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June 23, 2014

Deirdre Johnson
Issuing Officer
Georgia Technology Authority
47 Trinity Ave., 3rd FL – Procurement
Atlanta, GA 30334

Dear Ms. Johnson:

With the State of Georgia's need for strong and responsive customer service, communications systems are vital to ongoing operations. AT&T understands just how vital these operations are – and we also understand that the State of Georgia's contact center solution must be flexible, scalable, reliable, and cost-effective.

As the current provider of both your contact center services and network services, AT&T is in a unique position to meet your needs. We *know* your environment and your network – and we stand ready to deploy an inContact next-generation contact center solution for the State of Georgia. With our solution, AT&T can help you address the following needs:

- **Improved Customer Service.** State of Georgia agencies can provide their customers with a high level of customer service regardless of the method that constituents use to contact them.

- **Speed of Deployment.** Contact center customers will be able to turn-up feature-rich call centers quickly. Our solution easily integrates into your environment, whether you need to add call centers, add new seats, or change features/routing, all can be quickly completed with our solution.

- **First Class Network Services.** As the largest local and long distance company in the world, AT&T is uniquely positioned to meet the contact center needs of the State of Georgia. You can depend on the AT&T network to be there when you need it, delivering calls, contacts, and connections that serve State of Georgia constituents 24 hours a day, 365 days a year.

- **Managed Service.** With the AT&T solution, you receive an end-to-end managed service provided by highly skilled personnel. Support services include application consulting and scripting, program management, software/hardware integration, installation, and maintenance.

- **Reporting.** The State of Georgia will have end-to-end reporting from AT&T and inContact to help you better understand caller behavior and manage customer service levels.

We've spent decades investing in the growth of our worldwide network. We're prepared to provide you with seasoned account team support and operational support to your sites throughout the State of Georgia. Our longstanding reputation for quality performance and leading technology makes AT&T the right choice. We look forward to discussing this proposal with you in the near future.

Sincerely,

Mark Roberts
Sales Director
AT&T State of Georgia Account Team

Table of Contents

1.0 General Description

This Appendix provides an overview of the Contact Center services requirements. The purpose of the document is to provide a perspective of the products, services, equipment, software and support that are included within the scope of the **Exhibit 2 Statement of Work**. It is not intended that the contents be inclusive of all aspects of the environment.

2.0 Core Contact Center Services

2.1 Hosted Services

The Service provider's solution addresses the requirements in this section with the following: The Service Provider's responsibilities include and Service Provider shall do the following:

2.1.1   Is available as "Software as a Service" (SaaS)

AT&T Response:

Yes. AT&T's partner inContact is the leading provider of cloud-based call center solutions. "Cloud-based" is a term used to refer to on-demand computing, data storage and delivery of technology services through the Internet ("cloud"), which includes software-as-a-service ("SaaS"). As such, inContact® is an on-demand contact handling solution designed to significantly enhance the customer contact experience, boost agent performance and increase profitability. inContact removes the barriers to contact center excellence by delivering a comprehensive, flexible platform to connect your customers with the right agents on time, every time. The platform includes an enterprise-grade inbound ACD with skills-based and proficiency-based routing, with blended preview, predictive, progressive, and blaster outbound dialer, including IVR, speech recognition, CTI and CRM integration. In addition, inContact is the only cloud provider to offer integrated, world-class WFO, powered by market leader Verint, delivering quality monitoring, workforce management, voice and screen recording and agents scorecards.

Three of many competencies that differentiate the inContact solution from the competition are:

- **Professional Services / Support**

   inContact has the largest and most experienced professional services organization in the SaaS space. Our global staff provides high impact implementation and business consulting services to ensure a smooth start and ongoing value from our solutions. The support organization has more than 550 years of combined contact center expertise and provides rapid resolutions with 24/7/365 support along with single point of contact for every case. Proactive regional Account Management support with Service Advantage Managers provide daily, weekly, monthly, quarterly and annual reporting and service calls.

- **Architecture / Geographic Redundancy**

   Built in geographic redundancy provides a guaranteed 99.99% uptime SLA. inContact has four Cloud Super Sites located in Dallas and Los Angeles, Munich and Frankfurt, as well as three inContact voice (Points of Presence) POPs in London, Philippines and Hong Kong-- the broadest international reach of any cloud player.

- **Customer Partnership**

inContact is the most experienced SaaS vendor in the market with deep expertise in telephony, cloud networking and contact center operations. Founded in 1997, and delivering cloud services since 2005, inContact *partners* with clients for long term relationships offering not just a market leading contact center solution but also the knowledge of best practices learned along the way through our more than 1,500 implementations. Combined with AT&T's longstanding partnership with the State of Georgia, our solution presents the best, most reliable, most proven option available to the State.

2.1.2   Have the ability to scale up/down full contact center services as needed by request.

AT&T Response:
As a hosted, all-in-one, contact center solution the inContact platform is readily customizable to whatever capacity is needed, and is able to scale clients that need increased capacity in minutes. If an agency requires either eight or eighteen hundred agents, the inContact solution has the ability to provide nearly instant scalability. Agents are very quickly added or removed from the system. The inContact platform is engineered to be scalable to meet the capacity needs of the customer base. inContact's NOC is monitoring this capacity regularly, as well as staying in communication with the customer base to understand any future needs that would necessitate a capacity increase.

AT&T will engineer voice and data transport services to provide sufficient capacity to support contact center volume and anticipated growth. This approach will enable additional agent seats to be supported without lengthy delays for service orders.

Because customer solutions can be complex and diverse, we will need agencies to communicate and coordinate with us to plan for large user increases. This will allow AT&T and inContact to assess the most effective way to accommodate Agency needs.

2.1.3   Support multiple contact center partitions and agents with flexibility to interact with other contact centers if possible.

AT&T Response:
As a cloud-based solution, inContact maintains all call flows, call handling functionality, and administrative features in the cloud. The platform supports multiple partitions and provides flexibility for agents to interact with other contact centers. Partitions can be established either between agencies or within an agency. Each customer (or group within a customer, if required) has its configuration stored in a separate logical partition. Any location that is connected to inContact will have access to the functionality that the State of Georgia determines is needed by that location. All information related to all contacts that are handled in inContact will be tracked and controlled based on business requirements. By using inContact, the State of Georgia will not have to be concerned with disparate systems, distributing applications, or control tracking.

2.1.4   Provide redundancy for Hosted Contact Center Services.

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AT&T Response:

The AT&T/inContact network is designed for redundancy and failover. The core IP network is connected via a dual SONET ring backbone which provides two redundant fiber links. Along with redundant edge routers, core routers, firewalls and VoIP hardware, the network infrastructure provides reliable, stable, service-rich benefits.

The following network diagram provides a simplistic picture of inContact's network and redundancy.
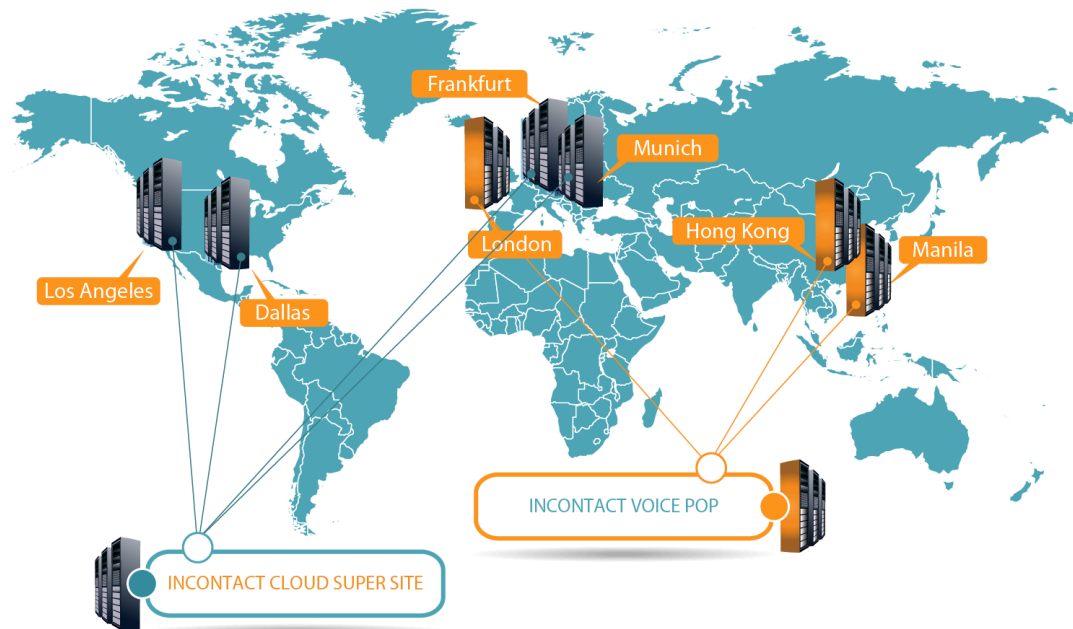
inContact has four fully redundant cloud super-sites: two in North America (Dallas and Los Angeles) and two in Europe (Frankfurt and Munich).

inContact also has three additional voice point-of presence (POP) sites in London, Hong Kong, and Manila.

The State of Georgia solution will be provided over inContact's domestic network infrastructure. No traffic will be routed internationally.

Fully redundant and protected power is critical to today's data centers. With inContact, you receive carrier-grade service at a fraction of the cost. The server centers operate with the most advanced equipment available to ensure that you receive the best technology possible without having to purchase it on your own.

The data centers are supported and monitored by a 24/7 carrier-grade Network Operations Center (NOC) located at inContact's corporate office in Salt Lake City. The NOC employs next generation, industry-standard monitoring systems and tools and, in the event of failure, has the ability to operate remotely utilizing inContact technology either within Salt Lake City or Los Angeles.

This broad range of connectivity models and solutions allows for the highest level of selection in hosted IP telephony and call center applications. Each server center functions as both a primary location and as a backup to the other server center in the event of a problem. If a major outage were to take place in Dallas, for instance, the next call would be completed through the Los

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Angeles server center. All historical data, call flows and other information would continue uninterrupted.

The network operating centers function with 24/7 on-site security. inContact also has state-of-the-art intrusion detection systems in place to keep the system safe from hackers. inContact utilizes redundant equipment, facilities, connections, power supplies, cooling systems and databases to ensure that your contact center is always up and running smoothly.

2.1.5   Support TDM and VoIP communications to agents.
   2.1.5.1   TDM, ability to route calls to PSTN for call termination on Agency provided systems.
   2.1.5.2   VoIP, provide choice of hard or soft phone
   2.1.5.3   Soft Phone should have minimal impact on existing desktop real estate environment.
   2.1.5.4   Can leverage any standard 10 digit number

AT&T Response:
AT&T's partner inContact fully supports both TDM and IP technology. Implementations can be TDM, VoIP, SIP or any combination. TDM, SIP and VoIP calls are delivered to agents via configured stations. Those station ids are used to indicate to inContact where calls are to be delivered.

Calls may be delivered to an existing telephone station using a "Dial Out" approach where the calls are extended through the PSTN using a standard 10-digit US telephone number. Calls may also be delivered to an IP hard phone or softphone that is registered to the inContact platform in a "Hosted VoIP" arrangement. The IP softphone provides a compact graphical interface that can be minimized to avoid conflicts with other desktop applications. Finally, calls may be delivered to an agent using a station connected to an existing Agency PBX using SIP trunking with "VPN Connectivity".

inContact is a cloud-based solution. We deliver this functionality to any agent that has an internet connection and a phone line. The phone line can come from a customer owned PBX, a POTS line, a cell phone, etc.

Any agent can login from any computer and telephone anywhere and can take calls, as long as the agent's AgentID and StationID have been setup in inContact Central previously. This is a standard feature of inContact; no extra costs are associated with this functionality.

2.1.6   Provide a hosted contact center solution that is physically located in data centers within the United States.

AT&T Response:
Data for US-based customers is stored in the USA. inContact will use two fully redundant cloud super-sites in the US, Dallas and Los Angeles, to support the State of Georgia. These two sites currently support the Georgia Department of Revenue's contact center services.

2.1.7   Hosted Contact Center supported by staff that is physically located within the United States.
AT&T Response:
AT&T's partner inContact is headquartered at 7730 S. Union Park Ave, Suite 500, Midvale, UT 84047 and has employees across the United States. Since inContact is a cloud-based solution, the technical services are managed and performed remotely from the Network Operations Center (NOC) in the Salt Lake City office.

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The entire network and both server centers are monitored, 24/7, by the inContact NOC group, located in Salt Lake City.

2.1.8   Provide and support HCC seats in physical Agency locations and remote teleworker locations.
AT&T Response:
AT&T's solution supports contact center agents at any site, either an agency location or a remote teleworker location. The only connectivity requirements are Internet access (either broadband Internet with VPN or Agency WAN access) using a PC that meets minimum specifications and a dialable 10-digit telephone number (if using Dial Out connectivity). Minimum PC specifications are noted in the response to Attachment 2-E.

2.1.9   Administrative functionalities available to the Agencies should incur no fees if performed by the Agencies

AT&T Response:

Administrative functionality will be provided at no additional charge. AT&T and inContact encourage our customers to become fully trained in the administration of the software. There are various training opportunities which would allow a customer to become proficient in both the administration of the platform as well as the development and/or modification of contact flows or "scripts" as they are referred to in our terminology. It is in our best interest to make our customers as self-sufficient as possible.

At the core of inContact is the Application Designer, also known as inContact Studio or the Script Editor. Our Professional Services team uses this tool to design and build your applications. This program also provides customers with a hands-on tool to design simple or complex applications for voice, e-mail, chat, or a combination of all, if they wish. Nearly every feature of inContact can be implemented from within a customer application. This includes automated call distribution (ACD), interactive voice response (IVR), call-back, conferencing, broadcast messaging, voice mail, text-to-speech, mail notification, automated reminders, and many others. In fact, the feature set of inContact is so great that it is impossible to document every facet.

inContact Studio is tailored to meet the needs of experienced software engineers and gives the novice application writer an intuitive, easy to understand interface. The inContact Studio tool also allows for Text to Speech using engines such as, date, time, numbers, money, or clear text. The text to speech engine also supports multiple voice parameters.

Further Administration of inContact is accomplished through the use of a browser-based application known as inContact Central and a client that works through your internet connection, known as inContact Studio. These applications can be accessed regardless of location, and provide complete control of your inContact Business Unit and is completely controlled by the end user.

2.1.10 Provide a call disposition tool that caters to the respective business model of the agency.

AT&T Response:

inContact permits the use of "dispositions" that are used to give a synopsis of the call on "release" by the agent. At release, a window will automatically be presented. The agent may then click on a predefined outcome of the call (such as, if the call was to a sales queue, did the caller make a purchase? Yes/No). In addition to the predetermined resolution of the contact, there is the capability for the agent to leave their own notes about the contact. Dispositions may be "voluntary" or "forced." There is no limit to the number of disposition codes that can be created. The names of dispositions can be whatever meets your business needs or requirements.

2.1.11 Interface with Agency designee on support of End User systems, desktop support, and standard images.

AT&T Response:

Close interaction with Agency staff is an absolute requirement for a successful implementation. AT&T and inContact will work closely with Agency designees for many functions during the implementation. For End User desktop systems, we will provide specifications for the minimum configuration required for a user to interact with the inContact platform and we will provide URL

access to a "ping test" to measure the performance of the user's connection. We will also assist the Agency designee with automated download of any programs or apps that must be installed on End User systems (e.g., to support screen recording).

inContact has developed a reliable and repeatable process for planning, building, configuring, and implementing new call center sites. A key piece of this process is the consultative role filled by the customer. During all phases of the project, AT&T and inContact will work closely with each agency to understand constituent needs and processes for serving them. We will draw on our experience in the call center space and agency experience with constituents to optimize the mix of self-service and agent-managed contacts for each agency. We will consult with agency SMEs (Subject Matter Experts) for such things as defining project requirements that are specific to agency processes, defining skill groups to facilitate effective call routing, clarifying project integration points, and understanding queries to the data and anticipated responses and formats.

If we are selected for this project there will be a project management team specifically assigned to the State of Georgia and they will coordinate with GTA and the agencies as appropriate. We recommend that agencies have at least one person in IT and one person in the contact center fully trained on inContact's administration and programming tools. This should provide adequate "in-house" inContact support for State of Georgia agencies.

## 2.2   Automatic Call Distribution

The Service provider's solution addresses the requirements in this section with the following:
The Service Provider's responsibilities include and Service Provider shall do the following:

2.2.1   Support multi-‐‐channel routing, basic and advanced call routing, skills based routing and call back/virtual queuing.

AT&T Response:
The inContact platform is a dynamic multimedia hosted software suite that supports intelligent delivery of contacts of various media types, including: voice, email, voicemail, SMS, social media CIM and chat.

inContact offers sophisticated skills-based routing. Inherent in inContact's skills-based routing system is the ability to provide several skill groups per agent working in a multimedia skill. The skills are then assigned to agents. Agents can be assigned multiple skills with various media types. Every agent can be assigned one or more skills and for each skill assignment the agent can be configured to a specific proficiency level. An incoming contact (voice, email, voicemail, SMS or chat) is then routed to the next available agent with the highest proficiency—regardless of his or her physical location.

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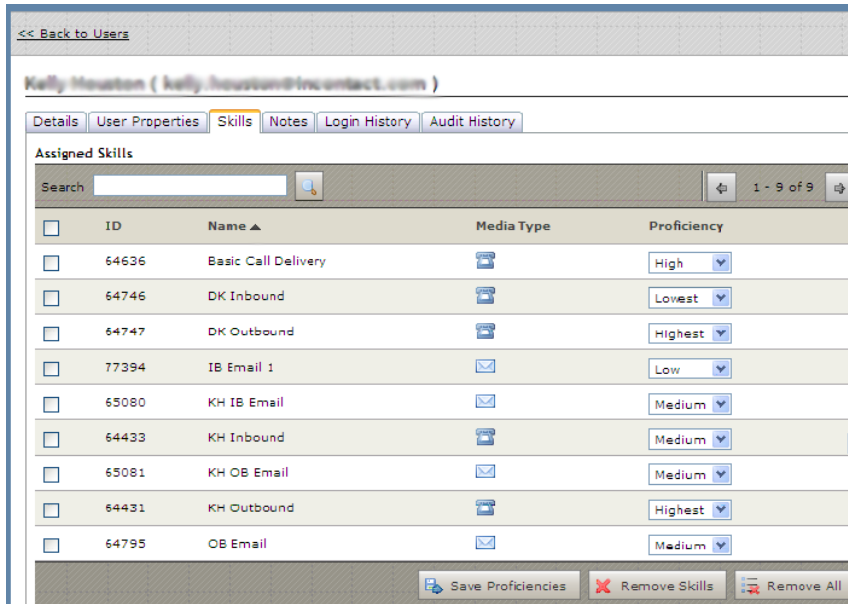
If there are multiple available agents with the same proficiency, the call is delivered to the agent who has been available the longest. This technique ensures that callers are routed to the most qualified, available agent. A lower proficiency could also be used to manage back-up agents for a queue. For example, a supervisor would be very qualified to handle a call, but generally he/she would not be taking calls unless there was high call volume or a shortage of agents.

Call Back/Virtual Queuing is part of the core functionality offered by inContact as the "Automatic Call back" feature and is configurable in Studio by skill group.

Automatic Call Back provides the ability to ask callers to enter a phone number, then keep their places in queue and call them back once they reach the front of the line. By doing this, callers can hang up (freeing trunk capacity) and the system will generate outbound calls once their places in the queue come to the front of the line. The agent will receive the call and hear the ringing to reach the caller who selected this option on the original inbound call.

Another advanced feature bundled with skill-based routing is priority routing. In some circumstances it is helpful to identify high-priority calls and to move them to the front of the queue. Once you've identified a high-priority caller, through the use of a special toll-free number, script modification or a data dip, inContact makes it simple to handle that caller next, even if there is a queue of other callers waiting to speak to an agent.

2.2.2   Be compatible with IVR, Chat, and Email

AT&T Response:
The inContact platform is a dynamic multimedia hosted software suite that supports intelligent delivery of contacts of various media types, including: voice, email, voicemail, SMS, social media CIM and chat. It also provides self-service applications including Interactive Voice Response (IVR) functionality with optional Automatic Speech Response (ASR).

2.2.3   Ability for Agency to manage the creation, modification and deletion administration of agents.

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AT&T Response:
Every component of the inContact solution can be managed by the Agency remotely since it is a cloud-based solution; however, *Studio* requires a download to a Windows-based computer. inContact *Agent* and *Central* are fully browser-based.

inContact *Agent*: A browser-based application that communicates to inContact when the user is available or unavailable. Through this interface, the user executes various tasks such as dialing a phone number from the workstation or answering phone calls, e-mails, voicemails or web chats. Agents can be in a brick and mortar location, or can be located at a home office. Either option gives you seamless visibility into their activities.

Studio: A rapid application development tool with a visual drag-and-drop programming interface for creating or modifying contact handling processes. Using this tool, custom IVR and skills-based routing of a variety of media can be created. These media include: inbound and outbound calls, emails, chats, voicemails, etc. Entire contact handling processes can be built that do everything from check for open and play a specific message, to asking the caller for some kind of identifier input in order to more intelligently process the call. inContact Studio is the starting point for creating the user application.

Central: A browser-based interface for handling such administrative tasks as viewing reporting, setting up user accounts, creating skill groups, assigning pre-recorded messages or music to specific events during the contact process. It is the "Central" administrative interface of the Product. inContact Central provides concurrent, dynamic access to all aspects of agents and skills from any number of locations it is here that an agency can create, modify and delete agents.

Reporting: Our reports are centralized in inContact Central. Reports are permissions-based, so only the reports the person is authorized to view are displayed. We have standardized reports, and reports that you can configure on-the-fly. We have a rich selection of real time, historical, standardized, and ad hoc options available. Since inContact Central is a browser-based client, they're available on any internet-connected computer.

2.2.4   Provide Agency with the ability to adjust wrap time and force calls to agents.
AT&T Response:
inContact has the ability to allow the agent to have a pre-defined amount of time to complete after call work (ACW), which is configurable by skill/queue. ACW can also be programmed to occur immediately after each call, or it can be programmed to occur after calls for a particular skill/queue. When the designated amount of time has elapsed, agents can automatically be put back into an available state at which time they will be presented with calls. If agents are not done with all the tasks associated with their ACW, they can click on unavailable and select the appropriate unavailable code.

2.2.5   Ability to build not---ready codes, also the ability to automatically interrupt not---ready codes as call volumes increase excluding break codes.
AT&T Response:
Agents have an unlimited number of unavailable codes that can be created and utilized. Agents will use the agent interface to make themselves available for calls. If an agent makes themselves unavailable for calls then optional 'Unavailable' codes can be used. Unavailable codes are customized reasons that agents can select in inContact Agent for going to an unavailable state. If

you configure unavailable codes for a team, an agent assigned to that team will have to select an unavailable code (a reason for going unavailable) before they can be in an unavailable state. When an agent selects an unavailable code, inContact uses the unavailable code to document why they are unavailable to handle contacts. The unavailable codes selected by agents are then used for reporting using the inContact Central reporting tool.

There is no limit to the number of unavailable codes that can be created. Included in the unavailable codes is ACW or after call work. Agents can be automatically placed into ACW after a call for a predefined period of time, and then automatically made available after the time expires, or they can stay in ACW until they make themselves available. The flexibility within inContact allows you to determine what unavailable codes make the most sense for your organization.

The way that the inContact Agent application is designed, agents have to put themselves on available; a manager would not be able to force an agent into an available state. It is understandable that there would be times during high call volumes where all hands would be needed on deck to manage the calls. In urgent times such as these, a manager would be able to see the state of all of the agents in inContact Central and would be able to contact the agents in Central through sending a Blaster Marquee message to the agents that are not on the phones to jump on and help handle the calls.

It is important to note, that AT&T and inContact do not recommend automatically forcing agents into available. If the system forces an agent into an available state who has inadvertently left his/her desk and a call was delivered, the agent would enter a "refused" state when the call was not answered and the caller would roll over to the next available agent.

2.2.6   Email routing for multiple skill sets.
AT&T Response:
inContact's multimedia functionality allows the agent to receive and respond to incoming emails using standard functionality. They can be queued in conjunction with incoming phone calls and because they are interruptible, an agent can stop to handle an incoming call then return to completing the email. InContact supports routing email to multiple skill sets.

2.2.7   Agent whisper feature
AT&T Response:
When a call is delivered to an agent, inContact can play a "whisper" to alert the agent to the type of call that is being delivered.

2.2.8   Interact with Agency regarding the configuration and scripting of Automatic Call Distribution (ACD), Intelligent Routing, and Predictive Dialing.
AT&T Response:
During all phases of the project, AT&T and inContact will work closely with State Agencies to understand what each agency's constituents care about and how they are serviced. We will draw on our experience in the call center space and agency experience with your constituents to optimize the mix of self-service and agent-managed contacts for each agency. We will consult with agency SMEs (Subject Matter Experts) for such things as defining project requirements that are specific to each agency's processes, defining skill groups to facilitate effective call routing,

clarifying project integration points, and understanding queries to the data and anticipated responses and formats.

The inContact Dialer combines state-of-the art inbound contact handling with full-featured campaign-based outbound dialing to maximize agent productivity. The system has a campaign management tool to manage agents, agent assignments, leads and dialing rules.

All inContact Dialer modules (preview, predictive, progressive, message laydown) handle simultaneous agents and multiple outbound campaigns/contact lists.

- In a Predictive Dialing mode, the solution automatically moves agents from an outbound campaign to assist with inbound if an inbound queue is out of SLA.
- True Blending for Progressive and Preview Campaigns gives Managers the ability to better manage agent utilization through the system. Based on pre-defined priorities, the system will deliver the highest priority work to the agents available to take a call. In essence, users have the ability to make the transition from inbound and outbound calls more transparent to their agents without creating a need for the agents to log out of one system and into another. Managers have the ability to have an available agent take the next highest priority call whether that is an inbound queued call or an outbound call.
- The preview dialer will allow agents to "preview" customer information before the call is placed.
- With the message laydown dialer, campaigns can be created to dial contacts and leave automated messages. The message can be delivered with or without the option to transfer to a live agent.
- The predictive dialer uses a simulation-based approach (rather than mathematical) to increase agent utilization ensuring that the outbound campaign run at their most efficient level. This increases the number of live contacts as well as maximizes agent talk time.

Organizations have varying levels of compliance with 'Nuisance Calls' depending on the type of organization. The dialer allows setting each level to ensure that the campaigns are in compliance, preventing possible legal actions.

2.2.9   Ability to have agents from multiple agencies in a shared skillset

AT&T Response:

inContact is a multi-tenant solution. There are clients that have administrative reasons for having their inContact services split between multiple "business units" that may allow for having their business units spread over multiple server clusters. inContact allows for this capability. Please note, however, that in order for multiple Agencies to have a shared skillset, all of the agencies must be provisioned within the same logical tenant on the inContact platform.

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2.2.10 Ability to route calls to different agency groups
AT&T Response:
Because inContact allows calls to be routed to agents based on their skill, proficiency and availability, rather than their location, the first available agent at any site with the appropriate skill will handle the call. Within an Agency, different groups of agents who have different skill proficiencies and perform different tasks may be grouped logically for call routing purposes.

2.2.11 Force calls to agents when staffed in without them having to signal to receive a call.
AT&T Response:
Agents logged into the system and in an Available state will be forced calls. The inContact platform can be configured so that an agent becomes available upon login or so that an agent must manually select the available state. Agents typically log into the Agent interface and make themselves Available at the start of their day, shift or as needed. However, once agents make themselves unavailable, the way that the inContact Agent application is designed requires the agents to put themselves on available. A manager would not be able to force an agent into an available state. It is understandable that there would be times during high call volumes where all hands would be needed on deck to manage the calls. In urgent times such as these, a manager would be able to see the state of all of the agents in inContact Central and would be able to contact the agents in Central through sending a Blaster Marquee message to the agents that are not on the phones to jump on and help handle the calls.
In addition, if required by an agency, the inContact platform can be configured so that the agent does not have to click a screen or press a button to answer a call. When agents log in and make themselves available, their phones will ring when the first call arrives. If the Agent (B) Leg is configured in the Station Profile to remain connected indefinitely they will not have to answer the phone again. That voice connection will remain nailed up and they no longer have to press an answer key.
It is important to note, that inContact does not recommend automatically forcing agents into available. If the system forces an agent into an available state who has inadvertently left his/her desk, and a call was delivered, the agent would enter a "refused" state when the call was not answered and the caller would roll over to the next available agent.

2.2.12 Provide the ability to change gate --- opening or closing.
AT&T Response:
Studio scripting enables a call flow to check the day and time to determine whether a contact center is open or closed and apply the appropriate treatment. For instance, if the contact center is currently closed the caller may be played an announcement and given the option of leaving a voicemail message. An Agency will be able to modify the days of operation and opening and closing times in order to accommodate changes to their normal business practices (e.g., stay open later on Election days).

2.2.13 Provide an alert when an agent is dropped from the ACD queue
AT&T Response:
The inContact platform provides a real-time statistic display that shows the status of each agent – whether the agent is logged in or not, whether the agent is available to receive calls or

unavailable (and for what reason), and details about the call the agent is currently on. The only way an Agent can drop from a queue is to go unavailable or to log out of the system. If the Agent places himself in an unavailable state this can be displayed in the real time screens available to Supervisors. The Agent Unavailable state will be indicated in RED and can also be highlighted in RED.

2.2.14 Ability to set thresholds on agent, application, and skillset levels.
AT&T Response:
Calls can overflow between skillsets or locations at any time, based on thresholds set by the State of Georgia.

2.2.15 Ability for supervisor to log agents out of the system.
AT&T Response:
Supervisors can change an agent from logged in to logged out.

2.2.16 Ability to integrate with Customer Relationship Manager (CRM)
AT&T Response:
AT&T and inContact are committed to providing integration capabilities that enable customer interaction management centers to leverage the best CRM products together with the industry's best SaaS-based CIM platform.
inContact has integrated with over 100 CRM's in the over 1500+ deployments we have done over the past 10 years. inContact currently provides out of the box integrations with Salesforce.com and Oracle RightNow. These integrations are built on inContact's CRM integration API.

2.3   *Auto-Attendant and Integrated Voice Response*

The Service provider's solution addresses the requirements in this section with the following:
The Service Provider's responsibilities include and Service Provider shall do the following:

2.3.1   Provide for automated speech recognition (ASR) and Text---to---Speech (TTS)

AT&T Response:
inContact's applications can mix various IVR elements (DTMF, Speech, TTS) with database elements and Web elements for a truly multi-modal system. The combination of all the above computing and contact elements allows the rapid creation of applications with extensive depth, flexible functionality, and detailed call control.
Text –to-Speech can be used by your organization to provide 24 x 7 access to information needed by your callers. The IVR can extract variable information from a database, or from the Web, and convert it to audible speech.
inContact's IVR Speech Recognition capabilities allow callers to use voice prompts in conjunction with their own voice, instead of the phone pad, to interact and get access to a wide host of information. Instead of listening to long menus and pressing on phone pad buttons to choose

the desired service, the user can simply say the service's name, and the IVR will connect the user to his desired destination. Through this use of a voice interface, callers can complete simple tasks quickly; such as refund status or payments. Although a caller can choose to speak with a live operator at any time, this type of design allows operators to be readily available for technical and in-depth questions while offloading the routine, higher volume calls. inContact's IVR speech recognition enables corporations to gain momentum in their customer service, offering an efficient ability to represent their company to their customers in a way only live customer service agents could accomplish in the past. Speech recognition by inContact greatly reduces the steps a customer takes to accomplish a task, and also increases their satisfaction in the process.

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2.3.2   Include call back/virtual queuing capability.
AT&T Response:
inContact can be configured by the State of Georgia agencies to offer a caller an Automated Call Back or offer to take a voicemail. These features are inherent in the inContact solution and can be used at your discretion.

Automatic Call Back provides the ability to ask callers to enter a phone number, keep their places in queue and call them back once they reach the front of the line. By doing this, callers can hang up and the system will generate outbound calls once their places in the queue come to the front of the line. The agent will receive the call and hear the ringing to reach the caller that selected this option on the original inbound call.

2.3.3   Ability to integrate with Customer Relationship Manager (CRM).
AT&T Response:
inContact is committed to providing integration capabilities that enable customer interaction management centers to leverage the best CRM products together with the industry's best SaaS-based CIM platform.

inContact has integrated with over 100 CRM's in the over 1500+ deployments during the past 10 years. We currently provide out of the box integrations with Salesforce.com and Oracle RightNow. These integrations are built on inContact's CRM integration API. We can also integrate with many other CRM applications using parameterized URLs via web services.

2.3.4   Ability to integrate to agency applications and database systems.
AT&T Response:
inContact has integrated with hundreds of CRM's and database systems. inContact provides many flexible options for interacting with external systems or applications. Common integrations with customers include: via Web Services (RESTful or SOAP/WSDL), ADO/ODBC-compliant SQL databases, explicit URL and many other ways, including passing parameters.

2.3.5   Setup, support, operate, and maintain the IVR systems and related call routing / mapping logic. This includes caller menu selections, all voice message scripts and prompts, and intelligent call routing or routing to call queues / Agents based on type or characteristics of inbound call. Make changes to the IVR system on a regular basis as required or as requested by Agency.

AT&T Response:

inContact encourages customers to become fully trained in the administration of the software. There are various training opportunities which will allow a customer to become proficient in both the administration of the platform as well as the development and/or modification of contact flows or "scripts" as they are referred to in our terminology. It benefits all parties for the State of GA Agencies to become as self-sufficient as possible.

The HCC Implementation packages include specific Professional Services on demand. Additional Professional Services support is available should an agency require it.

2.3.6   Create and record message scripts for call queuing and for information prompts as requested by Customers, including IVR applications that interface with host systems in designated sites.

AT&T Response:

The inContact Studio application allows for the creation of both hold messaging and hold music at definable intervals.

Studio is an easy to use graphically oriented interface which the State of Georgia can use to create complex coding scripts and recordings. Users are not required to be a programmer or have special technical skills to make and change contact flows.

AT&T can also provide announcement recording for Agencies if desired. Announcements can be recorded in English, Spanish or other languages, and recorded by the same voice talent as announcements currently provided by AT&T for existing IVR and contact center services.

2.3.7   Establish and follow Customer approval process for changes to IVR scripts, hold messages, music on hold, predicted wait times, queue messages, schedules and after hours or emergency messages.

AT&T Response:

During all phases of the project, inContact will work closely with State of Georgia Agencies to define and follow change control processes. We will draw on our experience in the call center space and agency experience to optimize the mix of self-service and agent-managed contacts for your customers. We will consult with your SMEs (Subject Matter Experts) for such things as defining project requirements that are specific to the State of Georgia's processes, defining skill groups to facilitate effective calls routing, clarifying project integration points, and understanding queries to the data and anticipated responses and formats.

2.3.8   Provide the ability to make emergency (short notice) changes to the IVR systems to address business problems, service issues, outages, or other items that may impact contact volumes.

AT&T Response:

The inContact solution allows customers to make changes on-the-fly; however, best practices call for having potential call routing scenarios identified and scripted up front, in order to minimize the need for last minute changes.

inContact can be configured to automatically re-route calls to alternative locations in the event of an outage at an agency's premise. Additionally, inContact can have alternative call routing scenarios configured and enabled by a manager through a call into the system. This will enable each agency to pre-plan and have emergency scenarios already defined, or have supervisors initiate emergency actions by logging in remotely to activate emergency call flows.

2.3.9   Provide 24x7 automated (IVR) support in certain situations, including retrieval/recall
AT&T Response:
inContact enables callers to dial a fully automated system and use voice prompts, in conjunction with a phone pad, to interact with a wide host of provided information, all while providing seamless 24/7 service. Should the IVR encounter an error condition, such as a host system that fails to respond, it can apply an error treatment and effectively "pull the call back" so that callers do not become stranded.

inContact can support automated customer / caller interactions that save time and money by allowing agents to focus on callers most in need. Our expert implementation consultants can help you define the best IVR methodology to support your requirements, no matter how complex.

2.3.10 Allow each state agency the ability if needed to update their own recorded messages, routing messages, etc. without needing to contact their provider.

AT&T Response:

inContact encourages customers to become fully trained in the administration of the software. There are various training opportunities which would allow a customer to become proficient in both the administration of the platform as well as the development and/or modification of contact flows or "scripts" as they are referred to in our terminology. It benefits all parties for the State of GA Agencies to become as self-sufficient as possible.

inContact allows customers to make changes to live recordings (messages) on the fly. This allows customers to record a message and upload it as they see fit, either through the PC, or over the phone. Once recording is uploaded, then the new recording becomes active and the next call will hear this new recording.

2.3.11 Have redundancy capability to an alternate system during a storm/disaster event. This would include alternative messaging, remote phone capability, etc.

AT&T Response:

Clients rely on inContact when emergency situations arise that impact their ability to answer calls. Since inContact is a cloud-based solution, with redundancy built in, you are automatically provided with a disaster recovery or business continuity option to continue operations.

inContact maintains a redundancy level for the platform that includes, but is not limited to, servers, power systems, communications ports, data bases, and other key components. If one element suffers a failure, the level of redundancy affords that, through load sharing, a customer does not have all of their critical components (ports, data storage devices, etc.) located on a single device, but spread over several devices to minimize the effect of a service outage of a single component. The system is distributed and mirrored across multiple sites.

Many inContact customers have worked with inContact to develop emergency notification processes. These processes notify them when queuing becomes excessive, no agents are signed in, when database issues arise, etc. This notification can be done electronically (email) or via the phone. When an emergency arises the plan can be put into action automatically.

The flexibility of the inContact platform also plays a key role in supporting Agency disaster recovery plans that address the impact of a storm or other disaster on a physical contact center site. Should a site become uninhabitable, or agents not be able to reach the site, the platform allows them to log in from any other site where they can obtain Internet access and a working telephone line with a DID number. This could be the agent's home, a friend or relative's home, or an alternative workspace at another Agency facility.

2.4   Reporting & Analytics

The Service provider's solution addresses the requirements in this section with the following: The Service Provider's responsibilities include and Service Provider shall do the following:

2.4.1   Provide industry standard reporting for system, agents, ACD and IVR, including real---time, industry standard call metrics and the ability to set SLA's therein.

AT&T Response:

inContact provides extremely robust reporting tools (e.g. inContact Central, Reports 2.0 and Data Download) which not only give customers access to the raw data, but also provide the analytical tools designed to empower the customer with insight into the contact center data as they have never had before. These tools are fully integrated into the inContact solution.
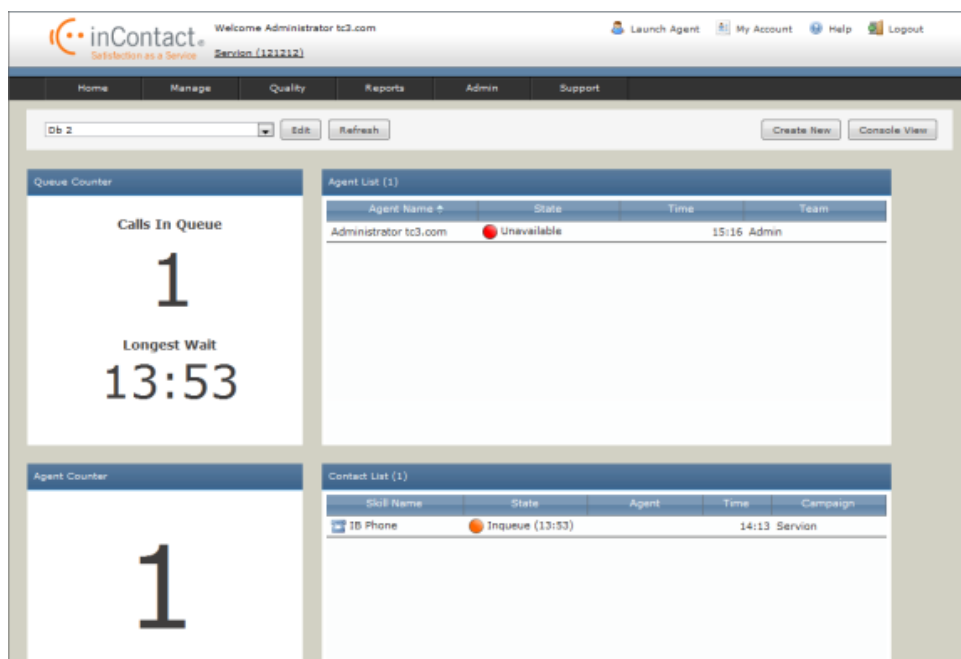
Reports are permissions-based, so only the reports an individual is authorized to view are displayed. inContact provides standardized reports and reports that can be configured on-the-fly. There is a rich selection of real-time, historical, standardized, and ad hoc options available. Since inContact Central is a browser-based client, reports are available on any internet-connected computer.

Real-Time reports (widgets) display in real-time the data about agents, the agent states, the number of agents who are in the different states, detailed information about contacts, and current queue information. Real time reporting is available within inContact Central. These reports are always run in real-time and are updated from the Internet every five to seven seconds.

The following is a list of the available real-time widgets:

|	
Agent Count by State	Queue Counter
Agent Counter	Queue Trend
Agent List	Service Level
Contact List	Skills Summary
Contacts States by Skill	Outbound Skill Monitor
Agent Performance	Outbound Agent Monitor
Agent Performance by Hour	Other State Statistics
	Unavailable Statistics

Widgets can be added to a dashboard and then customized based on its report settings. This enables many combinations of data choices based on your call center setup (Campaigns, Skills, Agents, Teams, etc.) for each widget type.
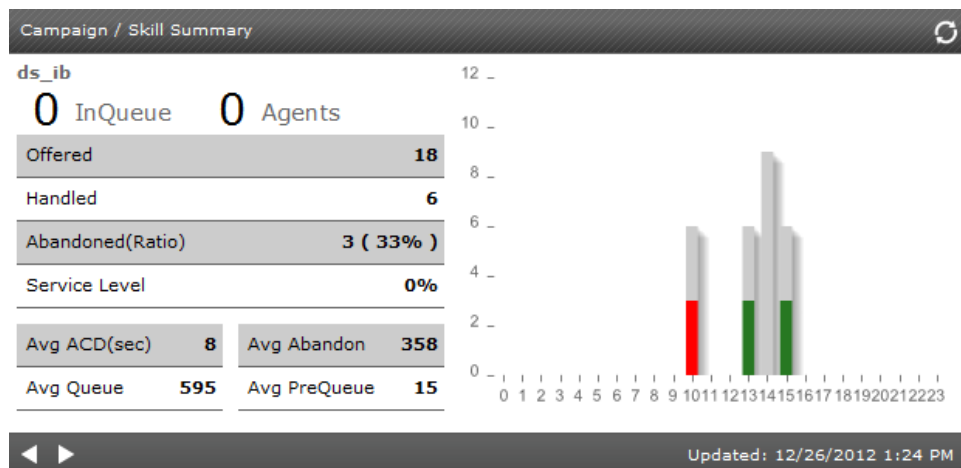
Georgia Technology Authority
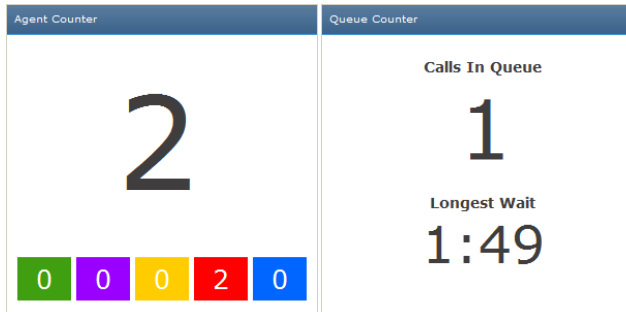
Historical Widgets use your dashboard to display valuable historical data, which is available in the Data Warehouse every five minutes. Historical widgets enable you to select a date range and generate the data for that date range.

The following is a list of the historical widgets:

Agent Performance	Contact Statistics
Agent Performance by Hour	Other State Statistics
Agent Summary by Day	Unavailable Statistics
Campaign/Skill Summary	

Historical reporting is provided with our Reports 2.0, which is a powerful reporting tool that gives contact centers insight into their operations and enables the decision-making process through business intelligence. Reports 2.0 allows you to apply limitless filter combinations so that you can drill down to the data that matters most to you. Reports 2.0 provides you with 111 ACD metrics available to report on.

Reporting data is deleted after 7 years. While reporting data is deleted after 7 years, there are a couple reporting tools that restrict the timeframe in which data can be accessed. For example, Reports 2.0 filters the reporting view to the last 90 days. This limit can be adjusted if needed.

Historical reports in inContact Central is best accessed within the last two years. Data Download gives customers access to pull data as far back as needed, in 30 day time frames.

Data Download, located in inContact Central, enables you to download reports in a variety of formats, including Excel, text, CSV, and XML. Its intuitive interface is easy use, plus you can schedule historical reports to be automatically sent to you by utilizing the cURL functionality. cURL is a command line web browser that can be downloaded. It will allow users to run Windows tasks, print, schedule, etc.

2.4.2   Ability to provide base line, canned, ad---hoc, historical and real---time reports supported by dashboards with graphs and charts.

AT&T Response:

Graphical reporting capabilities are described above in the response to Section 2.4.1.

2.4.3   Ability to support wallboard displays for dashboard performance metrics such as calls/email/chat answered, service levels, abandon rates, calls waiting, hold times, view all agents' status, and banner messages.

AT&T Response:

inContact provides RealTime Dashboards that can be displayed on wallboards/contact center walls, supervisor displays, or anywhere that is needed with appropriate web access.

A call center supervisor can communicate to the agent using the marquee available through the inContact Agent application. The Supervisor would have the ability to send a text message to the agent to pass the necessary information. Marquee messages can be sent to individual agents, to groups of agents by skill / team, or to all agents.

2.4.4   Ability for Agency to define, build and run custom reports supporting business requirements.

AT&T Response:

inContact reporting provides the ability for Custom Reporting. Data Download, located in inContact Central, enables you to download reports in a variety of formats, including Excel, text, CSV, and XML. Its intuitive interface is easy to use, plus you can schedule historical reports to be automatically sent to you by utilizing the cURL functionality. cURL is a command line web browser that can be downloaded. It will allow users to run Windows tasks, print, schedule, etc.

2.4.5   Provide for real‑‑‑time access by Authorized User to reporting systems.

AT&T Response:

The inContact Central tool can be used to set up profiles for various types of roles. Each profile grants access to specific reports and/or views – depending on role. For example, an agent can look at their own performance statistics but not at another agent's statistics. A supervisor can look at the whole team. An administrator can run reports or view real-time statistics for the entire contact center – and drill down to the level of individual agents, if desired. A variety of easily customizable views can be saved by the user and accessed (with real-time information) at any time.

The inContact Business Intelligence Tool, Reports 2.0, is accessed through a web browser through the inContact Central Portal so it is available when you need it.

2.4.6   Allow agent to view their individual call metrics (real time, historical and baseline) on their desktop.

AT&T Response:

inContact's agent interface is a Web-based application called inContact Agent. The inContact Agent interface provides the agent with a list of contacts currently in queue for their skillsets, as well as the following call reports: Contact History, Personal Stats, and Productivity.
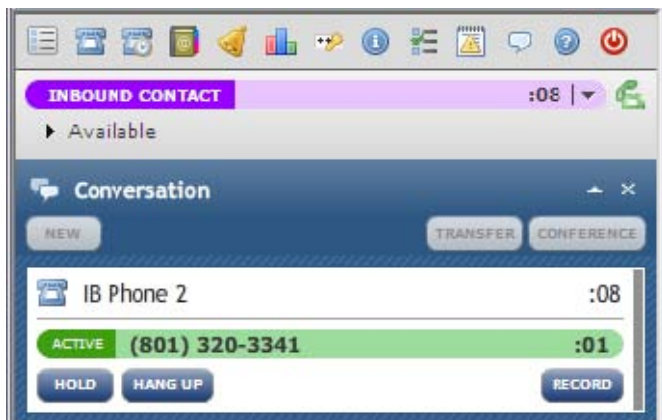
Call Reports available to the agent are: Contact History, Personal Stats, and Productivity.

The Contact History report shows a list of contacts you have handled and their call statistics (including time in queue, date, ANI, call direction (inbound or outbound) and talk time):
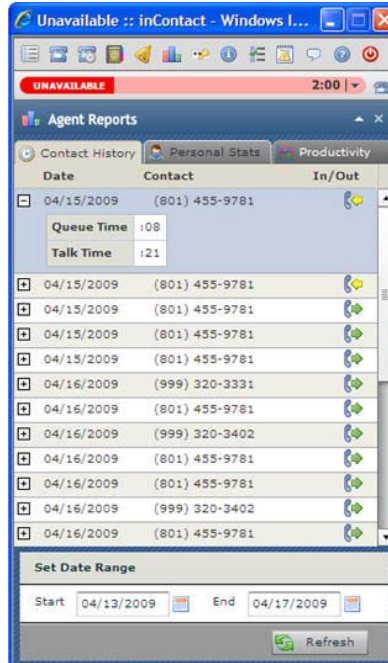
The Personal Stats report shows the number of contacts you have handled and compares your statistics with your team:
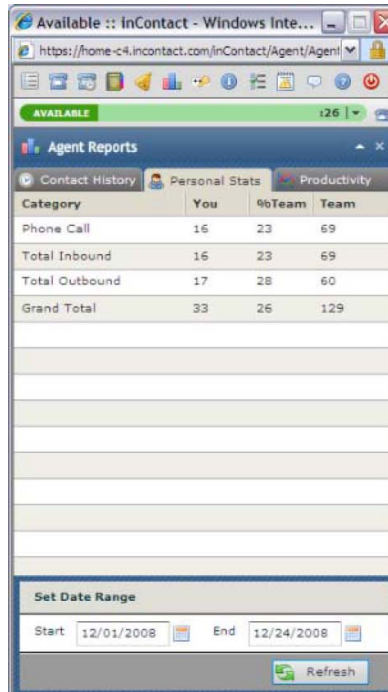
The Productivity report shows how much time (hh:mm:ss) has been spent in each state:
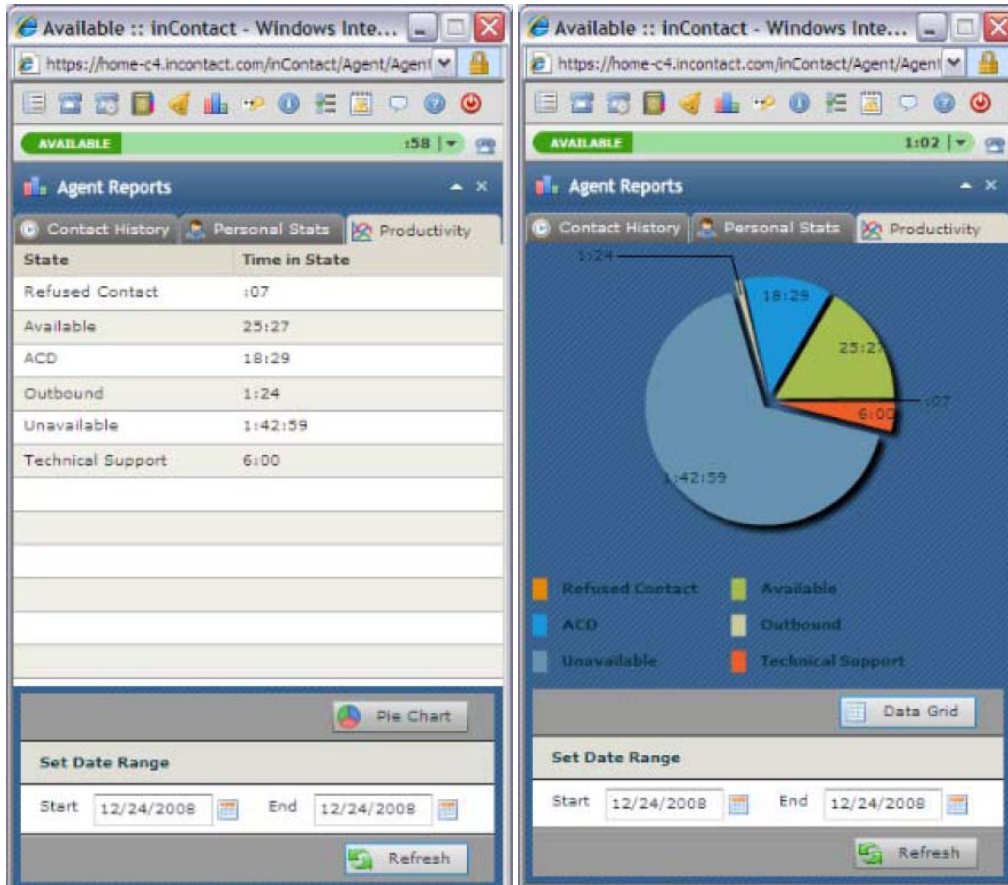
2.4.7 Ability to change reporting metric requirements for different skillsets.
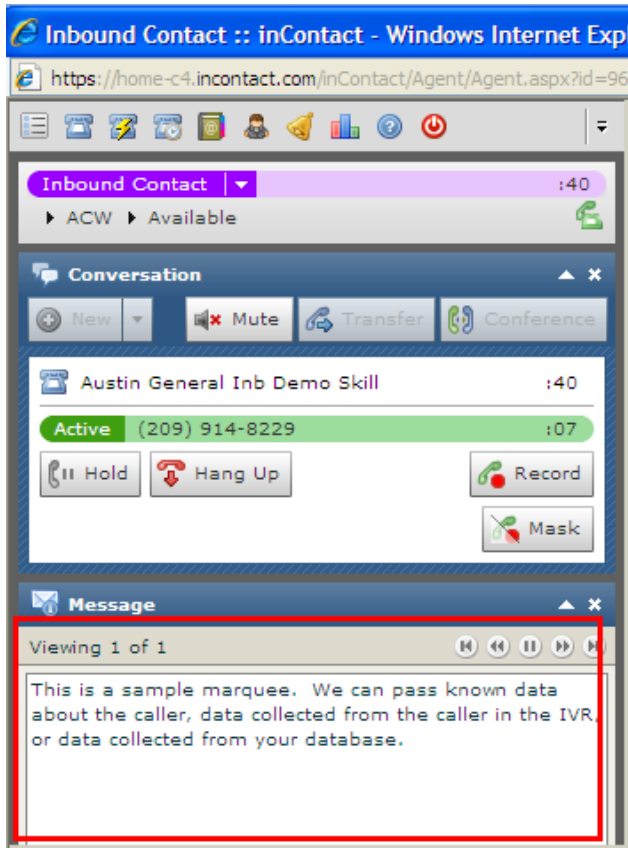
AT&T Response:

Reports can be generated at a skillset level, to see call volume and contact center performance specific to that skillset. Report parameters and metrics can be tailored to address specific Agency needs for different skillsets.

2.4.8 Ability to prompt messages on agent desktop displays.

AT&T Response:

A call center supervisor can communicate to the agent using the marquee available through the inContact Agent application. The Supervisor would have the ability to send a text message to the agent to pass the necessary information. Marquee messages can be sent to individual agents, to groups of agents by skill / team, or to all agents.

Below is an example of a marquee message sent through inContact Agent:

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2.4.9   Ability to provide an Agent Report that tracks the entire Agent call flow for any single call.
AT&T Response:
inContact reporting produces cradle-to-grave contact center statistics by capturing information surrounding each contact from the beginning to the end of each transaction, whether inbound or outbound, including IVR interactions
Each contact is assigned a unique ContactID number for reporting and this identifier is carried with the contact throughout the entire time the contact is in the cloud. Individual or groups of ContactIDs may be traced in the Call Detail reports where all ContactID history is logged for later or further analysis.

2.4.10   Ability to export raw contact center analytics data for use.
AT&T Response:
Reports can be printed, exported to Excel or automatically downloaded and emailed by utilizing cURL functionality. Raw data can also be exported using the Data Download capability of inContact Central.

2.4.11   Provide access to application historical data for 37 months, agent historical data for 13 months.
AT&T Response:
Historical data with inContact Central is retained for 25 months. If a longer retention period is desired Agencies could run required reports monthly (or as needed), export the result in Excel format and save in a location of their choice for as long as they require. If Agencies require the raw data for a lengthy period of time (up to 25 months) they could leverage the Data Download

capability built into inContact Central to pull the raw call detail records down to a storage location of their choice. This information can be delivered in comma separated, tab delimited, XML or Excel formats. Historical data with Reports 2.0 is retained for 90 days.

2.5 Call Recording & Basic Quality Management

The Service provider's solution addresses the requirements in this section with the following:
The Service Provider's responsibilities include and Service Provider shall do the following:

AT&T Response:
inContact Workforce Optimization powered by Verint® is a suite of enterprise workforce optimization software and services that helps organizations improve everything that impacts the customer experience. From interactions in contact centers and branch offices to the underlying back-office processes for service delivery, inContact WFO can provide unprecedented visibility into performance, operations, and customer intelligence across your organization, helping you:

• Capture and analyze customer interactions.
• Improve workforce performance.
• Uncover business trends and competitive advantages.
• Discover the root cause of customer and employee behavior.
• Make better decisions faster.
• Connect your customer care operations more tightly with the rest of your enterprise.
• Enhance customer service across your organization.

inContact WFO extracts critical information from customer interactions to optimize workforce performance, giving you insight into the customer experience that might otherwise be difficult — if not impossible — to obtain. With inContact WFO powered by Verint, organizations can benefit from a solution set that is truly unified across the full range of WFO capabilities—enabling them to capture, analyze and act on customer, business and market intelligence; gain a singular and complete view of individual customer interactions, experiences and histories; maximize information and workflow across functions; and take a customer experience management approach that's Real Time at the Right Time™. By mastering the balance between efficiency and effectiveness, organizations can drive customer loyalty, top-line revenue, customer service operating margins and compliance through continuous performance improvement.

Verint's fifth-generation Workforce Optimization solution, known as Impact 360, represents a strategic architectural release that sets new standards in the market for unified, enterprise WFO— including real-time enterprise collaboration, navigation and ease of use, total cost of ownership, simplified system administration and depth of functionality.

inContact's ability to bring this typically premise-based, world class solution to our customers in the cloud represents a major step forward for both companies.
inContact WFO powered by Verint provides valuable solutions for specific functions, such as quality monitoring, call recording, and workforce management, but delivers even greater value when

deployed as a suite. It can make information that's typically collected in different functional areas of your business available at the click of a button, helping you predict, perform, analyze, and act to meet the changing requirements of your business.

2.5.1   Call Recording

Manage and maintain call recording systems, voice and screen, including:

2.5.1.1   Provide 20% random call recordings and screen capture per agent per day.

AT&T Response:

Impact 360 (powered by Verint) can be configured to record 100% or a smaller quantity (such as 20%) selected randomly of the voice and screen recordings for incoming, outgoing, and agent-to-agent calls made on the inContact platform.

2.5.1.2   Provide online storage to hold at the minimum two calendar months of recordings per agent.

AT&T Response:

Online storage can be configured to hold at least two months of recordings per agent at the forecasted call volume and recording percentage.

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2.5.1.3   Provide interface to archive recordings to GTA or Agency provided storage.
AT&T Response:
The Verint call recording / quality management platform provides a user interface to enable Agencies to archive recordings to external storage sites. Note that screen recording is saved on your local servers and can be stored as long as you wish. Recordings that have been archived can still be searched and played back.

2.5.1.4   Provide a method for appropriately adjusting monthly online storage needs.
AT&T Response:
InContact regularly monitors consumption of platform capacity, including capacity for storage of recordings. Should additional capacity be required for a customer, InContact will allocate it (for cloud-based storage of audio recordings) or advise the customer and work with them to determine the best course of action (for local site storage of screen recordings).

2.5.1.5   Ability to barge-in a call, coach, conference or take over call and record it.
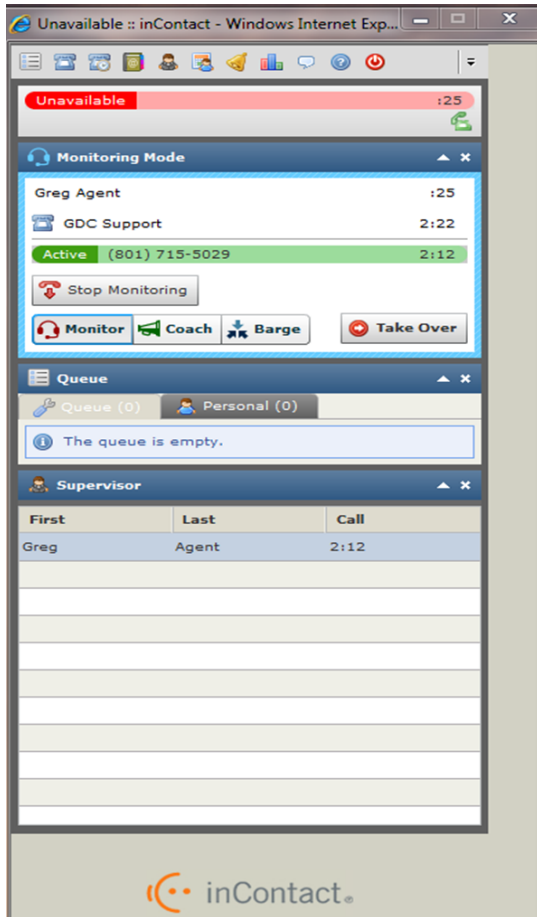**AT&T Response:**
Supervisors will have seamless visibility to the agents, whether remote or on-site.
inContact offers various methods for monitoring contacts and evaluating performance—phone, chat, or e-mail. inContact provides call center supervisors the ability to conduct live monitoring from any location. inContact also allows for automated recording of calls to include 100% call recording.
Supervisors have the ability to monitor, whisper coach, and barge agent and takeover conversations.
Key Features:

- Monitor – Supervisor listens to the conversation of agent
- Coach – Supervisor can speak to the Agent; contact doesn't hear supervisor
- Barge – Both agent and caller hear supervisor
- Stop Monitoring – Disconnect at any time
- Monitor follows agent through multiple contact (including non-voice)
- Monitoring in this way allows multiple supervisors to listen and coach the same agent (rather than disconnect a supervisor who was previously monitoring)

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2.5.1.6 Ability to listen to a call at any point during the call.
AT&T Response:
inContact provides a supervisor desktop that allows silent monitoring of agents and impromptu recording of calls. Supervisors can begin monitoring while a call is in progress.

2.5.1.7 Ability to record one agent during workday and not impact the 20% recording time
AT&T Response:
Recording can be configured at an agent level if so desired. Specific rules can be established to record a greater percentage of calls for a particular agent while maintaining a general level (e.g., 20%) for all other agents.

2.5.1.8 Ability to listen to recorded calls from any location (web based call recording)
AT&T Response:
inContact provides the ability for the user to login to inContact Central via web browser, search for the specific recording using the contactID and then select the recording file to listen to. Therefore a user can listen to recorded calls from any location with Internet connectivity.

2.5.1.9 Ability to email downloaded recordings.
AT&T Response:

inContact can send recorded calls directly to our customers' FTP sites, to a specific email address (a supervisor / manager) or calls may be accessed through inContact Central. Recorded calls are stored within inContact's database. All calls are recorded in .wav and Microsoft .wma file formats and can be played over the computer and forwarded to others via email.

2.5.1.10 Ability for agent to initiate recording their own calls

AT&T Response:
Yes. Recording can be initiated by the agent on demand. The agent would simply choose the "Record" option on the conversation panel of the agent application.

2.5.1.11 Ability to search recordings by filters
AT&T Response:
inContact's Central, the administrative application, provides the ability to search for recordings by unique call identifier (ContactID),date, call, Media type, Skill, Agent, Team, Scored, DNIS, ANI, Logged/Recorded, Scored (if using QM) and Survey (if using Echo), or Refused, and replay the recorded .wav or .wma file of the call.

2.5.1.12 Have the ability to administer call center recordings based on agent. Be able to designate 100% recordings or unique amount separate from standard recording environment, per agent.
AT&T Response:
inContact allows for automated recording of calls, to include any percentage of calls that you deem necessary. Call recording can be automated to record every call, a certain ratio of call, every 6th call, etc.

2.5.2 Customer Surveys
2.5.2.1 Provide the ability to initiate, collect, and track information on customer surveys within the system for the support of the contact center service.
AT&T Response:
ECHO ("Every Customer Has Opinions") is a survey solution that measures customer experience and delivers strong analytics and actionable information right down to the agent level in virtual real time. This allows supervisors to focus on agent improvement and helps to drive the right behaviors in Agents by allowing them to self-correct and pinpoint service recovery opportunities. In addition, ECHO helps to identify improvement initiatives for the organization as a whole. The real differentiating feature of customer survey systems is their ability to produce actionable business intelligence through intuitive

data analytics and reporting. inContact ECHO features comprehensive reporting to track individual agent to enterprise-wide survey performance.

ECHO stores, and makes available, all survey data as it is captured from the user. This makes it possible to get accurate, up-to-the-minute performance statistics from the system.

The Agent screenshot below shows survey responses for the question, *Would you refer us to a friend*. The screenshot also shows that the agent can hear the voice recording of the caller, read the transcription, and see their scores.

This report shows the reasons for callers dialing into the call center:
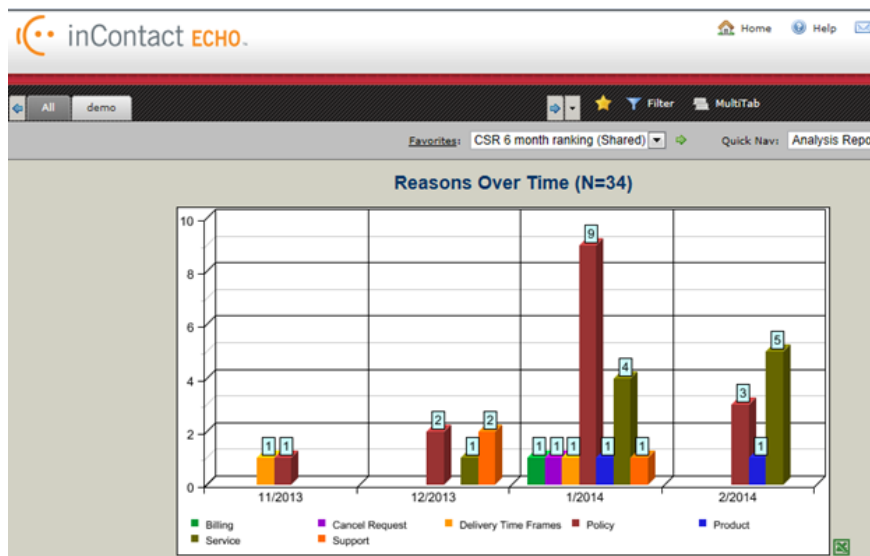
This report compares survey results between two call center managers:

This report ranks the agents on the team based on their ability to "resolve the customers concern or reason for calling".
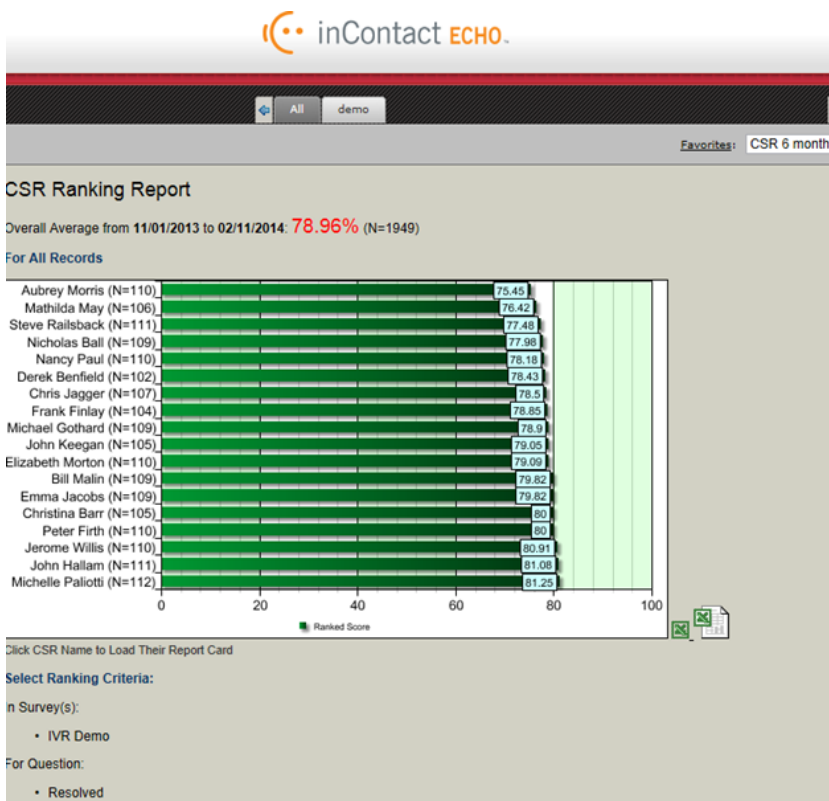
This report not only provides data to the State of Georgia users, but it also makes suggestions. This report is suggesting that the call center focus their attention on "Agent Knowledge".

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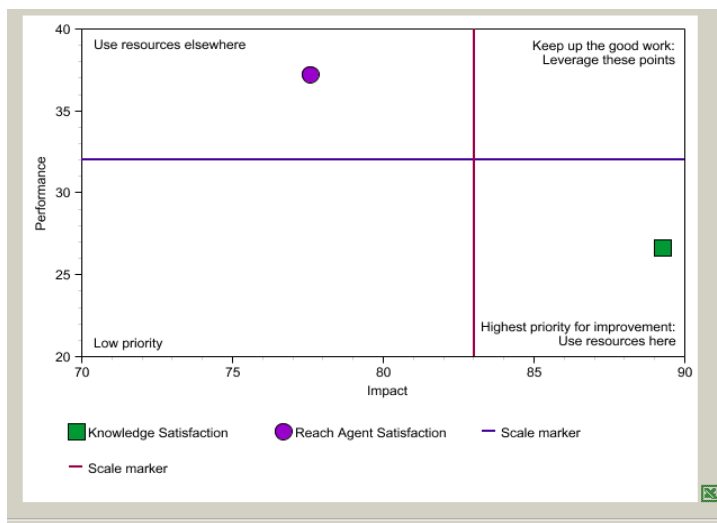
2.6 *Network & Transport*

The Service provider's solution addresses the requirements in this section with the following:
The Service Provider's responsibilities include and Service Provider shall do the following:
2.6.1   Toll-Free service requirements

Service Provider needs to include toll-services on a per-minute and inclusive to the per-seat pricing model.

2.6.1.1   Provide per-minute inbound and outbound toll-free services
2.6.1.2   Provide inclusive inbound and outbound toll-free services
AT&T Response:
AT&T will provide Toll-Free service, inbound voice service using local telephone numbers, and outbound local and long distance service as part of our proposed solution. Pricing for unbundled voice transport is included in Attachment 4-A. Once awarded, we will work with Agencies and GTA to negotiate bundled pricing if required, based on specific agency traffic volumes.
AT&T is one of the world's leading providers of Toll-Free service. We provide Toll-Free service using both traditional TDM and VoIP technologies and offer extensive call routing and management features. AT&T invented and patented the core technology used to process and route Toll-Free calls.
AT&T currently manages Toll-Free service for the State of Georgia with all the existing contact center services (including the inContact service provided to the Georgia Department of Revenue) along with other applications. We provide the Toll-Free "Resporg" function and carry traffic from callers to the various contact center platforms or to other State sites. AT&T can and will continue to provide and manage Toll-Free service as part of our proposed solution.

2.6.2   Trunking Requirements
2.6.2.1   Provide erlang standard calculations for appropriately sizing inbound trunking requirements and provide quarterly assessments to adjust as needed.
AT&T Response:
AT&T will work with State Agencies to understand their forecasted call volumes and traffic patterns and provide erlang standard calculations for the trunking capacity required for access the inContact platform and the capacity required for connectivity to contact center agents. We will perform quarterly assessments to adjust as needed.

2.6.2.2   Trunking can be shared between Agencies but should not impact performance of individual contact centers
AT&T Response:
AT&T will engineer the access trunking architecture to deliver efficiencies and economies of scale to the State while ensuring that no individual Agency or contact center impacts the performance experienced by other Agencies or contact centers. We will utilize Toll-Free network features and call flow attributes configured through inContact Studio to limit excess traffic for a given agency so that other agencies are not negatively impacted.

2.6.2.3   Service Provider may use either TDM or VoIP for trunking for the most efficient performance and price.

AT&T Response:

AT&T will evaluate the available trunking options using both TDM and VoIP technologies and select the architecture that delivers the most efficient performance and price.

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2.6.3 Data network requirements

Data network requirements described below are for optional VoIP termination to Agency contact centers.

2.6.3.1 Service provider can propose end-to-end data connection for call centers and agents where applicable or leverage existing State protected networks.

AT&T Response:

AT&T's proposed solution will utilize the existing Wide Area Network (WAN) provided to the State and managed by AT&T using our AT&T VPN (AVPN) service offering. For agents at sites that do not have a dedicated connection to this network (including agents who work from home), we will utilize the existing SSL VPN service provided by AT&T for remote access to the State WAN.

2.6.3.2 Service Provider will provide a tool(s) for self-assessing bandwidth requirements and voice quality performance.

AT&T Response:

AT&T and our partner inContact will provide tools to assess bandwidth requirements and voice quality performance. Agencies will be able to quickly perform a test from a specific user workstation to determine whether the connection from that workstation to the inContact platform delivers acceptable performance to support VoIP. AT&T will work with the State to establish a recommended minimum bandwidth requirement for each contact center seat.

2.6.3.3 Setting up, supporting, operating, and maintaining data circuits and VoIP circuits (if applicable) as required.

AT&T Response:

AT&T will leverage our experience and the existing State of Georgia data network to set up, support, operate and maintain data circuits and VoIP circuits as necessary to support the proposed contact center solution.

2.6.4 VPN / Security for Transport

2.6.4.1 Provide end-to-end network security and monitoring

AT&T Response:

AT&T will provide end-to-end network security and monitoring using the existing tools and processes that have been deployed for the current State data network and managed by AT&T.

2.6.4.2 Provide Virtual Private Network VPN access

AT&T Response:

AT&T will provide VPN access for remote agents and supervisors using the existing SSL VPN service currently provided by AT&T to the State for remote access to the data network.

AT&T also offers MPLS connectivity to an Agency contact center. With this option, the agency leverages the AT&T AVPN network to provide end-to-end connectivity with inContact. The MPLS / AVPN option enables SIP trunks to be established between the inContact platform and an existing agency PBX, so that agents can use existing PBX stations, and it also enables the Hosted VoIP agent connection to be implemented in a more secure manner with more consistent performance than through the open Internet.

3.0   Enhanced Contact Center Services

inContact offers a complete workforce optimization portfolio (WFO) that is tightly integrated with the core platform and completely available in the cloud. The comprehensive WFO portfolio includes the WFO Suite powered by Verint (Workforce Management, Quality Monitoring, Audio/Screen Recording, Coaching and eLearning, Performance Management Scorecard, and Analytics-Driven Quality), ECHO Customer Feedback Survey, and inView Performance Dashboard.

Today, many contact centers are primarily thought of as cost centers. Forward-thinking contact center executives and managers work to transform their organizations into entities that deliver outstanding customer experiences. Part of the challenge is removing manual interventions and inefficient processes that weigh down contact centers and keep them from achieving optimal performance.

A significant factor hindering optimal performance is one that contact centers deal with daily: disconnected WFO and contact center infrastructure systems. WFO and ACD/IVR/Dialer infrastructure systems oftentimes don't talk to each other, even when purchased from the same vendor. The infrastructure pushes data to the WFO system, but the WFO system doesn't share information back. They are not integrated.

Contact center executives know that their team spends precious time manually checking performance, adjusting assignments, and switching activities. Agents can miss important cues from customers, and corrective actions can be lacking. Executives also know that the contact center has the potential to deliver more timely proactive service to increase satisfaction while decreasing costs. This can be accomplished by utilizing the Workforce-Intelligent Contact Center™ to integrate the core contact center platform and WFO systems.

Contact center big-picture objectives, while formidable, seem straightforward enough.

- Cut operating costs and minimize capital expenditures
- Optimize workforce performance, efficiency, and quality
- Reduce time spent managing complex solutions
- Improve customer experiences, retention, loyalty

But, with disconnected infrastructure and WFO systems, the means to these ends can be cumbersome and unnecessarily complicated. The result? Lost opportunities. Instead, contact centers could be creating standout moments.

Present State: Disconnected Infrastructure and WFO Systems

Today, most contact center infrastructures push data to a WFO system for scheduling and call monitoring. But that's where the communication ends. In the traditional model there's typically no performance data sent from WFO systems to the infrastructure.

Under present conditions, there's no systematic process to update, inform or make the contact center infrastructure smarter. There's no automated process to improve future scheduling, adjust call monitoring, prompt opportunistic outbound calls, or to create new campaigns. Instead, these changes have to be made manually by staff gathering performance data from a multitude of reports and making adjustments all while trying to make the best decisions that will not negatively impact business.

The Workforce-Intelligent Contact Center offered through our partner inContact changes all of this.

Future State: The Workforce-Intelligent Contact Center

The Workforce-Intelligent Contact Center is a contact center with integrated infrastructure and WFO systems. This integration means that the WFO system provides data to the core contact center system. Next, the system responds appropriately and provides direction on what logical decisions and changes should be made for optimal performance.

Think of the WFO system as a collection of sensors – sensors that gather information on the front lines of a contact center's operation. The sensors relay this data to the ACD and, because the WFO and ACD systems are now integrated, the ACD is able to make intelligent changes and send new "marching orders" to the WFO.

Put simply, the Workforce-Intelligent Contact Center is an intelligent entity. As a matter of habit it gathers data from the WFO system, like performance and optimal scheduling information, and it responds to changing conditions by adjusting future campaigns and activities.

The upshot of this automated communication, learning, and response is a more powerful, agile, and effective contact center. The Workforce-Intelligent Contact Center is empowered to convert lost opportunities to standout moments – standout moments for agents, customers, and the contact center as a whole.

inContact has created a new mechanism to extract agent performance metrics from the inContact WFO system and store them in the inContact platform so that the data can be used in reporting and automatic administration of agent skills. The concept is to create the contact center "brain" by bringing together the contact center core with the data and tools in workforce optimization. This new approach can set sensors and triggers for new automatic actions.

With the knowledge of performance and optimal scheduling, the Workforce-Intelligent Contact Center can automatically to changing conditions.

inContact strives to help contact centers maximize potential while also opening up new worlds of potential with connected technology, tools, and solutions. The combination of cloud contact center infrastructure and workforce optimization is a major advantage for organizations that are committed to the highest levels of quality and meaningful engagement with their customers.

We work to develop strong, long-term partnerships. Our team is driven to deliver lasting success for our customers, which is why we adhere to a continuous cadence of innovation. It's also why we're leading the way to the Workforce-Intelligent Contact Center.

3.1   *Enhanced Quality Management*

The Service provider's solution addresses the requirements in this section with the following:
The Service Provider's responsibilities include and Service Provider shall include the following optionally provide;
3.1.1   Role based score cards with key performance indicators
3.1.2   Integrated Learning Tools
3.1.3   Coaching Management Tools

Georgia Technology Authority

3.1.4   Enhanced correlation of reporting, optimization and forecasting of key performance indicators
AT&T Response:
inContact has partnered with Verint and provides Verint's Workforce Optimization portfolio from the cloud. inContact has adopted the latest Verint release, v.11.1 which includes tools such as Workforce Management, Quality Management, Performance Management (scorecards), coaching, eLearning, screen recording and speech analytics (Analytics Driven Quality, ADQ).
inContact Quality Management (powered by Verint) is a fully cloud based solution. Quality Monitoring provides users with a broad array of capabilities for achieving your organization's quality monitoring objectives, from improving quality and productivity to increasing efficiency and reducing monitoring costs. QM enables the end user to create evaluation forms using an offline form builder to score and manage contacts. The form builder includes:

- A dashboard-style portal that displays contact center metrics in a graphical, easy-to-understand way
- A Smart Inbox that delivers calls based on customizable criteria directly to user desktops. The Smart Inbox provides supervisors and other users with powerful workflow that automatically delivers contacts for evaluation so that they can meet their weekly/monthly evaluation quotas. This alleviates the need to spend time manually conducting searches for calls.
- Advanced searching for finding specific calls efficiently and accurately
- Evaluation forms for flexible form design and efficient and meaningful scoring across multiple media channels
- Coaching with on-line management tools that replace manual and labor intensive activities
- eLearning capabilities for creating and delivering targeted training to agent desktops and tracking progress
- Scorecards for managing and analyzing performance metrics
- The customer experience captured across the entire contact center
- QM gives you the ability to monitor active calls (choose agent you wish to monitor) without leaving the QM application, you could also choose to score the call, if you desired.
- Reports for understanding what is happening in your contact center so that you can make informed, effective decisions.

3.2   *Enhanced Workforce Management*

The Service provider's solution addresses the requirements in this section with the following:
The Service Provider's responsibilities include and Service Provider shall do the following:
3.2.1   Provider should describe the workforce management capabilities within their offering
AT&T Response:
inContact Workforce Management (WFM) powered by Verint is a full-featured forecasting, scheduling and workforce management application which has been seamlessly integrated into the inContact suite of applications.
inContact Workforce Management solution, powered by Verint, puts an end to the guesswork. Using advanced analysis and data unique to your company, this smart call center WFM helps you predict demand, abandon rates and queue times. It can also help you optimize your workforce with schedules

that take agent skills, preferences and proficiencies into consideration. This helps you minimize your labor costs and ensures your customers have the brand-building quality of service they need, when they want it.

As workforce optimization capabilities evolve Workforce Management is no longer just a standalone capability – it becomes part of a fully integrated solution that offers many advantages when combined with the cloud.

Advanced Web-based Cloud Technologies Mean:

- Streamlined integration of infrastructure and WFO components
- Straightforward connections between critical talking points

Affordable, Flexible, Efficient:

- No up-front capital investment, pay as you go; no annual maintenance bills
- Scale up and down quickly as needed
- No costly and lengthy implementations, upgrades, or expansions

Always Up-to-Date:

- inContact provides two releases annually; customers are never stuck with outdated technology
- New functionality with the click of a button

3.2.2   Ability to analyze customer interactions

AT&T Response:

Many contact centers are using "voice of the customer" intelligence to drive better decisions on products, services, and processes. Analytics allow a more sophisticated and efficient look into a larger data sample and helps answer WHY like never before. Analytics Driven Quality (ADQ) works directly with Quality Management and is part our Workforce Optimization Suite.

ADQ can help you capture, evaluate, and learn from customer interactions using audio files. This speech analytics solution examines unstructured audio files and automatically surfaces customer behavior indicators. This helps increase revenue, manage performance, processes, and costs, and enhance customer satisfaction.

ADQ enable you to quantify the largest call drivers in your business without the excess labor and cost and provide targeted monitoring to focus on key call categories that are impacting your business. ADQ detects emotion through pitch and tone.

ADQ automates queues with Shared Smart Inbox to create efficiency in monitoring the largest call drivers to identify customer concerns and desires through speech detection and target coaching for agents through KPI driven monitoring.

Speech analytics gives insight into the entire recorded population by automatically tagging call categories and customer behavior indicators. Track custom categories that matter to your business and leverage the tried-and-true categories that get results for hundreds of others who came before you. This intelligence can be filtered into Smart Inbox to drive increased focus on key drivers of your business and

provide a statistically valid data set. Teams utilize Shared Smart Inbox to work from the same recording queue and more efficiently complete monitoring assignments.

Smart Inbox delivers calls based on customizable criteria directly to user desktops. It enables a user to identify specific calls they would like to monitor. It can be by agent, by call type, date, etc. This provides a quality monitor a 'queue' to ensure quality standards are met on a regular basis and every agent is receiving the required amount of feedback.

Shared Smart Inbox is a common inbox allowing users to receive the next contact from shared location and manage evaluation process as a team. It can be modified to also allow users to choose specific characteristics to be used to pull contacts into this shared location.

Standout Moments for the Contact Center through a Workforce-Intelligent Contact Center

Imagine a highly efficient, productive, and proactive contact center that's listening and responding. It has motivated and engaged agents, managers, and executives who can report back stellar results to the enterprise. Customers' personalized needs are met, and problems are solved more efficiently. The contact center becomes vibrant and is a vital means to serve customer like never before. Over time, the Workforce-Intelligent Contact Center creates sophisticated intelligence across integrated the contact center core infrastructure and WFO systems including custom and evolving agent profiles. This enables broader predictions and honed routing priorities based on expected success with different customer types and service scenarios. And, it opens up opportunities for immediate proactive, outbound service to customers based on intelligence from speech analytics or survey results. In short, the Workforce-Intelligent Contact Center accelerates positive change

3.2.3   Leverage call data to adjust scheduling.

AT&T Response:

Using inContact WFM, the State of Georgia will be able to use the components of Forecasting & Scheduling to analyze the call data collected automatically from inContact to accurately forecast call volumes and trends.

Using those forecasts, inContact WFM measures and leverages the talents and preferences of individuals, aligns their skills and proficiencies with your business objectives and customer needs, and produces optimum schedules. As a result, you can reduce the risk of overstaffing, minimize overtime, provide employees with the schedules they actually prefer, identify time-off opportunities, and reduce unproductive time. The system will also automate routine administrative tasks, freeing supervisors to coach their staff.

Workforce Management provides sophisticated scheduling to optimize staffing and minimize cost. It allows managers to effectively schedule the right staff at the right time to avoid over and under staffing. Quality Management provides insight into the agent interactions with your customer. Voice and screen recording increase productivity for monitors and managers, while eLearning and coaching can be targets towards specific areas of opportunity. Agent development is centralized into one platform. While customer can subscribe to the segregated The suite offers a cost-effective way to manage business from a central platform

3.2.4   Identify customer and employee behaviour

AT&T Response:

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In addition to the ADQ capabilities noted above, Advanced Adherence comprehensively collects and displays data on how agents are spending their time throughout the day, and where there are discrepancies between the schedule and reality. Improving visibility into all agent activity helps to minimize labor costs. And, Advanced Adherence's powerful exception management and centralized tracking capabilities streamline work processes and improve agent morale by ensuring that agents are correctly recognized for work performed. Through multiple, role-appropriate, views of activity status, Advanced Adherence helps users effectively manage day-to-day operational goals, make real-time changes to staffing levels, and increase overall productivity.

Standout Moments for Customers: Automated Response to Speech Analytics and Post-Call Surveys

Imagine the positive results from a system that senses customer frustration via speech analytics and post-call surveys and adjusts with proactive, personalized, and corrective service. Issues are resolved quickly and efficiently. Customer satisfaction increases and quality ratings go up, along with positive perceptions of the brand and brand loyalty.

Perhaps an agent misses a customer's negative cues of frustration. The customer is disappointed and reports this in a post-call survey. The Workforce- Intelligent Contact Center captures these red flags and directs corrective action. The customer receives an apology. This proactive follow up solves the problem while also revealing his or her need for new information or support.

As a result, the customer is satisfied with a proactive brand that listens and cares. And, costs are reduced since quick problem resolution means fewer future calls and complaints. Furthermore, when customers have these kinds of standout moments, they are more likely to make positive comments to friends and many others via social media, which can bring in positive reviews for agency support.

3.2.5   Ability to perform short term and long term forecasting

AT&T Response:

Forecasting and Scheduling, the core software client module of the WFM solution, offers:

- State-of-the-art forecasting and scheduling tools designed to meet your customer service goals.
- An easy-to-use interface that leverages advanced technology for rapid schedule building.
- Flexible forecasting and scheduling based on your contact center rules and needs.
- Virtual contact center management.
- Seamless integration with your ACD (automated call distributor).
- Queue- and group-level performance analysis and monitoring with easy-to-read graphs.
- Robust employee management tools.

These features are available through an easy-to-use Windows interface designed to make all levels in the contact center more productive.

Today's contact center marketplace is a rapidly changing and fluid world. Case in point, the term "contact center", or the even more cutting edge "customer engagement center", is the new and more accurate terminology. No longer does "call center" apply in today's multichannel world. The contact center of today and tomorrow must be agile and flexible to remain relevant and in tune with the changing tides customer service. In short, it must be intelligent.

The current and standard workflow model for a contact center moves in a predictable order. Agents are assigned to queues based on skills and proficiencies. Work schedules are created and agents are slotted into shifts. Shifts are worked, calls are taken and placed, data is recorded and tabulated into results. Quality Assurance and Control, or Quality Management, is implemented – customer service surveys are conducted, resulting data is analyzed and is used to evaluate agents. The schedule is adjusted and the customer service circle churns forward. It is a method that works in a get-the-job-done kind of way. However, it is that average level of efficiency that your competitors hope to see you accept.

The Workforce-Intelligent Contact Center ™ is a concept describing the two way conversation happening between the ACD/ IVR and your WFO tools. Workforce- Intelligence regularly analyzes and automatically modifies priorities and skills to remain an efficient provider of customer service solutions. Workforce Optimization (WFO) tools, implemented through a cloud platform, create as near to a living and breathing entity as a brick and mortar contact center can be. Workforce-Intelligence recognizes patterns and automatically adapts with real-time queue modifications and traffic-flow adjustments. It implements QA results and can be set to add or remove agents from certain queues, add or remove skills from agents' profiles and change their proficiency levels. This level of interaction has a deep level of effect on forecasting for both short term and long term goals.

3.2.6 Provide for skills improvement and coaching

AT&T Response:

The Quality Management solution enables reviewers to assign coaching or training to agents while they are reviewing their calls. Training assignments can be selected from a list of available lessons. Assignment settings include an availability date, due date, expiration date and a priority level. This information will be factored in when the WFM solution develops schedules to provide a time in the agent schedule to complete the assignment.

Everything in the contact center is a lot more fun—and productive—when everyone can see the up-to-the-minute score. The latest electronic scoreboards have all the stats and are essential for players, coaches and teams who intend to win. inContact inView is a new performance dashboard solution that pulls together the most important KPIs in real-time in a consolidated picture. All the team statistics can be viewed at different levels—from the individual agents to supervisors to managers looking at the entire work site or campaign across multiple work groups. Here are ten ways to use real-time dashboards to get everyone focused on the customer and continuous improvement.

1. Bring the contact center to life with specific, measureable goals that set expectations and keep everyone's attention on achieving results.
2. Make the goals vivid in colorful, real-time graphics that track specifics such as first call resolution, average handle time, close rate, CSAT, etc.
3. Give agents an individual, real-time access to track their progress towards earning incentives or bonus points.
4. Give supervisors a view of their team's performance throughout the day allowing them to coach the players more specifically and cheer on the high scoring team members.
5. Overcome the afternoon lull with motivation to reach the next campaign goal by the hour.
6. Give managers ways to see opportunities or hot spots across the business based on real-time activity in the contact center.
7. Give project leads a way to compare actual progress and results against specific campaign measures.

8. Give supervisors visual evidence of individual performance to improve their one-on-one coaching by including data from all systems in the contact center.
9. Celebrate productivity in a multichannel contact center with emails, chats, tweets, tickets, and calls tracked on performance dashboard.
10. Engage every team member in achieving new service level agreements or participating in training or quality initiatives.

There are dramatic business benefits for companies who can provide real-time feedback to agents, supervisors and managers. Employee retention improves when agents know what's expected and exactly how well they're doing. Supervisors can spot trends or potential issues more quickly in order to take early action. Executives have tangible evidence of the state of operations and can make more informed decisions based on hard data and business results.

3.2.7   Provide data to forecast schedules for shift assignments

AT&T Response:
The WFM solution provides considerable flexibility allowing users to input appropriate information to come up with the most accurate forecasts across multiple queues and media. In general terms, the solution requires some form of historical data to create a forecast. An example of possible data fields are:

- Call Volume (offered, handled and abandons)
- Talk Time
- After Call Work
- Average Handle Time

Forecasting is achieved through selecting, combining, and/or altering historical data stored in the system. Historical data can be pulled in from an ACD, e-mail, or chat and can be entered by pasting data from a spreadsheet. Forecasts are created to reflect contact behavior across increments from 15 minutes to several hours depending upon the appropriate workflow interval. The forecast inputs are Contact Volume and Average Handle Time for telephonic contacts and Workflow Volume and Activity Handle Time for deferred contacts against a Service Level requirement.

WFM Features and Capabilities

- **Forecast calls and workload**
  - Trending and special events
  - Weekly data flexibility
- **Determine staffing requirements**
  - What-if scenarios
- **Create optimal schedules**
  - Skill and proficiency measurements
  - Single, multi, virtual, and outsourced sites
  - Multi contact and outbound
- **Monitor contact center operational metrics**

- **Monitor agent schedule adherence**
  - Adherence trend view
  - Exception management
- **Intraday management**
  - Email pop-up alerts
  - Trending and reforecast
  - OT / VTO scheduling
- **Web-enabled self services**
  - Agent preferences
  - Shift swap and bid
  - Time off management

Powerful and Intuitive Interface

- inContact Workforce Management displays actionable information graphically.
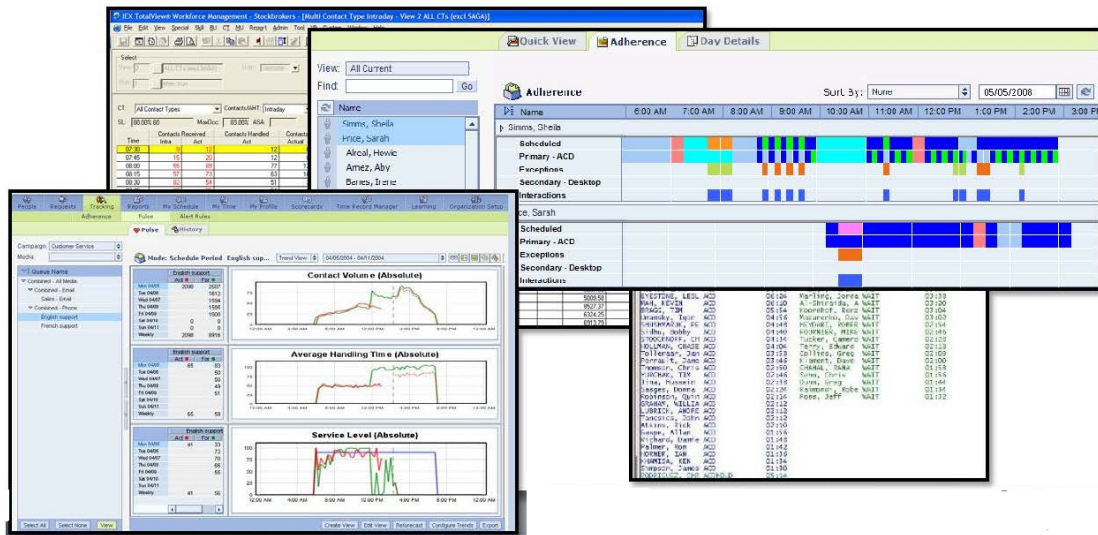
Service Level Setting and Configuration

Set service levels for both inbound and outbound activities

Inbound

Outbound

Forecasting Contact Load
Multiple ways to accurately forecast

Select, combine weight and alter contact volume from **any week** to predict future behavior

A. Simple weighted average

B. Profiles model for recurring events

C. Sophisticated regression analysis and trending
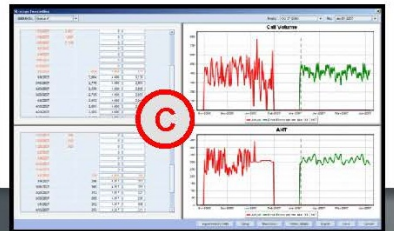
3.3 Customer Relationship Management (CRM)

The Service provider's solution addresses the requirements in this section with the following::
The Service Provider's responsibilities include and Service Provider shall do the following:

3.3.1   Provider should list integrated and separate CRM options as well as ability to leverage existing CRM sources.

AT&T Response:

inContact is committed to providing integration capabilities that enable customer interaction management centers to leverage the best CRM products together with the industry's best SaaS-based CIM platform.

inContact has integrated with over 100 CRM's in the over 1500+ deployments we have implemented over the past 10 years. We currently provide out of the box integrations with Salesforce.com and Oracle RightNow. These integrations are built on inContact's CRM integration API. We can also integrate with many other CRM applications using parameterized URLs via web services.

3.3.2   Provider should have the capability to migrate existing CRM data into a replacement option.

AT&T Response:

inContact can integrate with a CRM/database application as follows:

- Direct SQL Access via DB Connector – Windows-based service that acts as a gateway between inContact and the corporate ODBC/ADO compliant database.
- HTML Access – retrieval of data via HTTP requests.
- Remote Web Services Access – utilizing SOAP compliant web services.

However, should the State elect to replace the existing CRM system with a different option, migration of existing data to the new CRM system will best be performed by the provider of that system and not by AT&T or inContact as the provider of the contact center platform.

4.0   Transition Requirements

4.1   Setup & Transition

The Service provider's solution addresses the requirements in this section with the following::
The Service Provider's responsibilities include and Service Provider shall do the following:
Setup & Transition Services to Install, manage and maintain Hosted Contact Center Systems
   used for callers' access to the Contact Centers, including:

AT&T Response:

In addition to the responses in this section, AT&T has provided a detailed Proposed Transition Plan as part of the Technical Proposal. That plan describes the complete implementation methodology, provides agency-specific details for service configuration and implementation services, and contains a timeline illustrating the start and end dates for each agency's transition. It also describes implementation packages and feature setup services.

4.1.1   Service provider will provide appropriate technical resources to guide, design, configure and implement all contact center functionality including call scripting and call flows, etc.

AT&T Response:

AT&T and inContact utilize a reliable and repeatable process for planning, building, configuring, and implementing new call center sites.

You will be guided through implementation by your implementation manager using the Align, Build, Connect, Deploy (ABCD) methodology. Through regular status calls, you will receive the information and documentation needed to go-live quickly. inContact uses an ABCD Methodology that consists of 4 distinct phases:

Align: This is the most critical phase of the project and requires that the project team to be diligent in completing deliverables that will impact the success of future phases. The planning and alignment completed here will lay the foundation for the Build and Connect phases.

Build: During the Build phase, the inContact solution is configured in accordance with the business requirements. This phase includes both inContact testing as well as customer acceptance testing of the build. Testing should be conclusive of all modules that have been purchased and can extend over several service engagements or phases.

Connect: During the Connect phase, the telecom and data connectivity to the inContact cloud is deployed and tested. The connectivity plan for the project is defined by what has been purchased. But the tasks to implement the connectivity design happen during this Connect phase. Any integration to external systems is also considered during this phase.

Deploy: Preparations for the customer's go-live date include final testing and end user training. The inContact software applications and the connectivity solution are ready at this point and the customer begins using the inContact platform in production.

4.1.2   Program network---based routing.

AT&T Response:

During the Build and Connect phases described above, AT&T will perform any required changes to network-based routing. For instance, orders may be placed to establish or modify remote call forwarding of local numbers, port local numbers to a new service arrangement, or modify Toll-Free routing plans.

4.1.3   Configure call prompters.

AT&T Response:

During the Build and Connect phases described above, AT&T will build or modify Toll-Free Advanced Feature routing plans as required by the Agency. These routing plans include "Call Prompter" functions as well as logical routing and overflow capabilities. They also include Transfer Connect capabilities to enable an agent to trigger a call transfer via the Toll-Free network.

4.1.4   Configure transfer connect and advanced features.

AT&T Response:

See the response to Section 4.1.3 above.

4.1.5   Setting up, supporting, operating, and maintaining IVR, Auto Attendant, after---hours processing, call recording and other associated systems required to process calls and allow end---users to control after initial setup.

AT&T Response:

Our deployment or implementation process is very specific to insure that our customers' expectations are fully identified and then met. Initially, we will provide a Solution Overview, identifying specifically what each State of Georgia agency wants from the solution. This document would be provided to the agency documenting the estimated budgetary costs and time-frames associated with the design and implementation of each agency's specific solution. Post Sale, the Implementation Engineering and Project Management teams will document a detailed design of the project fleshing out the "what" originally determined in the Functional Estimate to include "How" it would be done. This would generate a Detailed Design Document which defined every step of the implementation support. This is included as part of your implementation and is at no cost.

We encourage our customers to become fully trained in the administration of the software. There are various training opportunities which would allow a customer to become proficient in both the administration of the platform as well as the development and/or modification of contact flows or "scripts" as they are referred to in our terminology.

4.1.6.   Develop and implement plan to transition in---scope access numbers including toll and toll free numbers and any other specified numbers from the current Agency Customers' current Service Provider.

AT&T Response:

As part of implementation, Toll Free numbers will be ported as needed. AT&T has extensive experience managing the State of Georgia Toll Free environment.

4.1.7   Setting up, supporting, operating, and maintaining data circuits and voice over IP circuits (if applicable) as required processing contact center services and supporting features or products.

AT&T Response:

AT&T will utilize the existing data network and VPN service that are provided to the State and managed by AT&T to provide network connectivity for contact center services. We will install or upgrade network access circuits and provision new users with SSL VPN access as required.

4.1.8   Develop, implement, and maintain call routing procedures, which define how calls will be received and allocated across multiple centers (if relevant) and within centers how calls will be distributed to queues. Develop, implement, and maintain process for Agency approval / notification of changes to these procedures.

AT&T Response:

The inContact Global Services organization has experts that work closely with you to smoothly and efficiently implement an effective and efficient call routing plan. In addition to our world-class service, below are the options and benefits provided with our implementation package: Initial Setup & Features include:

- Experienced consultants overseeing the project: a Project Manager and an Implementation Consultant
- Onsite consulting for business requirements discovery*
- Collaborative review of the production build
- Implementation of menu options
- Integration of database/web service calls to a CRM*** (lookup, push or update)
- Dialing campaign
- Agent scripting with decision points
- Automated speech recognition capability with speech variables
- Unlimited points of contact
- Virtual train-the-trainer education
- Advanced education on-site*
- On-site go-live/launch readiness support from a Customer Success Manager
-

4.1.9   Design, build, implement, and maintain call routing tables based on criteria defined by Agency, which route calls to Agents based on Agent skill sets and availability.

AT&T Response:

During the Build and Connect phases described above, AT&T and inContact will work with the Agency to design and build call routing logic that implements the Agency's business rules for routing contacts. The call routing logic will be documented in a user-friendly format and shared with the Agency as part of the training and knowledge transfer activities. AT&T and inContact will continue to work with the Agency on a lifecycle basis to periodically review the call routing logic and modify it should needs change.

4.1.10 Develop and maintain routing tables, which map inbound numbers to centers and within centers to appropriate queues.

AT&T Response:

Routing tables to map inbound numbers to the desired call treatment will be developed and maintained as part of the call routing logic described in the response to Item 4.1.9 above.

4.1.11. Provide a certified project manager to work with agencies during implementation phase to plan, document, execute and communicate tasks for the entire implementation process

AT&T Response:

AT&T and inContact will provide certified project managers to assist with all aspects of each implementation.

4.1.12 Provide build, user application testing, test, and production lifecycle management.

AT&T Response:

Near the end of development completion, our development team will install software in a test environment and encourage joint client testing. Typically the testing process occurs during the final weeks of development.

Upon completion of Testing, we will walk each Agency through the complete installation and setup of their application. Once installed on the production servers, comprehensive training may be extended to the client's IT/ MIS personnel; not only to administer and maintain it, but also to understand the underlying technology and development tools.

After successful implementation, we will stay on the project during Beta rollout, monitoring the application, reviewing failed call transactions, tuning the grammars and making necessary application changes.

4.1.13 Develop and implement procedures for re---routing calls in the event of center outages, emergencies, unexpected call volume spikes or overflows, or other unforeseen circumstances during transition. Plan and changes are subject to approval by Agency.

AT&T Response:

Emergency routing is fully supported by inContact. As calls comes into the platform, inContact checks for agent status. If during business hours, this process identifies that there are no agents signed in, then it is likely that there is an emergency in process. From this point, an emergency process would engage to route the contact appropriately.

Another example of an emergency is when an error is received when passing data between systems. The inContact platform can make routing decisions based on receiving an error on a data query or if no data is received from a query. This would allow continued routing of the contact as well as sending voice alerts, email alerts or both to our customer's designated emergency response team.

5.0   Training and Support

5.1   Training

The Service provider's solution addresses the requirements in this section with the following: The Service Provider's responsibilities include and Service Provider shall do the following:

5.1.1   E---learning, browser based, including training materials and./or videos.

AT&T Response:
inContact U is the training portal for e-Learning and instructor-led courses. It will provide all inContact users access to e-Learning courses, registration for instructor-led courses, and reporting on agent progress toward training goals.   inContact U is available for all customers and is focused on providing knowledge and resources that guide customers to continued success with inContact.

5.1.2   Reference guides for ongoing support.
AT&T Response:
inContact offers self-paced online trainings and online, easy-to-use help documentation and reference guides.

5.1.3   Provide onsite training for initial implementation.
AT&T Response:
Onsite training will be provided for the initial implementation as described under Item 5.1.4 below.

5.1.4   Provide training for supporting Integration, Agent & Supervisors and End---Users for the use of the contact center services systems.
AT&T Response:
inContact provides our customers with a training plan flexible enough to meet the needs of each organization. End-users and staff will have access to our inContact University that provides users with self-paced learning modules that can be accessed through the web from anywhere at any time.
inContact also offers a train-the-trainer program during implementation that is delivered via live instructor virtually or it can be substituted for a class-room based session. Our implementation training is designed to ensure success and prepare our clients for launch. The live instructor-led courseware consists of several module options:

- Agent Module
- Management and Administration
- Reporting
- Introduction to development

5.2 Technical Support

The Service provider's solution addresses the requirements in this section with the following:
The Service Provider's responsibilities include and Service Provider shall do the following:

5.2.1   Service Provider provides a service desk including 24x7x365 coverage accessible through voice, email, web, chat.

AT&T Response:

With inContact, you get strategic call center support to help optimize your contact center. Whether you need help with a specific issue or you want proactive support services, we are here to help.

The inContact customer success support package includes:

Customer Care: Live Service & Support

- 7x24 Customer Care via phone, chat, & portal
- Premiere Customer Service & Technical Support experience including best-effort designated seasoned Customer Services & Technical Support Representatives
- Top Priority call & case routing. Front of line service, based on priority level
- Customer-designated business/technical contacts

Call Center Best Practices

- Designated Customer Success Manager provides your company with guidance, coaching, and is your personal advocate within inContact

Quarterly on-site business reviews

- Value based, In-depth usage analysis

- Reporting overview and best practices for optimal results

- Understanding your inContact service and maximizing its value

Monthly strategy session, which include billing & usage update, uptime review & account health check
Professional Services On-Demand

- 5x9 Professional Services On-Demand (8AM – 5PM M-F Mountain Time) via phone in 15-minute increments

Education

- Comprehensive catalog of self-paced, webinar, and instructor-led courses

- Unlimited training in Salt Lake City for pre-scheduled offerings

- Unlimited live training webinars

5.2.2   Receive notification of events, system issues, status and updates or can be provided as a web portal.
AT&T Response:
Customers can choose to receive email notifications relating to Outages and Network Events.

5.2.3   Hosted Contact Center supported by staff that is physically located within the United States
AT&T Response:
The AT&T and inContact staff supporting the State of Georgia for contact center services will be physically located in the United States.

6.0   General Requirements

6.1   Pricing Model

The Service provider's solution addresses the requirements in this section with the following::
The Service Provider's responsibilities include and Service Provider shall do the following:
AT&T Response:
Please see the Pricing Proposal for all of the pricing associated with AT&T's solution.

6.1.1   Ability to provide a Per Seat subscription model, including quick scalability pricing
AT&T Response:
AT&T's solution offers a per-seat subscription model with quick scalability. Agencies can add seats simply by building additional user logins on the inContact platform.

6.1.2   Ability to provide tier volume discounts to individual agencies based on projected enterprise volumes.
AT&T Response:
AT&T's solution offers the most competitive pricing to all agencies by accounting for the aggregate State of Georgia volumes.

6.1.3   Basic Seat pricing should include all features and functions (seat, email, chat, fax, etc.) with the exception of enhanced workforce management, enhanced quality management, Customer Relationship Management, and Customer Surveys.
AT&T Response:
AT&T's pricing structure includes all required features and functions in the basic seat pricing.

6.1.4   Provide inclusive toll---free services and per---minute toll---free services for competitive pricing.

AT&T Response:

AT&T's solution offers competitive pricing for Toll-Free service on an unbundled basis. Once awarded we will work with Agencies and GTA to negotiate bundled pricing if required, based on specific agency traffic volumes.

6.1.5   Provide a rate---card for optional professional services.

AT&T's solution has a pricing structure that includes hourly / daily rates for optional professional services, which is included in Attachment 4A of the Cost Proposal.

6.1.6   Per Seat Pricing should include all installs, moves, adds or changes (IMAC)

AT&T Response:

The pricing structure for AT&T's proposed solution includes for IMAC activity in the per-seat pricing.

6.1.7   No minimum requirement for the number of seats contact centers required to purchase

AT&T Response:

AT&T's solution does not require any minimum number of seats to be purchased.

6.1.8   Ability for Agencies to add seasonal seats at any time without implementation or disconnect fees

The pricing structure for AT&T's solution has a pricing structure that enables Agencies to add seasonal seats at any time without implementation or disconnect fees.

6.1.9   There should be no implementation fee or other fees besides the monthly recurring seat charges imposed for upgrading and downgrading solution capabilities

AT&T Response:

AT&T's solution does not impose implementation fees for upgrading and downgrading solution capabilities per agent or per contact center. However, the services to build and modify call routing logic, configure service features, and train Agency staff will incur onetime charges if the agency requires assistance to make these changes.   Package and rate card pricing for implementation services is included in the Pricing Proposal. Specific charges will be quoted on an Agency basis based on particular Agency requirements.

6.1.10 Ability to provide pricing that can include upfront transition costs within the per‑‑‑seat price (amortized over the life of the contract) as well as priced separately.

AT&T Response:

AT&T's solution provides for upfront transition costs to be billed on a onetime basis. If required by an Agency we will negotiate billing for these services over an extended period.

6.1.11 Provide a‑‑‑la‑‑‑carte pricing for other than basic seat, such as Enhanced Quality Management, Enhanced Workforce Management, Customer Relationship Management, and Customer Surveys, etc.

AT&T Response:

AT&T's solution provides a la carte pricing for the features described above.

6.2   Security Requirements

The Service provider's solution addresses the requirements in this section with the following::
The Service Provider's responsibilities include and Service Provider shall do the following:

6.2.1   Provider must comply with the State and Agencies data integrity and privacy policies for the delivery of the contact center services.

AT&T Response:

AT&T will utilize technology and / or process to comply with the State and Agencies data integrity and privacy policies.

We help our customers design solutions that ensure compliance with the industry standards most important or applicable to their business. Below is a snapshot of the many certifications for AT&T's partner inContact:

PCI - We're designated as a Service Provider Level 2 and Merchant Level 3 for PCI (Payment Card Industry). That means we complete an annual self-assessment and attestation of compliance, quarterly vulnerability scans, and an annual penetration test and audit of the controls. Our Attestation of Compliance (AOC) is completed by our internal audit department which is certified as an Internal Security Assessor.

SOC 2 Type II - In 2011, the American Institute of Certified Public Accounts (AICPA), the SAS 70 Audit was replaced by three new Service Organization Control (SOC) standards, SOC 1, SOC 2, and SOC 3. Since our services don't directly host or affect customers' financials, we completed a SOC 2 Type II report, which validates the effectiveness of our operating controls.

404 SOX - Our 404 Certification for Sarbanes-Oxley (SOX) designates us as an Accelerated Filer. Our IT security and controls are included in this annual certification to evaluate our controls over financial reporting. We protect private information like consumer or employee information (such as credit card numbers, name, social security number, and phone number). This audit is performed by our internal audit department and confirmed by external auditors, Deloitte & Touche.

FCC and CPNI - We comply with all Federal Communications Commission (FCC) regulations including protecting Customer Proprietary Network Information (CPNI) which is data we obtain in the normal course of providing you with telecom services. This type information includes where, when and whom you call, and the types of service offering and products you get from us.

Safe Harbor - As a Safe Harbor partner, we use the proper policies (privacy, network and computer security, hosting, and change management) and controls to ensure storage and transmission of customer information internationally is secure according to country regulations and industry best practices such as PCI, Safe Harbor and section 404 standards. We also complete an annual audit of compliance.

Although some industry standards may not apply to our company, we take our customers' compliance needs seriously. Standards such as HIPPA (can provide a business associate agreement), GLBA, Dodd Frank and FDIC are similar and closely related to PCI, 404 and SOC requirements. We help our customers design solutions that ensure compliance with the industry standards most important to their businesses.

inContact provides encryption using an AES-256 compliant encryption to protect calls from unauthorized access, and provides the ability to not capture/automatically insert white noise when sensitive data is being captured by the agent.

6.2.2   Provide encryption for VoIP calls that meet or exceed IRS Publication 1075
         requirements, if required by Agency.

AT&T Response:

VoIP encryption will be offered that meets or exceeds IRS Publication 1075 requirements. We are in the process of deploying such encryption for Phase 2 of the Georgia Department of Revenue (due in Q3 2014).

The inContact solution employs many means of encryption. In addition to SSL, we utilize Transport Layer Security (TLS) a cryptographic protocol designed to provide security over the Internet. This uses X.509 certificates and hence asymmetric cryptography to assure the counterparty with whom they are communicating, and to exchange a symmetric key. This session key is then used to encrypt data flowing between the parties. This allows for data/message confidentiality, and message authentication codes for message integrity and as a by-product, message authentication.

As a consequence of choosing X.509 certificates, certificate authorities and a public key infrastructure are necessary to verify the relation between a certificate and its owner, as well as to generate, sign, and administer the validity of certificates.

We also use the Advanced Encryption Standard (AES) 128. AES is a specification for the encryption of electronic data established by the U.S. National Institute of Standards and Technology (NIST) in 2001. AES has been adopted by the U.S. government and is now used worldwide. AES became effective as a federal government standard on May 26, 2002 after approval by the Secretary of Commerce.

Yet another method is Triple Data Encryption Algorithm (TDEA or Triple DEA) symmetric-key block cipher, which applies the Data Encryption Standard (DES) cipher algorithm three times to each data block (3DES). The original DES cipher's key size of 56 bits was generally sufficient when that algorithm was designed, but the availability of increasing computational power made brute-force attacks feasible. Triple DES provides a relatively simple method of increasing the key size of DES to protect against such attacks, without the need to design a completely new

block cipher algorithm.

The Six Layers of inContact Cloud Security

1 — PHYSICAL SECURITY
Earthquake & explosion resistant construction
Environmental controls – redundant HVAC, raised floor
Power backed up by emergency generators
Dual-interlock, pre-action, dry-pipe fire suppression
Multi-layer security access with 24x7 closed-circuit video
(guards, access card controls)
Geographically diverse data centers
Redundant equipment and network design

2 — COMPUTE AND STORAGE
Log management – logs monitored and alert on critical events
Encryption is available
• Secure FTP   • VPN
• HTTPS   • Voice files encrypted at rest
Database Redundancy & Replication; Backups

3 — NETWORK SECURITY
Palo Alto utilizing deep packet inspection
Application servers in DMZ
Quarterly network scans (Qualys)
Yearly penetration tests
Intrusion Detection/Protection System (IDS/IPS)
Separate administration network

4 — MANAGEMENT
24x7 NOC for monitoring & alert management
Secondary NOC site in LA
Formalized change management process
Anti-virus protection
Monthly patch management
Segregation of duties
Change validation process

5 — COMPLIANCE
Safe Harbor
Sarbanes-Oxley 404
PCI – Merchant Level 3, Service Provider Level 2
FCC compliance
CPNI – Customer Proprietary Network Information
SSAE 16 SOC2 Type II

6 — APPLICATIONS
Agile development SCRUM methodology
Source control
Multiple environments; development, test, staging, beta, and production
Daily builds supporting agile method
Security Development Lifecycle
Regression testing
Redundant and Fault Tolerant application design
Role based security model

CUSTOMER DATA

Service Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period	Charge
1	*HCC Agent Seat*	*single named agent*	*monthly*	$87.00
2	*HCC Quality Management Seat*	*single named agent*	*monthly*	$29.40
3	*HCC Work Force Management*	*single named agent*	*monthly*	$29.40
4	*Toll Free Services*	*per minute*	*monthly*	$0.0120
5	*HCC Agent Seat (Excludes email and web chat)*	*single named agent*	*monthly*	$77.00
6	*HCC Service / Support*	*single named agent*	*monthly*	$6.00
7	*HCC Hosted VoIP Connection*	*single named agent*	*monthly*	$6.75
8	*Local Number service for ingress to platform*	*per minute*	*monthly*	$0.00813
9	*Outbound Calling service*	*per minute*	*monthly*	$0.01520
10	*HCC Premier Scorecard*	*single named agent*	*monthly*	$14.00
11	*HCC Lesson Management*	*single named agent*	*monthly*	$12.50
12	*HCC Strategic Planner*	*single named agent*	*monthly*	$9.50
13	*HCC Screen Recording*	*single named agent*	*monthly*	$14.50
14	*HCC Analytics Driven Quality*	*single named agent*	*monthly*	$25.25
15	*HCC Workforce Optimization Seat*	*single named agent*	*monthly*	$64.00
16	*HCC InView Seat*	*single named agent*	*monthly*	$25.00
17	*HCC ECHO Survey Seat - IVR*	*single named agent*	*monthly*	$29.00
18	*HCC Additional Universal Port*	*single concurrent port*	*monthly*	$25.00
19	*HCC Additional Call Recording Storage*	*Gigabyte of storage*	*monthly*	$6.75

One-Time Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period	Charge
1	*HCC Implementation per seat*	*per seat*	*one-time*	$ -
2	*HCC Implementation per Contact Center*	*per HCC*	*one-time*	$ -
3	HCC Work Group Implementation Package	per contact center	one-time	$ 6,500
4	HCC Corporate Implementation Package	per contact center	one-time	$ 25,000
5	HCC Enterprise Implementation Package	per contact center	one-time	$ 50,000
6	HCC Enterprise Plus Implementation Package	per contact center	one-time	$ 75,000
7	HCC Quality Management Setup	per contact center	one-time	$ 10,000
8	HCC Quality Management Setup Premier	per contact center	one-time	$ 15,000
9	HCC Workforce Management Setup	per contact center	one-time	$ 25,000
10	HCC Workforce Management Setup Premier	per contact center	one-time	$ 35,000
11	HCC Premier Scorecard Setup	per contact center	one-time	$ 5,000
12	HCC Lesson Management Setup	per contact center	one-time	$ 10,000
13	HCC Strategic Planner Setup	per contact center	one-time	$ 5,000
14	HCC Screen Recording Setup	per screen recording server	one-time	$ 25,000
15	HCC Analytics Driven Quality Setup	per contact center	one-time	$ 9,375
16	HCC InView Setup	per contact center	one-time	$ 9,375
17	HCC Workforce Optimization Setup	per contact center	one-time	$ 43,750
18	HCC ECHO Survey Setup - IVR	per contact center	one-time	$ 16,000
19	HCC Hosted VoIP Agent Setup	per named agent	one-time	$ 15
20	CRM Integration Setup	per contact center	one-time	$ 5,000
21	CRM-Driven Screen Pop / Call Routing Setup	per contact center	one-time	$ 7,500
22	Additional Agent Implementation	per agent	one-time	$ 100

Rate Card Charges

Ref ID	Rate Card Charge	Charge per hour		Charge per week		Charge per month
1	Contact Center Consultant	$	250	$	10,000	42,000
2	Professional Trainer	$	275	$	11,000	46,200
3	Project Manager	$	250	$	10,000	42,000
4	Application Developer	$	250	$	10,000	42,000
5						
6						

Note: Professional Trainer must be purchased in 8-hour increments

Equipment Charges

Ref ID	Service Charge	Unit of Measure	Price		Maintenance	Maintenance Period
1	VoIP Adapater (IAD) (Model MP-112)	each	$	159 $	4.08	monthly
2	VoIP Hard Phone (Polycom SoundPoint IP 331)	each	$	139 $	-	annual
3	VoIP Softphone (Counterpath Bria)	each	$	43 $	-	n/a

Service Provider Pricing Assumptions

Service Provider will provide all assumptions used in pricing the Services, notating those assumptions

Ref ID	Price Impact (Y/N)	Description
1	Y	Pricing for MPLS / AVPN connectivity will be negotiated based on specific agency capacity requirements.
2	N	Timing for AT&T Toll-Free Service charges is as specified for Toll-Free Megacom service in the AT&T Business Service Guide.
3	N	HCC ECHO Survey Seat - IVR excludes surveys conducted via email or web chat.
4	Y	Pricing for HCC ECHO Surveys conducted via email or web chat will be negotiated based on specific agency requirements.
5	N	Rate Card Charges per week represent 40 hours; Rate Card Charges per month represent 168 hours
6	N	Rate Card Charges for Professional Trainer must be purchased in 8-hour increments
7	N	Maintenance for VoIP Hard Phones and VoIP Soft Phones is included in the Service Charge for
8	N	Additional Agent Implementation must be purchased in conjunction with an Implementation Package
9	Y	HCC Service / Support is a mandatory charge that must be purchased for every named agent

1.0 Service Charges

Service charges are those that the GTA Customer can expect to incur on a recurring basis (usually monthly) as part of receiving the services from the Service Provider (e.g. agent seat).

ID	Name of Charge	Description of Entitlement
1	HCC Agent Seat	Agent Call Delivery, Routing and Management • Based on the maximum number of unique configured users during the month.. • Agent Login • ACD Voice Queuing & Routing • Call Monitoring • Callback queuing • Reporting • 1 Universal Port • ACD Chat Queuing & Routing • ACD Email Queuing & Routing
2	HCC Quality Management Seat	Agent Quality Monitoring, recording and reporting Includes: • Form Builder / Evaluation Forms • Smart Inbox™ • Coaching • Encryption Management • eLearning Content Producer (1 license included) • Scorecards (include up to 5 canned KPI's, goals, trend arrows, peer comparisons) • Reporting & Workflow
3	HCC Work Force Management	Workload Tracking, Scheduling, Forecasting and Adherence Includes: • Workforce Management 2.0 • Premium Scorecards (which include the base scorecard plus the ability to edit KPI's and select additional, pre-built KPI's) • eLearning – Lesson Management • Strategic Planner
4	Toll Free Services	All per minute charges associated with toll free access and delivery to the contact center

5	HCC Agent Seat -(Excludes email and web chat)	platform. **Alternative Charge** – would be selected by agencies that do not require email or web chat. Agent Call Delivery, Routing and Management • Based on the maximum number of unique configured users during the month. • Agent Login • ACD Voice Queuing & Routing • Call Monitoring • Callback queuing • Reporting • 1 Universal Port
6	HCC Service / Support	**Mandatory Charge** All HCC maintenance and support functions described in Attachment 2-C.
7	HCC Hosted VoIP Connection	**Optional Charge** Connection from an agent to the inContact platform to place and receive voice calls as described in Attachment 2-C.
8	Local Number service for ingress to platform	**Alternative Charge** – would be selected by agencies that desire local number access rather than Toll-Free access. All per minute charges associated with local number access and delivery to the contact center platform.
9	Outbound Calling service	**Optional Charge** All per minute charges associated with outbound calls from the contact center platform to an external site (e.g., a constituent) or to extend an inbound or outbound call to a Dial Out agent.
10	HCC Premier Scorecard	**Optional Charge** The base scorecard plus the ability to edit KPI's and select additional, pre-built KPI's
11	HCC Lesson Management	**Optional Charge** • Displays assignments, lesson priorities and duration, and completion deadlines • Allows managers to assign, deliver, and track training • Enables employees to access training, review their learning history, monitor their progress, and develop competencies
12	HCC Strategic Planner	**Optional Charge** • "What-If" scenario tool for long range planning (greater than 12 months) • Enables users to analyze long-range staffing, service levels and revenue scenarios in week, month, quarter, annual or longer formats
13	HCC Screen Recording	**Optional Charge**

14	HCC Analytics Driven Quality	**Optional Charge** • Quantifies the primary call drivers in the customer business • Provides targeted monitoring to focus on key call categories that impacts the customer business • Detects emotion through pitch and tone, in addition to audio translation • Automates queues with Shared Smart Inbox to create efficiency in monitoring primary call drivers • Identifies customer concerns and desires through speech detection • Targets coaching for agents through KPI-driven monitoring

15	HCC Workforce Optimization Seat	**Optional Charge**
		Includes:
		• HCC Workforce Management (as described above)
		   o Forecasting & Scheduling
		   o Real-time Adherence and Intraday Management
		   o Time Off Management
		   o Shift Bidding (new to package)
		   o Scorecards (include up to 5 canned KPI's, goals, trend arrows, peer comparisons)
		   o Reporting
		   o Workflow
		   o Alerts
		   o Measured per number of peak agents configured in the WFM system during the billing interval.

Above row 14, additional bullet content:
• Captures, stores, analyzes, and manages contact center interactions to facilitate compliance with industry regulations while helping to reduce liability and loss.
• Contact centers can record and play back calls in their entirety, including audio and agent screens, and can make recordings available to the appropriate people within the enterprise.
• Requires agency to provide a local server at their contact center site for storage of recordings.

		○ Can only be sold to inContact ACD/IVR customers ○ Workforce Management 2.0 is pre-integrated with the inContact solution portfolio and cannot be integrated into 3rd party systems. • HCC Quality Management (as described above) ○ Form Builder / Evaluation Forms ○ Smart Inbox™ ○ Coaching ○ Encryption Management ○ eLearning Content Producer (1 license included) ○ Scorecards (include up to 5 canned KPI's, goals, trend arrows, peer comparisons) ○ Reporting & Workflow ○ Premium Scorecards (which include the base scorecard plus the ability to edit KPI's and select additional, pre-built KPI's) ○ eLearning – Lesson Management ○ Strategic Planner
16	HCC InView Seat	**Optional Charge** - Dashboard Performance Management - Visibility at Executive, Supervisor and Agent level - Real-time data reporting
17	HCC ECHO Survey Seat	**Optional Charge** Provides ECHOsurvey functionality as described in Attachment 2-C for contacts to a specific agent.
18	HCC Additional Universal Port	**Optional Charge** - A port is a measure of simultaneous phone calls - One port supports the ability to handle one voice-related (phone) contact - One port is included with each HCC Agent Seat license. - Additional Universal Ports are required to support activities such as ACD queuing and self-service IVR-applications when all agents are active on calls.

		• Measured as the peak number of total ports configured during the month LESS the peak number of Agent Seats for the month. (One port is included with the purchase of each Agent Seat.) • Text-to-Speech IVR playback
19	HCC Additional Call Recording Storage	**Optional Charge** Provides additional storage for audio recordings on the inContact platform.
20		
21		
22		
23		

2.0 One-Time Charges

One-time charges are those that the GTA Customer can expect to incur only once, maybe as part of implementing the Services or as part of a change in Services (e.g. implementation charge). The table below should list all the one-time charges that GTA Customers may incur and describe the outcome they may expect as a result of each of those charges.

ID	Name of One-Time Charge	Description of Outcome
1	*HCC Implementation per seat*	There is no specific per-seat implementation charge. Agencies must purchase an Implementation Package below and / or implementation services via Rate Card prices.
2	*HCC Implementation per Contact Center*	There is no specific per-Contact Center implementation charge. Agencies must purchase an Implementation Package below and / or implementation services via Rate Card prices.
3	HCC Work Group Implementation Package	**Alternative Charge** Provides a package of implementation services as described in Transition Plan.
4	HCC Corporate Implementation Package	**Alternative Charge** Provides a package of implementation services as described in Transition Plan.
5	HCC Enterprise Implementation Package	**Alternative Charge** Provides a package of implementation services as described in Transition Plan.
6	HCC Enterprise Plus Implementation Package	**Alternative Charge** Provides a package of implementation services as described in Transition Plan.
7	HCC Quality Management Setup	**Optional Charge** Provides implementation services as described in Transition Plan.
8	HCC Quality Management Setup Premier	**Optional Charge** Provides implementation services as described in Transition Plan.
9	HCC Workforce Management Setup	**Optional Charge** Provides implementation services as described in Transition Plan.
10	HCC Workforce Management Setup Premier	**Optional Charge** Provides implementation services as described in Transition Plan.
11	HCC Premier Scorecard Setup	**Optional Charge** Provides implementation services as described in Transition Plan.
12	HCC Lesson Management Setup	**Optional Charge** Provides implementation services as described in Transition Plan.
13	HCC Strategic Planner Setup	**Optional Charge** Provides implementation services as described in Transition Plan.
14	HCC Screen Recording Setup	**Optional Charge** Provides implementation services as described in Transition Plan.

15	HCC Analytics Driven Quality Setup	**Optional Charge** Provides implementation services as described in Transition Plan.
16	HCC InView Setup	**Optional Charge** Provides implementation services as described in Transition Plan.
17	HCC Workforce Optimization Setup	**Optional Charge** Provides implementation services as described in Transition Plan.
18	HCC ECHO Survey Setup - IVR	**Optional Charge** Provides implementation services as described in Transition Plan.
19	HCC Hosted VoIP Agent Setup	**Optional Charge** Setup and configuration for an agent to use a Hosted VoIP connection.
20	CRM Integration Setup	**Optional Charge** Provides implementation services as described in Transition Plan.
21	CRM-Driven Screen Pop / Call Routing Setup	**Optional Charge** Provides implementation services as described in Transition Plan.
22	Additional Agent Implementation	**Optional Charge** Provides implementation for one (1) additional agent beyond the quantity of agents included in an Implementation Package.

3.0 Rate Card Charges

Rate Card charges are costs for professional services. GTA expects that in most cases no professional services will be required for the use of the Services, and as such the use of these professional services should be seen as entirely optional. The professional services detailed below must be associated with the delivery of the Services; general professional services (e.g. project management) may not supplied under any agreement that may be awarded as an outcome of this RFP.

ID	Professional Service	Description of Professional Service
1	Contact Center Consultant	Assessment of all aspects of customer contact operations, including both automated and agent-based applications, to identify specific activities to improve business results. Assessment may address containment within automated (IVR) applications, feedback from constituents, determination of key performance indicators, or other operational aspects.
2	Professional Trainer	Training on all aspects of the inContact service, including agent interface, supervisor interface, administrator interface, reporting, application development tools, quality management and workforce management.
3	Project Manager	Planning, coordination, implementation and finalization projects to implement or modify Hosted Contact Center, according to the specifications and deadlines. Definition of project objectives, creation of schedules and oversight of quality control throughout the entire project. Management of AT&T / inContact team members and coordination with agency team. Identification, assessment and minimization / mitigation of project risks until successful project completion
4	Application Developer	Discovery, design, development and configuration of voice and multimedia call flows, report customization, external system integrations and other inContact features and capabilities not covered under a specific implementation package purchased by an agency.
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4.0 Equipment Charges

GTA assumes and desires a solution where all equipment, software, licenses and materials are included in the Services. However, if there is optional equipment that the Service Provider would like to highlight for GTA Customer potential use, that equipment should be identified here.

ID	Name of Equipment Charge	Description
1	*VoIP Adapter (IAD)*	*Model MP-112 VoIP Internet Access Device (IAD)*
2	*VoIP Hard Phone*	*Polycom SoundPoint IP 331 SIP 2-line IP Phone 2-port switch w/Power Supply and POE*
3	VoIP Softphone	Counterpath Bria VoIP Softphone
4		
5		
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10		