - 500 agents	CCGC0002	CRM is a customer engagement CRM tool that allows contact center staff to quickly

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance
142	CCGF CRM 501 - 750 agents	CCGC0003	CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance
143	CCGF CRM 751 and up agents	CCGC0004	CRM is a customer engagement CRM tool that allows contact center staff to quickly

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit. Dependencies: Implementation Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance
144	CCGF CRM - Data Center Geographic Redundancy 1 - 250 agents	CCGR0001	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit. Dependencies: - CRM Implementation - CRM
145	CCGF CRM - Data Center Geographic Redundancy 251 -500 agents	CCGR0002	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Dependencies: - CRM Implementation - CRM
146	CCGF CRM - Data Center Geographic Redundancy 501 - 750 agents	CCGR0003	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit. Dependencies: - CRM Implementation - CRM
147	CCGF CRM - Data Center Geographic Redundancy 751 and up agents	CCGR0004	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit. Dependencies: - CRM Implementation - CRM
148	CCGF CRM Quality Assurance - Implementation	CAYC0000	CCGF CRM Quality Assurance CRM Quality Assurance automates the auditing of CRM case data to help contact center teams generate clean, accurate customer data. It uses AI to identify and help address systemic issues such as

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			training weaknesses and under-performing agents, and integrates with the leading CRM solutions. Implementation is required to deploy CRM Quality Assurance, per business unit. Activities involved with the CRM Quality Assurance implementation include: - Provision environment - Provide access credentials - Configuration and Integration services to customer systems including CRM - Training to customer administrators - Testing and User Acceptance Testing plan
149	CCGF CRM Quality Assurance - Up to 1 - 10,000 cases per month	CYQA0001	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation
150	CCGF CRM Quality Assurance - Up to 10,000 - 49,999 cases per month	CYQA0002	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation
151	CCGF CRM Quality	CYQA0003	The CRM Quality Assurance feature is priced based on the number of cases the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Assurance - Up to 50,000 - 99,999 cases per month		system should review and check for potential data errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation
152	CCGF CRM Quality Assurance - Up to 100,000 - 149,999 cases per month	CYQA0004	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation
153	CCGF CRM Quality Assurance - Up to 150,000 - 199,999 cases per month	CYQA0005	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation
154	CCGF CRM Quality Assurance - Up to 200,000 cases and up per month	CYQA0006	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit. Dependencies: - CRM Quality Assurance Implementation
155	Feedback Management Voice of the	FMVC0000	Feedback Management VoC (Basic per BU)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Customer (VoC) (Basic) Implementation		Feedback Management Platform provides single out-of-box post interaction survey that delivers in-depth out of box analytics and benchmarking capabilities -The VoC Basic option provides no customization to the out of box survey or reports. Implementation of Feedback Management VoC Basic for 1 channel (either of IVR, Email, Web Intercepts, or Chat) -Implementation includes: -Setup of an out of box single survey on one channel with corresponding reports -Unlimited access to online self-guided training -VoC Basic offers no customization -Billed as a one-time (non-recurring) charge
156	Feedback Management VoC (Basic) - Per Survey	FMPR0000	Feedback Management VoC (Basic per BU) Feedback Management Platform provides single out-of-box post interaction survey that delivers in-depth out of box analytics and benchmarking capabilities -The VoC Basic option provides no customization to the out of box survey or reports.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			-Key product features & components: -Ability to trigger Post Call Surveys Via channel (IVR, Email, Web Intercepts, Chat) depending on channel(s) purchased -Unlimited named users -1 channel is included -No Power User can be purchased as survey customization is not allowed Billed as a monthly recurring charge per contracted rate with up to 750 survey responses included. -Beyond the 750-response included, an Overage rate for each extra response is applied with the Feedback Management (Management) Additional Survey Response feature at contracted rate
157	Feedback Management Additional Survey Response	FSRP0000	Feedback Management Additional Survey Response The survey responses can be collected on any channel configured on the platform. -Key product features & components:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			-Ability to use responses to create dashboards and reports for different roles -Ability to create alerts and notification on responses for close loop process -Export response out of the application using scheduled jobs or APIs -Billed monthly based on total number of survey's received for each channel beyond surveys included with the Feedback Management VoC (Basic or Agent) feature.
158	Feedback Management VoC Enhanced - Implementation	FDMV0000	Feedback Management VoC Provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities. Implementation of Feedback Management VoC for one channel (either IVR, Email, Web Intercepts, or Chat) is billed as a one-time (non-recurring) charge. -Implementation includes: -Setup of a single survey on one channel (additional channels incur additional non-recurring implementation charges per channel) -Configuring alerts, notifications & escalation workflows

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			-Set up 2 dashboards -Provide 3 hours of training for Power Users on how to use and navigate the system -Power Users should complete the NPX platform training prior
159	Feedback Management VoC Enhanced - Per User	FMVU0000	Feedback Management VoC Provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities. - Key product features & components: - Ability to survey via the following channels: (IVR, Email, SMS, Web Intercepts, Chat) depending on channel(s) implemented - Workflows to perform and measure follow-up actions - Ability to share dashboards and send PDF reports - Provides out-of-box advanced VoC analytics - 1 Power User per BU is included - Billed monthly based on number of agents with responses during the month. - Includes 30 responses per agent across all channels per month. Overage rate is applied per Feedback Management

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Additional Survey Response at contracted rate - Must choose channel(s), ordered separately - Minimum 50 agent licenses must be purchased.
160	Feedback Management Additional Channel Build	FCBA0000	Feedback Management Additional Channel Build The managed services team will build the survey on selected survey channel - Build includes: 1 survey build on the new additional survey channel of choice (IVR, Email, Chat, Web Intercept) - Configure the dashboard for reporting - Billed as a one-time (non-recurring) charge
161	Feedback Management Additional Survey Build	FSBA0000	Feedback Management Additional Survey Build The managed services team will build and additional survey - Build includes: - 1 Survey build of choice (IVR, Email, Chat, Web Intercept) on existing channel

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Configure the dashboard for reporting - Billed as a one-time (non-recurring) charge
162	Feedback Management Speech to Text Implementation (per BU)	FSPN0000	Feedback Management Speech to Text (per BU) Implementation of Feedback Management Speech to Text, billed as a one-time (non-recurring) charge, includes the Setup of IVR surveys that can have verbatims transcribed to text.
163	Feedback Management Speech to Text (per BU)	FSTM0000	Feedback Management Speech to Text (per BU) IVR surveys can have verbatims transcribed to text with Sentiment analysis applied to it. -Monthly recurring charge feature includes Up to 7500 transcribed responses before overage is applied -Overage beyond what is included will be billed monthly at the contracted rate for Feedback Management Additional Speech To Text Comments (per Survey)
164	Feedback Management Additional	FSPT0000	Feedback Management Additional Speech To Text Comments (per Survey)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Speech To Text Comments		IVR surveys can have verbatims transcribed to text with Sentiment analysis applied to it. - Ability to trigger alerts and notifications to specified people when a predefined criteria for a survey response is met. - Key words identified in the Speech to Text Transcription can be used in defining the alert criteria. Billed monthly based on total verbatim transcription responses beyond the 7500 included with the Feedback Management Speech to Text (per BU) monthly recurring charge.
165	Feedback Management Text Analytics Implementation (per BU)	FTXN0000	Feedback Management Text Analytics (per BU) Ability to use workflow logic for alert, notifications and escalation based on the context in the survey text comments Implementation of Feedback Management Automated Text Analytics is billed as a one-time (non-recurring) charge - Implementation includes:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Setup and configuration of the automated Text Analytics Tags - Set up of the alerts, notification rules - Training for the power user on tag management
166	Feedback Management Text Analytics (per BU)	FTXM0000	Feedback Management Text Analytics (per BU) Ability to use workflow logic for alert, notifications and escalation based on the context in the survey text comments -Monthly recurring charge feature includes Up to 7500 text tagging comments before overage is applied -Overage beyond what is included will be billed monthly at the contracted rate for Feedback Management - Additional Text Analytics per (Email/pop up/Chat) Response text tagging comments feature
167	Feedback Management - Additional Text Analytics per (Email/pop up/Chat) Response text tagging comments	FTNA0000	Feedback Management - Additional Text Analytics per (Email/pop up/Chat) Response text tagging comments Billed monthly based on total Additional Text Analytics Tagging Comment beyond the 7500 included with the Feedback

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Management Text Analytics monthly recurring charge.
168	Feedback Management Auto Translate (per BU)	FMTR0000	Feedback Management Auto Translate (per BU) Ability to translate the survey text comments from various languages supported by Google Translation API to English -Monthly recurring charge feature includes Up to 7500 response text comments before overage is applied -Overage beyond what is included will be billed monthly at the contracted rate for Feedback Management - Additional Auto Translate per (Email/pop up/Chat) Response text comment feature.
169	Feedback Management - Additional Auto Translate per (Email/pop up/Chat) Response text comment	FTRA0000	Feedback Management - Additional Auto Translate per (Email/pop up/Chat) Response text comment Billed monthly based on total Additional Auto Translate Response Text Comments beyond the 7500 included with the Feedback Management Auto Translate (per BU) monthly recurring charge.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
170	Feedback Management API Connector Implementation	FMCN0000	Feedback Management API Connector Using the API Connector, the customer integrates Feedback Management with a single CRM application (either Salesforce or MS Dynamics). Implementation of CXone Feedback Management API Connector is billed as a one-time (non-recurring) charge - Implementation includes: - Professional Services help to configure the connector to a single CRM application - The customers IT will need to open the APIs to allow for the connection
171	Feedback Management API Connector	FMCM0000	Feedback Management API Connector Using the API Connector, the customer integrates Feedback Management with a single CRM application (either Salesforce or MS Dynamics). - Key product features & components: - One way or two-way integration mapped to post-interaction survey

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Unlimited data transfer between the two systems (Feedback Management and the CRM) - Will require IT support to configure the API connector - Billed as monthly recurring charge per the contracted quantity and rate
172	Feedback Management Additional Power User	FPWR000	Feedback Management Additional Power User Feedback Management VoC per Agent includes 1 Power User. This additional Power User charge is Per configured Power User above the 1 included in Feedback Management VoC per agent. - note: Power Users are not available with Feedback Management VoC Basic. The power user will be able to create surveys and assign roles and permissions - Key product features & components: - Ability to create surveys - Assign roles and permissions

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Build custom dashboard for all general users - Billed monthly per the contracted quantity and rate per each configured Power User.
173	Feedback Management Additional Application Language English	FBKE0000	Feedback Management Additional Application Language The platform comes with one default primary application language, this feature provides additional application languages, as needed Provides the option to configure the application to work in an additional different language based on user's preference -Key product features & components: -Ability to enable additional application language -Users can set their preferred application language -Billed monthly based on number of enabled application languages in the month

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
174	Feedback Management Additional Application Language Spanish	FBKS0000	Feedback Management Additional Application Language
175	Feedback Management Additional Application Language French	FBKF0000	Feedback Management Additional Application Language
176	Feedback Management Additional Application Language German	FBKG0000	Feedback Management Additional Application Language
177	Feedback Management Additional Application Language Japanese	FBKJ0000	Feedback Management Additional Application Language
178	Feedback Management Academy and Research Access	ACRA0000	Feedback Management Academy and Research Access Provides access to the Benchmarks and Certification and training side of the platform

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Key product features & components: - Access to the Annual benchmarks for Business-Business and Business-Consumer - NPX Education and Certification - NPS education - Billed as monthly recurring charge
179	Virtual Call Back (VCB) - Mindful Professional Platform	CPRL0000	Onboarding Fee - Provisioning of the service. • Provisioning of organization - admin user added • Getting Started Guide and Help Center • CBTs - 3 users/45 days • Dedicated Technical Resource for 30-day assistance - onboard, co-build and co-deploy • Provisioning of phone numbers • Business Review - at 30 days then quarterly • Best Practices Review • VHT Support - 24x7 for Requests/Trouble Tickets via email or phone • Test call up to three numbers, once per weekday
180	Virtual Call Back (VCB) - Mindful Enterprise Platform	CLEN0000	Onboarding Fee - Provisioning of service. • Provisioning of organization - admin user added • Getting Started Guide and Help Center • CBTs - 3 users/45 days • Dedicated Technical Resource for 45-day deployment - onboard, build, and test

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Provision of phone numbers • Business Review - at 30 days then quarterly • Best Practices Review • VHT Support - 24x7 for Requests/Trouble Tickets via email or phone • Test call up to three numbers, once per weekday • Management of system for one year including Moves, Adds, or Changes
181	Virtual Call Back Commitment Plan – First Conversation	CLCP0000	Conversations are defined as a request for callback where the end customer chooses to receive a single callback. Includes one committed call back per month
182	Virtual Call Back Overage – Per Additional Conversation	CLOR0000	Conversations are defined as a request for callback where the end customer chooses to receive a single callback. Variable consumption charge for the number of call backs over the first committed call.
183	Pindrop - Inbound Anti-Fraud and Authentication (IAA) service	IASP0000	Pindrop – Commitment charge for inbound Anti-Fraud and Authentication (IAA) Service. Includes one committed call. Charged for one call.
184	Pindrop - Usage charge for IAA service	IAAU0000	Variable consumption charge for the number of calls over the first call.
185	Pindrop - Advisory service for IAA service	IAAI0000	Pindrop Advisory services are required to support Pindrop Inbound Anti-Fraud and Authentication Service (IAA)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Advisory Services enables Training, Consulting, Optimization and Insights capability. • Services Include ○ Conference calls to discuss operationalization, Operation inquiries and documentation instruction ○ Analysis based on accuracy monitoring and enhanced support calls. ○ Three consulting sessions focused on design flow, integration and training. ○ Monthly Accuracy Performance Reviews. ○ Monthly Peer Benchmarking. Customer's use of this service is limited to processing calls made to Customer-designated phone numbers intended for use by California residents and using the outputs from the services for each call processed directly available via the outbound APIs and/or standard export functionality for the services (such as the fraud risk score or authentication "score") solely for the Customer's internal business purposes of performing phone number fraud verification and/or authentication on the processed calls (e.g., not for credit decisioning purposes or to determine a consumer's eligibility for credit or insurance nor any other purpose rights), with such access and use taking place in California.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Customer will not manually enter and/or import any data into the services that would violate Payment Card Industry Data Security Standard (PCI DSS). Permitted use of the services includes collection, use, processing and retention of Customer and Customer's callers' personal information (and combination of that data with personal information from other clients) and the services outputs by Contractor, its subcontractors and subprocessors (1) as reasonably necessary to detect data security incidents, or protect against fraudulent or illegal activity, including as party of Contractor's "fraud database"; (2) for detecting security incidents and protecting against malicious, deceptive, fraudulent or illegal activity (including populating the fraud database); and (3) for assisting in the authentication of Customer's callers, as well as is reasonably necessary in support of any other valid processing purposes that are part of or relevant to the services. Permitted use of the services includes collection, use, recording, hosting, transmitting, processing and retention of (1) State Data as necessary to provide, maintain and support the services for Customer by Contractor; and (2) usage,

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			statistical, caller phone number and other log data and outputs to maintain, develop, manage, administer and improve Contractor's and its subcontractors and subprocessors' products and services, including the services, during and after the subscription term. For each call that Customer tags as fraud via the services, permitted use of State Data includes contribution of certain State Data and related outputs (e.g., phone number, metadata and fraud score) to a Contractor proprietary database that includes call data for confirmed fraud calls (i.e., the "fraud database") that is used by Contractor and the services to identify, monitor and track phone-based fraud and suspicious transactions or passively authenticating a caller for the benefit of Customer, Contractor's and its subcontractor's existing or future customers and other of Contractor's consortium members during and after the subscription term. The service includes the use, maintenance, disclosure and retention by Contractor and its subcontractors and subprocessors of aggregate data and deidentified data relating to Customer personal information or derived from the services for the purpose of providing the services, improving its and

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			their operations, and enhancing the features, functions, and performance of the services and general marketing purposes during and after the subscription term. Customer will, on behalf of itself and Contractor as its service provider, provide all consumer notices and disclosures and obtain consents in compliance with applicable laws with respect to all State Data and all outputs from the services. Examples of outputs created by the services include scoring metrics, data or reasons for a scoring metric provided by Contractor proprietary processes, including statistical and audio models, intended to predict the likelihood of a phone transaction being fraudulent or suspicious or from someone other than an authenticated caller), call heuristics, Toneprint™, Phoneprint™, DTMF, device features (such as digital signal data) call recordings and voice features that are derived by the services during and after analysis of a call. The services include the outputs, configurations and customizations and all customized reports, which are both proprietary and confidential to Contractor and its subcontractors and are all elements of Contractor's standard commercial offering of the services. Standard commercial offerings are not State Data, developments, derivative works and/or

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Work Product as those terms are used under the CALNET DNCS Contract and no portion of the services are specific or uniquely adapted to the Customer.
186	IPCC Media Forking	MIPC0000	Media Forking replicates call data which is securely sent to required advanced application providers. Media Forking is usage based and priced per minute.
187	Global Package - 6 Digital Omnichannel Agent - Implementation Fees	OMCI0000	Global Package 6 Implementation Bundle cares for the deployment, configuration and training for ALL the feature functionality included with the appropriate Bundle selection with the initial deployment. NOTE: If customer elects to not implement certain included capabilities, the charge is not reduced, but they will have 30 business days after the initial cutover to request to additional deployment of the full functionality. Bundle Package implementations include the following: - Single Business Owner and single set of contact center requirements - Included 50 Users - - 50 Points of Contact 20 Menu/Sub-Menu Options - Place in queue announcement only - English language support only - CXOne Audio Recording Advanced - Timeline to deploy 35 Business Days

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Online Customer Training via Verizon Customer Training and Development - Single Go Live / Billing Activation Date - 1 Cutover for each contact type - Post Cutover Support 3 business days 1 Call Center & 5 Voice Agent packages are Voice only solutions. Implementation Non-recurring charge includes: Implementation and setup of ACV/IVR Business Unit with Configured Users, as detailed above Implementation and setup of CXone basic Audio Recording 6 Digital Omnichannel Agent Packages includes everything from 1 Call Center Package/5 Voice Agent Package PLUS: Implementation and setup of CXone Chat & Email 1 hour per week of User Hub Admin training
188	Global Package - 5 Voice Agent - Implementation Fees	GLPI0000	Global Package 5 Implementation Bundle cares for the deployment, configuration and training for ALL the feature functionality included with the appropriate Bundle selection with the initial deployment. NOTE: If customer elects to not implement certain included capabilities, the charge is not reduced, but they will have 30 business days after the initial cutover to request to additional deployment of the full functionality. Bundle Package implementations include:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Single Business Owner and single set of contact center requirements - Included 25 Users - 25 Points of Contact - 3 Menu/Sub-Menu Options - Place in queue announcement only - English language support only - CXone Audio Recording - Timeline to deploy 20business days- Online Customer Training via Verizon Customer Training and Development - Single Go Live / Billing Activation Date - 1 Cutover for each contact type - Post Cutover Support 2 business days 5 Voice Agent packages are Voice only solutions. Implementation Non-recurring charge includes: Implementation and setup of ACV/IVR Business Unit with Configured Users, as detailed above Implementation and setup of CXone basic Audio Recording
189	Global Package Usage - Bundle User Concurrent - 6 Digital Omnichannel Agent	OMCN0000	Global Package Usage accommodates variable consumption usage charges for VCC Global Package related features to include: Monthly Recurring Charges for the Global Package Bundle which combines VCC feature/functionality into one billing unit. Monthly Recurring Charge is a flat rate charge based on the number of committed users multiplied by the Global Package Usage - Bundle User rate. This

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			charge is a committed value that will bill monthly for the term of the agreement and is subject to an early termination penalty if cancelled before completion of term. Includes the functionality for the following features. Call Center Bundle includes: - Committed Configured User - 3 Universal Ports per billed user - 5GB of Storage per billed user - CXone Audio Recording - CXone MAX Integrated Softphone Core Package includes everything from 1 Call Center Package PLUS: -CXone Chat -CXone Email Essentials Package includes everything from 2 Core Package PLUS: -CXone Quality Management -CXone Screen Recording Advanced Package includes everything from 3 Essentials Package PLUS: -CXone Workforce Management

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			-CXone inView Performance Management Digital Includes: - Committed Configured User for digital chat/email/SMS/and social channels only, No voice - Unlimited Use of the following Digital Channels: CXone Chat, CXone Email, Digital First Chat, Digital First Email, Apple Apps Review, Apple Business Chat, Facebook, Google Business Messenger, Google Places, Google Play, Instagram, Line, LinkedIn, MS Teams, Slack, Telegram, Twitter, Viber, WhatsApp, YouTube, BYO Channel, and Instagram Direct - Use of the following Limited Digital Channels: Twitter (1 account); WhatsApp (1 number) WeChat (1 account) - Use of CXone Messaging SMS Channel, but SMS Codes (long, short, toll free) and the associated message rates vary by country and are sold separately. - Fair use policy: Not to exceed 50,000 messages, per agent, per month. Messages are defined as those routed by the system or subsequent responses by the agent. - 5GB of Storage per billed user -- NOTE: For the "Digital Agent" packages, Users are billed based on the highest number of active users set up on the platform at any one time during the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			month.- - which applies to Live Agents only – no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns - Additional Universal Ports beyond the 3 per configured user count - Report Viewer Users beyond the 10% of configured user count - Additional Storage beyond the 5 gb per configured user count - Archived Storage - Retrieval Storage - Report Viewer licenses will be included with the Global Package Bundle at no charge for 10% of Configured Users on the platform during any given month. This usage charge will only be billed per additional Report Viewer users beyond that 10% count. - Report Viewer Users have the following Key product features & components: - Filtering / View filtering - Subscribe to reports scheduling ? (written as Receive emails from MicroStrategy Intelligence Server) - Reorder - Hierarchy reporting - Drill Down - Export to PDF, .mstr, Excel, HTML, etc. - Sort and pivot - Leverages native ODBC drivers to provide optimized connectivity to over forty RDBMS systems. These connectors should also be

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			available to the Development and Architect users (noncommercial usage). - Authentication and authorization, including basic user authentication to log-in to the MicroStrategy analytics platform using MicroStrategy security product functionality - Maps visualization is included
190	Global Package Usage - Bundle User Concurrent - 5 Voice Agent	GPBN0000	Global Package Usage accommodates variable consumption usage charges for VCC Global Package related features to include: Monthly Recurring Charges for the Global Package Bundle which combines VCC feature/functionality into one billing unit. Monthly Recurring Charge is a flat rate charge based on the number of committed users multiplied by the Global Package Usage - Bundle User rate. This charge is a committed value that will bill monthly for the term of the agreement and is subject to an early termination penalty if cancelled before completion of term. Includes the functionality for the following features. Call Center Bundle includes: - Committed Configured User - 3 Universal Ports per billed user - 5GB of Storage per billed user

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- CXone Audio Recording - CXone MAX Integrated Softphone Core Package includes everything from 1 Call Center Package PLUS: -CXone Chat -CXone Email Essentials Package includes everything from 2 Core Package PLUS: -CXone Quality Management -CXone Screen Recording Advanced Package includes everything from 3 Essentials Package PLUS: -CXone Workforce Management -CXone inView Performance Management Digital Includes: - Committed Configured User for digital chat/email/SMS/and social channels only, No voice - Unlimited Use of the following Digital Channels: CXone Chat, CXone Email, Digital First Chat, Digital First Email, Apple Apps Review, Apple Business Chat, Facebook, Google Business Messenger,

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Google Places, Google Play, Instagram, Line, LinkedIn, MS Teams, Slack, Telegram, Twitter, Viber, WhatsApp, YouTube, BYO Channel, and Instagram Direct - Use of the following Limited Digital Channels: Twitter (1 account); WhatsApp (1 number) WeChat (1 account) - Use of CXone Messaging SMS Channel, but SMS Codes (long, short, toll free) and the associated message rates vary by country and are sold separately. - Fair use policy: Not to exceed 50,000 messages, per agent, per month. Messages are defined as those routed by the system or subsequent responses by the agent. - 5GB of Storage per billed user -- NOTE: For the "Digital Agent" packages, Users are billed based on the highest number of active users set up on the platform at any one time during the month.- which applies to Live Agents only – no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns Additional Universal Ports beyond the 3 per configured user count Report Viewer Users beyond the 10% of configured user count Additional Storage beyond the 5 gb per configured user count Archived Storage Retrieval Storage

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Report Viewer licenses will be included with the Global Package Bundle at no charge for 10% of Configured Users on the platform during any given month. - This usage charge will only be billed per additional Report Viewer users beyond that 10% count. - Report Viewer Users have the following Key product features & components: - Filtering / View filtering - Subscribe to reports scheduling ? (written as Receive emails from MicroStrategy Intelligence Server) - Reorder - Hierarchy reporting - Drill Down - Export to PDF, .mstr, Excel, HTML, etc. - Sort and pivot - Leverages native ODBC drivers to provide optimized connectivity to over forty RDBMS systems. - These connectors should also be available to the Development and Architect users (noncommercial usage). - Authentication and authorization, including basic user authentication to log-in to the MicroStrategy analytics platform using MicroStrategy security product functionality - Maps visualization is included
191	VCC Usage - Optional Add On - FedRAMP	FRMC0000	VCC Usage * Optional Add On * FedRAMP Moderate * Concurrent Users This is an incremental charge to the Global Package

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Moderate - Concurrent - Concurrent User(s)		Bundle users for having Virtual Contact Center on a FedRAMP Certified data center cluster. The quantity of these FedRAMP users will match the quantity of the billed Global Package Bundle users.
192	VCC Usage - Optional Add On - FedRAMP Moderate - Unique - Unique User(s)	FRMN0000	VCC Usage * Optional Add On * FedRAMP Moderate * Unique Users This is an incremental charge to the Global Package Bundle users for having Virtual Contact Center on a FedRAMP Certified data center cluster. The quantity of these FedRAMP users will match the quantity of the billed Global Package Bundle users.
193	VCC Assistance On-Demand	FRNA0000	VCC Assistance On-Demand. (VCCAOD) service provides a customer with real-time access to inContact's Professional Services consultants for rapid assistance. This service is generally intended for quick changes where time is of the essence and the change can be completed in less than one hour. VCCAOD is consumption base per unit and a unit is measured as 15 minutes. Note that some changes require collaboration with other departments within inContact and would not be eligible for completion through PS On-Demand.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Upon answering the VCCAOD call the inContact representative will ensure the caller is authorized to make changes to that account. Service is currently available Monday through Friday, 6:00am - 6:00pm Mountain Time, excluding major holidays. The nature of VCCAOD is an instant resource to the customer who agrees to pay related VCCAOD fees. inContact does not require a formal order from Reseller to deliver the VCCAOD service. When VCCAOD is used by a customer, related fees will be charged to Reseller through standard invoicing and billing processes. In the case a customer disputes Reseller for VCCAOD fees, inContact will supply service details to Reseller. In the event that customers or Reseller disputes fees for VCCAOD services rendered without satisfactory remedy, inContact reserves the right to discontinue VCCAOD services for one or more customers at any time.
194	VCC USER * CONCURRENT	NKGCC0000	Sales restricted to existing customers, for migration purposes only. The User feature carries both a flat Monthly Recurring charge, based upon a committed number of users, as well as a variable consumption charge for the number users logged in beyond the committed amount.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- The Unique Logged in Agent measures the number of agents (or supervisors) who login to the ACD / Dialer platform at any point, for any duration, during the billing interval. Each Unique logged in user includes: - 1 ACD Agent - Support for "omnichannel" interactions including Voice, chat, email, callback, voicemail - 1 Campaign Dialer Agent (For a selected station, the agent can operate either as an ACD agent or as a dialer agent at any given time. Initial availability of campaign dialing functionality requires a Dialer Implementation.) - 1 Universal Port - Used for IVR and voice, but does not affect chat or email - 1 GB Data Storage and Management for storage of recordings, prompts, scripts, messages, files, and more. - Includes access to call monitoring and call conferencing - Accounts support FTP or SFTP delivery of call recordings - Supervisor reporting - ACD / IVR programming toolset (i.e., inContact Studio) - Agent Scripting

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			The Concurrent Agent license measures the number of agents simultaneously logged into the ACD platform during the billing interval. Each simultaneously logged in user includes: - 1 ACD Agent (enabled for voice only transactions) - Support for "omnichannel" interactions including only Voice, callback, voicemail -- email/chat are available for extra cost - 1 Universal Port - Used for IVR and voice - Includes access to call monitoring and call conferencing - Accounts support FTP or SFTP delivery of call recordings - Supervisor reporting - ACD / IVR programming toolset (i.e., inContact Studio) - Agent Scripting
195	E911 Service Usage	CESU0000	E911 Service enables users in the United States to dial 911 emergency services from within the VCC User Console. When a 911 call is placed, this usage charge applies.
196	Integration Non-Recurring * CXone Agent * CRM Configuration Platform PS	CXNR0000	Professional Services Hours required for custom CRM setup or custom workflows. - Billed as a one-time (non-recurring) charge

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
197	Integration Monthly-Recurring * CXone Agent * CXone Agent Configuration Platform	CNAI0000	CXone Agent Configuration Platform allows connections to multiple CRM instances connecting to packaged workflows as well as custom workflows. - Workflows can be used to search, retrieve, create, and update CRM records/objects for the authenticated CRMs and deliver the information gathered from the CRMs into the CXone Agent and CXone Integrated Agent applications. - Workflows will also be able to open the records or objects into the CRM as a screen pop based on the information searched. - Billing monthly based on per Business Unit enablement.
198	Integration Usage * CXone Agent * CRM Integration	CNRI0000	CXone Agent CRM Integration connects the CXone Agent Configuration Platform to the CXone Agent applications allowing the users access information from the configured packaged and custom workflows. - Allows users to retrieve and access workflow data from all CXone Agent applications (CXone Agent, CXone Integrated Agent, CXone Embedded Agent, CXone Agent for Teams) - Channel and product agnostic which can easily be integrated with any CRM. - Billed based per configured agent that have the Agent Integration option.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
199	VCC Usage - Required Add-On - CXone Recording Export - Concurrent	VCXU0000	For CXone Recording Export Playback API, there is no additional charge for playback and/or download of up to 5% of the total interactions (i.e., calls) recorded during a particular month. - For interactions (whether entire calls or call segments) that are played back and/or downloaded in excess of 5% of the total interactions recorded during a month, the Customer will be charged per interaction played back and/or downloaded. *The following applies to Customers using the Secure External Access (SEA) feature to download CXone recorded media: - For all interactions (whether entire interactions or interaction segments) that are downloaded by the Customer using the SEA feature, the Customer will be charged per interaction downloaded.
200	VCC Usage - Required Add-On - Digital Foundation Messages – 100 Message Block(s)	VCFU0000	Per message charge for all non-agent, non-CXone applications: e.g., Google, Amazon, BYO Bots, third-party survey, outbound notifications from CRM/third-party apps. - Usage billing for all messages other than agent messages, Smart Assist, Bot Builder, Guide, Personal Connection and Feedback Manager. - Billed at Contracted Rate per 100 message block

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Customer will only be billed for usage during a billing period. If there is no usage, there will be no usage charges.
201	CXone Pro WFO Usage - QM Pro - Screen Recording – Configured User(s)	VCXW0000	CXone Pro Screen Recording - Provides capture of screen activity on the agent desktop while the agent handles a phone interaction. (Screen recording must be associated with voice recording.) - Configured Users are billed based on the highest number of active users, enabled at the employee profile level, set up on the platform, associated with this product item, at any one time during the month. - Key product features & components: - Screen Recording (total or %-based) - Search - Playback - Encryption
202	CXone Pro WFO Non-Recurring - QM Pro - Screen Recording Implementation - Instance(s)	VCXW0001	CXone Pro Screen Recording - Provides capture of screen activity on the agent desktop while the agent handles a phone interaction. (Screen recording must be associated with voice recording.) - QM Pro - Screen Recording - Configured User(s) (Cat #27 Product ID VCXW0000) are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the month.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Key product features & components: - Screen Recording (total or %-based) - Search - Playback - Encryption - Implementation of CXone Screen Recording - Billed as a one-time (non-recurring) charge - Implementation includes: - Implementation manager who oversees the project from start to finish - Business requirements session and documentation - Initial System Configuration - Application Overview - User acceptance testing - Go live support - 2 weeks of Post Go Live Support
203	Virtual Agent Self Service Non-Recurring - Cloud Turn-by-Turn Transcription - Implementation - Instance(s)	VCVA0000	Implementation of CXone Cloud Turn-by-Turn Transcription Service including registration of 3rd party pre-integrated Text to Speech (TTS) cloud offerings Consultation and requirements documentation Basic setup/error handling

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			PS hours not to exceed 8 hours Does not include any scripting after the initial Streaming Transcription registration and enablement into the script established For additional support beyond this package, Customer must purchase other PS packages, for scripting, APIs, etc.. This feature enables a pre-integrated Cloud Self Service Transcription solution into a customer's CXone Virtual Agent Hub (VAH) including selecting a language & voice and then enabling within a script flow.
204	Knowledge Projection Non-Recurring - Enlighten AutoSummary - Implementation - Instance(s)	KMMF0000	Virtual Agent Self Service Enlighten AutoSummary Implementation. This feature/service may utilize GenAI features/functionality.
205	Knowledge Projection Non-Recurring - Enlighten - AI Routing Implementation - Instance(s)	KMMF0001	Implementation Package includes the integration of CXone Enlighten AI Routing on customer's CXone instance. The scope of services is comprised of the following categories of work: Requirements gathering and planning; Implementation; and testing and deployment. This feature/service may utilize GenAI features/functionality.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
206	Knowledge Projection Non-Recurring - Enlighten Autopilot – Knowledge Implementation - Instance(s)	KMMF0002	Package includes the implementation of Enlighten Autopilot Knowledge on the customer's CXone instance. Billed as a one-time charge. The scope of services is comprised of the following categories of work: - Requirements Gathering and Planning - Implementation - Testing and Deployment - Project Management - Configuration of up to three (3) Expert CX Advanced users - Basic import up to 3,500 articles to Expert in HTML structure. Excludes SEO, accessibility optimization, and image acceleration as articles are created to populate Autopilot Knowledge experience not consumer-facing or employee-facing experience. - Set up the bot - Configuration of Autopilot Knowledge skill from Skill Store - Integration script configuration (API authentication, response format, etc.) - Bot personalization (name, welcome message, avatar, etc.) - Set up one digital channel of customer's choice

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Configure routing to make bot up and running on chosen digital channel Note: This does not include set up and core branding of Expert site. This feature/service may utilize GenAI features/functionality.
207	Knowledge Projection Non-Recurring - Enlighten Autopilot – Knowledge Expert CX Impl - Instance(s)	KMMF0003	Package includes the implementation of Enlighten Autopilot Knowledge on customer's CXone instance. Billed as a one-time charge. The scope of services is comprised of the following categories of work: - Requirements Gathering and Planning - Implementation - Testing and Deployment - Project Management Expert: - 1 site configuration - Single Idp SSO configured - Single integration configure (example - CRM, MAX, SF Service Cloud) - Configuration of up to three (3) Expert CX users - Basic import up to 750 articles - Core branding of Expert site - Set up of the bot - Configuration of "Autopilot Knowledge" skill from Skill Store

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Integration script configuration (API authentication, response format, etc.) - Bot personalization (name, welcome message, avatar, etc.) - Set up one digital channel of customer's choice - Configure routing to make bot up and running on chosen digital channel This feature/service may utilize GenAI features/functionality.
208	Knowledge Projection Non-Recurring - Enlighten Copilot For Agents - Implementation - Instance(s)	KMMF0004	Package includes the implementation of Enlighten Copilot for Agents on customer's CXone instance. Billed as a one-time charge. The scope of services is comprised of the following categories of work: - Requirements gathering and planning - Implementation - Up to 10 scripts modified to support Agent Copilot - Configuration of up to five (5) users of "CXone Expert Advanced Employee Experience (EX) (per Configured User)" - Testing and Deployment - Project Management - Basic import up to 3,500 articles to Expert. Excludes SEO, accessibility optimization, and image acceleration as articles are created to populate Copilot experience.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			This feature/service may utilize GenAI features/functionality.
209	Knowledge Projection Non-Recurring - Enlighten XO – Integrated Implementation - Instance(s)	KMMF0005	Implementation of Enlighten XO - Billed as a one-time non-recurring charge This feature/service may utilize GenAI features/functionality.
210	Knowledge Projection Monthly Recurring - Enlighten Autopilot - Knowledge - BU Instance(s)	KMMF0006	Enlighten Autopilot Knowledge (per BU) includes first 50,000 sessions handled each month. Every Session over the limit is billed as addition with per session price. Requires Enlighten Autopilot Knowledge (per session) Enlighten Autopilot Knowledge (per BU) includes first 50,000 sessions handled each month. Every session over the limit is billed as addition with per session price This feature/service may utilize GenAI features/functionality.
211	Knowledge Projection Usage - Enlighten Autopilot - Knowledge – per Session(s)	KMMF0011	Enlighten Autopilot Knowledge (per session) is triggered and billed monthly as addition only when BU is over 50,000 monthly session limit that is included in Enlighten Autopilot Knowledge (per BU). Required for Enlighten Autopilot Knowledge (per BU) This feature/service may utilize GenAI features/functionality.
212	Knowledge Projection Usage - Enlighten AutoSummary -	KMMF0007	Enlighten AutoSummary automates Agent Notetaking with the power of AI. - Automatically summarize interactions in real time to reduce time spent taking post-

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Summaries - Summaries		interaction notes and increase consistency of account history. - Available for the following languages: English. - Available for the following channels: voice, digital channels. Email not supported. - Users are billed based on the total number of summarized interactions in the month. - Presented to Agents in softphone UI for review. This feature/service may utilize GenAI features/functionality.
213	Knowledge Projection Usage - Enlighten - Real-Time Interaction Guidance - Configured User(s)	KMMF0008	Guide the agent on specific soft-skill behavior changes required to maximize CSAT for the current interaction in Real-Time. - Only available in English - Configured Users are billed based on the highest number of active Users set up on the platform at any one time during the month. This feature/service may utilize GenAI features/functionality.
214	Knowledge Projection Usage - Enlighten - CSAT Agent Behavior Use Case -	KMMF0009	Machine Learning models focused on agent behaviors associated with CSAT (Customer Satisfaction), applied to Customer interactions to generate metrics

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Configured User(s)		allowing measurement of these (often subjective) behaviors. - billed based on Enlighten enabled application with highest number of associated Enlighten licenses This feature/service may utilize GenAI features/functionality.
215	Knowledge Projection Usage - Enlighten - AI Routing - Unique User(s)	KMMF0010	Unique Enlighten AI Routing Users are billed based on the total number of Baseline Enlighten AI routing Users or distinct Enlighten AI Routing Users in the applicable month, whichever is greater. Key product features & components - Uses AI to evaluate all available data sources, including customer communication preferences and agent performance history, and make the best possible customer agent connection. Aligns routing strategies to business goals by optimizing for the tenant's metric(s). Reports on the improvement achieved in the tenant-identified target metric(s). Requires CXone Enlighten AI Routing Implementation (Cat #27 Product ID KMMF0001). No Minimum Quantity Required. User Hub only This feature/service may utilize GenAI features/functionality.
216	Knowledge Projection Usage - Enlighten Copilot For	KMMF0012	Agent Copilot is an assistance tool for agents that amplifies their ability to respond more quickly and accurately. Agent Copilot leverages AI to monitor voice and

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Agents - Sessions - per Session(s)		digital interactions with customers in real-time to offer automated, relevant insights and suggestions. Customer sentiment, interaction summary, and suggested responses are generated from the content of the interaction using AI. Suggested responses may also be generated using Expert knowledge content. Enlighten Agent Copilot includes the following: - Expert knowledge repository - Auto-generated “next-best response” with behavioral suggestions - Auto-generated “next-best response” from Expert knowledge - Auto-generated answers from Expert knowledge articles - Suggested real-time knowledge article links and images - Real-time interaction summary - Real-time customer sentiment - Final interaction summary notes - Five (5) CXone Expert Advanced Employee Experience (EX) configured users. Agent Copilot pricing rate per session. A session includes up to 30 minutes of talk time with an agent (for phone) and up 70 messages (for digital). Digital messages are discrete communication payloads (typically text and/or images) exchanged between an agent and customer. Requires: Enlighten Copilot for Agents

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Implementation (Cat #27 Product ID KMMF0005) This feature/service may utilize GenAI features/functionality.
217	Knowledge Projection Usage - Enlighten Copilot For Agents – Process Steps - per Session(s)	KMMF0013	Process Steps is an optional add-on product for Enlighten Copilot for Agents that presents agents with an itemized list of steps to use from knowledge base answers having content that can be described in steps. This feature/service may utilize GenAI features/functionality.
218	Knowledge Projection Usage - Enlighten Autopilot - Voice - Call(s)	KMMF0014	Enlighten Autopilot virtual Voice agent with Enlighten XO which helps build smarter self-service applications using automatically generated insights from agent-assisted interactions. Usage is billed per call for the month. -A call is defined as a voice connection that performs a defined workflow to either complete a task or route to the appropriate agent. -This feature is for voice usage only and includes the Transcription & Text To Speech components but requires the SIP Connections. -Design and development of the custom Autopilot virtual agent application is a Services engagement and not included within the usage pricing. Note: This version of Autopilot includes Enlighten XO.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Retention period for Enlighten XO data limited to 92 days. Pre-Requisite: - Autopilot Enlighten XO Implementation (Cat #27 Product ID KMMF0005) Requires: - SIP Trunk (Cat #29 Product ID SSET0000 or SVBT0000) - SIP Trunk Setup (QTY must match SIP Trunk) This feature/service may utilize GenAI features/functionality.
219	Knowledge Projection Usage - Enlighten Autopilot - Digital – per session(s)	KMMF0015	Enlighten Autopilot virtual digital agent with Enlighten XO which helps build smarter self-service applications using automatically generated insights from digital agent-assisted interactions Usage is billed per digital session for the month. For example, if 500,000 digital sessions per month, this feature quantity will be billed at 500,000. -A digital session is defined as an interaction that performs a defined workflow to either complete a task or route to the appropriate agent with a max of 24 hours with a second or third digital session when an exchange occurs in next 24 hours. -This SKU is for digital session usage only. -Design and development of the custom Autopilot Bot application is a Services engagement and not included within the usage pricing. Note: This version of Autopilot includes Enlighten XO. Retention period for Enlighten XO data limited to 92 days." Pre-Requisite:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Autopilot Enlighten XO Implementation (Cat #27 Product ID KMMF0005) Requires: - Professional Service Hours (Cat #28 Product ID TPPH0000) - CXone Virtual Agent Hub Registration Implementation Services (Cat #27 Product ID VAHI0000) This feature/service may utilize GenAI features/functionality.
220	Knowledge Projection Usage - Enlighten Autopilot - FedRAMP without XO Voice - Call(s)	KMMF0016	Enlighten Autopilot for voice provides Conversational Virtual Agent voice experience. Usage is billed per call for the month. -A call is defined as a voice connection that performs a defined workflow to either complete a task or route to the appropriate agent -This feature is for voice usage only and includes the Transcription & Text To Speech components but requires the SIP Connections. -Design and development of the custom Autopilot virtual agent application is a Services engagement and not included within the usage pricing. Note: This version of Autopilot does NOT include Enlighten XO. Requires: - SIP Trunk (Cat #29 Product ID SSET0000 or SVBT0000) - SIP Trunk Setup (QTY must match SIP trunk)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			This feature/service may utilize GenAI features/functionality.
221	Knowledge Projection Usage - Enlighten Autopilot - FedRAMP without XO Digital - per Session(s)	KMMF0017	Enlighten Autopilot Digital provides Conversational Virtual Agent chat experience. -Usage is billed per digital session for the month. For example, if 100,000 digital sessions per month, this feature quantity will be billed at 100,000. -A digital session is defined as an interaction that performs a defined workflow to either complete a task or route to the appropriate agent with a max of 24 hours with a second or third digital session when an exchange occurs in next 24 hours. -This feature is for digital session usage only. -Design and development of the custom Autopilot Bot application is a Services engagement and not included within the usage pricing. Note: This version of Autopilot does NOT include Enlighten XO." Requires: - Professional Service Hours (Cat #28 Product ID TPPH0000) - CXone Virtual Agent Hub Registration Implementation Services (Cat #27 Product ID VAHI0000) This feature/service may utilize GenAI features/functionality.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
222	Knowledge Projection Usage - Enlighten Autopilot - International Voice - Call(s)	KMMF0018	Enlighten Autopilot International for voice provides conversational Virtual Agent voice experience, configured to use the intents generated by AI models of Enlighten XO. A call is defined as a voice connection that performs a defined workflow to either complete a task or route to the appropriate agent. This feature is for voice usage only and includes the Transcription & Text To Speech components but requires the SIP Connections. -Design and development of the custom Autopilot virtual agent application is a Services engagement and not included within the usage pricing Note: This version of Autopilot includes Enlighten XO. Retention period for Enlighten XO data limited to 92 days." Pre-Requisite: - Autopilot Enlighten XO Implementation (Cat #27 Product ID KMMF0005) Requires: - SIP Trunk (Cat #29 Product ID SSET0000 or SVBT0000) - SIP Trunk Setup (QTY must match SIP Trunk) This feature/service may utilize GenAI features/functionality.
223	Knowledge Projection Usage - Enlighten Autopilot - International	KMMF0019	Enlighten Autopilot International Digital provides Conversational Virtual Agent chat experience is configured to use the intents generated by purpose-built AI models of Enlighten XO

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Digital - per Session(s)		-A digital session is defined as an interaction that performs a defined workflow to either complete a task or route to the appropriate agent with a max of 24 hours with a second or third session when an exchange occurs in next 24 hours. This feature is for digital session usage only. -Design and development of the custom Autopilot Bot application is a Services engagement and not included within the usage pricing. Note: This version of Autopilot includes Enlighten XO. Retention period for Enlighten XO data limited to 92 days." Pre-Requisite: - Autopilot Enlighten XO Implementation (Cat #27 Product ID KMMF0005) Requires: - Professional Service Hours (Cat #28 Product ID TPPH0000) - CXone Virtual Agent Hub Registration Implementation Services (Cat #27 Product ID VAHI0000) This feature/service may utilize GenAI features/functionality.
224	Knowledge Projection Usage - Enlighten Autopilot - International without XO Voice - Call(s)	KMMF0020	Enlighten Autopilot for voice provides Conversational Virtual Agent voice experience. -A call is defined as a voice connection that performs a defined workflow to either complete a task or route to the appropriate agent.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			-This feature is for voice usage only and includes the Transcription & Text To Speech components but requires the SIP Connections. Design and development of the custom Autopilot virtual agent application is a services engagement and not included within the usage pricing. Note: This version of Autopilot does NOT include Enlighten XO. Requires: - SIP Trunk (Cat #29 Product ID SSET0000 or SVBT0000) - SIP Trunk Setup (QTY must match SIP Trunk) This feature/service may utilize GenAI features/functionality.
225	Knowledge Projection Usage - Enlighten Autopilot - International without XO - Digital - per Session(s)	KMMF0021	Enlighten Autopilot International without XO for Digital provides Conversational Virtual Agent chat experience -Usage is billed per digital session for the month. For example, if 500,000 digital sessions per month, the quantity will be billed at 500,000. -A digital session is defined as an interaction that performs a defined workflow to either complete a task or route to the appropriate agent with a max of 24 hours with a second or third digital session when an exchange occurs in next 24 hours. This feature is for digital session usage only. -Design and development of the custom Autopilot Bot application is a services engagement and not included within the usage pricing.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Note: This version of Autopilot does NOT include Enlighten XO. Requires: - Professional Service Hours (Cat #28 Product ID TPPH0000) - CXone Virtual Agent Hub Registration Implementation Services (Cat #27 Product ID VAHI0000) This feature/service may utilize GenAI features/functionality.
226	Global Package Usage - Add On - Business Intelligence Report Viewer	VCGP0011	Business Intelligence Report Viewer User License will be included at no charge for 10% of Configured Users on the platform during any given month. Customer will only be billed per additional user beyond 10%. - Key product features & components: - Filtering / View filtering - Subscribe to reports scheduling – (written as Receive emails from MicroStrategy Intelligence Server) - Reorder - Hierarchy reporting - Drill Down - Export to PDF, .mstr, Excel, HTML, etc. - Sort and pivot - Leverages native ODBC drivers to provide optimized connectivity to over forty RDBMS systems. These connectors should

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			also be available to the Development and Architect users (noncommercial usage). - Authentication and authorization, including basic user authentication to log-in to the MicroStrategy analytics platform using MicroStrategy security product functionality - Maps visualization is included
227	Virtual Agent Self Service Non-Recurring * Virtual Agent Hub * Registration Implementation (per Instance)	VAHI0000	Non-Recurring charges to implement the Virtual Agent Self Service-related features. - The Virtual Agent Hub (VAH) Registration Implementation includes the following to interface with a customer provided BOT: - 5 hours of Consultation - 5 hours of Basic setup/error handling - 3 hours of Instance setup - 2 hours of Intent branch configuration per branch. This effort does not include any scripting after the intent has been declared and route established - The BOT is not included.

27.2.3 Automatic Call Distributor (ACD)

The Contractor shall provide a network call queue (a single queue or multiple queues according to Customer needs) to manage the intelligent routing and distribution of contacts from all of the Contractor's offered multimedia channels such as voice, email, and a Customer website.

The intelligent routing and distribution of contacts shall be determined according to the real time operating status of the Customer's contact center and their specified business rules.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.1 Contact Center Interoperability

The ACD shall interoperate with all of the Customer's Contact Center communication channels such as their Internet website, email, and voice.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.2 Queue Status

The ACD shall provide the caller the queue status including the callers estimated wait time in queue when a queue threshold exceeds a Customer specified threshold. This shall include an option for announcing the callers expected wait time prior to entering the queue. The Contractor shall provide Customers with the ability to change recorded announcements.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.3 Music on Hold

The ACD shall provide music on hold (or recordings) to the originating caller. The music on hold source can be Contractor or Customer provided according to Customer needs.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.4 Service Observation – Voice

The Contractor shall provide ACD service observation with the following capabilities:

1. Service observation shall provide Customer authorized personnel the ability to monitor the ACD agents and agent groups for call quality;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Service observation shall provide options for silent monitoring and three-way audio conferencing;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Service observation shall be made available for monitoring both local and remote agents and support local and remote observers for agents and observers who are connected to the platform via private connection;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Service observation shall be secure and available only to Customer designated individuals; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Service observation shall integrate with the preview and predictive dialers described in Sections 27.2.2.7 and 27.2.2.8.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.5 ACD System Administrator Functionality

The ACD shall provide the Customer with the ability to manage its specific network queue, call routing algorithms, contact center agent profiles and reports. The ACD shall enable Customer designated individuals to perform both real time and scheduled changes. The Contractor shall provide an ACD management system with the following minimum system administrator functions:

1. An audit trail and change log history;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Authentication with password protection for authorized administrators;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Ability to perform scheduled and real time changes;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Ability to view the Customer Contact Center solution configuration; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Ability to manage and upload greetings and prompts.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.6 Customer ACD Monitoring and Reporting Requirements

The ACD shall provide historical reports and real time statistics of all the communication channel activity and performance within the contact center across a single site, multiple sites (if applicable) and enterprise wide at a given time. This shall include, but is not limited to, reporting on the queue, agent/skill levels, and agent groups. Both detailed and summarized reports shall be provided. Reporting archive data shall be available for a minimum of one year. The ACD shall provide remote access electronic exporting of reporting data, in standard file format (e.g. CSV) to Customer applications (i.e. spreadsheets, databases).

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.6.1 Customer Historical Reporting

The ACD shall provide half hourly, hourly, daily, weekly, monthly, quarterly, annual (Fiscal Year or Calendar Year according to Customer needs) and ad hoc historical reports. This shall include an annual report with monthly summaries and totals for all categories of ACD management information for all data elements that can be totaled. The reports shall be available on demand or on a scheduled basis.

The Contractor shall provide ACD historical reports that include:

1. Agent Availability – this includes the identification of agents and the length of time signed into ACD queues;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Agent Availability Summary – this includes the identification of agents, number of calls handled by an agent, the total time for handling calls, average time spent on a call, the maximum time spent on a call and the minimum time spent on a call;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. All Queue Activity – this includes the number of calls offered to an ACD queue, how many of the offered calls were answered and how many of the offered calls were abandoned by the caller;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Handled Calls in Queue – this includes the number of calls handled by a queue, the average caller wait time before call was answered and the maximum time callers waited for their call to be answered;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Abandoned Call Summary – this includes the number of calls abandoned when unanswered by a queue, the average wait time for a call to be abandoned and the longest time a caller waited before abandoning the call;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Abandoned Calls – this includes the time a call was offered to a queue and the duration of the call before it was abandoned;

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Agent Call Details – this includes the calls that an agent has handled, the identification of the agent, the queues the agent was logged into, the start/end times of the call handled by the agent and the details of the caller;

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Agent Group Activity – this includes report details by agent group; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Dialed Number Activity – this includes report details by the primary listed directory number dialed by the caller.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.6.2 Real Time Monitoring and Reporting

The ACD shall provide the Customer with access to graphical, real time reporting of agent, call and queue statistics in addition to agent status. The real time reporting shall monitor performance and identify all interactions (voice, email, FAX and web) by contact channel. The reports shall include summaries and totals (where applicable).

The Contractor shall provide agent statistics that include:

1. Identification of agent;
2. The status of the agent; and,
3. The total time the agent has had that status.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide call statistics that include:

1. Identification of caller;

2. Identification of agent handling the call;
3. The queue to which the call was assigned;
4. The status of the call;
5. The wait time of the call; and,
6. The time agent has handled the call.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor shall provide queue statistics that include:

1. The total number of agents logged into a queue;
2. The total number of idle agents in the queue;
3. The total number of agents not available to take a call;
4. The total number of calls in the queue; and,
5. The average wait time of callers in the queue.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.7 ACD Packages

27.2.3.7.1 ACD Basic Agent Package

The Contractor shall provide a Basic Agent Package that shall be provisioned on a concurrent agent basis and includes the following features:

1. Agent Inbound Line - Receives calls from the contact center Listed Directory Numbers (LDNs);

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Agent Status – Allows the agent to activate/deactivate the position including ready, wrap up, log off;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Multiple Queue Options - Agent can simultaneously log in to a specified or unlimited number of queues;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Remote Agent– Ability to route calls to telephone numbers outside the contact center;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Position ID - Agent Position ID identifies a specific agent;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Call Present - Agent answers contact center calls without pressing a key;

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Incoming Call Queue - Incoming calls wait/queue when all agents busy; the call is directed to the first available agent;

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Agent Priority Call Transfer - Allows an agent to conference/transfer incoming contact center call to another agent's line;

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Emergency Alert - Gives agent ability to immediately conference a supervisor or recorder to a call; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

10. Call Source Identification – Displays calling number on agent Equipment.

Bidder understands the Requirement and shall meet or exceed it? Yes

The Contractor's ACD Basic Agent Package shall include the following features and functions:

1. Abandon Call Clearing - Removes calls from the contact center queue when the caller abandons while waiting in queue or after the call is presented to the agent.

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Automatic Overflow - Allows Customer to specify where new incoming calls overflow.

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Call Priority - Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs.

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Night Service - Activated for entire contact center when all agent positions logoff. Automatically forwards incoming calls.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Overflow Scan - Scans up to four other contact centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied.

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Ring Threshold - Reroutes call when agent does not answer after a predetermined amount of time.

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Call/Delay Forced Announce - Provides recorded announcements(s) to callers when all agents are busy or the contact center is in Night Service Mode.

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Queue Status - Indication when queue thresholds are exceeded. Separate from telephone sets, this data will be provided to a wall mounted display or a workstation.

Bidder understands the Requirement and shall meet or exceed it? Yes

9. Agent Queue Status Display - Provides agents status of call queue. Shows either number of calls in queue, or amount of time oldest call has been queue.

Bidder understands the Requirement and shall meet or exceed it? Yes

10. Called Number Display - Displays the dialed contact center directory number on agent Equipment.

Bidder understands the Requirement and shall meet or exceed it? Yes

11. Call Tracking - Allows agents to indicate type of call being processed by pressing tracking key and entering a code ("account code").

Bidder understands the Requirement and shall meet or exceed it? Yes

12. Controlled Access to PSTN/Switched Network - Outbound dialing permission from total restriction to unrestricted access to the public network.

Bidder understands the Requirement and shall meet or exceed it? Yes

13. Supervised Call Center Transfer- Off Net - Allows an agent to transfer a call to any 10 digit phone number not serviced by the Contact Center, to remain on the line after the transfer until the agent disconnects, and for the caller to remain connected with the transferred party after the agent disconnects.

Bidder understands the Requirement and shall meet or exceed it? Yes

Bidders shall provide the ACD Basic Agent Package described in Table 27.2.3.7.1.a

Table 27.2.3.7.1.a – ACD Basic Agent Package Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Basic Agent Package - Agent	Basic Agent Software package as described.		AGNB0000	Yes

The Contractor may offer additional Unsolicited ACD agent package features in Table 27.2.3.7.1.b.

Table 27.2.3.7.1.b – Unsolicited ACD Agent Package Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Universal Capacity Queue Port	UCPR0000	Universal Capacity Queue Port is an enhancement to the agent port queue, which is included with the base agent. Universal Capacity Queue Port provides additional blended queue capacity if required for inbound call queues. • Baseline universal capacity queue port capacity is determined on Agents in conversation state. One queue port is available f • Baseline universal capacity queue port capacity provides a queue depth equal to one. ACD universal capacity queue port capacity allows customer to augment capacity greater than baseline queue port capacity.
2	Enhanced Agent	AGNP0000	Enhanced Agent includes: • 1 ACD Agent

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• 1 Campaign Dialer Agent • 1 Universal Port – Used for IVR, voice, but does not affect chat or email • 1 GB Data Storage and Management for storage of recordings, prompts, scripts, messages, files, and more. • Supervisor reporting • IVR programming toolset • CTI & Database Connectivity (Standard, Encrypted, VPN, FTP, Web Service, and HTML Connector) • Integrated Softphone - WebRTC Calling is an add on feature to the Enhanced Agent. Please see WebRTC no charge product identifier SFIR0000.
3	Port Capacity	CPCY0000	Port Capacity is a single port provided to the ACD application for IVR and IVR self- service interactions. • Baseline port capacity is determined on confirmed agents plus configured supervisor. • Port consumption includes - Callers in active communication with IVR and IVR Self-Service Applications. - Calls receiving IVR prompts - Contacts leaving voice messages or receiving automated messages via IVR or Self-Service Applications.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• NBACD port capacity allows customer to augment capacity greater than baseline port capacity.
4	Queue Status	QSTA0000	Implementation with Queue Status with Basic agent and when Universal Capacity Queue Port thresholds are exceeded.

27.2.3.7.2 ACD Basic Supervisor's Package

The Contractor shall provide a Basic Supervisor's Package and Additional Supervisor Packages that include all of the features from the Basic Agent's Package in addition to the following features:

1. Call Agent - Allows supervisor to directly call an agent by pressing a single key;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Observe Agent – Allows supervisor to listen to conversation between the agent and the caller;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Supervisor Answer Agent – Allows supervisor to answer Call Supervisor calls from an agent; and,

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Supervisor Chat Monitoring – Allows supervisor to observe and engage in chat sessions.

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Controlled Overflow - Allows a supervisor to direct new contact center calls to an overflow route

Bidder understands the Requirement and shall meet or exceed it? Yes

6. ACD Status Display - Supervisor(s) with display set can monitor contact center call status displaying number of calls in incoming call queue and average time in queue and the total number of occupied agent positions (agents idle, active, or not ready)

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Position Status Display - Provides supervisor with visual indication of agent activity in real time

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Position Status Summary - Allows supervisor to quickly check status of the contact center. Supervisor can have multiple position status summary display keys to monitor multiple contact center Groups within their System. The minimum requirements include:

- Display indicates total number of agents:
- On contact center calls
- On non-contact center calls (on virtual number)
- Idle (logged in and waiting for call)
- Not ready (clerical status) logged off

Bidder understands the Requirement and shall meet or exceed it? Yes

Bidders shall provide the ACD Supervisor's Package described in Table 27.2.3.7.2.a

Table 27.2.3.7.2.a – ACD Supervisor's Package

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Basic Supervisor's Package-Agent	Basic Supervisor's Package Software as described.		ASVA0000	Yes
2	Additional Supervisor Positions	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)		ASAD0000	Yes

The Contractor may offer additional Unsolicited ACD supervisor's package features in Table 27.2.3.7.2.b.

Table 27.2.3.7.2.b – Unsolicited ACD Supervisor's Package Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

27.2.3.7.3 ACD System Administrator Software Package

The Contractor shall provide a System Administrator Software Package that includes the following features:

1. Customizable "real time" display of agent and call activity by contact center, by queue, by agent group, or network wide;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. Activate or deactivate the entire contact center group or queues within the group;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. Assign passwords to agents;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. Increase or decrease number of agents;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. Increase or decrease the number of queues;

Bidder understands the Requirement and shall meet or exceed it? Yes

6. Move agent(s) to another contact center agent group within the System;

Bidder understands the Requirement and shall meet or exceed it? Yes

7. Control queues by changing the queue slots, queue size, and maximum wait time;

Bidder understands the Requirement and shall meet or exceed it? Yes

8. Change overflow routes and ring thresholds; and,
Bidder understands the Requirement and shall meet or exceed it? Yes

9. Change password levels of supervisors in the System.
Bidder understands the Requirement and shall meet or exceed it? Yes

Table 27.2.3.7.3.a – ACD System Administrator Software Package

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Basic System Administrator's Package	Basic Administrator's Package Software as described.		ADBA0000	Yes

The Contractor may offer additional unsolicited ACD administrator software package features in Table 27.2.3.7.3.b.

Table 27.2.3.7.3.b – Unsolicited ACD Administrator Package Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

27.2.3.8 Physical Security Controls

Contractor shall physically secure all data and networking facilities through which data traverses Contractor's WAN complying with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.3.9 Data Breach Reporting

If Contractor determines that a breach of data has occurred that may involve CALNET Customer data, the nature and scope of the breach (as it affects Customer data) shall be reported to both the Customer and the CALNET CMO within 24 hours of that determination.

Bidder understands this requirement and shall meet or exceed it? Yes

27.2.4 Interactive Voice Response Solution

The Contractor shall provide a network based IVR solution that allows for automated interactions with telephone callers. The interactions shall occur at a minimum via pre-recorded voice prompts, touch-tone telephone keypad entry, voice (speech) recognition and text-to-speech. The IVR solution shall include the presentation of information and options, the gathering of responses, retrieval of information by telephone callers, the transfer of a telephone caller to the ACD and the placement of outbound calls to deliver or gather information. The IVR solution shall include a usage-based option. The usage charge shall be exclusive of any toll free network charges.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.4.1 Multi-Platform Integration

The solution shall provide the ability to integrate the following: telephony interface, call processing, audio prompting, automatic speech recognition engine, text-to-speech engine and VoiceXML, and web application servers (WAS).

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.4.2 IVR Standards

1. The Contractor's IVR solution shall meet all applicable industry standards;

Bidder understands the Requirement and shall meet or exceed it? Yes

2. The IVR solution shall be compliant with Session Initiated Protocol (SIP) and ENUM/DNS standards;

Bidder understands the Requirement and shall meet or exceed it? Yes

3. The IVR solution shall support Secure Sockets Layer (SSL) encrypted IP sessions, be compliant with IP Security standards, support encrypted call initiation and RADIUS authentication;

Bidder understands the Requirement and shall meet or exceed it? Yes

4. The Contractor shall be compliant with applicable Payment Card Industry Data Security Standard (PCI DSS) if the IVR solution processes cardholder data, and;

Bidder understands the Requirement and shall meet or exceed it? Yes

5. The IVR solution's speech browser shall utilize open standards. Communications between the IVR and the applications servers shall utilize open standards.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.4.3 Load Balancing and Redundancy

The IVR solution shall utilize load balancing and automatic failover between components. The IVR solution shall be geographically distributed and calls shall be distributed across contact center locations. The IVR solution shall utilize redundant components with a minimum of N+1 component redundancy.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.4.4 IVR Applications

The Contractor shall offer customizable packaged IVR applications that can be modified by the Customer without the need for custom application development.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.4.5 IVR Services and Features

Bidder shall describe its IVR features.

Table 27.2.4.5.a – IVR Services and Features

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	IVR Usage	Usage charge associated with the IVR solution.		IUSG0000	Yes
2	IVR Usage-Speech Recognition	Usage charge associated with the IVR solution with speech recognition input.		IUSR0000	Yes

The Contractor may offer additional unsolicited IVR services and features in Table 27.2.4.5.b.

Table 27.2.4.5.b – Unsolicited IVR Services and Features

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Callback Services	BKSU0000	Callback for Hosted Intelligent Contact Virtual Queuing Application is an optional feature available for customer with NBIVR HICR. NBIVR Hosted Intelligent Contact Virtual Queuing is advanced routing capability used in conjunction with "NBIVR IP Hosted Intelligent Contact Routing (HICR)-A." NBIVR IP Hosted Intelligent Contact virtual queuing provides support for HICR network based Genesys, and premise Avaya solutions. NBIVR IP Hosted Intelligent Contact virtual queuing offers the capability to provide ASAP and scheduled virtual queuing. Additionally, NBIVR IP

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Hosted Intelligent Contact virtual queuing offers a Web-based user interface provides real-time dashboards, and a rich set of historical reports and analytics for measuring system performance and the customer experience. Here are a few of the reports that are included with VHT Callback: • Executive Summary • Take Rate by EWT • Successful Reconnect Attempts • Punctuality • Return Call Results • Return Call Hold Time • Saved Minutes • Max Try-Again Detail • Return Call Detail • Return Call Phone Numbers • Unsuccessful Return Calls by Area Code
2	Menu Routing	RKAE0000	Menu Routing is an enhancement to allow the caller defined routing based on menu choice. Charged on a per call basis.
3	Message Announce	GRZG0000	Menu Routing Message Announce is a custom enhancement that can be evoked by the customer during high utilization or to redirect traffic. This allows the caller to hear a pre-recorded announcement prior to, during or after the call is routed. Charged on a per call basis.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
4	Announce Connect	ACNI0000	Sometimes referred to as "whisper," Announce Connect provides a customized message to the called party before the caller is connected. Charged on a per call basis. This is a feature of HICR platform.
5	Busy/No Answer Rerouting	YWNA0000	If a call reaches a busy signal or is not answered within a specified number of rings, BNAR automatically reroutes the call to a pre-specified alternate location or to a recording. Charged on a per call basis.
6	Take Back/SIP Refer Transfer	TKIY0000	Take Back/SIP Refer Transfer allows the called party to transfer a call to another location • Take Back and Transfer (TnT) is an Enhanced Call Routing (ECR) feature that is ordered with the application. • TnT can be invoked either by a person or by a VRU. • Transfers are done with speed dialed numbers in a TnT database. The agent or Voice Response Unit (VRU) enters "*" and predetermined digits. The database is part of TnT with no additional charge. • DTMF can be transferred along with the call. • Charged on a per transaction basis.
7	Caller Take Back	CKTI0000	Caller Take Back allows a caller to return to the ECR menu to make additional call routing selections, or to access "hidden" menus not available during the initial selection process. Either the answering agent (GiveBack) or the caller (TakeBack) enters predefined digits (*plus one or two digits) and the caller is returned to the menu. Charged on a per transaction basis.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
8	Remote Audio Update	UHGM0000	Remote Audio Update is an enhancement that allows customers to make real-time (within 15 minutes) updates to their audio messages that callers hear. Using their assigned ID number and password, customers can dial into their application message and modify or review it.
9	Call Router Reports	CQKR0000	Call Router Reports per Package enhancement provides for call Router Reports include Daily Activity and Daily Call Profile Reports for Daily, Weekly, and Monthly Distribution to each Customer broken down by hour.
10	Database Lookups	DUOL0000	Database Lookups enhancement provides for additional Database Lookups that is available with the Network Based IVR service.
11	Standard Database Routing	EUFY0000	Standard Database Routing enhancement enables calls to be routed automatically to the appropriate destination. Data fields contain information for use by the call processing application. Examples of data fields are DNIS out dial telephone number, message number, and password. Charged on a per call basis.
12	Network Database Routing	DEBN0000	Network Database Routing is similar to Standard Database Routing, but can handle more complex databases. Network Database Routing provides customers with the ability to make real-time updates to their own database records. Using a touchtone phone, customers can add, delete or change application database records such as personal identification numbers, account numbers or zip codes for near real-time changes. Charged on a per call basis.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
13	Quota Routing	NQOR0000	Quota Routing enhancement provides the customer the ability to self-service manage the number of calls processed within a specified timeframe. Once the maximum number is reached, calls are either re-routed to another specified call center location or a call treatment message or busy signal is given as predetermined by the customer. This service provides for enhanced control over call routing strategies and provides the ability to provide call blocking thresholds when necessary.
14	Custom Intelligent Workload Distribution	LYOM0000	Custom Intelligent Workload Distribution optimizes the work streams that support your customers. By prioritizing, assigning and monitoring tasks based on business rules and employee skills, it helps you meet customer deadlines while improving efficiency • Captures 'tasks' from multiple work sources, like workflow, claims or mortgage origination systems • Out-of-the-box adapters for quick integration Adapters are bi-directional • Define Business SLAs using business rules Intuitive user interface • Automatically monitors tasks against SLAs and adjusts to ensure SLA Adherence • Leverages the resource/skill awareness in Genesys Proactive assignment to right resource (push or pull) • Manage across physical or logical locations – front-office, back-office, home agent, outsourcing partners

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Skills and proficiencies of back office team members • Performance of individuals, groups and teams • Task backlog for workforce planning • Provides valuable insights into business performance • Statistics can be used in Genesys CCPulse+, or existing 3rd party BI tools • Compare against KPIs defined by business users
15	Advance Integration Connector	ABNT0000	Advance Integration Connector Enables the following types of advanced application: • An advanced agent desktop application which has agent-based interaction processing capabilities plus statistics and configuration capabilities associated with the agent and resources (queues, agent groups, etc.) he/she is associated with. • Any type of Contact Center Supervisor or manager desktop application. This application can have the following capabilities: - Resource (agent, queues) management and definition - Resource monitoring (real-time) - Routing Strategy tuning - Outbound campaign management • A customer/partner application which needs to access or modify (at the desktop) configuration data with the Genesys platform.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
16	Direct Data Connect (DDC) Implementation	SRDC0000	Direct Data Connect (DDC) Implementation provides a set up for DDC Service. Implementation includes the following: - End user is required to provide their own license to MS Excel 2010 or greater. - Verizon will provide instructions and support for establishing the Direct Data Access connection from MS Excel
17	Direct Data Connect (DDC) Service	SVDC0000	Direct Data Connect (DDC) Service is an enhancement to current agent reporting package, queue and call activity reporting. The enhancement is a direct feed and access into Microsoft Excel (minimum Excel 2010) to allow users conversant with Excel to create their own reports by directly accessing the contact center database. Provides direct access to all contact center data through a secure connection. Create, save and distribute a virtually unlimited number of historical reports. Reporting data is updated in 15 minute intervals to ensure access to the most recent information. Leverage industry standard tools and user knowledge to flexibly create tabular and graphical historical reports. Provides a client with a secure connection from Microsoft Excel directly to the data model for reporting and analytics using their existing Virtual Contact Center user credentials. End user is required to provide their own license to MS Excel 2010 or greater. Verizon does not provide support on Excel. Customer must have an internet

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			connection to get this service through the Verizon Web Portal.
18	Omnichannel Analytics Implementation	OFMT0000	Omnichannel Analytics Implementation for Omnichannel Analytics Service includes: • Remote Build Requirements Session to plan out users, tags, and review initial standard phrases • Billed as a one time (non-recurring) charge • Implementation includes: - Initial configuration of users, tags, and standard phrases - 2 hours eLearning - 2 hours remote training to create users, tags, and custom phrases - 1 hour follow up Q&A post go live
19	Omnichannel Analytics Service	OCHS0000	Omnichannel Analytics Service provides a robust speech analytics tool that allows users to search recorded calls for keywords and phrases, provides sentiment analysis, trending, and word clouds • Configured Users are billed based on the highest number of users configured to dynamic address books at any one time during the month. • Key product features & components include: • Call recording, call playback, and call searching • Call tagging • Custom queries • Sentiment analysis and trend analysis

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
20	HICR Routing Services	HRSV0000	Hosted Intelligent Contact Routing (HICR) is a comprehensive, managed, network- routing solution that intelligently routes multimedia transactions, such as voice, e-mail, chat, and web collaboration for contact centers. Hosted ICR is based on software from Genesys Telecommunications Laboratories. Hosted ICR employs user-defined business rules, caller characteristics, data requested and provided by the caller, and data retrieved from contact center host computers (HostConnect) within the network. This enhanced functionality is provided by IP HICR IVR Routing to customize call routing capabilities.
21	HICR Enhanced Automatic Speech Recognition ASR	HASR0000	HICR (Hosted Intelligent Contact Routing) Automatic Speech Recognition (ASR) platform provides a rich feature capability and functionality that incorporates all of the normal IVR capabilities and makes them available via speech activation/recognition. • Speech recognition includes advanced capabilities including Natural Language. • Speech enabled IVRs have the ability for caller input to be recognized at any point in the menu process. This allows for pre-selection of the option, rather than waiting for all options to be read before being allowed to make a response.
22	HICR Advanced Activation - Basic	HBAC0000	HICR Advanced Activation - Basic Self Service IVR is an enhancement that provides for IVR integration to customer hosted databases:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Self Service IVR		• Adds data lookup to one internal hosted database table • Up to 3 database "calls" (lookup only)
23	HICR Advanced Activation Self Service IVR Premium	HACS0000	HICR Advanced Activation Self Service IVR Premium provides for additional IVR integrations to customer databases: • Adds data lookup to one internal hosted database table • Up to 3 database "calls" (lookup only) • Adds integration to one external CRM/database • Up to 3 database/Web Service "calls"
24	HICR Advanced Screen POP/Call Routing/ Named Agent	HACP0000	HICR Advanced Screen POP/Call Routing/ Named Agent is an enhancement to the HICR Routing Capabilities capacity to provide CRM Driven Screen Pop/Call Routing or Named Agent Routing: • Adds integration to one CRM solution to support a screen-pop or custom call routing • Up to 3 web service "calls" (lookup only) For Named Agent adds: • Enable routing to a named "Account Manager" type agents, backup agent or queue • Integrate with a CRM to identify the Account Manager, not all external CRM solutions supported.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
25	HICR IVR with Standard Applications	HCRA0000	HICR Interactive Voice Response (IVR) Systems uses a human voice to present menu options to the caller. The caller can select an option using DTMF or the keypad on the telephone. Additional options include the deployment of self service or speech automated systems. Includes customized call flows and automated voice menus that gather call routing information and customer IDs and deliver pre-recorded announcements - instantly and without programming.
26	HICR IVR with Standard Application Usage	HSTA0000	HICR IVR with Standard Application Usage is an enhancement to IVR services and are Usage Based/MOU services.
27	Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Queue Platform	HCLC0000	Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Queue Platform
28	NBIVR Open Hosted IVR	HION0000	This advanced enhancement provides Open Hosted IVR functionality customer agency control via GUI interface of the development, test and production environment IVR applications. Provides customer the opportunity to utilize internal resources to manage applications while maintaining the scalability, security, and redundancy of Verizon's hosted platform.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.
29	NBIVR IP Hosted Intelligent Contact Routing (HICR)-A	HINA0000	NBIVR IP Hosted Intelligent Contact Routing (HICR) is a comprehensive, managed, network-routing solution that intelligently routes multimedia transactions, such as voice, email, chat, and web collaboration for contact centers. Hosted ICR is based on software from Genesys Telecommunications Laboratories. Hosted ICR employs user-defined business rules, caller characteristics, data requested and provided by the caller, and data retrieved from contact center host computers (HostConnect) within the network. This enhanced functionality is provided by IP HICR IVR Routing to customize call routing capabilities. This feature may require Custom Application development charges. This is a custom application that requires specific development on a case by case basis as defined by a customer requirement. These services provide for the non-recurring costs associated with the implementation of IP Hosted Intelligent Contact Routing (HICR). NRC will apply on a per occurrence basis.
30	NBIVR Menu Routing	NMNR0000	NBIVR Menu Routing is an enhancement to allow the caller defined routing based on menu choice. Charged on a per call basis.
31	NBIVR Announce	NCNA0000	Sometimes referred to as "whisper," NBIVR Announce Connect provides a customized

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Connect		message to the called party before the caller is connected. Charged on a per call basis. This is a feature of HICR platform.
32	NBIVR Busy/No Answer Rerouting (BNAR)	NBNR0000	If a call reaches a busy signal or is not answered within a specified number of rings, BNAR automatically reroutes the call to a pre-specified alternate location or to a recording. Charged on a per call basis.
33	NBIVR Take Back/SIP Refer Transfer	NTRB0000	NBIVR Take Back/SIP Refer Transfer allows the called party to transfer a call to another location • Take Back and Transfer (TnT) is an Enhanced Call Routing (ECR) feature that is ordered with the application. • TnT can be invoked either by a person or by a VRU. • Transfers are done with speed dialed numbers in a TnT database. The agent or Voice Response Unit (VRU) enters "*" and predetermined digits. The database is part of TnT with no additional charge. • DTMF can be transferred along with the call. • Charged on a per transaction basis
34	NBIVR Caller Take Back	NTKB0000	NBIVR Caller Take Back allows a caller to return to the ECR menu to make additional call routing selections, or to access "hidden" menus not available during the initial selection process. Either the answering agent (GiveBack) or the caller (TakeBack) enters predefined digits (*plus one or two digits) and the caller is returned to the menu. Charged on a per transaction basis.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Feature Identifier may require Custom Application Development.
35	NBIVR Remote Audio Update	NRMA0000	NBIVR Remote Audio Update is an enhancement that allows customers to make real-time (within 15 minutes) updates to their audio messages that callers hear. Using their assigned ID number and password, customers can dial into their application message and modify or review it. A setup charge and monthly recurring charge for access to the service will apply.
36	NBIVR Call Router Reports per Package	NCRP0000	NBIVR Call Router Reports per Package enhancement provides for call Router Reports including Daily Activity and Daily Call Profile Reports for Daily, Weekly, and Monthly Distribution to each Customer broken down by hour.
37	NBIVR Custom Reports Package - M	NCRM0000	NBIVR Custom Reports Package-M is an advanced custom Reports Package that provides application specific reporting capabilities. Monthly charges may apply on a per application basis.
38	NBIVR Database Lookups	NDBL0000	NBIVR Database Lookups enhancement provides for additional Database Lookups that is available with the Network Based IVR service
39	NBIVR Standard Database Routing	NSDR0000	NBIVR Standard Database Routing enhancement enables calls to be routed automatically to the appropriate destination. Data fields contain information for use by the call processing application. Examples of data fields are DNIS outdial telephone number, message number, and password. Charged on a per call basis.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
40	NBIVR Network Database Routing	NNDR0000	NBIVR Network Database Routing is similar to Standard Database Routing, but can handle more complex databases. Network Database Routing provides customers with the ability to make real-time updates to their own database records. Using a touchtone phone, customers can add, delete or change application database records such as personal identification numbers, account numbers or zip codes for near real-time changes. Charged on a per call basis.
41	NBIVR Quota Routing	NBQR0000	NBIVR Quota Routing enhancement provides the customer the ability to self-service manage the number of calls processed within a specified timeframe. Once the maximum number is reached, calls are either re-routed to another specified call center location or a call treatment message or busy signal is given as predetermined by the customer. This service provides for enhanced control over call routing strategies and provides the ability to provide call blocking thresholds when necessary.
42	HICR Custom IWD	HICI0000	HICR Custom Intelligent Workload Distribution optimizes the work streams that support your customers. By prioritizing, assigning and monitoring tasks based on business rules and employee skills, it helps you meet customer deadlines while improving efficiency. • Captures 'tasks' from multiple work sources, like workflow, claims or mortgage origination systems • Out-of-the-box adapters for quick integration • Adapters are bi-directional

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Define Business SLAs using business rules Intuitive user interface • Automatically monitors tasks against SLAs and adjusts to ensure SLA Adherence • Leverages the resource/skill awareness in Genesys • Proactive assignment to right resource (push or pull) • Manage across physical or logical locations – front-office, back-office, home agent, outsourcing partners • Skills and proficiencies of back office team members • Performance of individuals, groups and teams • Task backlog for workforce planning • Provides valuable insights into business performance • Statistics can be used in Genesys CCPulse+, or existing 3rd party BI tools • Compare against KPIs defined by business users
43	HICR Custom WFM	HCMW0000	HICR Custom Workforce Management Solution provides forecasts that are based on actual trends across all channels (Voice, Email, Chat, SMS, Social Media) and work items calculated on both immediate and deferred activities. Schedules with development plans, skills, and training are linked to a single interface for ease of access.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Allowing for an unlimited number of hypothetical skill combinations, working rules, and skill prioritization without affecting any current configuration or schedule data, profiles ensure that the right skills are always available. Schedules, schedule trading, time-off management and real-time adherence data are all available on the web. Provides automated multisite/multi-skill forecasting and intraday schedule re-optimization
44	HICR Custom Skills Assessor	HCSA0000	HICR Custom Skills Assessor allows companies to use a combination of online tests, self-assessment, and observational feedback to assess the level of agent skills across their contact center. Agent skill levels are stored in a central skills database and can be combined with performance data from legacy systems, for example, CRM sales data, Learning Management System courses.
45	HICR Advance Integration Connector	HIAI0000	HICR Advance Integration Connector enables the following types of advanced application: • An advanced agent desktop application which has agent-based interaction processing capabilities plus statistics and configuration capabilities associated with the agent and resources (queues, agent groups, etc.) he/she is associated with. • Any type of Contact Center Supervisor or manager desktop application. This application can have the following capabilities: • Resource (agent, queues)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			management and definition • Resource monitoring (real-time) • Routing Strategy tuning • Outbound campaign management • A customer/partner application which needs to access or modify (at the desktop) configuration data with the Genesys platform
46	Auto Attendant LITE Implementation	ATLN0000	Auto Attendant Lite Implementation provides the implementation for the Auto Attendant LITE service.
47	Auto Attendant LITE Service	ATNL0000	Auto Attendant Lite Service provides the following features to include: • Seamless integration with the ACD • Transfer inbound callers without live intervention • Dial-by-name, Dial-by-extension, DNIS or company directory • Bulk upload • Auditing and logging of user and system events • Enhanced website access security • Automatic extension assignment • Out-of-office/unavailable call routing • It is available only in English.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Billed based on the peak number of active users that log in to Auto Attendant during the month.
48	Auto Attendant Standard Implementation	ATNS0000	Auto Attendant Standard Implementation provides the implementation for the Auto Attendant Standard service.
49	Auto Attendant Standard Service	AUAS0000	Auto Attendant Standard Service provides corporate directory management features and is a self-service call management solution for contact center agents and non-agent end-users. Standard Auto Attendant includes all the features of Auto Attendant Lite plus: • Voicemail management with multiple options for voicemail access
50	IVR Outbound Calling	ICNC0000	IVR Outbound Calling provides a feature-less SIP Outbound calling exclusively designed for use on the enhanced agent seat.

27.2.4.6 IVR Summary Reporting

The Contractor shall provide summary reporting that provides information on the caller, average call duration, caller opt out (transfer) and disposition of the calls within the IVR application on a daily, weekly and monthly basis.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.4.7 IVR Commercial Reports

Contractor shall provide any IVR reports that are available with its commercial offerings.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.2.5 Contact Center Geographic Service Areas

The Contractor shall provide the service where commercially available through Contractor owned facilities, third-party agreements, and as allowed by State or Federal regulations. Commitment to provide service is subject to facility availability as determined by the Bidder at time of bid submission and may be reassessed by Contractor at time of service order.

Bidder understands the Requirement and shall meet or exceed it? Yes

The bidder shall indicate geographic service areas where Standard Contact Center Services are available. The Bidder may indicate a statewide offering or provide specific geographic locations in Table 27.2.5.a.

Bidder understands the Requirement and shall meet or exceed it? Yes

Special construction charges that may be required to provide this service are not included in this offering or contained within the CALNET contracts and must be acquired by the customer directly through other procurement means.

Bidder understands the Requirement and shall meet or exceed it? Yes

Table 27.2.5.a – Standard Contact Center Service Locations

Line Item	Service Location
1	The Verizon solution is available statewide in California.
2	
3	
4	
5	
6	
7	
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9	

27.3 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this section is to provide Customers, CALNET Program and the Contractor with requirements that define and assist in the management of the SLAs. This section includes the SLA formats, general requirements, stop clock conditions, and the Technical SLAs for the services identified in this solicitation.

27.3.1 Service Level Agreement Format

The Contractor shall adhere to the following format and include the content as described below for each Technical SLA added by the Contractor throughout the Term of the Contract:

1. SLA Name – Each SLA Name must be unique;
2. Definition - Describes what performance metric will be measured;
3. Measurements Process - Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
4. Service(s) - All applicable services will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters; and,
6. Rights and Remedies
7. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
8. Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time.

The Contractor shall proactively apply a credit or refund when a SLA objective is not met. CALNET SLA Rights and Remedies do not require the Customer to submit a request for credit or refund.

Bidder understands this Requirement and shall meet or exceed it? Yes

27.3.2 Technical Requirements versus SLA Objectives

Section 27.2 (Contact Center Services) defines the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum parameters which the Contractor shall be held accountable for all rights and remedies throughout Contract Term.

Bidder understands this Requirement and shall meet or exceed it? Yes

27.3.3 Methods of Outage Reporting: Customer or Contractor

There are two methods in which CALNET service failures or quality of service issues may be reported and Contractor trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4, Trouble Ticket Reporting Tool (TTRT)).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) and monitor and report to Customer until service is restored.

Bidder understands this Requirement and shall meet or exceed it? Yes

27.3.4 Bidder Response to Service Level Agreements

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate one specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

Bidder understands this Requirement and shall meet or exceed it? Yes

27.3.5 Contractor SLA Management Plan

Within 90 calendar days of Contract award, the Contractor shall provide CALNET CMO with a detailed SLA Management Plan that describes how the Contractor will manage the Technical SLAs for services in this IFB. The SLA Management plan shall provide processes and procedures to be implemented by the Contractor. The SLA Management Plan shall define the following:

1. Contractor SLA Manager and supporting staff responsibilities;
2. Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;
3. Creation and delivery of SLA Reports (SOW Business Requirements Section G.10.5). The Contractor shall include a sample report in accordance with SOW Business Requirements Section G.10.5, SLA Reports for the following: SLA Service Performance Report (SOW Business Requirements Section G.10.5.1), SLA Provisioning Report (SOW Business Requirements Section G.10.5.2), SLA Catastrophic Outage Reports (SOW Business Requirements Section G.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section G.10.5.4). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET Program via the Private Oversight Website (SOW Business Requirements Section G.10.2);
4. SLA invoicing credit and refund process;
5. Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET Program; and,
6. Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET Program.

Bidder understands this Requirement and shall meet or exceed it? Yes

27.3.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET Technical SLAs (Section 27.3.8):

1. With the exception of the Provisioning SLA (Section 27.3.8.7), the total SLA rights and remedies for any given month shall not exceed the sum of 100% of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;
2. If a circuit or service fails to meet one or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;
3. The Contractor shall apply CALNET SLAs and remedies for services provided by Subcontractors and/or Affiliates;
4. The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA; and,
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges.

Bidder understands this requirement and shall meet or exceed it? Yes

6. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives.

Bidder understands this requirement and shall meet or exceed it? Yes

7. The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA.

Bidder understands this requirement and shall meet or exceed it? Yes

8. To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), The State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET Program for possible inclusion via amendments;

9. The Contractor shall apply CALNET DNCS SLAs and remedies to services provided in all areas the Contractor provides service and/or open to competition (as defined by the CPUC). Any SLAs and remedies negotiated between Contractor and Incumbent Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET DNCS Customer;
10. The election by CALNET Program of any SLA remedy covered by this Contract shall not exclude or limit CALNET Program or any Customer's rights and remedies otherwise available within the Contract or at law or equity;
11. The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;
12. The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;
13. The Customer Escalation Process and/or the CALNET CMO Escalation Process shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);
14. Trouble reporting and restoration shall be provided 24x7 for CALNET services;

Bidder understands this requirement and shall meet or exceed it? Yes

15. SLAs apply 24 x 7 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section G.6;

Bidder understands this requirement and shall meet or exceed it? Yes

17. The Contractor shall provide a CALNET DNCS SLA Manager responsible for CALNET DNCS SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET Program SLA oversight, report issues, and problem resolution concerns. The CALNET DNCS SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET Program support for SLA inquiries and issue resolution; and,

19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET DNCS Customer.

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.7 Trouble Ticket Stop Clock Conditions

Only the following conditions shall be allowed to stop the duration of the Service Level Agreements. The Contractor shall document durations using the Stop Clock Condition (SCC) listed in Table 27.3.7.a, which must include start and stop time stamps in the Contractor's Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) or Customer provisioning Service Request for each application of an SCC.

Bidder understands the requirements and shall meet or exceed them? Yes

The Contractor shall not consider "cleared while testing" or "no trouble found" as a SCC.

Bidder understands the requirements and shall meet or exceed them? Yes

Contractor observation timeframes, not requested by End-User, after incident resolution shall not be included in Outage Duration reporting.

Bidder understands the requirements and shall meet or exceed them? Yes

Note: The Glossary (SOW Appendix A) defines term "End-User" as the "individual within an Entity that is receiving services and/or features provided under the Contract."

Table 27.3.7.a – Stop Clock Conditions (SCC)

Line Item	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User's request is documented and time stamped in the Contractor's trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.

2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	CUSTOMER PROVISIONING DELAY	Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities or Extended demarcation wiring. If the Service Providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket

		several efforts to contact End-User for the following: a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.

9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET DNCS service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the eVAQ General Provisions - Telecommunications, Section 28 (Force Majeure).

15	CUSTOMER ENVIRONMENTAL	An outage directly caused by customer premise environmental conditions, which are outside the control and responsibility of the Contractor. This includes a non-secured location, excessive heat or lack of cooling. If determined later that the environmental conditions were not the cause of the service outage, or a result of the Contractor modifying Contractor provided equipment without Customer's approval, the Customer Environmental SCC will not apply.
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Bidder understands the Requirement and shall meet or exceed it? Yes

27.3.8 Technical Service Level Agreements (SLA)

27.3.8.1 Availability (M-S)

SLA Name: Availability

Definition:

The percentage of time a CALNET Contact Center service is fully functional and available for use each calendar month.

Measurement Process:

The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the individual affected service (per Circuit ID or Service ID), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is based on 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.

Services:

Contact Center Service

Objectives:

The objective will be based on the access type identified in the table below:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Contact Center Service	≥ 99.2%	≥ 99.5%	≥ 99.9%	P

Rights and Remedies:

1. Per Occurrence:
 - End-User Escalation Process
 - CALNET CMO Escalation Process
2. Monthly Aggregated Measurements:
 - First month to fail to meet the committed SLA objective shall result in a 15% credit or refund of the TMRC.
 - The second consecutive month to fail to meet the committed SLA objective shall result in a 30% credit or refund of TMRC.
 - Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC.

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.2 Catastrophic Outage 2 (CAT 2) (M-S)

SLA Name: Catastrophic Outage 2 (CAT 2)

Definition:

Any failure of any part of the Contact Center architecture components (hardware, software, interconnection of components) based on a common cause that results in a Contact Center service feature failure at more than one Contact Center location.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble

ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service seat and service basis from information recorded from the network equipment/system or a Customer reported trouble ticket. Each End-User seat or service feature is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

Contact Center Service

Objectives:

The objective restoral time will be:

Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Contact Center Service	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:
 - 100% credit or refund of the TRMC and ten Business Days of ADUC when usage applies for each End-User service not meeting the committed objective for each CAT 2 fault.
2. Monthly Aggregated Measurements:
 - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.3 Catastrophic Outage 3 (CAT 3) (M-S)

SLA Name: Catastrophic Outage 3 (CAT 3)

Definition:

The total loss of a Contractor's IVR and/or ACD service on a system wide basis.

Measurement Process:

The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer or the Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and compile a list for each End-User seat and service feature affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User service basis from information recorded from the network equipment/system or trouble ticket. Each End-User seat and service feature is deemed out of service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

IVR and ACD Services

Objectives:

The objective restoral time will be:

Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
IVR and/or ACD Service	≤ 30 Minutes	N/A	≤ 15 Minutes	P

Rights and Remedies:

1. Per Occurrence:

- 100% credit or refund of the TMRC and ten Business Days of ADUC, when usage applies for each End-User seat and service feature not meeting the committed objective for each CAT 3 fault.

2. Monthly Aggregated Measurements:

- N/A

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.4 Contact Service Outage (M-S)

SLA Name: Contact Center Service Outage

Definition:

The loss of a Contact Center service feature at a single End-User location.

Measurement Process:

The Outage duration begins when an application alarm/other fault indicator is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. Upon notification from the Customer or application alarm, the Contractor shall compile a list for each End-User seat and feature at the End-User location for tracking and reporting of SLA rights and remedies. Each seat and feature is deemed out of service from the first notification until the Contractor determines all End-User seats and features are restored minus SCC. Any seat or feature reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.

Services:

Contact Center Services

Objectives:

The objective restoral time shall be:

Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Contact Center Services	≥ 6 hours	≥ 4 hours	≥ 2 hours	P

Rights and Remedies:

1. Per Occurrence:
 - 20% credit or refund of the TRMC and two Business Days of ADUC, when usage applies, for each Contact Center seat and service/feature impacted by the service failure.
2. Monthly Aggregated Measurements:
 - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.5 Excessive Outage (M-S)

SLA Name: Excessive Outage

Definition:

Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.

Measurement Process:

This SLA is based on trouble ticket Unavailable Time. The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

Services:

Contact Center Services

Objectives:

The Unavailable Time objective shall not exceed:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Contact Center Services	≤ 16 Hours	≤ 12 Hours	≤ 8 Hours	P

Rights and Remedies:

1. Per Occurrence:

- 100% credit or refund of the TMRC and ten Business Days of ADUC, when usage applies for each seat and service feature out of service for a period greater than the committed objective level.
- Upon request from the Customer or the CALNET Program, the Contractor shall provide a briefing on the excessive outage restoration.

2. Monthly Aggregated Measurements:

- N/A

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.6 Notification

SLA Name: Notification

Definition:

The Contractor notification to the CALNET Program and designated stakeholders in the event of a CAT 2 or CAT 3 failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET DNCS End-Users or has the potential to impact services in a general or statewide area. The State understands initial information requiring the nature of the outage may be limited.

Measurement Process:

The Contractor shall adhere to the Network Outage Response requirements (SOW Business Requirements Section G.3.3, Network Outage Response) and notify the CALNET Program and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or threat of natural disaster, the Contractor shall notify the CALNET Program and designated stakeholder when information is available for dissemination to the Customers.

Services:

All services

Objectives:

Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify the CALNET Program and designated stakeholders using a method defined in SOW Business Requirements, Network Outage Response.

At 60-minute intervals, updates shall be given on the above-mentioned failures via the method defined in SOW Business Requirements, Network Outage Response.

This objective is the same for Basic, Standard and Premier Commitments.

Rights and Remedies:

1. Per Occurrence:
 - Senior Management Escalation
2. Monthly Aggregated Measurements:
 - N/A

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.7 Provisioning (M-S)

SLA Name: Provisioning

Definition:

Provisioning shall include new services, moves, adds and changes, completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor documented on the Contractor's order confirmation notification or Contracted Project Work SOW in accordance with SOW Business Requirements Section G.2.5.4, Provisioning and Implementation. The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer's discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Timeline per SOW Business Requirements Section G.8, Contracted Service Project Work.

Provisioning SLAs have two objectives:

Objective 1: Individual service installation; and,
Objective 2: Successful Install Monthly Percentage by service type.
Note: Provisioning timelines include extended demarcation wiring when appropriate.

Measurement Process:

Objective 1: Individual Service Installations: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor. This objective requires the Contractor to meet the due date for each individual service installation. This includes individual circuit/service/seat level installations for Coordinated and Managed Projects.

Objective 2: Successful Install Monthly Percentage per Service Type: The Contractor shall sum all individual installations per service, as listed below, meeting the objective in the measurement period and divide by the sum of all individual service installations due per service in the measurement period and multiply by 100 to equal the percentage of service installations completed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.

Services:

Features must be installed in conjunction with the service except when listed below:

Service	Committed Interval Days	Coordinated/Managed Project
Contact Center Services	N/A	Coordinated/Managed Project

Objectives:

Objective 1: Individual service installation: Service provisioned on or before the due date per installation Service Request.

Objective 2: Monthly Average percent by service type:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Contact Center Services	≤ 90%	N/A	≤ 95%	P

Rights and Remedies:

1. Per Occurrence:

- Objective 1: Individual service installations: 50% of installation fee credited to the Customer for any missed committed objective.

2. Monthly Aggregated Measurements:

- Objective 2: 100% of the installation fee credited to the Customer for all service installations (per service type) that did not complete within the committed objective during the month if the Successful Install Monthly Percentage is below the committed objective.

Bidder understands the requirements and shall meet or exceed them? Yes

27.3.8.8 Unsolicited Service Enhancement SLAs

All unsolicited service enhancements shall be considered a feature of the service, and therefore shall be included as such under the SLAs as defined in this section.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.3.8.9 Proposed Unsolicited Offerings

The contractor shall provide SLAs as defined in SLA Section 27.3.8 for each unsolicited offering determined by the CALNET CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

Bidder understands the Requirement and shall meet or exceed it? Yes

27.3.8.10 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in Section 27.3.8.

Bidder understands the Requirement and shall meet or exceed it? Yes