

NexxPhase appreciates the opportunity to become a part of the State of Georgia's technology future. The Georgia Technology Authority is structuring its supplier contracts and business relationships in a manner that allows each agency to make best-fit infrastructure decisions that derive from sound technical and business guidance from a trusted partner in GTA that harvests technology options that combine foresight, economy, versatility, and, primarily, pinpoint functionality that delivers measurable business outcomes.

NexxPhase understands the GTA and partner agency objectives and needs, and we believe that our array of applications coalesces precisely with your stated objectives. You're looking for a proven provider with all the latest tools. You want someone dependable, and aggressively-priced. You want a partner that is agile, responsive and scalable, as critical government services are sensitive to events and unforeseeable impacts.

What you're looking for is emblematic of what the greater enterprise contact center marketplace something we deal with every day. We welcome you to challenge us. NexxPhase will step forward.

*GTA and the agencies of government in the State of Georgia are intensively seeking solutions that drive down costs, increase efficiency of operation, and provide constituents immediate and meaningful issue closure through innovations and self-service.*

As the state of Georgia's true partner, NexxPhase will enter into a shared mission to deliver top-flight solutions that provide the state continuing opportunities to achieve cost-savings:

- NexxPhase pricing versatility aligns fully with your pricing objectives outlined in the program's statement of work (2-C Solution Document §6.1
- We won't stop fine-tuning our solutions to yield additional savings throughout the life of each engagement
- AND, we will guarantee our results (see our 2-E RFQ statement of work).

***By 2020 most of the technologies the state uses will be provisioned as a service on an "as needed" basis and used only as long as they are viable. The cost of services will be reasonable, and payments will be timed to consumption. The state will be able to quickly pivot from one service to another.***

***The state will also be able to practice "try before buying" since a large capital investment up front will no longer be needed (Georgia Enterprise IT Plan 2020)***

As a true Software as a Service (SaaS) Supplier, we are judged on our performance and capability every day by demanding commercial partners. If a customer isn't happy, for any reason, they leave. For that reason, you can be assured that we'll stay on top of the latest technology and industry "best practices." Also, since agencies may compete among up to three vendors, it's up to us to provide the latest technology coupled with the best people at the lowest cost.

We can let you "try before you buy" in two ways. First, we can set up a "sandbox" where you can play with the system and get used to it. Second, we can set up a trial for 25 – 50 seats, where you have live agents taking calls, without impacting the systems you have today.

*Citizens and companies will conduct a larger percentage of business online. A fisherman heading to his favorite fishing pond will be able to use his mobile device to renew his fishing license. The skier headed for the lake can renew his boat registration. The driver headed out on vacation who notices that her vehicle tag has expired can renew her tag online and have the receipt on her phone in case she is stopped by a traffic authority. (Georgia Enterprise IT Plan 2020)*

When the Georgia Enterprise IT plan talks about mobile technology, you have to go beyond the mobile properties of the phone, and look to the other capabilities of smartphones, Web access, chat, email, video chat and more will be second nature to all of us in a few years. And NexxPhase has it now.

*Security will be a constant concern to the state as attacks on its information systems increase in number and sophistication. As the need to provide citizens with greater access grows, so will the challenges of keeping their private information safe and secure. (Georgia Enterprise IT Plan 2020)*

Information security is our critical focus. We try NOT to store any data on our servers. We'd prefer to handle the transaction, but let the database we're updating reside on your premises. That said, we're PCI certified, and expect FedRAMP certification in the next year.

*Improve Contact Center Service Platform/Solutions (GTA HCC CANDIDATE REVIEW SESSIONS)*  
– *Move current GTA customers for Contact Center services to a new contract vehicle that enables the customer to work directly with the Service Provider and to have a choice of platforms and solutions.*

We are eager to join, and to lead, a roster of top-tier suppliers, none of which can afford to rest on past success nor cease to improve our quality and performance standards and cost efficiencies.

*Enable Efficient Transition (GTA HCC CANDIDATE REVIEW SESSIONS)*  
– *Enable the transition of customers on the current Nortel/Avaya platform before the end of 2014 (and the end of platform support). At-Risk Agency to be fully transitioned to a new platform as soon as possible*

NexxPhase engineers implementation for effectiveness and efficiency. Our approach to implementation is proactive and responsive, planned to exacting detail and fully transparent to the state through regularly scheduled and as-needed communication and interaction and an overarching Executive Summary Report which will establish a detailed record of the entire project.

With an Atlanta base of operations, the NexxPhase executive team will remain close to and fully engaged with all efforts and progress surrounding NexxPhase support for the GTA Hosted Contact Center and will pledge all available resources and talent to ensure the program's continuing successful execution. We are committed to our service to the Georgia Technology Authority. NexxPhase believes that together with GTA, we can establish a model of public sector technology acquisition and deployment that can stand as a model to be emulated by other states and jurisdictions.

Respectfully submitted,

Craig J. Mento  
CEO, NexxPhase Incorporated

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## 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 NexxPhase hosted Customer Interaction Platform (CxM) is a comprehensive, scalable and feature rich SaaS platform for operating large scale contact center environments.

NexxPhase allows its customer to rapidly scale up or scale down based on the need of the agency, or enterprise. NexxPhase works closely with its customers to understand scalability requirements, seasonal adjustments, and potential emergency scenarios, to provide a flexible and affordable solution.

The NexxPhase platform is a multi-tenant platform. Customers can easily segment or share agents and program data based on the needs and business processes inherent in each agencies operational model.

The NexxPhase platform is fully redundant. In addition to the inherent redundancy of the platform, NexxPhase maintains mirrored data centers in Atlanta, GA and Dallas, TX for business continuity and disaster recovery purposes.

NexxPhase supports VoIP (SIP) and TDM communications. The NexxPhase platform is a native SIP platform, but easily accommodates TDM services via carrier-grade TDM gateways located in each of its data centers. NexxPhase agents may select either hard or softphone deployments. The NexxPhase softphone is a small windows, Macintosh or Linux application that requires little desktop overhead.

NexxPhase is headquartered in Atlanta, GA, and most NexxPhase support staff members are also located in Georgia. All NexxPhase support staff members are located in the USA.

NexxPhase supports HCC seats in either traditional contact center locations or remote teleworkers. NexxPhase is able to extend the same functionality to each worker, the only requirement is broadband ip connectivity.

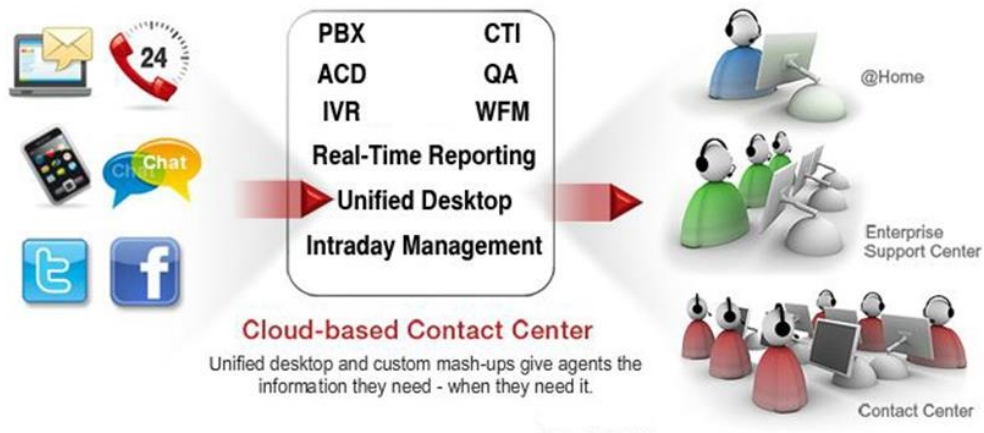
NexxPhase encourages its customers to execute their own administrative functions. Moves, Adds, and Changes (MAC) work is work that can be completed by trained customer staff, or the NexxPhase service desk. No additional charge is applied for customers who wish to maintain their own administrative teams to execute MAC work.

NexxPhase provides the capability to disposition calls inherently within a browser desktop, or via API integration to contact center enable existing CRM or other customer applications.

NexxPhase employs an implementation methodology that integrates agency designees into the long-term support plan. This allows close integration of agency support infrastructures to the NexxPhase support team to streamline the support of desktop systems.

## 2.2 Automatic Call Distribution

The Service provider’s solution addresses the requirements in this section with the following:



The NexxPhase platform includes a comprehensive ACD solution built on top of the NexxPhase routing engine. This delivers an out-of-the-box multi-channel customer interaction environment. Supported channels include email, chat, social media, voice, fax, and more. The NexxPhase platform includes the ability to create and deploy simple or complex IVR solutions.

NexxPhase offers comprehensive contact routing including queue-based, skill-based, role-based, cost-based, and custom routing parameter definitions. Because the NexxPhase CXM is based on an application environment, it is not limited by traditional ACD routing restrictions. Features like web-based click-to-call, virtual queuing, web or queue-based call backs are easily implemented through the NexxPhase solution, and those features are included at no additional charge.

NexxPhase provides the option to all of its customers to do their own moves, adds and changes (MAC) work – including adding and removing users, modifying queues (gate open/close), and adjusting time of day routing. NexxPhase supports GTA requested features like adjustable wrap times, forced calls to agents, customizable agent whisper features, unlimited not ready (AUX) and available codes.

NexxPhase is extremely flexible in its ability to create effective call delivery models, being able to adapt its routing strategy to customer requirements rather than force customers to adopt a limited routing strategy. For example, NexxPhase customers regularly employ pooled agent queues that may span widely deployed geographically diverse contact centers, and @Home agents/remote worker populations.

Real-time management of contact center resources is a key concern for those servicing the needs of the public. Whether that involves maintaining real-time schedule adherence (RTA), KPI threshold management, or the logging in and logging out of agents, NexxPhase can support these key agent management requirements.

Agent ID	Role	Team	Queue	System Status	System Status Duration	Agent Status	Utilization	Current ANI	Current Duration	Total Work Items		Average Times	
										Accepted	Wrap Up		
skay	Admin	-		No Audio	13:48	HR_break	0	-	:00	0	0	:00	:00
jane.sacco	Admin	-		No Audio	13:45	Available	0	-	:00	0	0	:00	:00
anthony.beddis	AssistantManager	-		No Audio	13:19	Research	0	-	:00	0	0	:00	:00
fernando.zuccaretti	AssistantManager	-		No Audio	13:48	Available	0	-	:00	0	0	:00	:00
shawn.deschner	DEchat	-		No Audio	13:15	Project_Work	0	-	:00	0	0	:00	:00
boris.naumann	DEemail	-		No Audio	13:46	Research	0	-	:00	7	0	:00	:00
abdulkadir.erdogan	DEemail	-		ColdWI	49:15	Available	100	-	:00	5	0	:00	:00
lukas.mende	DEemail	-		Project_Work	01:44:43	Project_Work	0	-	:00	0	0	:02	:02
vera.vasconcelos	DEemail	-		No Audio	11:35	Research	0	-	:00	23	0	:00	:00
jana.stachova	DEemail	-		Research	29:24	Research	0	-	:00	0	0	:01	:01
nui.reis	DEemail	-		No Audio	13:47	Research	0	-	:00	5	0	:00	:00
eliseo.schranz	DEemail	-		ColdWI	01:23	Available	100	-	:00	2	0	:00	:00
lucia.fernandes	DEemail	-		ColdWI	17:25	Available	100	-	:00	13	0	:00	:00
robin.potke	DEemail	-		Lunch	08:39	Lunch	0	-	:00	0	0	:01	:01
joef.krotzl	DEemail	-		No Audio	13:46	Prep	0	-	:00	17	0	:00	:00
rasmus.noeske	DEemail	-		No Audio	13:16	Wrap	0	-	:00	0	0	:00	:00
flirce.silva	DEemail	-		No Audio	13:45	Prep	0	-	:00	6	0	:00	:00

Figure 1 - NexxPhase Real Time Dashboard Example

In cases where CRM integration is required, NexxPhase has existing integrations to leading CRM systems such as RightNow technologies, Salesforce.com and other CRM and social networking systems. The NexxPhase platform is unique among Cloud-based ACD offerings because it comes bundled with its open integration toolkit, which can consume web services and APIs directly, streamlining the integration process to off-the-shelf and in-house CRM tools.



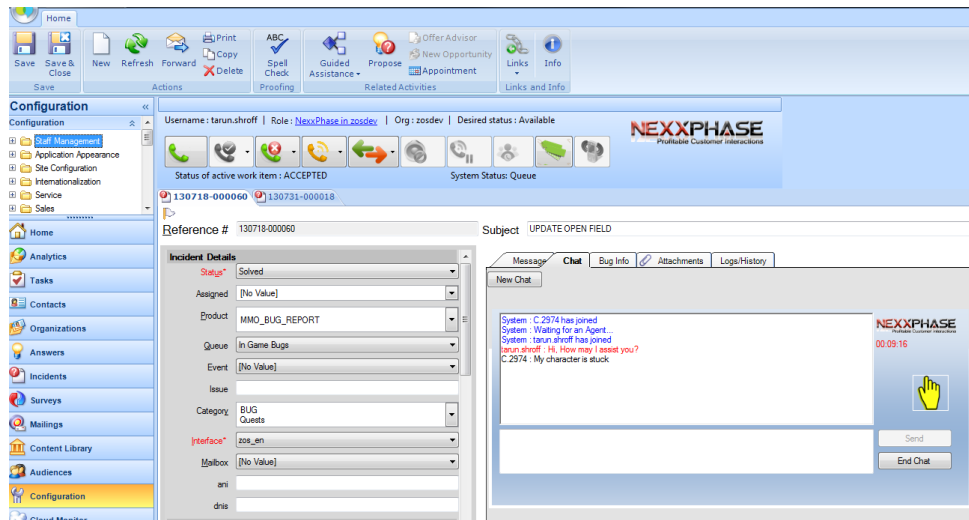


Figure 2

### 2.3 Auto-Attendant and Integrated Voice Response

The Service provider's solution addresses the requirements in this section with the following:

Interactions that can be completed by NexxPhase IVR interactive will typically save 80-90% over the cost of a live agent. NexxPhase IVR applications work in conjunction with *ACD* and *CRM* systems by providing announcements to the caller, collecting information, and providing a contextually accurate response. Announcements can be recorded or synthesized Text-to-Speech (TTS). Information can be collected as DTMF touch tones (0, 9, \*, #) or Automatic Speech Recognition (ASR). Through IVR systems programming (scripting), our IVR applications provide an interface for callers' input of additional information to assist in routing the call to an appropriate agent or the automatic delivery of requested information.

Because NexxPhase includes a comprehensive Studio application, complex integrations to CRM or other operational database driven systems are easily accomplished and quick to production.

While our professional services team can help the state design meaningful apps, as well as suggest other ways to collect data or provide self-service options – NexxPhase provides the

capability for authorized users to make changes to the IVR system for situations like service outages, emergency weather, and business problems.

Like all components of the NexxPhase solution, redundancy capability for IVR is included in the platform.

## 2.4 Reporting & Analytics

The Service provider's solution addresses the requirements in this section with the following:

The NexxPhase Customer Interaction Manager has the most powerful reporting engine in the industry. Our clients can choose from numerous standard reports, or generate their own customized reports to fulfill their analytics objectives. NexxPhase can drive web-based dashboards, traditional contact center wall boards, provide ad-hoc reporting, and scheduled reporting delivered in many different formats. All reporting is cloud-based, and all under agency control.



Figure 3 - Example reports and real time dashboards

In addition to our standard reports, NexxPhase employs a three stage strategy for delivering advanced comprehensive reporting and analytics:

- Data Warehouse – An on-line Oracle Data Repository maintains and populates with **real-time data from our “stat server” technology.** This structured repository maintains data indefinitely and is able to be fully customized to support unified customer reporting requirements, storing business data alongside traditional contact center metrics in a secure environment.
- Business Intelligence – NexxPhase allows partners unparalleled access to their data models, providing the ability to slice and dice the data to create relevant reporting, not limiting use to preconfigured reports. NexxPhase enables the creation of easy-to-use dashboards, and fully web-accessible reporting.



Figure 4 - Interactive Web-based Dashboard

- Analytics – NexxPhase goes beyond just reporting, allowing for trend analysis, external data overlays, and data visualization.

Additionally, NexxPhase can deliver desktop tickers that pass custom data directly to the agent or supervisor desktops. This ticker runs as an agent on the workstation and delivers tailored data to the agent, as well as custom messages.

Ticker											
NEXXPHASE		MTD Avg Eval Score	MTD Business Practice	MTD Rep Index	MTD Resolution	MTD MyCSP Audit Variance	Total Evaluations	Total Finalized	MTD Total In Review	MTD Total In Progress	MTD Average Eval Tin
Group		81.80%	75.47%	85.20%	84.00%	0.00%	100	16	84	0	4:30:11
Center		81.32%	78.22%	83.15%	83.78%	0.00%	148	16	132	0	4:30:11

Dennis Burton [ts07:23 PM] Are you properly closing each call?

Figure 5 - Agent Ticker

## 2.5 Call Recording & Basic Quality Management

The Service provider’s solution addresses the requirements in this section with the following:

NexxPhase offers two options for call recording.

Basic – includes voice recording for all queues up to 100%. Auditors can listen to recordings online, or export and review them outside the platform. The basic option is included in the base platform and provides a web-based interface for searching, retrieving and playing call recordings.

**NEXXPHASE**  
Profitable Customer Interactions

Listen to Call Recordings

Welcome, arhaus [Logout](#)

**Queries**

All Start Date:  End Date:

Today  Inbound  Outbound

Yesterday  Inbound  Outbound

Current Week  Inbound  Outbound

Last week  Inbound  Outbound

Specific Recording Record ID:  Call ID:

View Archived Recordings Start Date:  End Date:

(Optional) DNIS:  ANI:  Agent ID:

Figure 6 - Web-based call retrieval (Basic)

Advanced – Through our relationship with VPI, NexxPhase provides a comprehensive call logging (100% recording) and quality monitoring platform for those requiring advanced Quality and Performance Management. In addition to the basic features, NexxPhase is able to offer the following capabilities as a cloud-based service:

The Empower suite of products from VPI provides full-time recording of audio and associated data attributes from all significant telephony systems via a variety of efficient, proven methods that deliver value quickly. Audio, data, and screen recordings can be stored on removable or network-based media for pre-defined period of time, after which

	QA Competency Scores						Statistics			Main
	Avg QA 81%	Compliance 79%	Product Know 92%	Communication 75%	Upselling 89%	Call Handling 81%	# Calls Eval 83	Most Recent QA 89%	Avg Duration 3:39	QA V-Portal
Stacy Adams	Please offer VIP Customers the 10-Star promotional offer this week.								Last Updated 2:12 pm	

Figure 7 - Desktop Stat Ticker

the system triggers automated purging.

Based on rules defined by authorized business users, the system can automatically select any number of recorded interactions and schedule/assign them for evaluation, automatically selecting the most appropriate evaluation form according to call type. Evaluators can then be automatically notified about these recordings in their queue for QA review. Based on QA scores awarded to CSRs and uncovered knowledge gaps, the system can automatically trigger the delivery of personalized eLearning content. Agents and supervisors may be provided with real or near-real time views of their performance statistics in Web or desktop based tickers – their size, selection of data and layout is user-customizable.



Figure 8 – Web-based Call retrieval and scoring interface

Access to recordings and evaluations is provided to clients via secure Web based interface. Governments may access recordings, evaluation interface and reports directly, via a user

profile that points to a custom portal with relevant interface tools. More detailed information on the Empower suite is included in the Enhanced Quality Management requirement (section 3.1)

#### 2.5.1 Customer Surveys

NexxPhase delivers automatically generated post-interaction customer satisfaction surveys. Phone interaction surveys are delivered by an IVR interaction following a completed call. Surveys following Chat interactions are delivered by an automated Chat script. Email and web interactions are followed up with email survey. Responses are scored and correlated with call recordings or records of chat, email, or web interactions supporting better decisions, analytics, reporting, operations quality processes, and ultimately improved customer satisfaction.

## **2.6 Network & Transport**

**The Service provider's solution addresses the requirements in this section with the following:**

#### 2.6.1 Toll-Free service requirements

NexxPhase will comply with the requirement to provide toll free services on a per-minute and inclusive per-seat basis in our pricing model.

#### 2.6.2 Trunking Requirements

NexxPhase as a matter of best practice maintains a policy of zero call-blocking. NexxPhase will work with the requisite agency and agencies to calculate max anticipated volumes and provide trunking that will exceed that calculation by a factor of 2X. Additionally, NexxPhase employs multiple carriers to deliver this service, resulting in inherent resiliency and unsurpassed call delivery. This architectural over-build is delivered as part of the base NexxPhase service, and does not result in any extra charge to our customers.

#### 2.6.3 Data network requirements

NexxPhase allows multiple network connectivity options. In the case that the State elects to provide access to existing State protected networks for service delivery, NexxPhase proposes connecting to the State network at a peer point via private Network (MPLS) via one its available carriers (ATT, Centurylink, TWTelecom, Windstream) In the event this

option is unavailable, NexxPhase recommends MPLS private network connectivity for call centers. As a third tier connectivity method, NexxPhase allows Internet connectivity to access the servicing platform. Internet-based connectivity must be executed through ipsec VPN methods. NexxPhase also recommends internet-based backup as a low-cost business continuity option to private network (MPLS) connectivity.

For @home agents/remote teleworkers, NexxPhase provides the ability to connect to the NexxPhase platform via SSL VPN. (Cisco Anywhere)

NexxPhase carefully monitors available bandwidth requirements and call quality scoring in real time on a 24/7/365 basis. The NexxPhase network management system (NMS) monitors and measures network bandwidth, system performance and operating environments, and maintains real-time MOS scoring on call quality.

#### 2.6.4 VPN / Security for Transport

NexxPhase will accommodate all State security requirements. NexxPhase has significant experience in managing secure network connectivity for customer interaction service delivery, and will meet or exceed all State requirements.

#### 2.6.5 Call Recording

##### 2.6.1 Call Recording

NexxPhase offers two options for call recording.

**Basic** – includes voice recording for all queues up to 100%. Calls are can be listened to online, or exported and handled outside the platform. The basic option is included in the base platform and provides a web-based interface for searching, retrieving and playing call recordings.

Figure 9 - Web-based call retrieval (Basic)

**Advanced** – NexxPhase provides a comprehensive call logging (100% recording) and quality monitoring platform for those requiring advanced Quality and Performance Management through our relationship with VPI. In addition to the basic features, NexxPhase is able to offer the following capabilities as a cloud-based service:

The Empower suite of products from VPI provides full-time recording of audio and associated data attributes from all significant telephony systems via a variety of efficient, proven methods that deliver value quickly. Audio, data, and screen recordings can be stored on removable or network-based media for pre-defined period of time, after which the system triggers automated purging.

VPI	QA Competency Scores						Statistics			Main
	Avg QA	Compliance	Product Know	Communication	Upselling	Call Handling	# Calls Eval	Most Recent QA	Avg Duration	QA
Stacy Adams	81%	79%	92%	75%	89%	81%	83	89%	3:39	V-Portal
Please offer VIP Customers the 10-Star promotional offer this week.										Last Updated 2:12 pm

Figure 10 - Desktop Stat Ticker

Based on rules defined by authorized business users, the system can automatically select any number of recorded interactions and schedule/assign them for evaluation, automatically selecting the most appropriate evaluation form according to call type. Evaluators can then be automatically notified about these recordings in their queue for QA review. Based on QA scores awarded to CSRs and uncovered knowledge gaps, the system can automatically trigger the delivery of personalized eLearning content. Agents and supervisors may be provided with real or near-real time views of their performance statistics in Web or desktop based tickers – their size, selection of data and layout is user-customizable.





Figure 11 – Web-based Call retrieval and scoring interface

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### **2.7.1 Toll-Free service requirements**

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### **2.7.4 VPN / Security for Transport**

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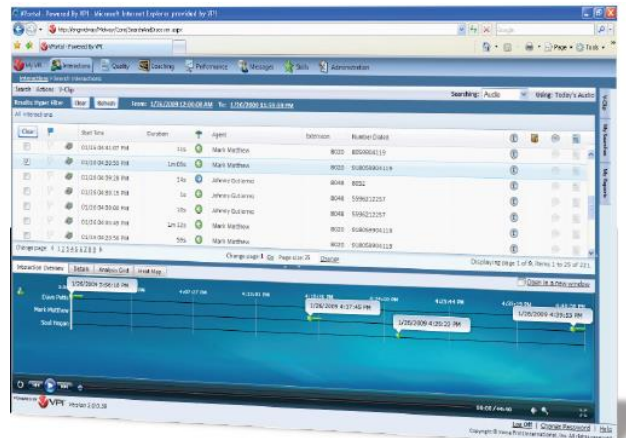
## 3.0 Enhanced Contact Center Services

### 3.1 Enhanced Quality Management

The Service provider's solution addresses the requirements in this section with the following:

NexxPhase will provide the Empower Suite from VPI to address this requirement. Key features of Empower Suite include the following:

- VPI records 100 percent (or any desired ratio) of call and data interactions in high-volume, single or multi-site environments of any size. Our clients determine what to retain, for how long, and on which storage device by implementing flexible, intelligent business rules.
- VPI unifies recording from any number of audio and data sources and locations – TDM and VoIP telephony audio as a standard, while employee desktop screen recording, e mail, and Web chat are optional.
- VPI offers centralized access and administration via secure Web-based interface – authorized users can quickly and easily access call recordings and associated data, and create, review and send reports.
- VPI guards client data from unauthorized access with granular user and data security rules, comprehensive audit trails, and end-to-end and AES 256 encryption with key management. Every call within the VPI application is watermarked in real time to ensure authenticity
- VPI is integrated in robust, fault-tolerant configurations for uninterrupted performance and disaster recovery.



Interaction recordings can be quickly accessed and visualized to identify and jump to important call events via VPI's Web interface.

### Reporting Tools

**VPI's Empower Suite offers an array of reporting tools that depict customer interactions** meaningfully– both as they are today and as they trend over time. Clients can quickly recognize and accurately interpret call volumes, inbound and outbound traffic peaks, call handling times, workload distribution among individual front line employees and teams, and other critical patterns.

- Navigation from high level overview down to individual recordings, instant searches, and agile filtering enables clients to easily search, locate, playback and share recordings and data.
- Reports, charts and heat maps afford rapid and efficient call patterns analysis. Improve Service Quality and Customer Experience

Whether or not clients use a formalized quality evaluation process, VPI CAPTURE allows them to monitor and improve the customer service quality delivered by onsite or remote employees.

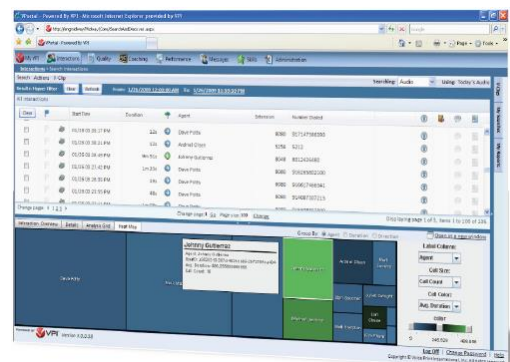
Clients Can:

- Monitor live calls across multiple locations **with VPI's real-time streaming Web technology.**
- Locate coachable calls recordings for playback directly from a variety of standard reports.
- Leverage best practice/representational calls for training – recordings are highly portable in standard formats and small file sizes.

VPI fosters user efficiency

**NexxPhase/VPI's open standards recording technology is designed to incorporate change and meets the associated challenges with many options providing for fast and cost-effective reconfigurations in order to satisfy changes in the legislative/regulatory environment, increased or changeable capacity, new geographic distribution of client employee teams, or changes between centralized and distributed operation.**

- Built on open standards and service oriented architecture, VPI CAPTURE grants the flexibility to grow and evolve in order to adapt to changing constituent and policy environments and expectations.
- Access VPI systems directly or transparently via agency other business or telephony applications – open APIs enable any level of customization and integration.



- VPI CAPTURE leverages open architecture and is platform independent – it can reside securely behind agency fire walls and synchronize with established network operations

## NexxPhase/VPI Quality establishes a Foundation for Quality Management and Performance Optimization

Recordings of customer interactions contain a vast amount of intelligence about client processes, customer satisfaction, front-line employee performance, service enhancements opportunities, and continual process improvement

- With the VPI quality management module, NexxPhase partners benefit from instant, automated delivery of call recordings for evaluation and training, accelerating contact center performance **and operational effectiveness by adding VPI's integrated VPI PERFORMANCE** module. This module delivers real-time insights to front-line employees and managers via Web-based scorecards, drill-through reports, and real-time desktop tickers.
- Integrated modules for screen recording and analytics, Web-based quality assurance, electronic coaching, centralized messaging, performance management, contact center analytics, and other functions multiply agency opportunities to increase service improvement.

Call center agents have the most profound influence on constituent experience, operational costs, and the attainment of service level compliance. However, these employees rarely receive enough meaningful development and feedback, which exposes call center enterprises to risk inconsistent service, high attrition, increased costs, and low morale. NexxPhase maximizes agent feedback opportunities and enables agency partners to objectively evaluate agent behaviors, provide critical and timely feedback, support and boost service quality improvement, and cultivate constituent satisfaction. NexxPhase/VPI QUALITY enables agency partners enhance the impact and ROI of a **client's call quality monitoring processes and significantly improve the effectiveness and efficiency** of constituent interactions.

- **VPI Maximizes the Value of an Agency's Recorded Constituent Interactions**
- VPI QUALITY integrates seamlessly with VPI CAPTURE – our recording solution - enabling agencies to effectively and securely capture all important customer interactions, including TDM Voice, VoIP, and employee desktop screens.
- VPI Automatically Selects and Delivers Calls for Quality Evaluation

With improved operational efficiencies gained through VPI QUALITY, client evaluators and managers have more time and resources available to address strategic and mission critical business goals. VPI QUALITY automatically selects and delivers an objective, random sampling of

recordings related to the client’s business objectives directly to the designated desktops for evaluation in the following ways:

- Identification and tagging of coachable calls for evaluation – evaluate or schedule high-value calls for evaluation directly from call search results and multiple drill-through reports.
- Implementation of rules to automatically tag calls for evaluation, such as per-agent quota or call attributes.
- Automatically manage the evaluation schedule – **evaluators receive “to-do” lists organized by assignment dates and due dates, with the appropriate evaluation form already associated with the call/screen recordings.**

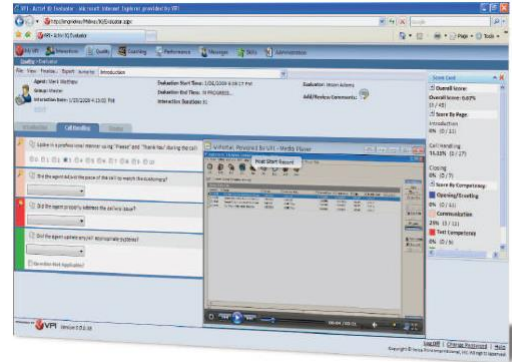


Figure 12: VPI Quality Web-based interface

Agencies Can Easily Access and Score Interactions from Anywhere with Internet Access

With access from agency desktops via Web interface to well-designed quality evaluation forms and processes, NexxPhase customers can efficiently and objectively assess the quality of client’s individual constituent interactions while simultaneously discovering significant problems, issues, trends, and opportunities – vital information that supports the successful execution of agency program missions. NexxPhase/VPI QUALITY provides contact centers with flexibility to customize evaluation forms and tailor processes to conform to program goals and objectives.

NexxPhase/VPI Quality’s **Graphical Interface allows agencies to** focus on call flow or IVR skills, while rating any number of call handling competencies and adding comments that pertain to the evaluation or other issues requiring attention.

Web-based access to a unified interface for evaluation and playback of synchronized call and screen recordings supports a streamlined evaluation process.

VPI	QA Competency Scores						Statistics			Main
	Avg QA	Compliance	Product Know	Communication	Upselling	Call Handling	# Calls Eval	Most Recent QA	Avg Duration	QA
Stacy Adams	81%	79%	92%	75%	89%	81%	83	89%	3:39	V-Portal
Please offer VIP Customers the 10-Star promotional offer this week.										Last Updated 2:12 pm

VPI Instant Impact Tickers™ proactively deliver important quality scores and call statistics to front-line employees and supervisors to drive immediate performance

The success of a contact center quality improvement plan depends on a clear understanding of employees’ strengths, weaknesses, and improvement opportunities and areas on which to focus training and coaching efforts. NexxPhase/VPI QUALITY **pinpoints characteristics of agents’**

behaviors by breaking them down into skill-sets, such as communications, call handling, technical, product knowledge, compliance, etc. These skill sets may be tracked, compared between agents and **teams, scheduled for automatic notifications of “outliers” that require additional attention, and used as triggers for automated delivery of messages to agents.**

### Agent Coaching and Training

VPI Coaching puts knowledge in the hands of those who need it, precisely when they need it the most. This tightly integrated system delivers training content and messages to agents just in time to improve their efficiency and enhance productivity. Contact centers that use VPI Coaching have better trained, motivated, and empowered agents, which invariably results in improved customer satisfaction, retention, advocacy, and profitability.

A highly effective alternative to traditional learning, electronic coaching can also be implemented to **complement client’s current training programs.** VPI Coaching has been designed specifically to meet the needs of contact center operations managers and trainers who are required to constantly improve agent performance – giving them the tools to distribute on-going training in a productive environment.

### Maximize the Success of Each Agent and Supervisor

- VPI delivers relevant, custom content to agents just in time for new campaigns, such as training flashes, quizzes, eLearning courses, educational tips, examples of best practices calls, compliance bulletins, and pre-shift announcements
- Skills-based agent training ensures progressive agent development, from basic to advanced skills

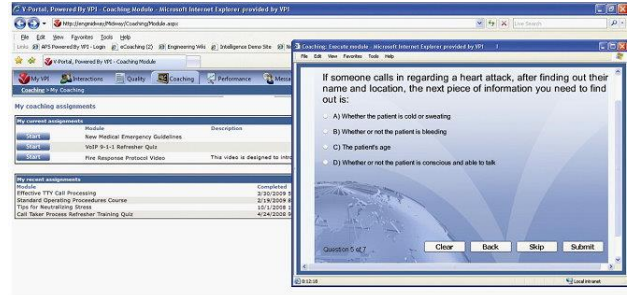
### Deliver Courses Based on Rules or Classroom Assignments

- Rules-based, thin-client distribution system manages the delivery of training content to agents, groups of agents, and managers across multiple sites, and accessible via customized Web pages or desktop dashboards
- Leverages integration with several workforce management systems to automate the delivery of training based on work and shift schedules to maximize productive agent uptime

- Business rules may be defined to trigger the delivery of training materials based on performance metrics thresholds
- Classroom training option gives the learning administrator full control of course assignments

### Create or Import Training Content

- Training content and methodology adheres to open-standards, SCORM-compliant architecture
- Intuitive content creation and testing tools for easy in-house and 3rd party authoring
- Advanced content management for hierarchical and custom tag-based content categorization and intelligent distribution
- 



### Track Learning Progress

- Assessment tool enables quizzes to be easily embedded or linked to course material
- Tracking capability allows managers and trainers to quickly measure if training was viewed and understood
- Consolidated, KPI-correlated reports measure the results of coaching and training, associating KPIs with courses to track the impact of specific training content on agent performance

### Maximize Training Impact with Targeted Course Delivery

VPI Coaching enables our client to send targeted training content to client's agents. The material is customized based on agent skills and distributed when it is most relevant – improving each agent's opportunity for success. The software allows for easy content creation and testing, and our client can also include client's existing or new 3rd party content. Course content can be organized and intelligently distributed to agents and managers, either individually or as a group. Training can be assigned manually in a classroom setting or delivered automatically to custom Web pages or agent desktop dashboards based on business rules such as performance results or schedules.

### Leverage Integrated Systems to Customize Training



A key component of VPI EMPOWER SUITE, VPI Coaching is part of a tightly integrated, modular suite of best-of-breed workforce optimization solutions. Virtually all of the solutions **enable agencies to achieve significant exponential value from client’s VPI Coaching software**. For example, the suite’s powerful performance analytics systems can automatically identify call recordings that represent the best and worst customer-agent interactions, which can then be embedded in training materials. With the integrated workforce management system, agencies can ensure that training is scheduled for the most appropriate times, in order to maximize productive uptime and minimize service level impact. Integrated with agent evaluation software, agents can see their most recent evaluation results on their dashboards as soon as they become available. They can then immediately participate in actions to improve, rather than wait for weeks for a face-to-face with their supervisor.

Call ID	Date Offered	Call Description	Call Statistics
1001	10/10/11	1001 17 0 0 18 0	85.0% 2.0% 0.0% 0.0%
1002	10/10/11	1002 4 0 0 0 0	91.0% 2.0% 0.0% 0.0%
1003	10/10/11	1003 30 1 0 0 0	86.0% 1.7% 0.0% 0.0%
1004	10/10/11	1004 18 0 0 0 0	89.0% 2.0% 0.0% 0.0%
1005	10/10/11	1005 48 18 0 0 0	78.0% 3.0% 0.0% 0.0%
1006	10/10/11	1006 18 0 0 0 0	90.0% 2.0% 0.0% 0.0%
1007	10/10/11	1007 1 0 0 0 0	90.0% 2.0% 0.0% 0.0%
1008	10/10/11	1008 41 0 0 47 0	94.0% 2.0% 0.0% 0.0%

VPI COACHING Web-based performance reports enable you to track the impact of your training programs and identify critical skill gaps.

- Tracking the Impact of Training on Performance

With the system’s built-in assessment tools agencies can easily measure and track the results of client training and its impact on group or individual performance. For a granular assessment, training progress may be associated with specific KPIs. Use authoring tools to create quizzes that immediately measure the full extent of agent comprehension and the retention of agency training content. VPI Coaching provides detailed reporting, allowing agencies to easily track training usage and test scores. The system’s consolidated performance and coaching reports make it easy for operations managers to measure the impact of their training initiatives on improved agent performance.

### Rapid ROI and Low Cost of Ownership

### Improve Performance

- Enhanced constituent experience, improved service delivery, and increased customer service quality resulting from better trained and informed agents
- Fewer “lost opportunities” due to the automatic delivery of training when agents are underperforming**
- Increased customer satisfaction, first call resolution, and advocacy with higher levels of service

### Reduce Costs

- Decreased training delivery costs
- Decreased agent turnover as a result of their increased confidence and improved performance
- Increased first call resolution
- More efficient use of training time and resources
- Reduction of ramp-up time for new campaigns and new agents as a result of presenting training content on-line
- Reduced number of agents sent back for classroom re-training

### Increase Agent Productivity

- Continuous performance improvements with automatic delivery of targeted training to under-performing agents
- Efficient, empowered agents receiving efficient delivery of new information
- Faster resolution of escalations

## **3.2 Enhanced Workforce Management**

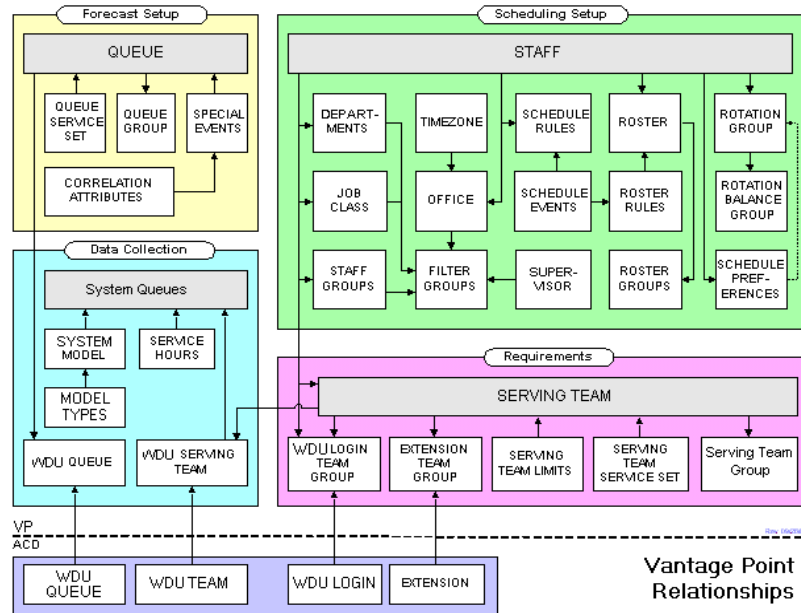
The Service provider's solution addresses the requirements in this section with the following:

NexxLinx has selected the Pipkins Vantage Point product as its solution to the workforce management requirement detailed in this request.

Vantage Point uses an Oracle database, which is fully ODBC compliant, the data can be interfaced with and can import from and export files to other systems. This means, for example, your data can interface with payroll and human resources software, computer telephony integration software, voice recording, predictive dialing systems and advanced call center software, such as telephony and business performance metrics. This includes Interactive Voice Response scheduling and CTI (Computer-Telephony Integration).

**NexxLinx will configure the system during implementation with the government's unique call center information, business rules, and load any available data. This is the information**

used by the system to generate forecast and schedules. This diagram shows the relationships between these data elements.



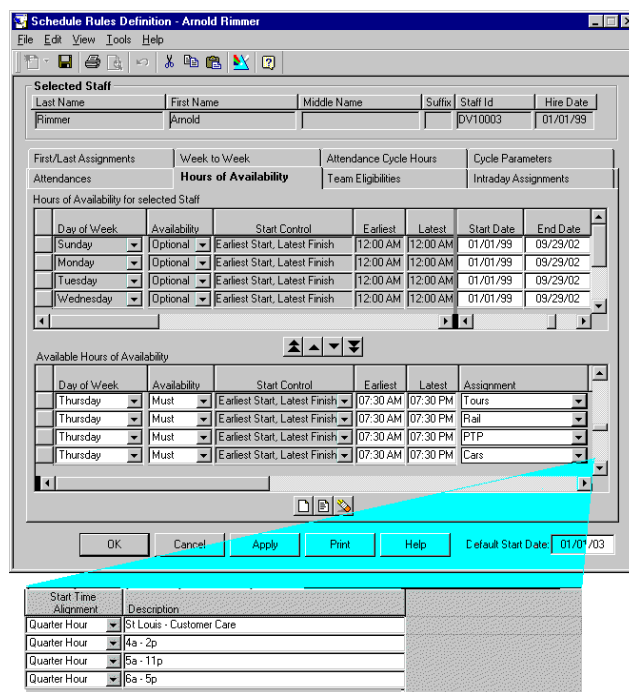
NexxLinx offers two forms of scheduling. A rules-based scheduling option and a roster based scheduling option. The rules based option offers eight rules that can be used to generate a schedule. Schedule rules that must be defined for each staff member are:

- Team Eligibilities - the Serving Teams the staff member may be scheduled to. You can enter a priority you want to assign to the serving team for the agent.
- Attendance Cycle Hours - the number of hours the staff member is to work each week
- Cycle Parameters - the number of days in a week the staff member may be scheduled to an attendance
- Attendances - the number of hours the staff member is to be in the building each day including any unpaid time.
- Hours of Availability - the hours of the day in which the staff member's schedule may occur, such as Earliest Start/Latest Finish times or Earliest Start/Latest Start times. You can define availability as either the agent must work on the specified day of the week or the agent may or may not be assigned to work on the specified day of the week.
- Intraday Assignments - the breaks, lunches and other non-Serving Team intraday activities the staff member is to be schedule to each day of the week.

Vantage Point provides complete support for multi-media and skill-based routing environments with patented SkillSense™ Scheduling technology. SkillSense is the

culmination of skill-base routing and skill-set-scheduling capabilities that have been designed into Vantage Point since its inception, and in use in the call center industry for years.

Schedule optimization occurs for each day of the week, based upon agent eligibilities and talents. Systems that do not support daily availability rules for agents must produce the same schedule for each day of the week without variance, and cannot support daily schedule optimization.



Rosters create fixed schedules that can be used over an extended period. Rostering can be used for fixed scheduling, schedule bids, determining additional positions, optimal scheduling and Generate Schedules and Supplement with Rosters.

Vantage Point promotes modeling and scenarios. The forecasted calls offered, forecasted Average Handling Time, and ACD queue-to-serving-team skill group mappings are used to determine the optimum number and mix of employees required to achieve the user-defined queue service levels during each time interval. This calculation directly provides the correct number of staff to be scheduled in each serving team, which is important in a call

center that uses skill-based routing. You can specify a default daily service objective for each individual queue.

The requirements and service forecasting function contains a technologically innovative algorithm called Merlang. Merlang improves upon the traditional Erlang-C by eliminating the assumptions that queues are infinitely long, callers never abandon the queue, and agents must be dedicated to a single queue. Merlang equations offer the following advanced features that are not available from software packages that use Erlang-C:

- Correct modeling of queue sizes - allows for the prediction and limiting of the number and percent of busies.
- Modeling caller abandon rates - allows for the prediction and limiting of the number and percent of abandons.
- Calls handled, a complement of busies and abandons, can be used as a service level type.
- Occupancy is calculated, and caps on it may be taken into account when determining agent requirements.
- The traditional way of expressing a service level as a percent answered within a given time is provided, along with percent calls answered, maximum percent busies, maximum percent abandons, and maximum average speed of answer. Results are more accurate than what is produced from the Erlang-C equations due to the modeling of the effect of busies and abandons on the call volume.
- Accounts for indirectly occupied time of agents (bathroom breaks, supervisor queries, etc.).
- Account for retries of both busies and abandons.
- Accounts for skill group queue assignments, queue priorities, and overflow.

The statistics reports available in Vantage Point are:

1. Call Center Statistics shows actual data or forecasts for queues or serving teams for a date and time range.
2. Forecast to Actuals.
3. Requirements to Actuals.
4. A Deviation report provides various views into the staffing levels required as determined by the requirements generation process, as well as the number of agents scheduled, or provided to meet these requirements per Serving Team.
5. Monitor Provided Report displays a graph or spreadsheet that compares Actual Provided vs. Scheduled Provided vs. Staff Required statistics for each selected Serving Team/Event or Event Type.
6. Monitor Statistics can contrast and compare forecast data and Actuals data for queue statistics,
7. Agent Statistics Report shows the statistics of agents by WDU.
8. The Custom Queue Statistics Report shows Custom Queue Statistics by WDU.

9. The Custom Serving Team Statistics Report shows Custom Serving Team Statistics by WDU.

Vantage Point has comprehensive visualization capabilities. These reports display in graph and spreadsheet format: Forecast to Actuals Statistics Comparison Report, Intraday Forecasting, Intraday Requirements, Monitor Statistics, Operations Analysis, Requirements to Actuals Statistics Comparison Report, and Monitor Provided Report.

Vantage Point offers comprehensive real time adherence capabilities. Real Time Adherence that provides timely information as to the whereabouts of staff members, as provided by the ACD. This information includes login and logout events, indirectly occupied time, and call handling statistics for staff members. This information may be scheduled to be sent to Vantage Point at specified intervals, or Vantage Point may be configured to request adherence information at specified intervals.

Real-Time Agent Adherence Global is a graphical adherence monitoring system that reduces the time and expense required to track schedule compliance for multi-site contact centers. RTA Global centralizes the monitoring process by displaying adherence levels for each center on a single color-coded map and allowing point-and-click drilldown to individual sites, enabling system-wide overview by a single analyst.

RTA Global allows adherence violations at any contact center in the network to be **instantly spotted and investigated with a click from a map that portrays each center's** location and its compliance levels graphically instead of through text-heavy reports.

These tools reduce overhead for multi-site contact center operations by enabling a single, centrally located analyst to oversee adherence monitoring for all sites. The designated analyst can monitor all contact center facilities from a single screen and alert local centers to compliance problems, eliminating the need for local monitoring as well as freeing local center supervisors to focus on other activities.

RTA Global complements RTA PLUS for single-site contact centers. In addition to providing graphical monitoring of agent adherence via color-coded avatars arranged in the same seating pattern as the agents themselves, RTA PLUS allows supervisors to modify schedules as well as generate reports from the adherence monitoring screen with a click. Supervisors can log changes such as sick days or early releases, view agent schedules, send popup and email messages, and produce reports without switching screens.

Vantage Point can compare and analyze projected work versus actual work. There are several statistics reports that help analyze this data.

1. Forecast to Actuals can contrast and compare forecast data and queue Actuals.
2. Requirements to Actuals report can contrast and compare staffing requirements and Serving Team Actuals.
3. The Deviation report provides various views into the staffing levels required as determined by the requirements generation process, as well as the number of agents scheduled, or provided to meet these requirements per Serving Team.

**Vantage Point's advanced schedule optimization is based on a Sum of Squares figure of merit analysis, not a simple "hours-net-to-zero." Competing algorithms that use the net-to-zero approach cannot distinguish between schedules that deliver good and bad service.**

This method of assessing a schedule's accuracy offers two advantages:

- Because the differences are squared before summed, staffing excesses and deficiencies do not cancel each other as they would if they were simply added.
- The relationship between staff numbers and quality of service is non-linear, and is best represented by the squaring function. For example, as 2 squared is 4, the Scheduler regards a staffing deficiency of 2 as being 4 times as bad as a deficiency of 1. This is a fair reflection of the expected reduction in service.

The scheduling process examines the requirements and the availability of the selected staff members, and produces duties for those staff members based upon the rules of attendance and availability for each staff member. The Scheduler will match the duties produced with the requirements during each time step interval of each day. The Scheduler attempts to fit the expected need exactly.

Vantage Point provides complete support for multi-media and skill-based routing environments with patented SkillSense™ Scheduling technology. SkillSense is the culmination of skill-base routing and skill-set scheduling capabilities that have been designed into Vantage Point since its inception, and in use in the call center industry for years.

### **3.3 Customer Relationship Management (CRM)**

The Service provider's solution addresses the requirements in this section with the following: :

The Service Provider has expertise implementing and integrating the following enterprise-class CRM products:

- Oracle CX (RightNow)
- Oracle CRM On-Demand
- Salesforce.com
- NetSuite
- ZenDesk
- Siebel

All of the software products listed above are available as Software-as-a-Service (SaaS), and they can easily integrate into a robust software environment by utilizing a number of standard integration techniques: Web Services, SOAP, Restful, XML, PHP, SQL/ROQL, and .NET.

The Service Provider has integrated the Oracle CX (RightNow) CRM into the Connect for Health Colorado software environment which includes the following integration touch points:

- ACD / CTI / IVR Systems (Telephony)
- Oracle CX
  - Oracle CX Agent Desktop
  - Oracle CX Customer Portal
- Healthcare Management Systems
  - hCentive
  - Healthation
- Document Management Systems
  - OnBase
- Oracle Enterprise Service Bus
- Enterprise Data Warehouse

Using the integration techniques listed above (Web Services, SOAP, RESTful, XML, PHP, SQL/ROQL, and .NET.) providing the following functionality:



- Applicant record core data is synchronized and stored in real time to the Oracle CX contact database.
  - Ancillary applicant record data is displayed in the Oracle CX Agent Desktop.
  - Outbound E-mails sent to the customer are sent to onBase Document Management for unified record storage.
  - Enrollment Records are synchronized on a periodic basis to the Oracle CX system so that post-enrollment surveys can be sent automatically from the CRM.
  - E-mails from selected Microsoft Exchange e-mail addresses are integrated into the Oracle CX system and dropped into Service Center work queues.
  - Massive data tables are synchronized daily to the Enterprise Data Warehouse to enable cross-system reporting.
- 
- *Provider should have the capability to migrate existing CRM data into a replacement option.*

Data migration from an existing CRM platform would be performed using ETL (Extract-Transform-Load) best-practices:

- Extract
  - Data would be reviewed and some data would be chosen for migration.
  - Primary and secondary keys would be identified for data that has multiple join relationships
  - The data would be extracted into flattened data files, and primary and second join keys would be included in the extract.
- Transform
  - Using the data above, a relevant data model would be built in the CRM system.
  - The data sets described above would likely need to be changed to match the nuances of the relevant data model.
  - After the alterations above, a set of transformed data model files would be produced.
- Load
  - Using Web Services, the transformed data model files would be pushed into the relevant data model in the new CRM system.
  - Primary and Secondary join keys would be identified, and cross-table joins would be performed in the system natively.

- After the load, selected fields would be indexed in an indexing table to improve search and reporting performance.

## 4.0 Transition Requirements

### 4.1 Setup & Transition

The Service provider's solution addresses the requirements in this section with the following:

The NexxPhase team has extensive experience in successful transitions of call center services from previous vendors as well as establishing new programs. Upon award of the contract, NexxPhase will immediately begin work on a Project Management Plan. Our Project Plan is a baseline that will guide the entire project. Throughout the project life cycle, the plan and its supporting documents will be updated to reflect changes and decisions made, and will be resubmitted to customer agencies for approval at appropriate points. Our team will work closely with the State to discuss and develop necessary project plan updates. Strong communication between our program manager, State program representative, and other key personnel in both organizations is critical to the continued success of the project.

NexxLinx will provide setup and transition services to install, manage and maintain its hosted contact center service in each area as required by the State:

1. Within 7 days identify to the State a certified project manager to work with the relevant entities to successfully deliver hosted contact center services pursuant to our service delivery methodology.
2. All contact center functionality including, but not limited to, all call, auto-attendant, and IVR scripting, call flows, message announcements, telephone instruments and softphone capability including proper setup to accept skills based routing, default routing, trunk-to-trunk routing, take-back-and-transfer, transfers, all queues, external route points, and DNIS numbers.
3. All computers and connectivity to required State web sites and databases.
4. Supervisor workstations installed with NexxPhase provided software.
5. Setup skills based routing including skill levels of CSRs. This will require that NexxPhase interface with the appropriate State resources.
6. Develop and implement a plan to transition in-scope access numbers including toll and toll free services, and any other **specified numbers from Agency Customers' current Service Provider.**

7. Work with the telecommunications vendor or appropriate State resource to provide items such as IP Addresses for the installation of MPLS circuits over the private IP network, MPLS circuits, routers, and modems to facilitate connectivity.
8. Provide access through NexxPhase Firewalls for the purposes of trouble resolution and testing call routing strategies.
9. Connect all circuits to premise equipment. Work with appropriate vendors or internal resources to test and turn-up circuits.
10. Work with the telecom vendors and the State to perform failover testing of the vendor installed MPLS circuits, routers, etc. Part of this effort includes a documented disaster recovery procedure.
11. Perform User Acceptance Testing of all hardware, software, IVRs, and circuits installed for the implementation of this contract.
12. Ensure that all logs are immediately available for review and troubleshooting.
13. Install and test CTI and Softphone transfer technology and capability.
14. Provide All CTI integration required.
15. Install and test recording solution.
16. Install and test WFM solution
17. Ensure connectivity to all State services
18. Develop, implement and maintain call routing procedures defining how calls are received and allocated across multiple centers, and within contact centers, how calls are distributed to queues, how numbers are managed, how agents are skilled, as well as change control procedures for these parameters.
19. Final user acceptance testing and delivery of plan for production life cycle management.

Once the contract is awarded, the Project Manager will schedule launch status calls which will thoroughly walk through each step of the detailed project plan and timeline to be discussed both internally and with the appropriate agency resources. Each step will be updated to indicate if it is on-time or delayed, along with the assigned owner. For any step that is determined to be delayed – mitigation and escalations will be identified and tracked. Identification will also be determined if the step is critical or non-critical to the launch start date.

Our goal is to offer service execution that is on time, error free and within budget. During the implementation process that will span ~90 days, all parts of the project are reviewed with key team **members from each discipline within NexxPhase and the agency's team on no less than a weekly basis**. The launch and transition to the final NexxPhase operations and support teams is handled so that there is no communication disconnect. The proactive steps that we take to diminish transition problems are:

- Understand all agency requirements at the outset of the relationship
- **Spend time in the agency's environment**
- Create and use a project plan
- Communicate often and effectively
- Be an effective partner

## 5.0 Training and Support

### 5.1 Training

The Service provider's solution addresses the requirements in this section with the following:

**NexxPhase, as a partner in GTA's success, is committed** to the highest quality of service, best practices, and support. This document is to provide an overview of our Training and support program to our Customer.

Training Program:

Our agent training program is designed for:

1. Agents

Our comprehensive Agent Training includes

- a. Agent Desktop thru which they handle work items (phone call, email, chat)
- b. Login to Agent Desktop and Soft Phone
- c. Logging into Work Queue
- d. Handling work items (phone call, email, chat)
- e. Transferring Call
- f. Conference Call
- g. Work Status

2. Supervisor

We train Supervisors all facet of our Contact Center that would help their day-to-day management. Training includes

- a. All features of Agent
- b. Monitoring Queue
- c. Monitoring Agents
- d. Assigning and Reassigning work items

- e. Coaching and Barging
- f. Reporting
- g. Reaching out Contact Center Solution Support

### 3. Train the Trainer

**We have a very effective, comprehensive “Train the Trainer” program that empowers Customer Trainer to conduct ongoing training, new Agent/Supervisor training, trouble shooting, assisting and resolving day-to-day simple question or request from Agent/Supervisor. Training program includes**

- a. All feature of Agent
- b. All feature of Supervisor
- c. Simple trouble shooting technic
- d. Reaching out Contact Center Solution Support

#### Onsite Training:

We depute our highly qualified Trainer to conduct Onsite training during:

##### 1. Implementation and launch

During Implementation our Trainer would be On Site to conduct training to Agents, **Supervisors and Customer’s Trainers**

##### 2. Expansion and/or New Center deployment

We assist our Customer growth and could depute our Trainer Onsite when Customer open new center or add new seats to existing center.

##### 3. New Feature Update

When we have major upgrade and new additional feature/integration to our Contact Center Solution, our Trainer would be onsite to train the new features

##### 4. Periodic ongoing refresher training as desired and requested by Customer

Refresher training may be needed for Trainer and Supervisor to increase their productivity.

### Remote Live Training:

We also conduct Training Program from remote via WebEx for

1. Ongoing refresher training
2. New Feature Update
3. New Agent training

### E-learning:

We provide Training materials and Reference Document thru our online Portal to our Customer. Training and Reference materials are segregated and grouped by Agent, Supervisor, and Management. For each, the materials are further broken down to individual features. Easy navigation and search feature are built in the e-training portal.

## **5.2 Technical Support**

The Service provider's solution addresses the requirements in this section with the following:

### NexxPhase Availability and Support Services Overview

NexxPhase, as a committed partner for success, is committed to the highest quality of service, best practices, and support. Our objective is to provide a service that is available 99.9% outside of required maintenance windows and responding professionally to support **issues while consistently exceeding our customers' expectations. This document provides an overview of NexxPhase' approach to Technical support and Maintenance practices.**

### Support and Maintenance

NexxPhase provides support services to GTA and its Agencies through its technical support organization. Support services include periodic preventative maintenance services for the NexxPhase platform and software, Help Desk services (Tier-1) providing telephone, email and chat support for general questions and reporting incidents, Tier-2 and Tier-3



technical support in response to performance affecting incidents, and Professional Services support providing development and customization services specific to GTA and its Agencies.

#### Maintenance Practices

NexxPhase performs system maintenance typically on a weekly basis or periodically when interim releases of software are required to correct known problems. The maintenance window is planned to require less than one (1) hour including updating, verifying and **restarting affected servers and related communications**. NexxPhase' commitment to GTA and its Agencies to limits maintenance windows to one (1) hour per calendar week and requires a monthly coordination of GTA and NexxPhase maintenance schedules.

#### Help Desk Services

NexxPhase provides Help Desk services on a 24 x 7 basis. Help Desk agents are located at US Contact Centers and managed by NexxPhase Engineers. Help Desk agents are trained by NexxPhase to take calls, enter trouble tickets, and ensure proper communication is established with customers. GTA and its Agencies will be provided with a Help Desk Welcome Letter with phone, email, chat, on-line access details and escalation procedure and contact list. Staffing schedules will ensure Help Desk Agents are available during all 3 shifts 7 days per week. Staffing will be increased as necessary based on call volumes.

#### Trouble Ticket Reporting and Assignment

The NexxPhase On-line Trouble Ticket Reporting System supports the processes of customer verification, issue description and severity determination, trouble ticket entry, ticket distribution, assignment, customer confirmation, and automatic escalation communications. Tickets, other than routine Tier-1 requests, are assigned to Tier-2 personnel based on issue severity and supervised by the Client Services Manager. The ticket system:

- Monitors ticket severity level, assignment, acceptance, and notification events and timing
- Initiates automatic timers for notifications based on issue severity
- Automatically sends no-assignment notifications according to an escalation schedule

- Automatically sends no-acceptance notifications according to an escalation schedule
- Automatically sends ticket acceptance notifications to the client independent of phone tickets previously numbered and assigned while the client was reporting the incident
- Automatically sends no-client verification notifications emails according to escalation schedule
- Automatically sends notification reminders (prompts) to ensure client updates are provided by Client Services and/or Tier 2 during the restoral process according to the severity schedule

### NexxPhase Help Desk and Escalation Procedures

#### Help Desk.

All Incidents, including issues regarding site support services, problems with telephony, email, chat and network connectivity, will be reported to the NexxPhase help desk (the “**Help Desk**”). **Upon notification of any Incident**, a ticket will be opened, normal severity procedures will be followed and the ticket assigned. If the Incident is related to the Host Call Center Services, the ticket will be assigned to a NexxPhase technician. If the problem is related to an Incident caused by the Customer System, the ticket will be assigned as customer owned and normal escalation procedures will be followed. An auto response will be sent from the Help Desk with a ticket number. Once the ticket has been resolved, an e-mail will be sent detailing actions.

#### Escalation Procedures

If the issue is urgent and a response is not received from the Help Desk within 5 minutes after the issue was reported, the second level contacts list, consist of designated Senior Engineers/Administrators, would be provided in the Help Desk Welcome Letter package.

If the issue is urgent and a response is not received from Help Desk within the following designated times after the issue was reported, the executive level contacts list would be provided in the Help Desk Welcome Letter package. Typically,

30 minutes – Tier 1	120 minutes – Tier 2	240 minutes – Tier 3
Executive Escalation	Executive Escalation	Executive Escalation
Director/VP Level	Sr. VP/CIO/CTO	CIO/CEO

## Incident Definition and Resolution Practices

### Incident Notification and Classification

In the event that Customer becomes aware of an Incident impacting the Hosted Contact Center Services, Customer shall provide notice of the Incident to NexxPhase. In the event that NexxPhase becomes aware of an Incident impacting the Hosted Contact Center Services, NexxPhase will notify Customer of the Incident within the time period for initial acknowledgment as set forth in Incident Notification, Response Time and Solution Matrix Table. Each Incident shall be initially classified by Customer in good faith in accordance with the Incident descriptions set forth. NexxPhase shall respond to and resolve Incidents based on the severity level in accordance with Incident Notification, Response Time and Solution Matrix Table.

**Incident Notification, Response and Solution Times** The initial notification for an Incident or potential Incident shall mean the earlier of (i) the time Customer notifies NexxPhase of an Incident or potential Incident, which notification may be via email or telephone call to the Help Desk, or (ii) the time NexxPhase became aware of an Incident. NexxPhase will correct Incidents in accordance with the agreed terms by the time frames described in Incident Notification, Response Time and Solution Matrix Table below for each respective Incident Severity Level provided below. NexxPhase will provide acknowledgements of Incidents and potential Incidents reported by Customer and provide updates to Customer regarding the status of Incidents in accordance with the following table.

Table: Incident Notification, Response Time and Solution Matrix

Incident Severity Level	Criteria	NexxPhase Response Times	NexxPhase Updates and Resolution Times
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Incident Severity Level	Criteria	NexxPhase Response Times	NexxPhase Updates and Resolution Times
1 – Critical	<p>The Hosted Contact Center Services or Customer System as a whole is not Operative.</p> <p>End Users cannot access the Customer Services.</p>	30 Minutes	<p><u>Updates:</u> Every hour.</p> <p><u>Resolution:</u> NexxPhase will provide resources on a 24x7 continuous basis to find, test and deploy an acceptable workaround or permanent fix.</p>
2 – Severe	<p>Impacts production/live environment or test environment.</p> <p>In a test environment, causes a serious impact on development activity (e.g. causes integration work to be blocked or delays completion of final system testing).</p> <p>In production/live environment, causes a serious impact on business operations of Customer (e.g., call processing altered in such a way as to degrade service quality or handling of business data). Alternately, causes a serious impact on business operations of a service provider due to the accumulated impact on Customer.</p> <p>Intermittent disruption of service.</p>	2 Hours	<p><u>Updates:</u> Every four (4) hours.</p> <p><u>Resolution:</u> NexxPhase will find, test and deploy an acceptable workaround or permanent fix within 8 hours.</p>
3 – Major	<p>Impacts production/live environment or test environment.</p> <p>In lab environment, causes a minor impact on development activity.</p> <p>In production/live environment, causes a minor impact on business operations of Customer (e.g., minimal degradation of call processing or handling of business data). Alternately, causes a minor impact on business operations of a service provider due to the accumulated impact on Customer.</p>	8 Hours	<p><u>Updates:</u> Daily during normal business hours.</p> <p><u>Resolution:</u> NexxPhase will find, test, and deploy a workaround or permanent fix within 24 hours.</p>

Incident Severity Level	Criteria	NexxPhase Response Times	NexxPhase Updates and Resolution Times
4 – Low	Impacts production/live environment or test environment.  In test environment, causes little or no impact on development activity.  In production/live environment causes little or no impact on business operations of Customer. Alternately, causes little or no impact on business operations of a service provider due to the accumulated impact on Customer.	1 business day	NexxPhase will provide a workaround or permanent fix within ten (10) Business Days after receipt of a reasonably detailed Incident description.

### Client Services

NexxPhase assigns a Client Services Manager to each customer. Client Services Managers provide post-implementation support, day-to-day operations oversight, customer advocacy, and act as a first point of contact for customer issues if needed.

### Support Services

NexxPhase Tier-2 support group is staffed by eight (8) software and communications specialists managed by a Sr. Engineer of NexxPhase. The Tier-2 support group provides expertise in platform hardware and software operation, support, maintenance and programming in addition to customer specific applications and communication arrangements. The group is on-site during business hours and at least two (2) members of the staff are on-call during second and third shift. The Tier-2 staff is also responsible status communications with customers during issue resolution and for Tier-3 escalations.

Tier-3 support is provided by five (5) NexxPhase platform support managers at 2 sites in Atlanta with additional programming and bug resolution support provided by an experience staff of ten (10).

### Professional Services

Programming, application customization, and call-flow development services are provided by NexxPhase Professional Services organization. Each Professional Services engagement is defined by a specific Statement of Work (SOW) and managed by specific Project Manager. The Project Management staff is supported by an Atlanta and experienced staff of fifteen (15).

### Availability and Support Services Objectives

NexxPhase, as a committed partner, is staffed in skills and personnel, equipped and configured for performance and availability, and is organized and managed to ensure we meet our commitments professionally and responsively while we support GTA in fulfilling their Agencies service commitments.

## 6.0 General Requirements

### 6.1 Pricing Model

The Service provider’s solution addresses the requirements in this section with the following :

GTA HCC Pricing Requirement	NexxPhase Compliance	Comments
<i>Ability to provide a Per Seat subscription model, including quick scalability pricing</i>	<b>Yes</b>	Our solution is flexible for any pricing model, per seat, per minute, all inclusive.
<i>Ability to provide tier volume discounts to individual agencies based on projected enterprise volumes.</i>	<b>Yes</b>	Flexibility for tiered pricing based on projected volume.
<i>Basic Seat pricing should include all features and functions (seat, e mail, chat, fax, etc.) with the exception of enhanced workforce management, enhanced quality management, Customer Relationship Management, and Customer Surveys.</i>	<b>Yes</b>	
<i>Provide inclusive toll-free services and per-minute toll-free services for competitive pricing.</i>	<b>Yes</b>	We provide competitive per minute usage pricing
<i>Provide a rate-card for optional professional services.</i>	<b>Yes</b>	
<i>Per Seat Pricing should include all installs, moves, adds or changes (IMAC)</i>	<b>Yes</b>	
<i>No minimum requirement for the number of seats contact centers required to purchase</i>	<b>Yes</b>	
<i>Ability for Agencies to add seasonal seats at any time without implementation or disconnect fees</i>	<b>Yes</b>	Our solution is scalable without a need for ramp up or scale back implementation costs
<i>There should be no implementation fee or other fees besides the monthly recurring seat charges imposed for upgrading and downgrading solution capabilities</i>	<b>Yes</b>	
<i>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.</i>	<b>Yes</b>	

<p><i>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.</i></p>	<p><b>Yes</b></p>	
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**6.2 Security Requirements**

The Service provider’s solution addresses the requirements in this section with the following::

NexxPhase has undertaken an aggressive role in support of protecting information assets and information systems from occurrences that could adversely impact their confidentiality, integrity or availability. Policies, standards and procedures play an important role in the effective implementation of enterprise-wide information security programs and the success of the resulting security measures employed to protect information systems. Thus, NexxPhase must develop and promulgate formal, documented policies and procedures governing the minimum security requirements set forth and ensure their effective implementation.

Our minimum security requirements cover nine security-related areas with regard to protecting the confidentiality, integrity, and availability of government information systems and the information processed, stored, and transmitted by those systems. The security-related areas include: (i) access control; (ii) audit and accountability; (iii) configuration management; (iv) incident response; (v) maintenance; (vi) physical and environmental protection; (vii) risk assessment; (viii) system and communications protection; and (ix) system and information integrity. The nine areas represent a broad-based, balanced information security program that addresses the management, operational, and technical aspects of protecting State information and information systems.

NexxPhase will work with the State of Georgia to modify our existing security policy and change control processes to integrate tightly with the State to support an integrated security framework that effectively handles all access control decisions.





## Service Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period	Charge
1	HCC Agent Seat (1-250 seats)	single named agent	monthly	76.30
2	HCC Agent Seat (251-500 seats)	single named agent	monthly	72.49
3	HCC Agent Seat (501-1000 seats)	single named agent	monthly	68.67
4	HCC Agent Seat (2001+ seats)	single named agent	monthly	64.86
5	HCC Agent Seat (1001-2000 seats)	single named agent	monthly	61.04
6	HCC Work Force Management	single named agent	monthly	Included
7	HCC Quality Management Seat/Distance Learning	single named agent	monthly	35.00
8	HCC Quality Management Seat	single named agent	monthly	34.00
9	HCC Enhanced Distance Learning	single named agent	monthly	11.04
10	Toll Free Services	per minute	monthly	0.0147
11	CRM	single named agent	monthly	\$35 - \$150
12	Social Media Interaction	single named agent	monthly	TBD
13	Enhanced IVR DTMF	per minute		0.0299
14	Enhanced IVR DTMF + Directed Dialogue	per minute		0.0441
15	SMS Short Code Hosting-Leasing Fees	TBD		TBD
17	SMS Text Message - Mobile Originated	per message		0.0144
18	SMS Text Message - Mobile Terminated	per message		0.018
19	Enhanced IVR Adaptive Solutions Usage	per call		0.006
20	Enhanced IVR Adaptive Solutions Reporting & Data Storage	monthly		2,750.00
21	Bridged Outbound Call Usage - Assumes connection to client provided TFN	per minute of bridged time		0.0144
22	My:Time Mobile Customer Service	TBD	TBD	TBD
23	Mid Tier IVR Tuning		Semi-Annual	21,400.00
24	Enhanced IVR Tuning		Quarterly	32,100.00
	SMS Fees	TBD	TBD	TBD

## One-Time Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period	Charge
1	HCC Implementation per seat - standard	per seat	one-time	\$ 76.30
2	HCC Implementation per seat premium	per seat	one-time	\$ 95.59
3	HCC Implementation per Contact Center - Standard	per HCC	one-time	\$ 15,000
4	HCC Implementation per Contact Center - Premium	per HCC	one-time	\$ 20,000
5	Nexxphone	per license	one-time	\$ 16
6	VoIP Hard Phone	each	one-time	\$ 200
7	Enhanced IVR DTMF - Basic Complexity	per Application	One-time	\$ 21,400
8	Enhanced IVR DTMF - Mid-Tier Complexity	per Application	One-time	\$ 36,380
9	Enhanced IVR DTMF + Directed Dialogue - Basic	per Application	One-time	\$ 42,800
10	Enhanced IVR IVR DTMF + Directed Dialogue - Mid-Tier	per Application	One-time	\$ 72,760
11	SMS Text Development	per Application	one-time	\$ 14,445
13	Enhanced IVR Adaptive Development	per Application	one-time	\$ 25,000
14	My:Time Mobile Customer Service	TBD	TBD	TBD
15	NexxPhase HCC Agent Training (Per Center)	Session	As Needed	150.00
16	NexxPhase HCC Supervisor Training (Per Center)	Session	As Needed	150.00
17	WFM - Vendor Site Training (first user)	Session	As Needed	1,600.00
18	WFM - Vendor Site Training (per each subsequent user)	Session	As Needed	1,000.00
19	WFM - Alternative Customer Premise Training (per session)	Session	As Needed	5,500.00
20	WFM - Additional Web-based training (minimum 2 hrs.)	per hour	As Needed	250.00
21	Advanced Quality Mgmt. Webinar Training (Per Session)	Session	As Needed	4,500.00
22	Alternative QMS Web-based training (minimum 2 hrs.)	per hour	As Needed	250.00

### Rate Card Charges

Ref ID	Rate Card Charge	Charge per hour	Charge per week	Charge per month
1	Contact Center Consultant	\$ 238.70 \$	9,548 \$	38,192
2	Professional Trainer	\$ 165.00 \$	6,600 \$	26,400
3	Project Manager	\$ 271.54 \$	10,861 \$	43,446
4	CRM Architect	\$ 244.39 \$	9,775 \$	39,102
5	Professional Voice Recording - English	\$ 275.00 \$	11,000 \$	44,000
6	Professional Voice Recording - Spanish	\$ 385.00 \$	15,400 \$	61,600
7	IVR Professional Services	\$ 165.00 \$	6,600 \$	26,400

### Equipment Charges

Ref ID	Service Charge	Unit of Measure	Price	Maintenance	Maintenance Period
1	VoIP Adapter (IAD)	each	N/A		monthly
2	VoIP Hard Phone	each	N/A		annual

Cost is reflected in the one time charge tab

## Service Provider Pricing Assumptions

which impact price.

Ref ID	Price Impact (Y/N)	Description
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### SERVICE CHARGES

1	N	HCC Implementation per seat cost includes WFM
2	N	HCC Implementation per seat premium includes basic seat plus quality management seat
10	Y	Varies with Telco provider
11	Y	Provided a price range because lack of specific CRM requirements
12	Y	Anticipate may wish to integrate social media interaction during the life of this contract

### ONE TIME CHARGES

15-22	Y	Training requirements may vary based on headcount, program size, and geographical locations
7		Up to 4 menus and ask, Single Host Interface/transaction, Standard CTI, Single call-center transfer, and Basic Reports inclusive of call volume and host transaction reports
8		Up to 8 menus and ask, Single Host Interface/ 3 transaction, Standard CTI, Multiple call-center transfer, and Full Reports inclusive of call volume, host transaction and tasks and goals reports
9		Up to 4 menus and ask, Single Host Interface/transaction, Standard CTI, Single call-center transfer, and Basic Reports inclusive of call volume and host transaction reports. <b>Plus Directed Dialogue</b>
10		Up to 8 menus and ask, Single Host Interface/ 3 transaction, Standard CTI, Multiple call-center transfer, and Full Reports inclusive of call volume, host transaction and tasks and goals reports. <b>Plus Directed Dialogue</b>

### RATE CARD ASSUMPTIONS

1-7	Y	Number of hours required may vary based on scope, scale, requirements and systems
15-22	Y	40 Hours per week
15-22	Y	160 hours per month

### Equipment Charges

1		NexxPhase does not require VOIP adapter
2		Hard Phone pricing is reflected in one time charges

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## 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	<i>HCC Agent Seat (1-250 seats)</i>	Agent Call Delivery, Routing and Management for 1-250 seats
2	<i>HCC Agent Seat (251-500 seats)</i>	Agent Call Delivery, Routing and Management for 251 -500 seats
3	<i>HCC Agent Seat (501-1000 seats)</i>	Agent Call Delivery, Routing and Management for 501-1000 seats
4	<i>HCC Agent Seat (1001-2000 seats)</i>	Agent Call Delivery, Routing and Management for 1001 -2000 seats
5	<i>HCC Agent Seat (2001+ seats)</i>	Agent Call Delivery, Routing and Management for 2001 or more seats
6	<i>HCC Work Force Management</i>	Workload Tracking, Scheduling, Forecasting and Adherence
7	<i>HCC Quality Management Seat/Distance Learning</i>	Agent Quality Monitoring, recording and reporting bundled with remote learning management applications (both comprising Voice Print International quality management and training applications)
8	<i>HCC Quality Management Seat</i>	Agent Quality Monitoring, recording and reporting
9	<i>HCC Enhanced Distance Learning</i>	Remote learning
10	<i>Toll Free Services</i>	All per minute charges associated with toll free access and delivery to the contact centers.
11	<i>CRM</i>	Customer Relationship Management
12	<i>Social Media Interaction</i>	Agent social media messaging delivery, routing, and management with pricing to be determined upon requirements definition.
13	<i>Enhanced IVR DTMF</i>	Inbound / Outbound IVR Usage* per minute *Non-Client of Record (Non-COR) – excludes Toll Free/Taxes/Charges *Client of Record (COR) – includes Toll Free/Taxes/Surcharge
14	Enhanced IVR DTMF + Directed Dialogue	Inbound / Outbound IVR Usage* per minute *Non-Client of Record (Non-COR) – excludes Toll Free/Taxes/Charges *Client of Record (COR) – includes Toll Free/Taxes/Surcharge
15	SMS Short Code Hosting-Leasing Fees	5 digit SMS short codes are assigned to enterprises and leased from the wireless carrier network on a monthly basis. Hosting and leasing fees are a pass-through from Contact Solutions
16	SMS Text Message - Mobile Originated	SMS Text Message received per message
17	SMS Text Message - Mobile Terminated	SMS Text Message sent per message



18	Shared Short Code - Hosting Fees	Similar to the Random dedicated short code - Hosting Fee, this fee is an additional monthly fee charged in conjunction with the SMS Short Code Hosting-Leasing Fees. Shared short codes can rarely be used, but where possible, the 5 digit short code can be shared by multiple enterprises in order to keep costs down.
19	Random dedicated short code - Hosting Fees	Additional monthly fee charged in conjunction with the SMS Short Code Hosting-Leasing Fees. This fee is for a randomized, network assigned 5 digit short code.
20	Vanity dedicated short code - Hosting Fees	Similar to the Random dedicated short code - Hosting Fee, this fee is an additional monthly fee charged in conjunction with the SMS Short Code Hosting-Leasing Fees. This fee is for a specific 5 digit short code requested by the enterprise because the letters associated with the 5 digits spell a specific word such as the enterprise's name.
21	Enhanced IVR Adaptive Solutions	Adaptive personalization usage per call
22	Enhanced IVR Adaptive Solutions Reporting & Data Storage	Service includes hosting and data center, reports, feature upgrades
23	Bridged Outbound Call Usage - Assumes connection to client provided TFN	Bridge outbound call per minute of bridged time.
24	My:Time Mobile Customer Service	Service includes <ul style="list-style-type: none"> <li>• Hosting and data center, reports, feature upgrades and live agent support</li> <li>• Unlimited application / help button use, user alters from agents, location based services and second tier support</li> </ul>
25	Mid Tier IVR Tuning	This fee applies to tuning speech applications to ensure that speech recognition is accurately capturing and understanding the callers' speech.
26	Enhanced IVR Tuning	This fee applies to a more in-depth effort in tuning speech applications to ensure that speech recognition is accurately capturing and understanding the callers' speech.
27	<b>Training</b>	Training on the application and the any possible Optimization Portal enabled configuration.

## 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	<i>HCC Implementation per seat - standard</i>	NexxPhase Hosted Customer Interaction Platform including Work Force Management per seat.
2	<i>HCC Implementation per seat Premium</i>	NexxPhase Hosted Customer Interaction Platform including Work Force Management and Quality Management Seat/Distance Learning per seat.
3	<i>HCC Implementation per Contact Center - Standard</i>	NexxPhase Hosted Customer Interaction Platform including Work Force Management per Contact Center
4	<i>HCC Implementation per Contact Center - Premium</i>	NexxPhase Hosted Customer Interaction Platform including Work Force Management and Quality Management Seat/Distance Learning per Contact Center
5	<i>Zoiper Softphone</i>	A software program for making telephone calls over the Internet using a general purpose computer, rather than using dedicated hardware desk phone.
6	<i>VoIP Hard Phone</i>	
7	Enhanced IVR DTMF - Basic Complexity	Setup* includes <ul style="list-style-type: none"> <li>• User interface and application design</li> <li>• Up to 4 menus and asks</li> <li>• Single host interface / 1 transaction</li> <li>• Standard CTI</li> <li>• Single call-center transfer</li> <li>• Basic reports (IVR call volume and host transactions)</li> <li>• Development and test</li> <li>• Project management</li> <li>• Optimization Portal Web Management tool integration</li> </ul> *Does not include professional voice recording or translation services (if applicable)
8	Enhanced IVR DTMF - Mid-Tier Complexity	Setup* includes <ul style="list-style-type: none"> <li>• User interface and application design</li> <li>• Up to 8 menus and asks</li> <li>• Single host interface / 3 transactions</li> <li>• Standard CTI</li> <li>• Multiple call-center transfer</li> </ul>

		<ul style="list-style-type: none"> <li>• Full standard reports (IVR call volume, host transactions, tasks and goals reports)</li> <li>• Development and test</li> <li>• Project management</li> <li>• Optimization Portal Web Management tool integration</li> </ul> <p>*Does not include professional voice recording or translation services (if applicable)</p>
9	Enhanced IVR DTMF + Directed Dialogue - Basic	Setup includes above IVR DTMF – Basic Complexity and directed dialogue.
10	Enhanced IVR DTMF + Directed Dialogue - Mid-Tier	Setup includes above IVR DTMF – Mid-Tier Complexity and directed dialogue
11	SMS Text Development	Setup includes WAN connectivity shall be VPN or HTTP/s to the Georgia Technical Authority customer management systems.
12		
13	SMS Carrier Provisioning	Setup includes all necessary carrier and short-code provisioning
14	Enhanced IVR Adaptive Development	Setup includes 60 day post-activation consulting engagement with recommendations and setup based on analysis of data collected.
15	My:Time Mobile Customer Service	<p>Setup includes</p> <ul style="list-style-type: none"> <li>• Development of mobile customer service applications depending on need.</li> <li>• Each application consists of a front end interface installed on an end users phone or web link and a backend integration development to drive the front end.</li> <li>• CRM integration depending on need.</li> </ul>
16	<b>Training</b>	Training on the application and the any possible Optimization Portal enabled configuration.

### 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 be supplied under any agreement that may be awarded as an outcome of this RFP.

ID	Professional Service	Description of Professional Service
1	<i>Contact Center Consultant</i>	Provide subject matter expertise in contact center operations and project management. 8+ years of experience in contact center operations. Analyze, document, and prepare client ready deliverables for contact center assessments, CRM requirements definition, CRM assessments and call center technology strategy and implementation. Functions as the Call Center Consultant to client management and staff. Develop and take ownership of the project management plan and execution.
2	<i>Professional Trainer</i>	
3	<i>Project Manager</i>	Oversee project delivery and liaison with client on CRM technical and business solutions. Experience using RUP, waterfall, Agile development methodologies. Experience in enterprise system integration methods or architecture. Demonstrates ability to provide coaching, and mentoring a technical staff. Develop technical solutions to business problems using leading CRM platforms. Serve as technical lead on cross-functional professional services team. Develop, maintain, support, and enhance existing customizations. Lead and participate in joint requirements and design sessions with users, business analysts, and admins.
4	CRM Architect	Lead architectural solution design and development with clients and technical staff for Oracle RightNow. CRM packages can also include Oracle CX, Salesforce.com, and MS Dynamics. Ability to develop innovative technical solutions to complex business problems. Consult and provide guidance to customers in the design and implementation of CRM platforms. Serve as the technical expert on consulting teams to design CRM solution architectures. Collaborate with engineers and business consultants to design solutions which correctly address business problems and provide sufficient technical detail to drive the proposed solution. Understand the impact and risks of technology solutions and their relevancy to business goals. Maintain an in-depth knowledge of current CX technology trends and its applicability internally and to customers. Must be expert in LAMP (Linux, Apache, MySQL, PHP) technologies. Strong experience with .NET and/or Java application development. Experience with enterprise data integration using batch and web services, including XML-RPC, REST, or SOAP.

5	Professional Voice Recording - English	NexxPhase maintains a contractual relationship with a professional voice talent service to provide voice recordings. When new voice recordings are required, NexxPhase transmits files via email that include the text to be recorded and a description of any special instructions (i.e. cadence, etc.). Voice recordings are returned in a .wav file format that is compatible with the NexxPhase platform. Based on the quantity of messages to be recorded, this process is typically completed within two business days. The process can be expedited in emergency situations. The effort for the voice talent service is time based and billed on an hourly rate.
6	Professional Voice Recording - Spanish	Same as for English but also includes translation services from English to Spanish.
7	IVR Professional Services	<p>For IVR Professional Services, a dedicated Project Manager is assigned to manage delivery, from inception to production roll-out and post-production support. The Project Manager is responsible for planning and tracking all project tasks in Microsoft Project. The project plan will be shared with the Client throughout the lifetime of the project.</p> <p>The enhanced IVR delivery process spans the full lifecycle of an application from inception to post production activities and is focused on improving usability and increasing functionality. Professional Services include:</p> <ul style="list-style-type: none"> <li>• Project Setup and Management</li> <li>• Requirement Definition</li> <li>• Solution Architecture and Design</li> <li>• Development</li> <li>• Testing and Tuning</li> <li>• Release Preparation</li> <li>• Deployment</li> <li>• Monitoring</li> <li>• Continuous Improvement</li> </ul>

## 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	<i>VoIP Adapter (IAD)</i>		
2	<i>VoIP Hard Phone</i>		
3			
4			
5			
6			
7			
8			
9			
10			