

**State of Georgia**  
**Georgia Technology Authority**



**Hosted Contact Center**

**Attachment 2-C**  
**Service Provider Solution**

**Hosted Contact Center RFP**  
**NO. 98000-HCC-0000001097**

**June 11, 2014**

*This document contains confidential and proprietary information of GTA and Customers. It is furnished for the purpose of facilitating provider response to this RFP. Except with the express prior written permission of GTA this document and the information contained herein may not be published, disclosed, or used for any other purpose.*

## **Service Provider Guidelines**

This Appendix supplies specific information for the Service Provider's reference when responding to the Procurement.

## **Service Provider Instructions**

1. Service Provider may modify by filling in within this Appendix.
2. Service Provider's response to the RFP should reflect the information contained in this Appendix.
3. Please use this document or amend your previously submitted RFQC Solution document to provide to propose how your solutions meets the requirements listed in the Exhibit 2 – Statement of Work.

# Table of Contents

1.0	General Description .....	5
2.0	Core Contact Center Services .....	8
2.1	Hosted Services .....	8
2.2	Automatic Call Distribution .....	9
2.3	Auto-Attendant and Integrated Voice Response .....	15
2.4	Reporting & Analytics .....	17
2.5	Call Recording & Basic Quality Management .....	21
2.6	Network & Transport.....	25
3.0	Enhanced Contact Center Services .....	29
3.1	Enhanced Quality Management .....	29
3.2	Enhanced Workforce Management .....	30
3.3	Customer Relationship Management (CRM).....	33
4.0	Transition Requirements .....	<b>Error! Bookmark not defined.</b>
4.1	Setup & Transition .....	<b>Error! Bookmark not defined.</b>
5.0	Training and Support .....	<b>Error! Bookmark not defined.</b>
5.1	Training.....	<b>Error! Bookmark not defined.</b>
5.2	Technical Support.....	<b>Error! Bookmark not defined.</b>
6.0	General Requirements.....	34
6.1	Pricing Model.....	47
6.2	Security Requirements .....	47

## 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.

### OVERVIEW

Virtual Contact Center (VCC) is a network based multimedia contact center offering. Fully managed within application hosting facilities, Virtual Contact Center provides companies with a comprehensive library of customer support capabilities without requiring a costly investment in software, hardware, and support personnel.

With Virtual Contact Center, State of Georgia and affiliated agencies can offer excellent customer service through a variety of multimedia contact options and customer prioritization and intelligent contact routing tools. Virtual Contact Center provides a comprehensive set of contact center capabilities which provides your contact center with the tools required to provide an exceptional customer experience.

Because Virtual Contact Center is a complete in-network solution, a company's customer service agents only require a PC, Internet Connection, and a telephone to get started. Backed by strict Service Level Agreements your customers can have confidence in their contact center technology regardless of the geographical or physical locations of their agents.

Key points of Virtual Contact Center Include:

- 100% Hosted in geographically redundant data centers
- Multimedia support including voice, email, chat
- Integrate with 3rd party systems like Salesforce.com, Right Now, Microsoft Dynamics, or internally developed systems

- 99.99% Platform Uptime guarantee

Verizon has over 30 years of experience managing its own call centers and nearly two decades of meeting our clients' Call Center Services (CCS) needs.

- We support over 22 billion yearly minutes of enhanced voice and contact center traffic.
- Since 1995, the Verizon ECR platform growth has increased from .5 billion to over 20 billion minutes per year.
- We have handled 21.9 million calls and attained 99.98% availability on the busiest days.
- The rate of attrition for CCS customers is less than 1% annually.

- We completed over 4,000 projects and applications annually.
- All Verizon CCS implementation processes are ISO 9001:2000 certified.
- Over 17,000 applications are currently implemented and supported.

**Experienced Transition Team** Verizon has extensive experience transitioning telecommunication services. Verizon will assign an outstanding team of highly qualified and experienced transition personnel to work with the Verizon State of Georgia account team and State of Georgia staff members to manage and support the complete transition process. Verizon has learned that successful transitions cannot be supported by applying a mass production approach where diverse groups handle various components of the transition, possibly resulting in unforeseen coordination and communications issues as well as experiencing unnecessary disruption in service

Instead, a successful transition is dependent on the provider’s ability to provide an integrated, multidisciplinary team where all assigned staff members are working towards achieving the same customer goals and objectives, and who will work diligently to meet all mutually agreed upon project timeframes and critical transition milestones.

Lowest Risk Option	Lowest Transition Costs
<ul style="list-style-type: none"> <li>■ No service interruption</li> <li>■ Maintain existing equipment, circuits</li> <li>■ Faster contract transition</li> <li>■ Fewer service orders</li> <li>■ No order address issues</li> <li>■ No local site coordination</li> </ul>	<ul style="list-style-type: none"> <li>■ No cost of parallel networks</li> <li>■ Minimal transition oversight</li> <li>■ Minimal demand on field site personnel</li> </ul>

**Why Verizon?** Verizon has a proud history and a strong partnership with State Government, Federal Government and other Public Sector entities. Our Team understands that efforts to provide the best possible technology solution will not succeed without the “best and brightest” people to lead the effort and translate State of GA mission objectives into action. With that in mind, Verizon has put together a team of both telecom and contact center professionals.

**KEY BENEFITS TO State of Georgia**

---

- Verizon will leverage the fully owned infrastructure of a carrier and the flexibility of an integrator to deliver “Services Based Integrator” solutions.
- Verizon proven PMI, CMMI and ISO processes.

## 2.0 Core Contact Center Services

### 2.1 Hosted Services

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

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

Verizon will provide a hosted Contact Center Services solution that does not include Customer premise equipment and will provide the necessary system components required for the hosted Contact Center Services, including but not limited to hardware and software. Verizon, its affiliates and partners will own and maintain the system components associated with delivering the service, which are located within the network.

Verizon Virtual Contact Center (VCC) uses a multi-tenant architecture. Customers are assigned a business unit that no other VCC customer can access. Each business unit is self-contained and allows for all contracted functionality.

Depending on the specific needs of the customer Verizon recommends, installs and customizes the solution to address the requirements of the end use customer.

VCC Points of Presence (PoP) sites are in Los Angeles, CA and Dallas, TX and each operates redundant to the other.

These PoP sites are supported and monitored by a 24x7 carrier-grade Network Operations Center (NOC) in Salt Lake City, UT. The NOC employs next generation, industry-standard monitoring systems and tools and, in the event of failure, can operate remotely using virtual contact center technology in Salt Lake City or Los Angeles.





## Carrier Grade Architecture: US



### 2.2 Automatic Call Distribution

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

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

Verizon will provide the capability for a network call queue (a single queue or multiple queues according to Customer needs) to manage the intelligent routing and distribution of contacts from all of the offered multimedia channels such as voice, email and a Customer website.

The intelligent routing and distribution of contacts are determined according to the real time operating status of the Customer's contact center and their specified business rules. The Customer business rules can be based upon parameters such as media type, real time status of the contact center, call profile, call content and agent skills.

The Verizon Virtual Contact Center automatically answers calls as they arrive in the system; places calls in a holding queue until agents become available; distributes calls to maintain an even level of activity among agents; and provides timely management information about the system's status. This service provides a comprehensive, managed, network-routing solution that intelligently routes multimedia transactions, such as voice, e-mail, chat, and web collaboration for contact centers. Intelligent contact routing give customers with multiple contact centers the power to operate as one virtual enterprise.

Verizon ACD capability includes the following:

**ACD-IVR Feature Availability**

Feature	Description	Provide Y/N	Delivery Method
<b>Chat</b>	Agents can exchange instant messages with other agents or supervisors on their team. Supervisors can use Chat to coach agents	N	Agent to Agent chat is not supported in Virtual Contact Center.
<b>Reason codes</b>	Agents provide a reason code for logout and not-ready state change	Y	Unavailable Codes are optional, customizable reasons that the agents use to indicate why they are unavailable.
<b>Real-time reporting</b>	Agents can see their real-time statistics directly on their desktop application	Y	The Virtual Contact Center dashboard provides real-time reporting for all major ACD/IVR metrics.
<b>Agent state log</b>	ACD state changes are logged with a time and date stamp to allow detailed tracking and troubleshooting of agent state transitions	Y	All agent activity (login/logout, state changes, and call activity) is logged and available for real-time and historical reporting.
<b>Agent-initiated call recording</b>	On-demand recording. This feature enables agents to record any call on demand	Y	On-demand recording is available for the agent via the Agent interface.
<b>Caller-data display</b>	Displays information about the caller such as ANI time of call, etc.	Y	Any data that can be either collected from a caller (e.g., user entered digits, ANI, DNIS, time, etc.) as well as any data which can be obtained from customer internal database can be used to make call distribution decisions and can be provided to an agent desktop.

Feature	Description	Provide Y/N	Delivery Method
<b>Threshold alerts</b>	Alerts Agents and Supervisors when the number of calls in queue meet a predetermined threshold	Y	Alerts can be set for the management for certain conditions or unexpected events, i.e. no agents are logged in for a particular skill group, queued calls/wait time thresholds are exceeded, etc.
<b>Wrap-up codes</b>	At the conclusion of the call, the Agent is presented with a wrap-up code to categorize the nature of the call.	Y	The After Call process (dispositions) displays after the call is released and can be selected while the agent is in an after call wrap state.
<b>Phone directory</b>	The searchable phone directory displays the phone book to automate dialing of an outgoing call.	Y	The Virtual Contact Center Agent supports the ability to create a custom address book, which allows for point and click speed dialing, which is searchable. Outbound calling is enabled in support of an inbound interaction.
<b>Silent monitoring</b>	Supervisors can silently monitor agent and caller voice interaction.	Y	Virtual Contact Center provides a supervisor desktop that allows silent monitoring of agents and impromptu recording of calls. Neither the agent nor the caller is given notification that the call is being monitored.
<b>Barge in</b>	Supervisors can join any call in progress	Y	Supervisors can barge in a call.
<b>Call intercept</b>	Supervisors can move any call from any agent to themselves	N	Supervisors can take over calls as needed.
<b>Recording</b>	Supervisors and Agents can perform on-demand recording and playback of agent calls	Y	Agents and Supervisors can record a call on-demand. Calls are recorded in .wav and Microsoft .wma file formats and can be played within the system, over the computer, and forwarded to others via email.

Feature	Description	Provide Y/N	Delivery Method
<b>Full Time Recording</b>	Record all calls and store recordings for predetermined time.	Y	<p>Virtual Contact Center can send recorded calls directly to customer FTP sites, to a specific email address (a supervisor / manager), or be accessed through Virtual Contact Center Central.</p> <p>Recorded calls are stored in Virtual Contact Center's database.</p> <p>Calls are recorded in .wav or Microsoft .wma file formats and can be played over the computer and forwarded to others via email.</p> <p>Customer can determine the Time-to-Live (TTL) which determines the amount of time recordings remain on the platform.</p>
<b>Scrolling marquee messages</b>	Supervisors can send these messages to broadcast important news to all agents on their team	Y	A call center supervisor can communicate to the agent using the marquee available through the Virtual Contact Center Agent.
<b>Changing the agent state</b>	Supervisors can change an agent from logged in to logged out or from ready to not ready	Y	Supervisors can do a forced log out for an agent.
<b>Blind Transfer</b>	Transfer call without announcing caller	Y	Virtual Contact Center ACD agents may blind transfer calls to any internal or external parties.
<b>Supervised Transfer</b>	Announce caller when transferring call	Y	Supervised transfer is supported.
<b>Conference Calls</b>	Agent can conference supervisor into call	Y	Agents can conference a maximum of 2 other parties (for a total of 3 parties).
<b>Custom Music/Message Streaming</b>	Custom music or messages can be played while caller is in queue.	Y	Virtual Contact Center supports customized queuing experiences including custom music or messages tailored to meet your business requirements.

Feature	Description	Provide Y/N	Delivery Method
<b>Real-time reporting</b>	Display of real-time statistics for number of calls in queue and longest call in queue	Y	The Virtual Contact Center Dashboard displays contact center statistics in real-time. Data includes agent states, contact stats, individual queue stats and SLA information as well as other key indicators. The Dashboard can be customized on a per-user basis to meet the needs of all contact center personnel.
<b>Historical Reporting</b>	Call data is archived and can be retrieved for reports.	Y	Provided through a variety of report options including standard reports, Data Download and Reports 2.0.
<b>Advanced Reporting</b>	Enables report creation and data analysis of call and agent records. Allows users to create ad-hoc reports, custom fields and formulas, complex data joins, and automate delivery of reports to select users.	Y and N	Virtual Contact Center provides full CDR (call detail reporting) on all calls routed through Virtual Contact Center. Reports 2.0 allows customers to select from more than 100 metrics to create reports. Report data can be exported for additional processing as needed.  Virtual Contact Center Data Download Reports can be scheduled for delivery via email.
<b>3rd Party Screen POP</b>	Facilitates integration with third-party CRM applications and enables sending caller-entered information to a third-party desktop application at the same time the call arrives.	Y	Successful integration with over 100 CRM applications.  We will grant your CRM provider of choice full access to our web services so that they can integrate to your specifications.
<b>Skills-Based Routing</b>	Allows for the creation and assignment of agent level skills to facilitate highly specific call routing strategies.  Skills-Based Routing assigns skill needs to each incoming call and then matches these needs to the agent most appropriately skilled to handle the call.	Y	Every agent can be assigned one or more skills, and for each skill assignment the agent can be configured to a specific proficiency level.

Feature	Description	Provide Y/N	Delivery Method
<b>Scorecard Routing</b>	<p>Allows for the creation of routing strategies based on business performance measurements.</p> <p>Examples of such measurements include sales conversion rates, average or net order values, and customer satisfaction.</p> <p>The functionality ensures that interactions are sent to the best performing agents or agent groups based on the specified business metrics.</p>	N	This functionality is not currently supported.
<b>Supervisor Dashboard</b>	<p>Provides access to real-time and historical reporting, call monitoring, call recording, routing strategy, and provisioning modules.</p>	Y	<p>Provided via the Virtual Contact Center Dashboard and Reports 2.0. A mobile Supervisor-on-the-Go app is also available for ipads that allows supervisors to view contact center status and make adjustments while they are away from their desks.</p>
<b>IVR Connector</b>	<p>Facilitates integration with third-party IVR and speech applications.</p> <p>Caller information from the IVR is used for routing decisions and agent screen pop.</p>	N	
<b>WFM Connector.</b>	<p>Facilitates integration with third-party Workforce Management (WFM) applications.</p> <p>Provides data to the WFM application for the purpose of forecasting and adherence calculations.</p>	Y	<p>Virtual Contact Center can integrate with third party WFM solutions through Web Services, on the Virtual Contact Center ACD and the Third Party WFM Solutions to pass historical and near real time ACD statistics.</p>

Feature	Description	Provide Y/N	Delivery Method
<p><b>Hosted Data Replica</b></p>	<p>Provides archival and retrieval of call and agent detail records.</p> <p>The length of time data is held in the Hosted Data Replica can be set as per a customer's specific requirements.</p> <p>The Hosted Data Replica can be accessed using a third-party application like Crystal Reports or native MySQL thick clients.</p>	<p>Y</p>	<p>Virtual Contact Center allows for the download of archival data which can then be imported into 3rd party analysis tools for data mining.</p>
<p><b>Hosted Storage</b></p>	<p>Storage for Call Recording.</p> <p>The length of time the recordings are held can be set as per a customer's specific requirements.</p> <p>The call recordings are accessible through any standard web browser via the web interface and assigned log-in credentials.</p>	<p>Y</p>	<p>Virtual Contact Center can send recorded calls directly to customer FTP sites, to a specific email address (a supervisor / manager) or accessed through Virtual Contact Center website.</p> <p>Recorded calls are stored within the database.</p> <p>Calls are recorded in .wav and Microsoft .wma file formats and can be played over the computer and forwarded to others via email.</p>

**2.3 Auto-Attendant and Integrated Voice Response**

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

**Verizon Response**

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

Verizon Virtual Contact Center solution is a technology that uses a human voice to present menu options to the caller. The caller can select an option using DTMF or the keypad on the telephone. Further the solution will enhance the customer experience through the deployment of self service or speech automated systems.

Verizon will provide a network based IVR solution that allows for automated interactions with telephone callers. The interactions will occur at a minimum via pre-recorded voice prompts, touch-tone telephone keypad entry (DTMF), voice (speech)

recognition and text-to-speech (TTS). The IVR solution functionality includes the presentation of information and options, the gathering of responses, retrieval of information by telephone callers, the transfer of a telephone caller to the ACD and the placement of outbound calls to deliver or gather information. The IVR solution will include a usage based option. The usage charge will be exclusive of any toll free network charges.

Verizon Virtual Contact Center is a component of the Cloud Contact Center Portfolio of internetworking services, which tightly couples signaling and functionality from the Advanced Toll Free and IP networks to deliver the intelligent routing and call treatment.

Verizon Virtual Contact Center provides automated treatment and intelligent routing for inbound calls using a combination of callers' menu choices, originating automatic number identification (ANI), time of day, database look-ups, caller-entered digits, and/or destination labels provided by customer systems. VCC enables callers to reach the right resource the first time or to be transferred without having to make a new call. VCC is scalable, adapting to applications from simple menu routing to complex systems that require more advanced features. An endless variety of feature combinations is available to make sophisticated, unique, business solutions.

#### **Interactive Voice Response (IVR)**

Verizon Virtual Contact Center IVR capabilities (Interactive Voice Response) are an effective way to help reduce costs and improve customer satisfaction. Well-designed IVR software enables callers to quickly get the results they need, whether it be through self-service or live-agent assistance. VCC hosted IVR software is easy to use and offers a robust drag-and-drop utility to create specialized call flows on-demand. This allows customers to make on-the-fly adjustments so they can better meet the needs of their customers and call centers.

#### **IVR - Visual Call Flow Development**

Create and edit contact flows quickly and easily, providing a flexible solution to fit our customers business needs, without limitations imposed by equipment, software or vendors. The VCC drag and drop tool make development and changes to call flows quick and easy without Professional Services involvement.

#### **IVR – Basic Menu**

Quickly build basic menu options that allow callers to enter DTMF tones to help route to secondary menus, queues, or directly to individual agents.

#### **IVR – Database and CRM Connectivity**

Integrate to data tables for account look ups or your customer database to help agents handle calls more effectively. A variety of CTI options are available so the IVR application can query external databases and CRM systems.



### **Automated Speech Recognition**

Virtual Contact Center supports Automated Speech Recognition (ASR). Our ASR platform provides a rich feature capability and functionality that incorporates all of the normal IVR capabilities and makes them available via speech activation/recognition.

Speech enabled IVRs have the ability for caller input to be recognized at any point in the menu process. This allows for pre-selection of the option, rather than waiting for all options to be read before being allowed to make a response.

VCC can speak any known variable as text-to-speech. There are up to 10 male and female voices available, and English and Spanish are supported.

## **2.4 Reporting & Analytics**

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

### **Verizon Response**

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

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

The historical reports will include:

- 1. Agent availability** – identification of agents and the length of time signed into queues;
- 2. Agent availability summary** – identification of agents, number of calls handled by an agent, the total time for handling calls, average time spent on a call, the maximum time spent on a call and the minimum time spent on a call;
- 3. All queue activity** – the number of calls offered to a queue, how many of the offered calls were answered and how many of the offered calls were abandoned by the caller;
- 4. Handled calls in queue** – the number of calls handled by a queue, the average caller wait time before call was answered and the maximum time callers waited for their call to be answered;
- 5. Abandoned call summary** – the number of calls abandoned when unanswered by a queue, the average wait time for a call to be abandoned and the longest time a caller waited before abandoning the call;

- 6. Abandoned calls** – the time a call was offered to a queue and the duration of the call before it was abandoned;
- 7. Agent call details** – the calls that an agent has handled, the identification of the agent, the queues the agent was logged into, the start/end times of the call handled by the agent and the details of the caller;
- 8. Agent group activity** – report details by agent group; and,
- 9. Dialed number activity** –report details by the primary listed directory number dialed by the caller.

The historical and real-time report output can be exported to standard formats such as .csv to provide format conformity with standard reporting packages or data analysis tools.

For clients who need to archive critical data for extended periods, they can store it at our facilities (for a nominal storage charge), or they can have us send the data (usually via FTP) so they can store it indefinitely.

Verizon has several reporting tools that you can use to analyze a contact center's performance. Reports 2.0, Data Download, and standard Central data provide various analytical reports for identifying trends and tracking KPIs historically and in real-time for all calls routed through The Verizon solution.

### Key Features

- Real time and historical reporting tools directly integrated with the ACD and IVR products. All agent activity (login/logout, state changes, and call activity) is logged and available for real-time and historical reporting.
- Ability to access, filter, and report on 111 metrics that apply to your contact center.
- Reports 2.0 allows drill down into the data. Ability to build, save, and export custom reports.
- Access to reports is permission driven, and reports can only be viewed if the user has the right credentials.
- Security on applications, which you have access to, includes passwords and the encryption of links.

Reports available to a user from Reports 2.0 are based on the security profile permissions for the user.

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

Agent statistics include:

1. Identification of agent;

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

Call statistics include:

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

Queue statistics include:

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

The statistics will be reportable by queue.

Verizon Virtual Contact Center portfolio includes a powerful reporting tool that gives you access to the information you need in a customizable display format.

- View summarized data in charts, graphs and grids
- Drill down into data for more detail
- Fast performance and responsive user interface
- Create and save custom reports
- Choose from list of over 100 metrics
- Specify start/end dates and times
- Bookmark applied filters for easy recall
- Industry standard metric calculations (ICMI)
- Report dictionary (definitions and formulas)
- Mix and match filters
- Export to Excel with a single click

## Monitoring and Reports

- **Virtual Contact Center Dashboard.** This interactive and customizable interface displays in real-time the data about agents, the states the agents are in, the number of agents who are in each state, detailed information about contacts, and current queue information.
- The Virtual Contact Center Dashboard is available on the home tab in Central and allows for creation of a customized view of various contact center data. Dashboard views can be put in Console Mode for full-screen viewing suitable for wallboard type displays in the contact center. Multiple views can be set up and played in a slide show mode if desired.
- The following real-time data is available:
  - Agent Count by State
  - Agent Counter
  - Agent List
  - Contact List
  - Contacts States by Skill
  - Queue Counter
  - Queue Trend
  - Service Level
  - Skill Summary
  - Outbound Agent Monitor
  - Outbound Skill Monitor
- **All Agents.** This allows you to view agents that are logged in and their current state. The colored box next to each agent indicates their state: red agents are unavailable, green agents are available, purple means an agent is handling an ACD contact, and yellow designates an outbound call.

By right-clicking this report, you can filter the list by team or agent. You can also change the appearance of the report or bring up the Agent Zoom.

- **Queue Counter.** This report is a basic numerical display of the calls in queue. You can resize the report as needed. (Often, this report is sized to the full screen and displayed in the contact center as a live queue counter for agents.) You can filter the queue counter by media, campaign, and skill, or you can display the number in queue or longest wait in queue.
- **SL.** This report shows the percentage of calls answered in the specified time (Service Level Threshold) for each skill. You can filter the report by campaign and skill.

- **Active Contacts.** This report shows a list of current active contacts and details about each one. This report shows the skill of each contact, the state of the contact, time spent in the current state, the gent handling the contact, the contact's total time in the network, and campaign and media type:
  - Yellow contacts are in a pre-queue state (i.e., navigating an IVR.)
  - Red contacts are in queue, routing to agents, or have requested a call back.
  - Green contacts are active with an agent (and include hold time).
  - Blue contacts are post agent contacts (i.e., transferred calls or contacts routed into the network after speaking to an agent).
- **Agent.** This is a numerical display of the total agents working and how many agents are in each state. This report can be filtered by team.
- **Agent Status Chart.** This real-time bar chart shows the total number of agents in each state for your business.
- Verizon Virtual Contact Center - Reporting
- Customers can run reports to see the overall use of the VCC, where callers drop out, or get stuck. Further, a contact can be followed through the VCC to see what the navigated VCC path was for a specific customer during a specific call.

## 2.5 Call Recording & Basic Quality Management

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

### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

### 2.5.1 Call Recording

#### Verizon Response

Verizon will provide digital recording and monitoring of inbound/outbound voice calls. At a minimum, the date, time, duration, caller ID information (if available), dialogue and identity of the agent handling the call will be captured and recorded. The system shall allow archived calls to be retrieved by the authorized user by date, time, agent, content, contact channel or identity (ANI) of the caller. The following minimum capabilities shall be provided:

1. Archive recordings.

2. Playback of recording.
3. Provide the capability for the recording of an agent to be activated and deactivated on demand.
4. Remote monitoring and playback.
5. Reporting (management and administrative).
6. Scheduled and random call recording.
7. Selective recording (based on business rules).

Using our Call Flow scripting application, Studio, Supervisors, or Admin can set up recording rules based on call flow, skill group or agent.

VCC also provides on-demand call recording. When an agent is on an active call, supervisors can monitor or record it from the Agent or Contact Zoom window in the Dashboard or through the Supervisor Agent Login console. An agent selects Record from the VCC Agent interface to initiate on demand recording.

VCC allows for automated recording of calls, and can include any percentage of calls that you deem necessary. Call recording can be automated to record every call, a certain ratio of calls, or every 6th call, etc.

VCC Screen Recording incorporates a screen recording capability with our enterprise-level ACD solution to provide you with a complete view of all supported media type customer interactions. Verizon VCC will provide customization and work with individual State entities to define specific protocols and rules for screen recording.

Quality Monitoring (QM), available for VCC, is a web solution that allows contact centers to assess and rank agent performance based on parameters set up by you.

QM adds value to the VCC ACD by providing an easy to use solution to score agent interaction recordings using customized scorecards. The evaluations can be quickly consumed to pinpoint bottom and top performers to provide agent performance training.

Generally, all call recordings are stored at the VCC Data Center initially. However, VCC can have jobs set up in the system to copy the CallLog.wav files for recorded calls to either a VCC SFTP site or customer provided FTP site.

Using our Call Flow scripting application, Studio, Supervisors, or Admin can set up recording rules based on call flow and skill group.

The VCC can record calls, which can be used to address legal, regulatory, or business improvement strategies. In addition, you can store recordings on the hosted platform or have them delivered to a customer-owned storage device.

While the VCC retains the call recordings for a customer-defined period of time, the State could consider the following:

- Deleting recordings permanently (after a defined period of time)

- Transferring recordings using File Transfer Protocol (FTP)
- Transferring recordings using Secure File Transfer Protocol (SFTP).

The following options help you address these issues.

- **Retain the Recordings on the Platform with a Set Time to Live (TTL) and then Delete.** This option is typically used to address agent coaching purposes, but it can also address financial, regulatory, or legal requirements.

You can store recordings on the platform for a customer-defined duration by establishing a TTL for call recordings. At the expiration of the TTL period, the recording is deleted and is no longer available.

If you choose this option, you must inform the VCC team of the relevant TTL during implementation. This information is configured into the platform and can result in extra fees for storage if the account exceeds its allotted storage (which equates to the total number of agents using the platform multiplied by 1 gigabyte).

For example, to retain call recordings for 3 months for 10 unique agents, the TTL is set to 90 days and you are allotted 10 gigabytes of storage at no extra charge. If during the 90 day window the recording storage exceeds 10 gigabytes, you begin to incur additional storage charges on a per-gigabyte basis.

At day 91, customer recordings for day 1 are deleted from the platform and become unrecoverable.

- **Retain the Recordings on the Platform with a Plan to Transfer files via FTP to a Remote Device.** This option is useful if you require long-term storage at a controlled cost and without the need for secure transfer of recordings.

The initial recordings are stored on the platform for a customer-defined period by establishing the TTL. At the expiration of the TTL, the recordings are delivered to a customer's FTP server. Upon successful completion of file delivery, the files are deleted from VCC.

If you choose this option, you must inform the VCC team of the relevant TTL during implementation, and you must also provide a contact who can work with us to confirm the FTP process is configured properly.

This information is configured into the platform and can result in extra fees for storage if an account exceeds its allotted storage (which equates to the total number of agents utilizing the platform multiplied by 1 gigabyte).

For example, to retain call recordings for 3 months for 10 unique agents and then transfer recordings to a remote storage device, the TTL is set to 90 days

and you are allotted 10 gigabytes of storage at no extra charge.

If during the 90 day window the recording storage exceeds 10 gigabytes, you begin to incur additional storage charges on a per-gigabyte basis.

At day 91, customer recordings for day 1 are transferred to a customer-owned FTP site. Upon successful completion of the transfer, the files are deleted and are no longer available.

- **Retain the Recordings on the Platform with a Plan to Transfer files via SFTP to a Remote Device.** This option is useful if you need long-term storage at a controlled cost and you need secure transfer of call recordings.

The initial recordings are stored on the platform for a customer-defined period by defining the TTL. At the expiration of the TTL, the recordings are placed on a VCC FTP site where you can download the files via SFTP to a customer-owned storage device.

Upon successful completion of file retrieval, you are responsible for deleting the files from the VCC FTP server.

If you choose this option, you must inform the VCC team of the relevant TTL during implementation. You must also provide information needed to perform the SFTP transfer and identify a contact who can work with us to confirm the SFTP process is configured properly.

This information is configured into the platform and can result in extra fees for storage if the account exceeds its allotted storage (which equates to the total number of agents utilizing the platform multiplied by 1 gigabyte).

For example, to retain call recordings for 3 months for 10 unique agents and then transfer recordings to a remote storage device, the TTL is set to 90 days and you are allotted 10 gigabytes of storage at no extra charge.

If during the 90 day window the recording storage exceeds 10 gigabytes, you begin to incur additional storage charges on a per-gigabyte basis.

At day 91, all customer recordings for day 1 are sent to a VCC FTP location awaiting customer download via SFTP.

The customer is then responsible to delete all recordings from the Virtual Contact Center FTP server or incur extra storage costs.

VCC supports 8-bit mono U-Law .wav and Microsoft .wma file formats.

VCC can send recorded calls directly to customer FTP sites, to a specific email address (a supervisor / manager) or to be accessed through login on the VCC web portal.



Recorded calls are stored in VCC's database as .wav and Microsoft .wma file formats, and they can be played over the computer and forwarded to others via email.

## 2.5.2 Customer Surveys

### Verizon Response

Verizon ECHO Survey is a survey solution that measures customer experience and delivers strong analytics and actionable information right down to the agent level in virtual real time. This allows supervisors to focus on agent improvement, helps to drive the right behaviors in agents, it also allows them to self-correct, it pinpoints service recovery opportunities, and it helps to identify improvement initiatives for the organization as a whole.

## 2.6 Network & Transport

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

### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A. Each agent must be able to receive a 10 digit outdial call and be able to establish a browser session. These voice and data connections are carrier agnostic and can utilize State of GA existing services. There will be no requirement to upgrade or replace premise equipment.

### 2.6.1 Toll-Free service requirements

#### Verizon Response

The Verizon solution works in conjunction with Verizon IP Toll Free or VoIP Inbound with Local Originations (VILO) number(s). Verizon IP Toll-free is delivered to the customer site via VoIP Inbound service. VoIP Inbound provides carrier-grade internetworking service between the Verizon SS7 (PSTN) and IP Networks for their Contact Centers.

The Verizon VoIP network infrastructure nodes are geographically diverse, carrier-grade platforms and facilities. This means that each IP toll-free node has redundant infrastructure, redundant WAN connections with MPLS any-to-any connectivity, redundant CPE Routing for dynamic failover, load sharing, multi-site routing and redundancy in DAP infrastructure.

VoIP Inbound extends the capabilities of Verizon Toll-Free service by converting traditional PSTN-originated Toll-Free calls to RTP streams (Real-Time Transport Protocol, the standard for transmitting real-time data such as audio and video) and using SIP (Session Initiation Protocol) signaling to terminate calls to SIP-enabled devices connected to PIP terminations. Thus, VoIP Inbound can now provide single-call service for Toll-Free calls and deliver comprehensive Quality-of-Service from the Public Switched Telephone Network (PSTN) originations to IP Network terminations.

VoIP Inbound includes a full set of Advanced Toll-Free features such as percentage allocation, time-of-day, and geographic or point-of-origin routing which is compatible with traditional Toll-Free service and makes it possible for customers to migrate to IP without having to recreate their call routing plans. VoIP Inbound Advanced feature support includes Intelligent Contact Routing - Gateway to provide near real-time and call-by-call routing control capability based on customer-provided routing parameters.

Verizon IP Toll-Free services coupled with VCC will allow the State of Georgia to record and control en-route messages, re-direct calls, and set up and implement routing on demand. Our toll-free features include the following:

- Quota Routing
- Time of Day/Time Interval Routing
- Day of Week Routing
- Day of Year Routing
- Disconnect Message Referral
- Geographic Point of Call Routing (Area Code Routing by NPA and NPA/NXX)
- Payphone Blocking
- Percentage Allocation
- Real Time ANI / ANI Routing
- Tailored Call Coverage
- Alternate Routing and Super Routing Plans
- Network Call Redirect
- Network Call Distributor is part of VCC
- Dialed Number Identification Service (DNIS)
- Network Queuing – This feature is provided with VCC
- Announce Connect - This feature is provided within VCC
- HostConnect - This feature is provided within VCC
- Interactive Voice Service – Menus and messages can be provided within VCC.

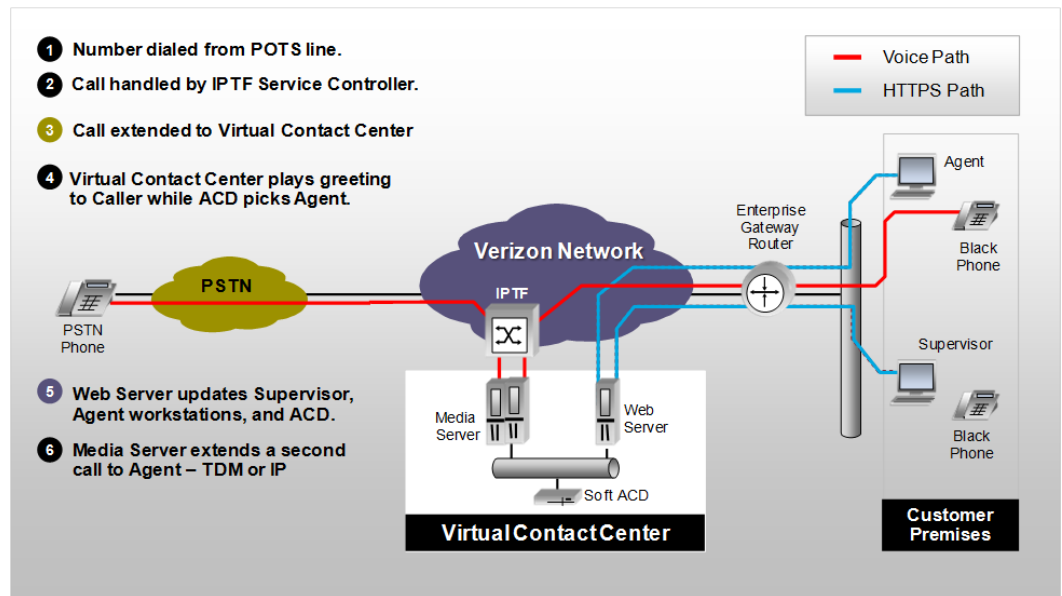
The Virtual Contact Center can provide announce connect messages using whispered announcements to alert agent about the type of inbound call so the agent can answer the caller with the correct script.

### 2.6.2 Trunking Requirements

#### Verizon Response

There are no trunk requirements to implement Verizon Virtual VCC. Callers will be extended via IP Toll Free to Verizon VCC data centers. The trunking at these data centers is provided by Verizon at no charge to the customer.

The following provides Virtual Contact Center call termination information:



### 2.6.3 Data network requirements

#### Verizon Response

Internet Broadband Access
256kps bandwidth per workstation in a stand-alone or at home environment. Less for a shared environment like a call center.
Less than 200ms average round-trip ping reply between workstation and inContact Servers.

VOIP Bandwidth Requirements
Based on the CODEC implementation G.711 CODEC requires 88kbps per simultaneous call (For example number of simultaneous calls x CODEC kbps = total bandwidth needed) NOTE: CODEC bandwidth use is bidirectional, so it is 88 up and 88 down simultaneously for a given G.711 call.

#### 2.6.4 VPN / Security for Transport

##### Verizon Response

Security is very important to us, and for this reason, clients cannot directly access Virtual Contact Center's databases. Security on applications that you have access to includes passwords and encryption of links to Virtual Contact Center.

Optional secure solutions can be made available, using SRTP, Voice over VPN, or MPLS, or T1/DS3 to further protect at-risk data when traversing the voice network to the remote, at home agents.

Other security options include Voice over VPN, providing AES 256 encryption of voice. A traditional T1 or TDM service might be used as well.

Data connections for agent services will use HTTPS with strong encryption.

## 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:

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

The Verizon solution will provide for quality management. The solution includes role based customizable scorecards derived from predefined key performance indicators (KPI's) or user defined KPI's. The solution will record agent interactions including voice and screen simultaneously, automatically deliver interactions to supervisors for evaluation and scoring and will include reporting capability that allows managers to review results or identify trends at either the group or agent level.

Verizon Virtual Contact Center advanced includes tools including Workforce Management, Quality Management, Performance Management (scorecards), coaching, and eLearning.

Verizon VCC Quality Management is fully cloud based solution. Quality Monitoring provides users with a broad array of capabilities for achieving your organization's quality monitoring objectives, from improving quality and productivity to increasing efficiency and reducing monitoring costs. QM enables the end user to create evaluation forms using an offline form builder to score and manage contacts.

- A dashboard-style portal that displays contact center metrics in a graphical, easy-to-understand way
- A Smart Inbox that delivers calls based on customizable criteria directly to user desktops. The Smart Inbox provides supervisors and other users with powerful workflow that automatically delivers contacts for evaluation so that they can meet their weekly/monthly evaluation quotas. This alleviates the need to spend time manually conducting searches for calls.
- Advanced searching for finding specific calls efficiently and accurately
- Evaluation forms for flexible form design and efficient and meaningful scoring across multiple media channels
- Coaching that replaces manual and labor intensive activities with on-line management tools
- eLearning capabilities for creating and delivering targeted training to agent desktops and tracking progress
- Scorecards for managing and analyzing performance metrics
- The customer experience captured across the entire contact center.

- QM gives you the ability to monitor active calls (choose agent you wish to monitor) without leaving the QM application, you could also choose to score the call, if you desired.
- Reports for understanding what is happening in your contact center so that you can make informed, effective decisions.
- Within the Verizon QM form there is the ability to assign coaching to individual users. This is all configurable based on State of Georgia’s business rules.

Performance Management Scorecards track not only the actual KPI score for the Organization and Employees, but also performance trends, peer comparisons and comparisons to goals.

Agents are evaluated by supervisors as they listen to playback tracks of recorded calls. A screen shot of an agents performance against the assigned KPIs is shown below. A similar display is available that shows agents rolled up into a group.

Name of KPI	Actual	Peer	Goal	Score	Emp % met	Assessments	Notes
<b>CEO's Top KPIs</b>							
First Contact Resolution	83% ↓	94%	85%	●	60.61%	No Rating	✓
Overall Quality Score	92.0 ↑	99%	85.0	●	3.03%	No Rating	✓
Revenue Per Call	\$57.86 ↑	2 of 35	\$50.00	●	3.03%	No Rating	✓
<b>Decrease Labor Cost</b>							
Total Cost Per Handled Call	\$11.47 ↓	100%	\$12.00	●	100.00%	No Rating	✓
<b>Improve Agent Productivity</b>							
% Hold Time	4% ↓	100%	10%	●	3.03%	No Rating	✓
% Idle Time of Staffed Customer Time	4% ↓	100%	8%	●	3.03%	No Rating	✓
% Wrap-up Time (Including Hold Time)	4% ↓	100%	20%	●	100.00%	No Rating	✓
Employee AHT	174 ↓	100%	180	●	72.73%	No Rating	✓
<b>Improve Customer Experience</b>							
Repeat Call Drivers	18% ↑	11%	15%	●	87.62%	No Rating	✓
Customer Compliments	22% ↑	4 of 35	10%	●	87.21%	No Rating	✓
Customer Requested Escalations	3% ↓	74%	5%	●	37.83%	No Rating	✓
Retention Drivers	8% ↑	57%	7%	●	73.07%	No Rating	✓
Self Service Drivers	28% ↓	49%	25%	●	61.9%	No Rating	✓
Call Closing	86% ↓	71%	75%	●	71.4%	No Rating	✓
<b>Increase Scheduling Efficiency</b>							
% Idle Time of Staffed Customer Time	4% ↓	100%	8%	●	3.03%	No Rating	✓
% Time in Adherence	82% ↓	100%	85%	●	3.03%	No Rating	✓
<b>No Objective</b>							
Average Hold Time	0:05:52	100%	0:05:00	●	0.00%	No Rating	✓
<b>Total Score</b>							

Our Scorecards provide a dashboard view of multiple KPI's, both for the organization and employees.

### 3.2 Enhanced Workforce Management

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

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

The Workforce Management capability provides you with an intuitive desktop solution for managing and planning your contact center activities so that your contact center will deliver excellent customer service.

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

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

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

**Workforce Optimization (WFO)** is fully integrated with the Verizon VCC platform and offered in the cloud to Verizon VCC customers. WFO helps organizations improve everything that impacts the customer experience, making available unified:

- Audio and Screen Recording
- Quality Monitoring
- Workforce Management (forecasting, scheduling, adherence)
- Coaching Management
- eLearning
- Performance Management Scorecards.

The Verizon VCC WFO Packages have interoperable functional components with several unique WFO business integrations between them. The following lists the integrations, the features and benefits.

#### **Interoperability between QM and Scorecards**

Users reviewing Adherence KPIs in Scorecards can immediately drill down to the relevant agent's Adherence screen in WFM for more detailed background on that agent's adherence to schedule.

#### **Interoperability between QM and eLearning**

Optimal scheduling of eLearning: eLearning course assignment requests are automatically sent to Verizon VCC Forecasting and Scheduling. Schedulers can view the details of the learning assignment requests including priority, deadline and length of course. Learning breaks can then be scheduled at the optimal time with minimal impact on service level and after considering the attributes of the assignment request.

Exemplary call segments can be tagged as training material and eLearning course assignment requests can be made during a QM evaluation. With the optional competency-based learning module, eLearning can be assigned automatically based on QM score.

#### **Interoperability between Scorecards and eLearning**

KPI score driven eLearning: Verizon VCC WFO has workflow features that allow eLearning to be assigned based on agent KPI scores. When selected KPI performance falls below goal or outside of a set threshold, alerts can be set up to notify managers that training or relevant courses need to be assigned to correct the performance deficiencies displayed in Scorecards.

#### **Interoperability between WFM and Scorecards**

Users reviewing Adherence KPIs in Scorecards can immediately drill down to the relevant agent's Adherence screen in WFM for more detailed background on that agent's adherence to schedule.

#### **Interoperability between WFM and eLearning**

Optimal scheduling of eLearning: eLearning course assignment requests are automatically sent to Verizon VCC Forecasting and Scheduling. Schedulers can view the details of the learning assignment requests including priority, deadline and length of course. Learning breaks can then be scheduled at the optimal time with minimal impact on service level and after considering the attributes of the assignment request.

With WFO eLearning, KPI score driven eLearning: Verizon VCC WFO has workflow features that allow eLearning to be assigned based on agent KPI scores. When selected KPI performance falls below goal or outside of a set threshold, alerts can be set up to notify managers that training or relevant courses need to be assigned to correct the performance deficiencies displayed in Scorecards.



Verizon VCC Workforce Management provides the ability for Optimal scheduling of eLearning: eLearning course assignment requests are automatically sent to Verizon VCC Forecasting and Scheduling. Schedulers can view the details of the learning assignment requests including priority, deadline and length of course. Learning breaks can then be scheduled at the optimal time with minimal impact on service level and after considering the attributes of the assignment request.

Verizon VCC Workforce Management provides the ability for Optimal scheduling of eLearning: eLearning course assignment requests are automatically sent to Verizon VCC Forecasting and Scheduling. Schedulers can view the details of the learning assignment requests including priority, deadline and length of course. Learning breaks can then be scheduled at the optimal time with minimal impact on service level and after considering the attributes of the assignment request.

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

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

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

For our preferred integration methods for database and screen pop applications:

**Web Services.** We can integrate to databases using web service methodology. Virtual Contact Center can consume an external web service or can allow its own web services to be consumed.

We have integrated over 100 CRMs in this manner into Virtual Contact Center's web services definitions library (WSDL).

#### **Screen-Pop Architectures Supported by Virtual Contact Center**

- **Explicit URL.** If a URL is launched (as defined in the Virtual Contact Center Central Skills page), the key/value pairs are passed on the query string. (i.e., `http://someurl.com?pop.asp&acctnum=1234&balance=5.25&duedate=5/25/2011`).

Organizations with complete control over their web-based CRM may find Virtual Contact Center Agent's URL pop to be the simplest and fastest solution. Because most browser-based CRM solutions require login credentials (i.e., username and password), this is impractical unless the website can accommodate direct login via the query string.

- **Explicit Executable.** If an executable is launched, the key/value pairs are passed as command-line parameters (i.e., `MyCRM.exe acctnum=1234 balance=5.25 duedate=5/25/2011`).

- **Middle-Ware Executable.** Many CRM vendors offer an API that enables custom-built or third-party software to interact with the CRM.

For organizations that use a CRM that has a API, it may be possible to build a simple custom executable that receives the key/value pairs from the command-line and calls the relevant API feature that instructs the CRM to open to a specified screen.

Virtual Contact Center provides both database integration via ODBC and direct API integration with salesforce.com and Microsoft Dynamics.

## 4.0 4.0 Transition Requirements

### 4.1 Setup & Transition

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

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

While the robust Verizon IP Toll Free and feature-rich Virtual Contact Center products are the foundation of the Verizon solution, one of the key differentiators of the Verizon offering lies in the strength of the Virtual Contact Center (VCC) implementation team. The team's ability to partner with our customers to provide personalized, successful, on-time implementations enable a smooth transition for the State of Georgia contact centers. The implementation process is ISO 9001 certified and well proven with customer satisfaction on surveys averaging greater than 95%. The VCC Implementation team welcomes the opportunity to add the Georgia Technology Authority and the agencies it represents to our list of extremely satisfied customers.

The information below describes in detail the Virtual Contact Center implementation process.

### Virtual Contact Center Implementation Overview

The Virtual Contact Center implementation process is a very collaborative one that is intended to provide training and documentation sufficient for customers to handle the day-to-day activities required to manage their contact center. Working side-by-side with the customer's designated administrator(s) and other project personnel throughout the implementation, your CCS Implementation Manager will provide the guidance and training necessary for your ongoing success with Virtual Contact Center.

## VCC Customer Roles

Key to a successful implementation is a clear understanding of the customer roles that will be needed and the responsibilities for each.

**Administrator(s)** – personnel assigned to participate in VCC configuration meetings to set up VCC security profiles and settings, and configure call routing via scripting sessions, perform baseline configuration of VCC business unit (hours of operation, profiles, points of contacts, etc.) and perform/coordinate user acceptance testing.

**IT & Network Support** – confirms that customer environment is enabled for VCC use – order DIDs for agents, open network ports/firewall settings, ping test, FTP site for recording downloads, staff pc requirements, download software, admin rights for specific individuals.

**Contact Center Manager** (decision maker) – approve new VCC call flows, agent and supervisor settings, call reporting, define teams/skill groups, alternate routing requirements, receive outage notifications.

**Trainer** – personnel assigned to attend VCC Train-the-Trainer sessions in order to train agents & supervisors on VCC contact handling.

**Incident Manager** – (often assigned to the Administrator or a Contact Center Manager) – manage the VCC support site set up, report incidents impacting VCC service, configure other support users, etc..

**Test Staff** – coordinate and conduct user acceptance testing prior to cutover

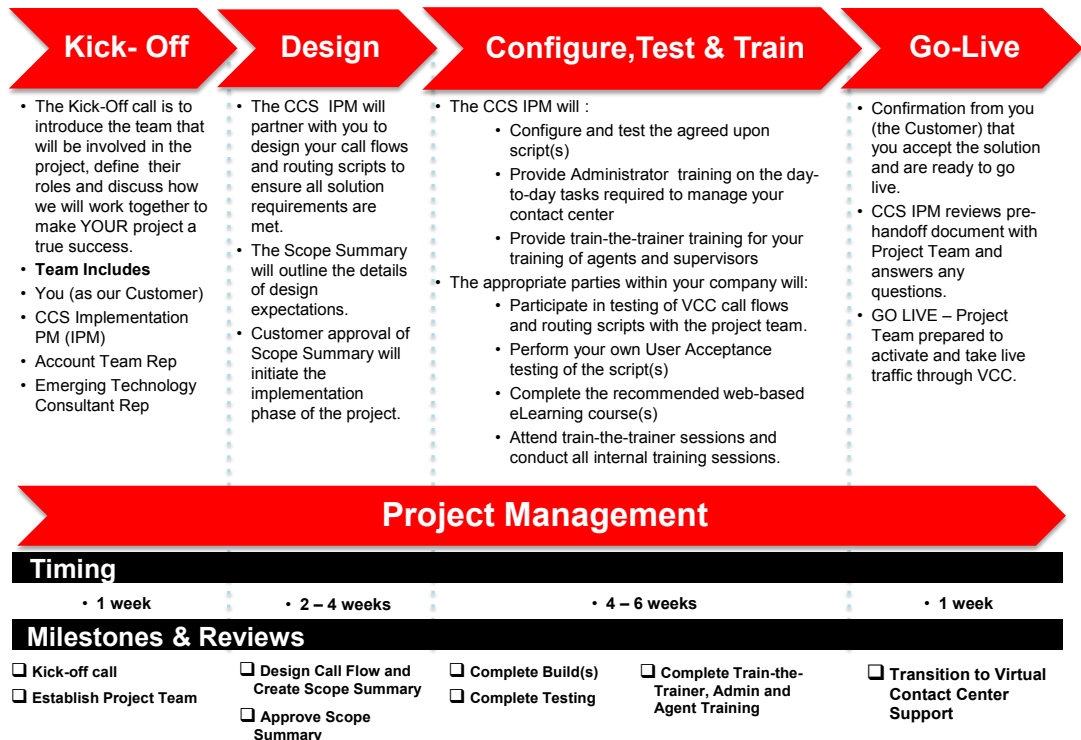
\*\* Depending upon your organizational size and structure, a single individual may act in more than one role.

## Implementation Process Overview

The published interval for implementing VCC core services is 45-60 business days (if advanced services are ordered, the implementation interval may be extended or require use of a phased approach). The Virtual Contact Center (VCC) implementation team utilizes audio and web-based tools to provide end-to-end project management for all VCC implementations (no onsite services are provided). All projects begin with a review of the overall process and quickly proceed to requirements gathering to determine the criteria and business rules needed to successfully configure ACD, IVR, and multimedia routing for the customer's contact center. Once the scope of the project is agreed upon, the VCC Implementation Project Manager (IPM) will work closely with the customer's designated administrator(s) to configure the details of the call flow, providing hands-on training throughout the process. When the scripting is complete, the VCC IPM, or a designee will test the configuration prior to handing off to the customer for independent User Acceptance Testing (UAT). Extensive online training resources are available for on-demand review and train-the-trainer training is provided for the customer's designated trainer(s). On the agreed upon go-live date, the VCC IPM coordinates all cutover activities and confirms that calls are being delivered to VCC agents. A 10-business day monitoring period follows the cutover where the VCC

IPM remains engaged to address any post-cutover issues that may arise and answer questions as needed prior to the formal handoff to Virtual Contact Center Support.

The following figure provides an at-a-glance view of the VCC Implementation process.



The following sample project schedule provides information on the specific tasks. Please note this is a sample only and may not be the schedule used for your implementation. Once the specific requirements for your project are identified, your CCS Implementation PM will provide a customized project schedule that will be tracked throughout the process to meet critical milestones.

Georgia Technology Authority

Sample VCC Schedule							T	F
ID	% Complete	Task Name	Duration	Start	Finish	Resource Names		
1	0%	VCC Project Schedule Template	49.25 days	Fri 4/4/14	Thu 6/12/14	Customer		
2	0%	Project Kick-off	44.25 days	Fri 4/4/14	Thu 6/5/14	Customer		
3	0%	VCC Implementation Overview	8 days	Fri 4/4/14	Tue 4/15/14	Verizon Account Team, Customer, Vz VCC ETC,		
4	0%	VCC Overview Training via Verizon CTD	1 day	Mon 4/14/14	Mon 4/14/14	Customer		
5	0%	Business Requirements Review & Planning	1 day	Fri 4/4/14	Fri 4/4/14	Customer		
6	0%	Review VCC System Requirements	1 hr	Fri 4/4/14	Fri 4/4/14	Customer		
7	0%	Review Ping Test Instructions	1 day	Fri 4/4/14	Fri 4/4/14	Vz CCS PM, Customer		
8	0%	Review Premise Based CPE (Workstations / Phones)	1 day	Fri 4/4/14	Fri 4/4/14	Customer		
9	0%	Review Numbers (Access/ Test / Alternate Routing)	1 day	Fri 4/4/14	Fri 4/4/14	Verizon Account Team, Customer, Vz VCC ETC		
10	0%	Review Outbound Usage Details	1 day	Fri 4/4/14	Fri 4/4/14	Verizon Account Team, Customer, Vz VCC ETC, V		
11	0%	Review Call Recording Options	1 day	Fri 4/4/14	Fri 4/4/14	Verizon Account Team, Customer, Vz VCC ETC, V		
12	0%	VCC Routing Review	1 day	Wed 4/9/14	Wed 4/9/14	Customer		
13	0%	Review Call Flow	1 day	Wed 4/9/14	Wed 4/9/14	Customer, Vz CCS PM		
14	0%	Review Business Continuity Plan	1 day	Wed 4/9/14	Wed 4/9/14	Customer, Vz CCS PM		
15	0%	Review Alternate Route & Disaster Recovery Plan	1 day	Wed 4/9/14	Wed 4/9/14	Customer, Vz CCS PM, Verizon Account Team		
16	0%	Scope Summary	4 days	Thu 4/10/14	Tue 4/15/14	Customer		
17	0%	Scope Summary Created	2 days	Thu 4/10/14	Fri 4/11/14	Vz CCS PM, Customer		
18	0%	Scope Summary Approval	2 days	Mon 4/14/14	Tue 4/15/14	Customer		
19	0%	Implementation Phase - Configuration Begins	36.25 days	Wed 4/16/14	Thu 6/5/14	Customer		
20	0%	Schedule First Configuration Session	1 day	Wed 4/16/14	Wed 4/16/14	Verizon Account Team, Customer, Vz VCC ETC, V		
21	0%	Provide Customer Administrator Access to Business Unit	1 day	Wed 4/16/14	Wed 4/16/14	Customer, Vz CCS PM		
22	0%	Add Customer Administrator contacts to VCC Notifications Distro list	1 day	Wed 4/16/14	Wed 4/16/14	Vz CCS PM, Customer		
23	0%	Phone Contacts	15 days	Thu 4/17/14	Wed 5/7/14	Customer		
24	0%	Create Campaigns	1 day	Thu 4/17/14	Thu 4/17/14	Customer, Vz CCS PM		
25	0%	Create Teams	1 day	Thu 4/17/14	Thu 4/17/14	Customer, Vz CCS PM		
26	0%	Create Unavailable Codes - Optional	1 day	Thu 4/17/14	Thu 4/17/14	Customer, Vz CCS PM		
27	0%	Create Dispositions / Reason Codes - Optional	1 day	Thu 4/17/14	Thu 4/17/14	Customer, Vz CCS PM		

Georgia Technology Authority

Sample VCC Schedule							T	F
ID	% Complete	Task Name	Duration	Start	Finish	Resource Names		
28	0%	Review & Create Security Profiles	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM		
29	0%	Create Skills	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM		
30	0%	Create User Profiles	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM		
31	0%	Create Hours of Operations, Holidays	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM		
32	0%	Download Studio - Script Administrators	1 day	Tue 4/22/14	Tue 4/22/14	Customer,Vz CCS PM		
33	0%	Build Phone Scripts	7 days	Tue 4/22/14	Wed 4/30/14	Customer,Vz CCS PM		
34	0%	Record Prompts	5 days	Thu 5/1/14	Wed 5/7/14	Customer		
35	0%	Create Points of Contact	1 day	Thu 5/1/14	Thu 5/1/14	Customer,Vz CCS PM		
36	0%	<b>Training</b>	33 days	Thu 4/17/14	Mon 6/2/14	Customer		
37	0%	Admin Training (hands on throughout implementation)	18 days	Thu 4/17/14	Mon 5/12/14	Customer,Vz CCS PM		
38	0%	Train-the-Trainer Sessions	18 days	Thu 4/17/14	Mon 5/12/14	Customer		
39	0%	Conduct Train the Trainer for Agent/Supervisor	18 days	Thu 4/17/14	Mon 5/12/14	Customer,Vz CCS PM		
40	0%	Ensure all users can access VCC Central and Launch Agent Interface	3 days	Thu 4/17/14	Mon 4/21/14	Customer,Vz CCS PM		
41	0%	Agent & Supervisor Training	10 days	Tue 5/20/14	Mon 6/2/14	Customer		
42	0%	Complete Agent & Supervisor Training Sessions	10 days	Tue 5/20/14	Mon 6/2/14	Customer		
43	0%	Facilitate Agent & Supervisor Practice Sessions - Optional	5 days	Tue 5/27/14	Mon 6/2/14	Customer		
44	0%	Review VCC Support Site	3 days	Fri 5/16/14	Tue 5/20/14	Customer		
45	0%	Create Customer ID's for VCC Support Site	1 day	Fri 5/16/14	Fri 5/16/14	Vz CCS PM,Customer		
46	0%	Review VCC Support Site	1 day	Mon 5/19/14	Mon 5/19/14	Vz CCS PM,Customer		
47	0%	Open Case to Designate Support Site Contact Roles	1 day	Tue 5/20/14	Tue 5/20/14	Customer		
48	0%	<b>Testing</b>	12 days	Thu 5/1/14	Fri 5/16/14	Customer		
49	0%	Create VCC Test Plan	3 days	Thu 5/1/14	Mon 5/5/14	Customer,Vz CCS PM		
50	0%	Complete Call Flow/Routing Testing	5 days	Tue 5/6/14	Mon 5/12/14	Customer,Vz CCS PM		
51	0%	Conduct End-to-End Testing	3 days	Tue 5/13/14	Thu 5/15/14	Customer,Vz CCS PM		
52	0%	Obtain User Acceptance	1 day	Fri 5/16/14	Fri 5/16/14	Verizon Account Team,Customer,Vz VCC ETC,V		
53	0%	Reporting Review	3 days	Tue 5/13/14	Thu 5/15/14	Customer		

Sample VCC Schedule							
ID	% Complete	Task Name	Duration	Start	Finish	Resource Names	
						T	F
54	0%	Download Reporting Software & Review Functionality	1 day	Tue 5/13/14	Tue 5/13/14	Customer	
55	0%	Create Dashboard	1 day	Wed 5/14/14	Wed 5/14/14	Customer	
56	0%	Review all VCC Reporting Resources	2 days	Wed 5/14/14	Thu 5/15/14	Customer,Vz CCS PM	
57	0%	Cutover	2.25 days	Tue 6/3/14	Thu 6/5/14	Customer	
58	0%	Cutover Planning	1.13 days	Tue 6/3/14	Wed 6/4/14	Customer	
59	0%	Document Cutover Plan	1 day	Tue 6/3/14	Tue 6/3/14	Verizon Account Team,Customer,Vz VCC ETC,V	
60	0%	Conduct Go-No Go Meeting	1 hr	Wed 6/4/14	Wed 6/4/14	Verizon Account Team,Customer,Vz VCC ETC,V	
61	0%	Go Live	0.13 days	Thu 6/5/14	Thu 6/5/14	Customer	
62	0%	Complete Toll Free/Local Repoints	1 hr	Thu 6/5/14	Thu 6/5/14	Verizon Account Team,Customer,Vz VCC ETC	
63	0%	Confirm Live Traffic	1 hr	Thu 6/5/14	Thu 6/5/14	Customer,Vz CCS PM	
64	0%	Review Pre-Handoff Documentation	0.5 hrs	Thu 6/5/14	Thu 6/5/14	Verizon Account Team,Customer,Vz VCC ETC,V	
65	0%	Activate Billing	0.5 hrs	Thu 6/5/14	Thu 6/5/14	Vz CCS PM,Customer	
66	0%	Post Install	5.13 days	Thu 6/5/14	Thu 6/12/14	Customer	
67	0%	Conduct Application Monitoring	5 days	Thu 6/5/14	Thu 6/12/14	Vz CCS PM,Customer	
68	0%	Create and Send out Hand-Off Document	3 days	Thu 6/5/14	Tue 6/10/14	Vz CCS PM,Customer	
69	0%	Facilitate Hand-Off Meeting	1 hr	Thu 6/12/14	Thu 6/12/14	Verizon Account Team,Customer,Vz VCC ETC,V	

Additional details on the implementation process including detailed roles and responsibilities are provided here:

**VCC Implementation Roles and Responsibilities**

The VCC IPM will manage the VCC implementation inclusive of the following tasks and development of the following supporting documents. All activities are conducted remotely utilizing conference calls and net meeting to facilitate communications. No onsite services are provided.

- Host discovery session with customer and Verizon Sales Team to confirm contact center data provided, set implementation expectations, review the solution overview, project timeline and roles and responsibilities.
- Conduct weekly status calls with customer and Verizon Teams from project kick-off to cutover.
- Configure the routing script(s) at a level sufficient for discussion and review and inclusion in the Scope Summary document, which will be provided to the customer for approval. The implementation effort will cover the contact types the customer ordered (voice, e-mail, chat). Customer written (email) approval/agreement of the Scope Summary will be required to proceed.

- Provide a training overview document outlining the training resources available for the customer. These resources include online instructor led sessions via web meeting and audio bridge, video tutorials and online help files.
- Provide access to the customer's VCC Business Unit once the Scope Summary is approved in writing by the customer.
- Schedule configuration sessions with the customer to complete the detailed scripting while providing hands-on administrative training sufficient for the customer to be able to handle the post-handoff, day-to-day activities associated with maintaining their Virtual Contact Center.
- Validate the functionality of the scripting in regards to properly handling customer contacts as outlined in the Scope Summary.
- Remotely conduct up to two train-the-trainer sessions on agent and supervisor functionality. Each of these sessions will be limited to three of the customer's designated trainer(s) in each session.
- Work with the Verizon Account team to facilitate a successful cutover to VCC.
- Periodically monitor the customer's VCC application for a period of 10 business days following cutover.
- Provide a review session with the customer on the VCC support portal and the support process for knowledge transfer of opening, tracking and resolution of cases (trouble tickets).
- Host a hand-off call to transition the customer to VCC support upon completion of the 10 business day monitoring period.
- Provide the following supporting documentation during the implementation process
  - Weekly Meeting Minutes
  - Scope Summary
  - Project Schedule
  - Hand-Off Document

Customer will:

- Provide at least one, but not more than 3, dedicated technical resource(s) (referred to as the VCC Administrator(s) to implement and configure the VCC product. This resource(s) must have strong telephony/technology skills and be capable of understanding and configuring the VCC product.
- Confirm that designated VCC Administrator(s) and other involved personnel are able and available to work with the assigned VCC IPM throughout the process and will complete their assigned tasks independently and in a timely manner.



- Confirm that assigned VCC Administrators(s) will configure VCC to meet the customer's business needs.
- Certify that all premise components (Workstations/PC's, LAN/Internet, phone, etc.) meet system requirements as described in VCC System Requirements document or as advised by the VCC IPM during implementation.
- Perform any necessary modifications/configuration changes relating to premise equipment including but not limited to Workstation Browser settings, LAN(s), PBX, and phones in compliance with requirements.
- Perform independent User Acceptance Testing, notifying the VCC IPM in writing of any specific defects identified. Provide email notification to the VCC IPM when UAT is complete.
- Confirm that each VCC user (anyone receiving any kind of interaction via Virtual Contact Center) has a DID or POTS (unique 10-digit number that terminates to their phone) and a unique email address.
- Confirm that your assigned VCC Administrator(s) will attend a 2-hour Verizon Virtual Contact Center Administration Manager Overview Training session.
- Be prompt to and attend kickoff, weekly project update, and handoff calls.
- Adhere to the defined project schedule so as not to delay the project completion.
- Notify the VCC IPM and your Verizon Account team of any project impacting delays in a timely manner.
- Independently test and accept the VCC configuration.
- Conduct training sessions so that all Supervisors and Agents handling VCC interactions are adequately trained prior to cutover.
- Complete other internal tasks necessary to begin taking live traffic.
- Use the VCC Support Site documentation for proper service reporting procedures. (This document will be provided in the Handoff Document delivered at the end of the implementation.)

## 5.0 5.0 Training and Support

### 5.1 Training

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

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

Every call center is different and has its own unique needs and goals. Because we consider our customers our partners, we want to help fulfill those needs and goals by providing all the necessary tools and knowledge you need to succeed.

To that end we have developed a hands-on education program for customers. Whether you are an agent or an administrator, Virtual Contact Center has training resources that will help you master our contact center software solutions and maximize their full potential.

We've developed a number of flexible education offerings for you to choose from when considering your training objectives. Our solutions include:

### **Instructor Led Training via Live Meeting and Audio Bridge**

Verizon Customer Training and Documentation (CTD) provides training for Virtual Contact Center Administrators, Call Center Managers, and Supervisors. These personnel can attend a two-hour instructor-led class via Live Meeting that provides a high-level overview of the various components of Virtual Contact Center.

In addition to the instructor-led class, CTD has also created a couple of short tutorials on VCC Reporting.

- [Virtual Contact Center Reports - Administrator Reports \(Flash Tutorial\) - Duration: 00:11:00](#)
- [Virtual Contact Center Reports - Report 2.0 \(Flash Tutorial\) - Duration: 00:07:00](#)

### **Virtual Contact Center Administrator Training**

During the implementation process, your CCS Implementation PM will provide training that will enable your administrator(s) to perform the Virtual Contact Center specific day-to-day activities required to maintain your contact center. This includes administrative functions performed through VCC Central and VCC Studio. These activities include, but are not limited to, basic scripting, recording and replacement of audio prompts, configuration regarding system notifications, and set up of users, hours of operation, skills and points of contact.

### **inContact University**

Additional training on a variety of topics is available for authorized VCC users via the inContact University web site. The login credentials for VCC provided by your CCS Implementation PM can be used to access the resources available here.

**All VCC Agents and Supervisors** – should review the ACD Agent tutorial available by clicking on Courses and then selecting the eLearning link under Course Types. Scroll down to locate:

**ACD Agent (eLearning)** Agent training on inContact central and agent interface.

**All VCC Managers and Supervisors** – should review the ACD Supervisor tutorial available by clicking on Courses and then selecting the eLearning link under Course Types. Scroll down to locate:

**ACD Supervisor (eLearning)** Provides managers and supervisors an overview of the key features related to Agent Call Monitoring.

Additional training is available on a number of topics. Please take some time to peruse the eLearning topics. Below are some additional recommendations for VCC Administrators, Managers and Supervisors.

**Dashboard Fundamentals (eLearning)** Provides an overview of adding, modifying, and deleting widgets and dashboards in Central.

**Reporting Overview (eLearning)** Provides an overview of the types of reports that are available within Virtual Contact Center.

## Documentation

PowerPoint training guides are available for Virtual Contact Center Central, Agent Handling, and Basic Scripting. These documents will be provided to you by your CCS Implementation PM for distribution as appropriate within your organization for use during training and for future reference. In addition to the comprehensive PowerPoint decks, one-page Quick Start reference guides will also be provided for agent call handling functionality.

## Train-the-Trainer

Your CCS Implementation PM will provide train-the-trainer training for the person(s) designated to be responsible for your internal Virtual Contact Center Agent and Supervisor training. This approach not only minimizes cost for your agency, it equips you to address the ongoing training needs of your organization. This training will provide information sufficient for your trainers to:

- Know the information
- Develop skills using the interfaces
- Plan Agent training and practice sessions

## Hands-On Practice

The CCS Implementation team recommends that each Agent and Supervisor participate in at least two, 2-hour practice sessions prior to the go-live date for your agency. The number and duration of practice sessions per agent can vary depending on how many contact types will be used and the individual's need for practice. Our experience has been that these sessions are most effective when the group is divided in half and some agents initiate contacts, while others accept and handle them and then swap the roles. This allows the agents to better understand the caller experience in addition to learning the agent functionality. Agents should practice handling: answer, place on hold, transfer, conference, etc.

## Assessment

It's good to assess the skills development of the Agents and Supervisors. This can be accomplished in several ways. We recommend using more than one assessment method:

- Observation: The trainer delivering contacts to Agents can subjectively assess the agents' capabilities
- Reports: Real-time and historical reports can tell you how many contacts each agent handles and whether they are going into "Refused" (No Answer) status.
- Recordings: Listen to specific recordings to assess the agent's overall call handling skills.

## Context Sensitive Help

Application/context specific help is available within Virtual Contact Center Central, Studio and the agent interface. Extensive online help is also available within VCC Central.

Your CCS Implementation PM will provide a thorough training document that provides details on how to access and take advantage of the various training resources available to VCC customers.

### 5.2 Technical Support

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

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

Virtual Contact Center Support is available 24x7x365 and can be reached by phone, email, web or chat. Support services are GARM compliant ensuring your requests are managed by resources within the United States.

Automated notification of events, maintenance activities and platform updates are provided via email. Additional event information and updates are provided via the VCC Support portal via the Trust Site.

The tables below provide the Virtual Contact Center Support objectives regarding case handling, incident priorities, target response times, escalation path information and a description of the severity levels.

## Virtual Contact Center Support Objectives

<b>Contact Number – 855-512-4822</b>		<b>Online – <a href="https://verizon.incontact.com/support">https://verizon.incontact.com/support</a></b>	
Incident Severity	Initial Response Time	Status Updates	Resolution Time
Severity 1  <i>*Case should be opened by phone call</i>	Respond within 60 minutes	Every 1 hour	4 hours MTTR
Severity 2	Respond within 4 hours	Every 8 hours	24 hours MTTR
Severity 3  (An incident that occurs after hours shall be deemed to start at the beginning of the next business day)	Respond within 12 hours	Every 24 hours	48 hours MTTR
Severity 4  (An incident that occurs after hours shall be deemed to start at the beginning of the next business day)	Respond within 24 hours	Every 48 hours	96 hours MTTR
Escalation Path			
Initial Escalation	Second Escalation	Third Escalation	Final Escalation
Technical Support Supervisor  <b>855-512-4822</b>	Technical Support Manager  <b>855-512-4822</b>	Technical Support Director  <b>855-512-4822</b>	Verizon Account Manager

---

<b>Severity</b>	<b>Description and Examples</b>
S1	Critical production issue affecting all users, including system unavailability and data integrity issues with no workaround available.
S2	Major functionality is impacted or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available.
S3	System performance issue or bug affecting some but not all users. Short-term workaround is available, but not scalable.
S4	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available. Resolution required as soon as reasonably practicable.

## 6.0 General Requirements

### 6.1 Pricing Model

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

#### Verizon Response

Verizon pricing is fully documented in Attachment 4-A and Attachment 4-B. The Verizon pricing methodology includes the Service Charges, the One-time charges and the Rate Charges. Verizon has utilized the line items identified by GTA and added additional items. Verizon does not require hardware, and therefore is not proposing pricing for Equipment Charges.

### 6.2 Security Requirements

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

#### Verizon Response

Verizon addresses the requirements regarding data integrity and privacy policies in Section 9 of the MSA.

## **4.0 Service Provider Exceptions**

**State of Georgia  
Georgia Technology Authority**



**Hosted Contact Center**

**Attachment 2 B  
Service Provider Solution**

**Hosted Contact Center RFQC**

**NO. 98000-0000001097**

**April 23, 2014**



*This document contains confidential and proprietary information of GTA and GTA Customers. It is furnished for the purpose of facilitating provider response to this RFQC. Except with the express prior written permission of GTA this document and the information contained herein may not be published, disclosed, or used for any other purpose.*

## **Service Provider Guidelines**

This Attachment supplies specific information for the Service Provider's reference when responding to the Procurement.

## **Service Provider Instructions**

12. Service Provider may modify by filling in within this Attachment.
13. Service Provider's response to the RFQC should reflect the information contained in this Attachment.

# Table of Contents

- 1.0..... General Description 3**
- 2.0..... Core Contact Center Services 4**
  - 2.1 ..... Hosted Services ... 4
  - 2.2 ..... Automatic Call Distribution ... 5
  - 2.3 ..... Auto-Attendant and Integrated Voice Response . 11
  - 2.4 ..... Reporting & Analytics . 13
  - 2.5 ..... Call Recording & Basic Quality Management . 17
  - 2.6 ..... Network & Transport . 20
- 3.0..... Enhanced Contact Center Services 23**
  - 3.1 ..... Enhanced Quality Management . 23
  - 3.2 ..... Enhanced Workforce Management . 23
  - 3.3 ..... Customer Relationship Management (CRM) . 24
- 4.0..... Transition Requirements 25**
  - 4.1 ..... Setup & Transition . 25
- 5.0..... Training and Support 32**
  - 5.1 ..... Training . 32
  - 5.2 ..... Technical Support . 32
- 6.0..... General Requirements 33**
  - 6.1 ..... Pricing Model . 33
  - 6.2 ..... Security Requirements . 33

## 5.0 General Description

This Attachment 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 A Description of Services**. It is not intended that the contents be inclusive of all aspects of the environment.

Please use this document to provide information below to address how your solutions meets the requirements listed in the Exhibit 2 – Description of Services.

## 6.0 Core Contact Center Services

### 6.1 Hosted Services

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

#### Verizon Response

Verizon's solution will meet the requirements as outlined in HCC RFQC Exhibit 2.

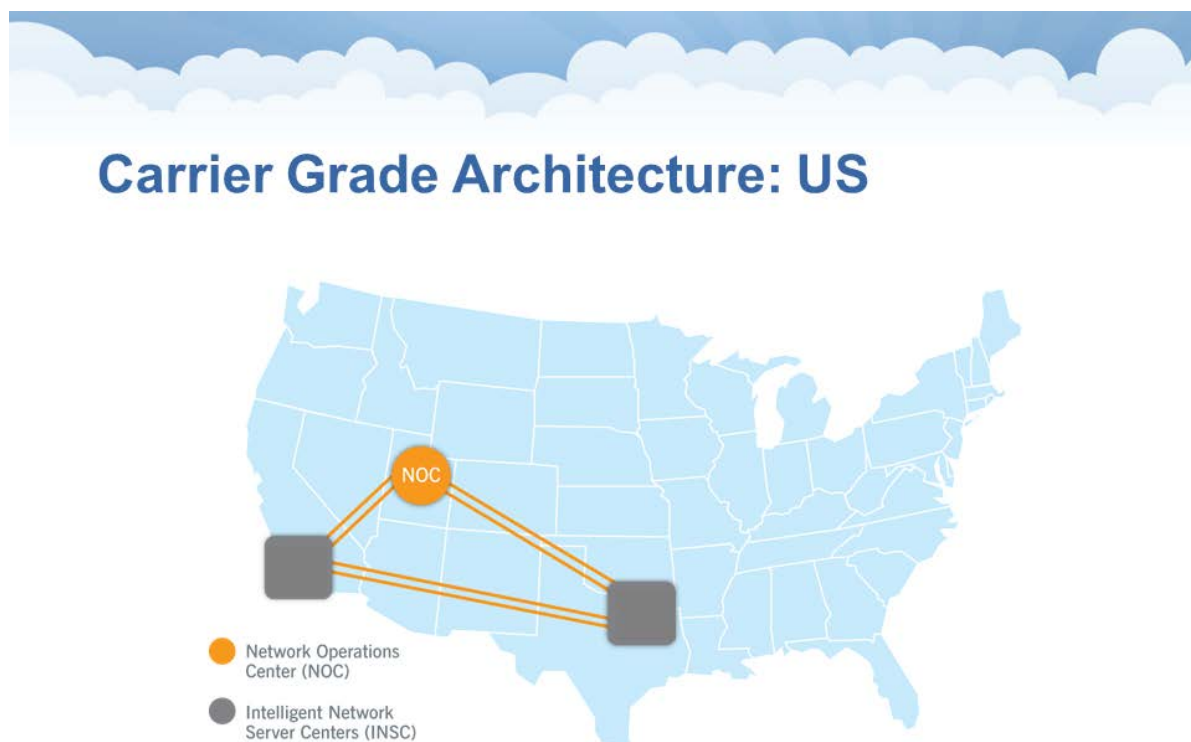
Verizon will provide a Hosted Services solution that does not include Customer premise equipment and will provide the necessary system components required for the Hosted Services including but not limited to hardware and software. Verizon, its affiliates and partners will own and maintain the system components, which are located within the network.

Verizon Contact Center Solutions use a multi-tenant architecture. Customers are assigned a business unit that no other Contact Center Solution customer can access. Each business unit is self-contained and allows for all contracted functionality.

Verizon offers a number of platforms and services to provide a complete Contact Center Solutions. Depending on the specific needs of the customer Verizon recommends, installs and customizes the solution to fit the specific requirements of the end use customer.

Contact Center Solution Points of Presence (PoP) sites are in Los Angeles, CA and Dallas, TX and each operates redundant to the other.

These PoP sites are supported and monitored by a 24x7 carrier-grade Network Operations Center (NOC) in Salt Lake City, UT. The NOC employs next generation, industry-standard monitoring systems and tools and, in the event of failure, can operate remotely using virtual contact center technology in Salt Lake City or Los Angeles.



## 6.2 Automatic Call Distribution

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

### Verizon Response

Verizon's solution will meet the requirements as outlined in HCC RFQC Exhibit 2.

Verizon will provide the capability for a network call queue (a single queue or multiple queues according to Customer needs) to manage the intelligent routing and distribution of contacts from all of the offered multimedia channels such as voice, email, FAX and a Customer website.

The intelligent routing and distribution of contacts are determined according to the real time operating status of the Customer's contact center and their specified business rules. The Customer business rules can be based upon parameters such as media type, real time status of the contact center, call profile, call content and agent skills.

Verizon's Hosted (Cloud) Network Based Call Distributor automatically answers calls as they arrive in the system; places calls in a holding queue until agents become available; distributes calls to maintain an even level of activity among agents; and provides timely management information about the system's status. This service

provides a comprehensive, managed, network-routing solution that intelligently routes multimedia transactions, such as voice, e-mail, chat, and web collaboration for contact centers. Intelligent contact routing give customers with multiple contact centers the power to operate as one virtual enterprise.

Verizon's ACD capability includes the following:

#### ACD-IVR Feature Availability

Feature	Description	Provide Y/N	Delivery Method
<b>Chat</b>	Agents can exchange instant messages with other agents or supervisors on their team. Supervisors can use Chat to coach agents	N	Agent to Agent chat is not supported in Virtual Contact Center.
<b>Reason codes</b>	Agents provide a reason code for logout and not-ready state change	Y	Unavailable Codes are optional, customizable reasons that the agents use to indicate why they are unavailable.
<b>Real-time reporting</b>	Agents can see their real-time statistics directly on their desktop application	Y	The Virtual Contact Center inTouch product provides real-time reporting for all major ACD/IVR metrics.
<b>Agent state log</b>	ACD state changes are logged with a time and date stamp to allow detailed tracking and troubleshooting of agent state transitions	Y	All agent activity (login/logout, state changes, and call activity) is logged and available for real-time and historical reporting.
<b>Agent-initiated call recording</b>	On-demand recording. This feature enables agents to record any call on demand	Y	On-demand recording available for the agent via the Agent interface.
<b>Caller-data display</b>	Displays information about the caller such as ANI time of call, etc.	Y	Any data that can be either collected from a caller (e.g., user entered digits, ANI, DNIS, time, etc.) as well as any data which can be obtained from customer internal database can be used to make call distribution decisions and can be provided to an agent desktop.

Feature	Description	Provide Y/N	Delivery Method
<b>Threshold alerts</b>	Alerts Agents and Supervisors when the number of calls in queue meet a predetermined threshold	Y	Alerts can be set for the management for certain conditions or unexpected events, i.e. no agents are logged in for a particular skill group, queued calls/wait time thresholds are exceeded, etc.
<b>Wrap-up codes</b>	At the conclusion of the call, the Agent is presented with a wrap-up code to categorize the nature of the call.	Y	The After Call process (dispositions) displays after the call is released and can be selected while the agent is in an after call wrap state.
<b>Phone directory</b>	The searchable phone directory displays the phone book to automate dialing of an outgoing call.	Y	The Virtual Contact Center Agent contains an address book, which allows for point and click speed dialing, which is searchable. Outbound calling is enabled in support of an inbound interaction.
<b>Silent monitoring</b>	Supervisors can silently monitor agent and caller voice interaction.	Y	Virtual Contact Center provides a supervisor desktop that allows silent monitoring of agents and impromptu recording of calls. Neither the agent nor the caller is given notification that the call is being monitored.
<b>Barge in</b>	Supervisors can join any call in progress	Y	Supervisors can barge in a call.
<b>Call intercept</b>	Supervisors can move any call from any agent to themselves	N	Call takeover is not supported at this time
<b>Recording</b>	Supervisors and Agents can perform on-demand recording and playback of agent calls	Y	Supervisors can record a call on-demand. Calls are recorded in .wav and Microsoft .wma file formats and can be played within the system, over the computer, and forwarded to others via email.



Feature	Description	Provide Y/N	Delivery Method
<b>Full Time Recording</b>	Record all calls and store recordings for predetermined time.	Y	Virtual Contact Center can send recorded calls directly to customer FTP sites, to a specific email address (a supervisor / manager), or through Virtual Contact Center website. Recorded calls are stored in Virtual Contact Center's database. Calls are recorded in .wav and Microsoft .wma file formats and can be played over the computer and forwarded to others via email. Currently these calls are stored indefinitely.
<b>Scrolling marquee messages</b>	Supervisors can send these messages to broadcast important news to all agents on their team	Y	A call center supervisor can communicate to the agent using the marquee available through the Virtual Contact Center Agent.
<b>Changing the agent state</b>	Supervisors can change an agent from logged in to logged out or from ready to not ready	Y	Supervisors can do a forced log in and out for an agent.
<b>Blind Transfer</b>	Transfer call without announcing caller	Y	Virtual Contact Center ACD agents may transfer calls to any internal or external parties. Warm transfer, hot transfer and blind transfers are supported.
<b>Supervised Transfer</b>	Announce caller when transferring call	Y	A warm transfer is supported.
<b>Conference Calls</b>	Agent can conference supervisor into call	Y	Agents can conference a maximum of 2 other parties (for a total of 3 parties).
<b>Custom Music/Message Streaming</b>	Custom music or messages can be played while caller is in queue.	Y	Virtual Contact Center allows for multiple listeners at one time and multiple different on-hold announcements.

Feature	Description	Provide Y/N	Delivery Method
<b>Real-time reporting</b>	Display of real-time statistics for number of calls in queue and longest call in queue	Y	Using inTouch, Real-Time reports display in real-time the data about agents, the states the agents are in, the number of agents who are in the different states, detailed information about contacts, and current queue information.
<b>Historical Reporting</b>	Call data is archived and can be retrieved for reports.	Y	Provided with Reports 2.0
<b>Advanced Reporting</b>	Enables report creation and data analysis of call and agent records. Allows users to create ad-hoc reports, custom fields and formulas, complex data joins, and automate delivery of reports to select users.	Y and N	Virtual Contact Center provides full CDR (call detail reporting) on all calls routed through Virtual Contact Center. Scheduling is not supported currently.
<b>3rd Party Screen POP</b>	Facilitates integration with third-party CRM applications and enables sending caller-entered information to a third-party desktop application at the same time the call arrives.	Y	Successful integration with over 100 CRM applications. We will grant your CRM provider of choice full access to our web services so that they can integrate to your specifications.
<b>Skills-Based Routing</b>	Allows for the creation and assignment of agent level skills to facilitate highly specific call routing strategies. Skills-Based Routing assigns skill needs to each incoming call and then matches these needs to the agent most appropriately skilled to handle the call.	Y	Every agent can be assigned one or more skills, and for each skill assignment the agent can be configured to a specific proficiency level.

Feature	Description	Provide Y/N	Delivery Method
<b>Scorecard Routing</b>	<p>Allows for the creation of routing strategies based on business performance measurements.</p> <p>Examples of such measurements include sales conversion rates, average or net order values, and customer satisfaction.</p> <p>The functionality ensures that interactions are sent to the best performing agents or agent groups based on the specified business metrics.</p>	N	This functionality is not currently supported.
<b>Supervisor Dashboard</b>	<p>Provides access to real-time and historical reporting, call monitoring, call recording, routing strategy, and provisioning modules.</p>	Y	Provided with inTouch and Reports 2.0.
<b>IVR Connector</b>	<p>Facilitates integration with third-party IVR and speech applications.</p> <p>Caller information from the IVR is used for routing decisions and agent screen pop.</p>	N	
<b>WFM Connector.</b>	<p>Facilitates integration with third-party Workforce Management (WFM) applications.</p> <p>Provides data to the WFM application for the purpose of forecasting and adherence calculations.</p>	Y	Virtual Contact Center can integrate with third party WFM solutions through Web Services, on the Virtual Contact Center ACD and the Third Party WFM Solutions to pass historical and near real time ACD statistics.

Feature	Description	Provide Y/N	Delivery Method
<p><b>Hosted Data Replica</b></p>	<p>Provides archival and retrieval of call and agent detail records.</p> <p>The length of time data is held in the Hosted Data Replica can be set as per a customer's specific requirements.</p> <p>The Hosted Data Replica can be accessed using a third-party application like Crystal Reports or native MySQL thick clients.</p>	<p>Y</p>	<p>Virtual Contact Center allows for the download of archival data which can then be imported into 3rd party analysis tools for data mining.</p>
<p><b>Hosted Storage</b></p>	<p>Storage for Call Recording.</p> <p>The length of time the recordings are held can be set as per a customer's specific requirements.</p> <p>The call recordings are accessible through any standard web browser via the web interface and assigned log-in credentials.</p>	<p>Y</p>	<p>Virtual Contact Center can send recorded calls directly to customer FTP sites, to a specific email address (a supervisor / manager) or accessed through Virtual Contact Center website.</p> <p>Recorded calls are stored within the+E43 database.</p> <p>Calls are recorded in .wav and Microsoft .wma file formats and can be played over the computer and forwarded to others via email.</p> <p>Currently these calls are stored indefinitely.</p>

### 6.3 Auto-Attendant and Integrated Voice Response

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

**Verizon Response**

Verizon's solution will meet the requirements as outlined in HCC RFQC Exhibit 2.

Verizon's solution is a technology that uses a human voice to present menu options to the caller. The caller can select an option using DTMF or the keypad on the telephone. Further the solution will enhance the customer experience through the deployment of self service or speech automated systems.

Verizon will provide a network based IVR solution that allows for automated interactions with telephone callers. The interactions will occur at a minimum via pre-

recorded voice prompts, touch-tone telephone keypad entry (DTMF), voice (speech) recognition and text-to-speech (TTS). The IVR solution functionality includes the presentation of information and options, the gathering of responses, retrieval of information by telephone callers, the transfer of a telephone caller to the ACD and the placement of outbound calls to deliver or gather information. The IVR solution will include a usage based option. The usage charge will be exclusive of any toll free network charges.

Verizon's Interactive Voice Response (IVR) is a component of the Cloud Contact Center Portfolio of internetworking services, which tightly couples signaling and functionality from the Advanced Toll Free and IP networks to deliver the intelligent routing and call treatment.

Verizon's (IVR) service provides automated treatment and intelligent routing for inbound calls using a combination of callers' menu choices, originating automatic number identification (ANI), time of day, database look-ups, caller-entered digits, and/or destination labels provided by customer systems. IP IVR enables callers to reach the right resource the first time or to be transferred without having to make a new call. Hosted IVR is scalable, adapting to applications from simple menu routing to complex systems that require more advanced features. An endless variety of feature combinations is available to make sophisticated, unique, business solutions.

### **Interactive Voice Response (IVR)**

IVR software (Interactive Voice Response) is an effective way to reduce costs and improve customer satisfaction. Well-designed IVR software enables callers to quickly get the results they need, whether it be through self-service or live-agent assistance. Contact Center Solution's hosted IVR software is easy to use and offers a robust drag-and-drop utility to create specialized call flows on-demand. This allows customers to make on-the-fly adjustments so they can better meet the needs of their customers and call centers.

### **IVR - Visual Call Flow Development**

Create and edit contact flows quickly and easily, providing a flexible solution to fit our customers business needs, without limitations imposed by equipment, software or vendors. The Contact Center Solution drag and drop tool make development and changes to call flows quick and easy without Professional Services involvement.

### **IVR – Basic Menu**

Quickly build basic menu options that allow callers to enter DTMF tones to help route to secondary menus, queues, or directly to individual agents.

### **IVR – Database and CRM Connectivity**

Integrate to data tables for account look ups or your customer database to help agents handle calls more effectively. A variety of CTI options are available so the IVR application can query external databases and CRM systems.

### IVR - Reporting

Contact Center Solution will allow our customers to run reports to see the overall use of the IVR, where callers drop out, or get stuck. Further, a contact can be followed through the IVR to see what the navigated IVR path was for a specific customer during a specific call.

Contact Center Solution supports Automated Speech Recognition (ASR). Our ASR platform provides a rich feature capability and functionality that incorporates all of the normal IVR capabilities and makes them available via speech activation/recognition.

Speech enabled IVRs have the ability for caller input to be recognized at any point in the menu process. This allows for pre-selection of the option, rather than waiting for all options to be read before being allowed to make a response.

Contact Center Solution can speak any known variable as text-to-speech. There are up to 10 male and female voices available, and English and Spanish are supported.

## 6.4 Reporting & Analytics

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

### Verizon Response

Verizon's solution will meet the requirements as outlined in HCC RFQC Exhibit 2.

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

The historical reports will include:

- 1. Agent availability** – identification of agents and the length of time signed into queues;
- 2. Agent availability summary** – identification of agents, number of calls handled by an agent, the total time for handling calls, average time spent on a call, the maximum time spent on a call and the minimum time spent on a call;
- 3. All queue activity** – the number of calls offered to a queue, how many of the offered calls were answered and how many of the offered calls were abandoned by the caller;
- 4. Handled calls in queue** – the number of calls handled by a queue, the average caller wait time before call was answered and the maximum time callers waited for their call to be answered;
- 5. Abandoned call summary** – the number of calls abandoned when unanswered by a queue, the average wait time for a call to be abandoned and the longest time a caller waited before abandoning the call;

**6. Abandoned calls** – the time a call was offered to a queue and the duration of the call before it was abandoned;

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

**8. Agent group activity** – report details by agent group; and,

**9. Dialed number activity** –report details by the primary listed directory number dialed by the caller.

The historical and real-time report output can be exported to standard formats such as .csv to provide format conformity with standard reporting packages or data analysis tools.

Currently we do not purge historical data.

For clients who need to archive critical data for extended periods, they can store it at our facilities (for a nominal storage charge), or they can have us send the data (usually via FTP) so they can store it indefinitely.

Verizon has several reporting tools that you can use to analyze a contact center's performance. inTouch, CallDetail, and Central reports provide various analytical reports for identifying trends and tracking KPIs historically and in real-time for all calls routed through Verizon's solution.

### Key Features

- Real time and historical reporting tools directly integrated with the ACD and IVR products. All agent activity (login/logout, state changes, and call activity) is logged and available for real-time and historical reporting.
- Ability to access, filter, and report on 111 metrics that apply to your contact center.
- Reports 2.0 allows drill down into the data. Ability to build, save, and export custom reports.
- Access to reports is permission driven, and reports can only be viewed if the user has the right credentials.
- Security on applications, which you have access to, includes passwords and the encryption of links.
- With inTouch, the real time reporting engine, access is allowed in five levels: None, Real-Time, Historical, Custom Reports, and Full Access. With the exceptions of no access and full access, a permission level can have any combination of the real, historical, or custom reports.

Reports available to a user from Reports 2.0 are based on the security profile permissions for the user.

Verizon will provide the Customer with access to graphical, real time reporting of agent, call and queue statistics in addition to agent status. The real time reporting

monitors performance and identify all interactions (voice, email, FAX and web) by contact channel. The reports will include summaries and totals (where applicable).

Agent statistics include:

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

Call statistics include:

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

Queue statistics include:

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

The statistics will be reportable by queue.

Verizon's Hosted (Cloud) Contact Center portfolio includes a powerful reporting tool that gives you access to the information you need in a customizable display format.

- View summarized data in charts, graphs and grids
- Drill down into data for more detail
- Fast performance and responsive user interface
- Create and save custom reports
- Choose from list of over 100 metrics
- Specify start/end dates and times
- Bookmark applied filters for easy recall
- Industry standard metric calculations (ICMI)
- Report dictionary (definitions and formulas)



- Mix and match filters
- Export to Excel with a single click

### Monitoring and Reports

- **Real-Time reports.** These reports display in real-time the data about agents, the states the agents are in, the number of agents who are in each state, detailed information about contacts, and current queue information.

The inTouch menu opens when you right-click the inTouch icon in the Windows system taskbar. These reports are run in real-time and are updated from the Internet every five seconds.

The following real-time reports are available:

- Agent Count by State
- Agent Counter
- Agent List
- Contact List
- Contacts States by Skill
- Queue Counter
- Queue Trend
- Service Level
- **All Agents.** This allows you to view agents that are logged in and their current state. The colored box next to each agent indicates their state: red agents are unavailable, green agents are available, purple means an agent is handling an ACD contact, and yellow designates an outbound call.  
  
By right-clicking this report, you can filter the list by team or agent. You can also change the appearance of the report or bring up the Agent Zoom.
- **Queue Counter.** This report is a basic numerical display of the calls in queue. You can resize the report as needed. (Often, this report is sized to the full screen and displayed in the contact center as a live queue counter for agents.) You can filter the queue counter by media, campaign, and skill, or you can display the number in queue or longest wait in queue.
- **SL.** This report shows the percentage of calls answered in the specified time (Service Level Threshold) for each skill. You can filter the report by campaign and skill.
- **Active Contacts.** This report shows a list of current active contacts and details about each one. This report shows the skill of each contact, the state of the contact, time spent in the current state, the agent handling the contact, the contact's total time in the network, and campaign and media type:

- Yellow contacts are in a pre-queue state (i.e., navigating an IVR.)
- Red contacts are in queue, routing to agents, or have requested a call back.
- Green contacts are active with an agent (and include hold time).
- Blue contacts are post agent contacts (i.e., transferred calls or contacts routed into the network after speaking to an agent).
- **Agent.** This is a numerical display of the total agents working and how many agents are in each state. This report can be filtered by team.
- **Agent Status Chart.** This real-time bar chart shows the total number of agents in each state for your business.

## 6.5 Call Recording & Basic Quality Management

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

### Verizon Response

Verizon's solution will meet the requirements as outlined in HCC RFQC Exhibit 2.

### 6.5.1 Call Recording

#### Verizon Response

Verizon will provide digital recording and monitoring of inbound/outbound voice calls. At a minimum, the date, time, duration, caller ID information (if available), dialogue and identity of the agent handling the call will be captured and recorded. The system shall allow archived calls to be retrieved by the authorized user by date, time, agent, content, contact channel or identity (ANI) of the caller. The following minimum capabilities shall be provided:

1. Archive recordings.
2. Playback of recording.
3. Provide the capability for the recording of an agent to be activated and deactivated on demand.
4. Remote monitoring and playback.
5. Reporting (management and administrative).
6. Scheduled and random call recording.
7. Selective recording (based on business rules).

Using our Call Flow scripting application, Studio, Supervisors, or Admin can set up recording rules based on call flow or skill group.

Contact Center Solution also provides on-demand call recording. When an agent is on an active call, supervisors can monitor or record it from the Agent Zoom window in inTouch, or through the Supervisor Agent Login console. An agent selects Record from the Contact Center Solution Agent interface.

Contact Center Solution allows for automated recording of calls, and can include any percentage of calls that you deem necessary. Call recording can be automated to record every call, a certain ratio of calls, or every 6th call, etc.

Contact Center Solution Screen Recording incorporates a best-of-breed screen recording capability with our enterprise-level ACD solution to provide you with a complete view of all supported media type customer interactions. Verizon Contact Center Solution will provide customization and work with individual State entities to define specific protocols and rules for screen recording.

Quality Monitoring (QM), available for Contact Center Solution, is a web solution that allows contact centers to assess and rank agent performance based on parameters set up by you.

QM adds value to the Contact Center Solution ACD by providing an easy to use solution to score agent interaction recordings using customized scorecards. The evaluations can be quickly consumed to pinpoint bottom and top performers to provide agent performance training.

Generally, all call recordings are stored at the Contact Center Solutions Data Center initially. However, Contact Center Solution can have jobs set up in the system to copy the CallLog.wav files for recorded calls to either a Contact Center Solution SFTP site or customer provided FTP site.

Using our Call Flow scripting application, Studio, Supervisors, or Admin can set up recording rules based on call flow and skill group.

For on demand, when an agent is on an active call, supervisors can monitor or record it from the Agent Zoom window in inTouch, or through the Supervisor Agent Login console. An agent selects Record from the Contact Center Solution Agent interface.

The Contact Center Solution can record calls, which can be used to meet legal, regulatory, or business improvement strategies. In addition, you can store recordings on the hosted platform or have them delivered to a customer-owned storage device.

While the Contact Center Solution retains the call recordings for a customer-defined period of time, the State could consider the following:

- Deleting recordings permanently (after a defined period of time)
- Transferring recordings using File Transfer Protocol (FTP)
- Transferring recordings using Secure File Transfer Protocol (SFTP).

The following options help you address these issues.

- **Retain the Recordings on the Platform with a Set Time to Live (TTL) and then Delete.** This option is typically used to meet agent coaching purposes,

but it can also meet financial, regulatory, or legal requirements.

You can store recordings on the platform for a customer-defined duration by establishing a TTL for call recordings. At the expiration of the TTL period, the recording is deleted and is no longer available.

If you choose this option, you must inform the Contact Center Solution team of the relevant TTL during implementation. This information is configured into the platform and can result in extra fees for storage if the account exceeds its allotted storage (which equates to the total number of agents using the platform multiplied by 1 gigabyte).

For example, to retain call recordings for 3 months for 10 unique agents, the TTL is set to 90 days and you are allotted 10 gigabytes of storage at no extra charge. If during the 90 day window the recording storage exceeds 10 gigabytes, you begin to incur additional storage charges on a per-gigabyte basis.

At day 91, customer recordings for day 1 are deleted from the platform and become unrecoverable.

- **Retain the Recordings on the Platform with a Plan to Transfer files via FTP to a Remote Device.** This option is useful if you require long-term storage at a controlled cost and without the need for secure transfer of recordings.

The initial recordings are stored on the platform for a customer-defined period by establishing the TTL. At the expiration of the TTL, the recordings are delivered to a customer's FTP server. Upon successful completion of file delivery, the files are deleted from Contact Center Solution.

If you choose this option, you must inform the Contact Center Solution team of the relevant TTL during implementation, and you must also provide a contact who can work with us to ensure the FTP process is configured properly.

This information is configured into the platform and can result in extra fees for storage if an account exceeds its allotted storage (which equates to the total number of agents utilizing the platform multiplied by 1 gigabyte).

For example, to retain call recordings for 3 months for 10 unique agents and then transfer recordings to a remote storage device, the TTL is set to 90 days and you are allotted 10 gigabytes of storage at no extra charge.

If during the 90 day window the recording storage exceeds 10 gigabytes, you begin to incur additional storage charges on a per-gigabyte basis.

At day 91, customer recordings for day 1 are transferred to a customer-owned FTP site. Upon successful completion of the transfer, the files are deleted and are no longer available.

- **Retain the Recordings on the Platform with a Plan to Transfer files via SFTP to a Remote Device.** This option is useful if you need long-term storage at a controlled cost and you need secure transfer of call recordings.

The initial recordings are stored on the platform for a customer-defined period by defining the TTL. At the expiration of the TTL, the recordings are placed on a Contact Center Solution FTP site where you can download the files via SFTP to a customer-owned storage device.

Upon successful completion of file retrieval, you are responsible for deleting the files from the Contact Center Solution FTP server.

If you choose this option, you must inform the Contact Center Solution team of the relevant TTL during implementation. You must also provide information needed to perform the SFTP transfer and identify a contact who can work with us to ensure the SFTP process is configured properly.

This information is configured into the platform and can result in extra fees for storage if the account exceeds its allotted storage (which equates to the total number of agents utilizing the platform multiplied by 1 gigabyte).

For example, to retain call recordings for 3 months for 10 unique agents and then transfer recordings to a remote storage device, the TTL is set to 90 days and you are allotted 10 gigabytes of storage at no extra charge.

If during the 90 day window the recording storage exceeds 10 gigabytes, you begin to incur additional storage charges on a per-gigabyte basis.

At day 91, all customer recordings for day 1 are sent to a Contact Center Solution FTP location awaiting customer download via SFTP.

The customer is then responsible to delete all recordings from the Virtual Contact Center FTP server or incur extra storage costs.

Contact Center Solution supports 8-bit mono U-Law .wav and Microsoft .wma file formats.

Contact Center Solution can send recorded calls directly to customer FTP sites, to a specific email address (a supervisor / manager) or to be accessed through login on the Contact Center Solution web portal.

Recorded calls are stored in Contact Center Solution's database as .wav and Microsoft .wma file formats, and they can be played over the computer and forwarded to others via email.

## 6.5.2 Customer Surveys

### Verizon Response

Verizon ECHO Survey is a survey solution that measures customer experience and delivers strong analytics and actionable information right down to the agent level in

virtual real time. This allows supervisors to focus on agent improvement, helps to drive the right behaviors in agents, it also allows them to self-correct, it pinpoints service recovery opportunities, and it helps to identify improvement initiatives for the organization as a whole.

## 6.6 Network & Transport

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

### Verizon Response

Verizon’s solution will meet the requirements as outlined in HCC RFQC Exhibit 2.

### 6.6.1 Toll-Free service requirements

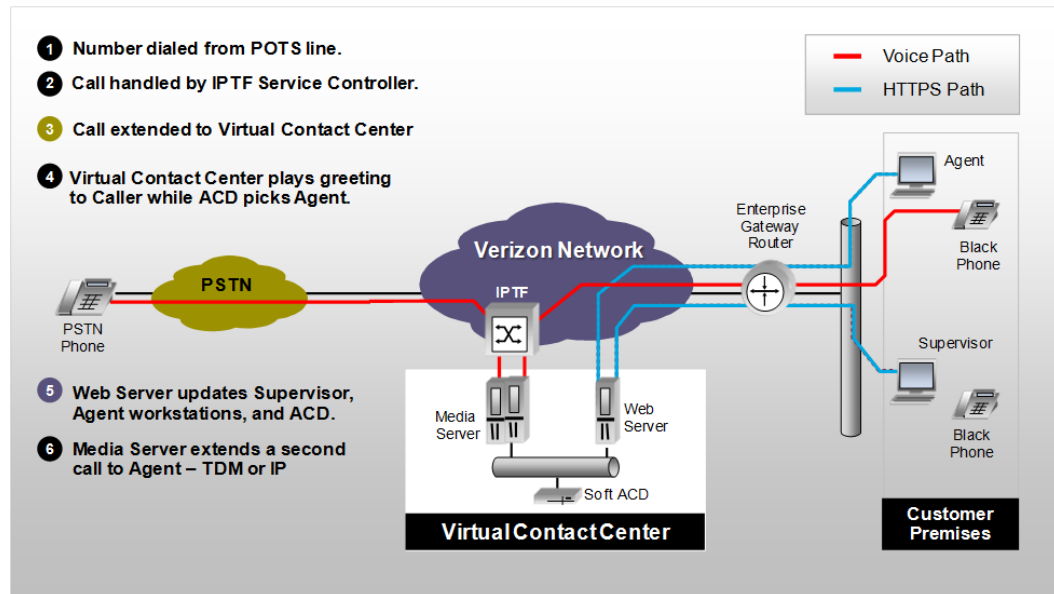
#### Verizon Response

Verizon’s solution works in conjunction with Verizon’s IP Toll Free or VoIP Inbound with Local Originations (VILO) number(s).

### 6.6.2 Trunking Requirements

#### Verizon Response

The following provides Virtual Contact Center call termination information:



### 6.6.3 Data network requirements

**Verizon Response**

Internet Broadband Access
256kps bandwidth per workstation in a stand-alone or at home environment. Less for a shared environment like a call center.
Less than 200ms average round-trip ping reply between workstation and inContact Servers.
VOIP Bandwidth Requirements
Based on the CODEC implementation G.711 CODEC requires 88kbps per simultaneous call (For example number of simultaneous calls x CODEC kbps = total bandwidth needed) NOTE: CODEC bandwidth use is bidirectional, so it is 88 up and 88 down simultaneously for a given G.711 call.

### 6.6.4 VPN / Security for Transport

**Verizon Response**

Security is very important to us. Because of that, clients cannot directly access Virtual Contact Center’s databases. Security on applications that you have access to includes passwords and encryption of links to Virtual Contact Center.

## 7.0 Enhanced Contact Center Services

### 7.1 Enhanced Quality Management

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

#### Verizon Response

Verizon's solution will meet the requirements as outlined in HCC RFQC Exhibit 2.

The Verizon solution will provide for quality management. The solution shall include role based customizable scorecards derived from predefined key performance indicators (KPI's) or user defined KPI's. The solution will record agent interactions including voice and screen simultaneously, automatically deliver interactions to supervisors for evaluation and scoring and will include reporting capability that allows managers to review results or identify trends at either the group or agent level.

### 7.2 Enhanced Workforce Management

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

#### Verizon Response

Verizon's solution will meet the requirements as outlined in HCC RFQC Exhibit 2.

The Virtual Contact Center Workforce Management solution provides you with an intuitive desktop solution for managing and planning your contact center activities and ensures that your contact center will deliver the ultimate in customer service.

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

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

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



### 7.3 Customer Relationship Management (CRM)

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

#### Verizon Response

Verizon's solution will meet the requirements as outlined in HCC RFQC Exhibit 2.

For our preferred integration methods for database and screen pop applications:

**Web Services.** We can integrate to databases using web service methodology. Virtual Contact Center can consume an external web service or can allow its own web services to be consumed.

We have integrated over 100 CRMs in this manner into Virtual Contact Center's web services definitions library (WSDL).

#### Screen-Pop Architectures Supported by Virtual Contact Center

- **Explicit URL.** If a URL is launched (as defined in the Virtual Contact Center Central Skills page), the key/value pairs are passed on the query string. (i.e., `http://someurl.com?pop.asp&acctnum=1234&balance=5.25&duedate=5/25/2011`).

Organizations with complete control over their web-based CRM may find Virtual Contact Center Agent's URL pop to be the simplest and fastest solution. Because most browser-based CRM solutions require login credentials (i.e., username and password), this is impractical unless the website can accommodate direct login via the query string.

- **Explicit Executable.** If an executable is launched, the key/value pairs are passed as command-line parameters (i.e., `MyCRM.exe acctnum=1234 balance=5.25 duedate=5/25/2011`).
- **Middle-Ware Executable.** Many CRM vendors offer an API that enables custom-built or third-party software to interact with the CRM.

For organizations that use a CRM that has a API, it may be possible to build a simple custom executable that receives the key/value pairs from the command-line and calls the relevant API feature that instructs the CRM to open to a specified screen.

Virtual Contact Center provides both database integration via ODBC and direct API integration with salesforce.com and Microsoft Dynamics.

## 8.0 Transition Requirements

### 8.1 Setup & Transition

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

#### Verizon Response

Verizon's solution will meet the requirements as outlined in HCC RFQC Exhibit 2.

### Virtual Contact Center Implementation Overview

#### VCC Customer Roles

**Administrator(s)** – personnel assigned to participate in VCC configuration meetings to set up VCC security profiles and settings, and configure call routing via scripting sessions, perform baseline configuration of VCC business unit (hours of operation, profiles, points of contacts, etc.) and perform/coordinate user acceptance testing.

**IT & Network Support** – ensure customer environment is enabled for VCC use – order DIDs for agents, open network ports/firewall settings, ping test, FTP site for recording downloads, staff pc requirements, download software, admin rights for specific individuals.

**Contact Center Manager (decision maker)** – approve new VCC call flows, agent and supervisor settings, call reporting, define teams/skill groups, alternate routing requirements, receive outage notifications.

**Trainer** – personnel assigned to attend VCC Train-the-Trainer sessions in order to train agents & supervisors on VCC contact handling.

**Incident Manager** (often assigned to the Administrator or a Contact Center Manager) – manage the VCC support site set up, report incidents impacting VCC service, configure other support users, etc..

**Test Staff** – coordinate and conduct user acceptance testing prior to cutover

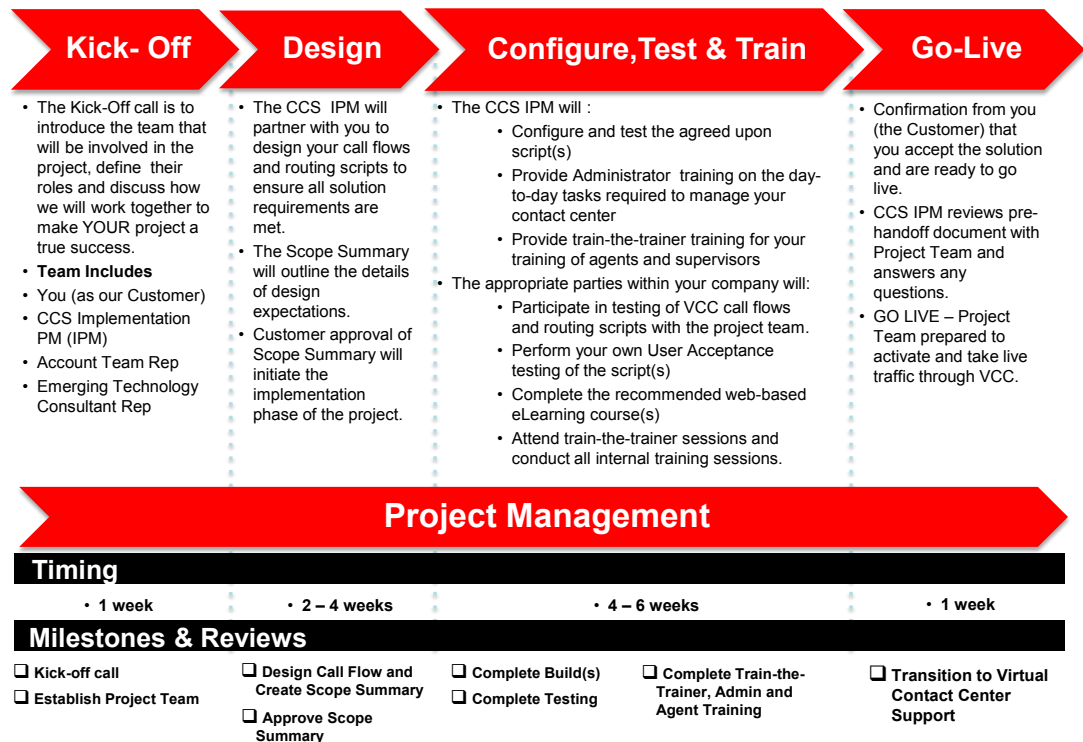
\*\* Depending upon your organizational structure, a single individual may act in more than one role.

#### Implementation Process Overview

The published interval for implementing VCC core services is 45-60 business days (if advanced services are ordered, the implementation interval may be extended or require use of a phased approach). The Virtual Contact Center (VCC) implementation team utilizes audio and web-based tools to provide end-to-end project management for all VCC implementations (no onsite services are provided). All projects begin with a review of the overall process and quickly proceed to requirements gathering to determine the criteria and business rules needed to

successfully configure ACD, IVR, and multimedia routing for the customer’s contact center. Once the scope of the project is agreed upon, the VCC Implementation Project Manager (IPM) will work closely with the customer’s designated administrator(s) to configure the details of the call flow, providing hands-on training throughout the process. When the scripting is complete, the VCC IPM, or a designee will test the configuration prior to handing off to the customer for independent User Acceptance Testing (UAT). To ensure that all VCC users are prepared for the transition to VCC, extensive online training resources are available for on-demand review and train-the-trainer training is provided for the customer’s designated trainer(s). On the agreed upon go-live date, the VCC IPM coordinates all cutover activities and ensures that calls are being delivered to VCC agents. A 10-business day monitoring period follows the cutover where the VCC IPM remains engaged to address any post-cutover issues that may arise and answer questions as needed prior to the formal handoff to Virtual Contact Center Support.

The following figure provides an at-a-glance view of the VCC Implementation process.



The following sample project schedule provides information on the specific tasks. Please note this is a sample only and may not be the schedule used for your implementation.

Sample VCC Schedule						
ID	% Complete	Task Name	Duration	Start	Finish	Resource Names
1	0%	VCC Project Schedule Template	49.25 days	Fri 4/4/14	Thu 6/12/14	Customer
2	0%	Project Kick-off	44.25 days	Fri 4/4/14	Thu 6/5/14	Customer
3	0%	VCC Implementation Overview	8 days	Fri 4/4/14	Tue 4/15/14	Verizon Account Team,Customer,Vz VCC ETC,
4	0%	VCC Overview Training via Verizon CTD	1 day	Mon 4/14/14	Mon 4/14/14	Customer
5	0%	Business Requirements Review & Planning	1 day	Fri 4/4/14	Fri 4/4/14	Customer
6	0%	Review VCC System Requirements	1 hr	Fri 4/4/14	Fri 4/4/14	Customer
7	0%	Review Ping Test Instructions	1 day	Fri 4/4/14	Fri 4/4/14	Vz CCS PM,Customer
8	0%	Review Premise Based CPE (Workstations / Phones)	1 day	Fri 4/4/14	Fri 4/4/14	Customer
9	0%	Review Numbers (Access/ Test / Alternate Routing)	1 day	Fri 4/4/14	Fri 4/4/14	Verizon Account Team,Customer,Vz VCC ETC
10	0%	Review Outbound Usage Details	1 day	Fri 4/4/14	Fri 4/4/14	Verizon Account Team,Customer,Vz VCC ETC,V
11	0%	Review Call Recording Options	1 day	Fri 4/4/14	Fri 4/4/14	Verizon Account Team,Customer,Vz VCC ETC,V
12	0%	VCC Routing Review	1 day	Wed 4/9/14	Wed 4/9/14	Customer
13	0%	Review Call Flow	1 day	Wed 4/9/14	Wed 4/9/14	Customer,Vz CCS PM
14	0%	Review Business Continuity Plan	1 day	Wed 4/9/14	Wed 4/9/14	Customer,Vz CCS PM
15	0%	Review Alternate Route & Disaster Recovery Plan	1 day	Wed 4/9/14	Wed 4/9/14	Customer,Vz CCS PM,Verizon Account Team
16	0%	Scope Summary	4 days	Thu 4/10/14	Tue 4/15/14	Customer
17	0%	Scope Summary Created	2 days	Thu 4/10/14	Fri 4/11/14	Vz CCS PM,Customer
18	0%	Scope Summary Approval	2 days	Mon 4/14/14	Tue 4/15/14	Customer
19	0%	Implementation Phase - Configuration Begins	36.25 days	Wed 4/16/14	Thu 6/5/14	Customer
20	0%	Schedule First Configuration Session	1 day	Wed 4/16/14	Wed 4/16/14	Verizon Account Team,Customer,Vz VCC ETC,V
21	0%	Provide Customer Administrator Access to Business Unit	1 day	Wed 4/16/14	Wed 4/16/14	Customer,Vz CCS PM
22	0%	Add Customer Administrator contacts to VCC Notifications Distro list	1 day	Wed 4/16/14	Wed 4/16/14	Vz CCS PM,Customer
23	0%	Phone Contacts	15 days	Thu 4/17/14	Wed 5/7/14	Customer
24	0%	Create Campaigns	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM
25	0%	Create Teams	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM
26	0%	Create Unavailable Codes - Optional	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM
27	0%	Create Dispositions / Reason Codes - Optional	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM

Sample VCC Schedule								
ID	% Complete	Task Name	Duration	Start	Finish	Resource Names		
							T	F
28	0%	Review & Create Security Profiles	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM		
29	0%	Create Skills	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM		
30	0%	Create User Profiles	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM		
31	0%	Create Hours of Operations, Holidays	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM		
32	0%	Download Studio - Script Administrators	1 day	Tue 4/22/14	Tue 4/22/14	Customer,Vz CCS PM		
33	0%	Build Phone Scripts	7 days	Tue 4/22/14	Wed 4/30/14	Customer,Vz CCS PM		
34	0%	Record Prompts	5 days	Thu 5/1/14	Wed 5/7/14	Customer		
35	0%	Create Points of Contact	1 day	Thu 5/1/14	Thu 5/1/14	Customer,Vz CCS PM		
36	0%	<b>Training</b>	<b>33 days</b>	<b>Thu 4/17/14</b>	<b>Mon 6/2/14</b>	<b>Customer</b>		
37	0%	Admin Training (hands on throughout implementation)	18 days	Thu 4/17/14	Mon 5/12/14	Customer,Vz CCS PM		
38	0%	Train-the-Trainer Sessions	18 days	Thu 4/17/14	Mon 5/12/14	Customer		
39	0%	Conduct Train the Trainer for Agent/Supervisor	18 days	Thu 4/17/14	Mon 5/12/14	Customer,Vz CCS PM		
40	0%	Ensure all users can access VCC Central and Launch Agent Interface	3 days	Thu 4/17/14	Mon 4/21/14	Customer,Vz CCS PM		
41	0%	Agent & Supervisor Training	10 days	Tue 5/20/14	Mon 6/2/14	Customer		
42	0%	Complete Agent & Supervisor Training Sessions	10 days	Tue 5/20/14	Mon 6/2/14	Customer		
43	0%	Facilitate Agent & Supervisor Practice Sessions - Optional	5 days	Tue 5/27/14	Mon 6/2/14	Customer		
44	0%	Review VCC Support Site	3 days	Fri 5/16/14	Tue 5/20/14	Customer		
45	0%	Create Customer ID's for VCC Support Site	1 day	Fri 5/16/14	Fri 5/16/14	Vz CCS PM,Customer		
46	0%	Review VCC Support Site	1 day	Mon 5/19/14	Mon 5/19/14	Vz CCS PM,Customer		
47	0%	Open Case to Designate Support Site Contact Roles	1 day	Tue 5/20/14	Tue 5/20/14	Customer		
48	0%	<b>Testing</b>	<b>12 days</b>	<b>Thu 5/1/14</b>	<b>Fri 5/16/14</b>	<b>Customer</b>		
49	0%	Create VCC Test Plan	3 days	Thu 5/1/14	Mon 5/5/14	Customer,Vz CCS PM		
50	0%	Complete Call Flow/Routing Testing	5 days	Tue 5/6/14	Mon 5/12/14	Customer,Vz CCS PM		
51	0%	Conduct End-to-End Testing	3 days	Tue 5/13/14	Thu 5/15/14	Customer,Vz CCS PM		
52	0%	Obtain User Acceptance	1 day	Fri 5/16/14	Fri 5/16/14	Verizon Account Team,Customer,Vz VCC ETC,V		
53	0%	Reporting Review	3 days	Tue 5/13/14	Thu 5/15/14	Customer		

Sample VCC Schedule								
ID	% Complete	Task Name	Duration	Start	Finish	Resource Names	T	F
54	0%	Download Reporting Software & Review Functionality	1 day	Tue 5/13/14	Tue 5/13/14	Customer		
55	0%	Create Dashboard	1 day	Wed 5/14/14	Wed 5/14/14	Customer		
56	0%	Review all VCC Reporting Resources	2 days	Wed 5/14/14	Thu 5/15/14	Customer,Vz CCS PM		
57	0%	Cutover	2.25 days	Tue 6/3/14	Thu 6/5/14	Customer		
58	0%	Cutover Planning	1.13 days	Tue 6/3/14	Wed 6/4/14	Customer		
59	0%	Document Cutover Plan	1 day	Tue 6/3/14	Tue 6/3/14	Verizon Account Team,Customer,Vz VCC ETC,V		
60	0%	Conduct Go-No Go Meeting	1 hr	Wed 6/4/14	Wed 6/4/14	Verizon Account Team,Customer,Vz VCC ETC,V		
61	0%	Go Live	0.13 days	Thu 6/5/14	Thu 6/5/14	Customer		
62	0%	Complete Toll Free/Local Repoints	1 hr	Thu 6/5/14	Thu 6/5/14	Verizon Account Team,Customer,Vz VCC ETC		
63	0%	Confirm Live Traffic	1 hr	Thu 6/5/14	Thu 6/5/14	Customer,Vz CCS PM		
64	0%	Review Pre-Handoff Documentation	0.5 hrs	Thu 6/5/14	Thu 6/5/14	Verizon Account Team,Customer,Vz VCC ETC,V		
65	0%	Activate Billing	0.5 hrs	Thu 6/5/14	Thu 6/5/14	Vz CCS PM,Customer		
66	0%	Post Install	5.13 days	Thu 6/5/14	Thu 6/12/14	Customer		
67	0%	Conduct Application Monitoring	5 days	Thu 6/5/14	Thu 6/12/14	Vz CCS PM,Customer		
68	0%	Create and Send out Hand-Off Document	3 days	Thu 6/5/14	Tue 6/10/14	Vz CCS PM,Customer		
69	0%	Facilitate Hand-Off Meeting	1 hr	Thu 6/12/14	Thu 6/12/14	Verizon Account Team,Customer,Vz VCC ETC,V		

Additional details on the implementation process including detailed roles and responsibilities are provided here:

**VCC Implementation Roles and Responsibilities**

VCC IPM will matrix manage the VCC implementation inclusive of the following tasks and development of the following supporting documents. All activities are conducted remotely utilizing conference calls and net meeting to facilitate communications. No onsite services are provided.

- Host discovery session with customer and Verizon Sales Team to confirm contact center data provided, set implementation expectations, review the solution overview, project timeline and roles and responsibilities.
- Conduct weekly status calls with customer and Verizon Teams from project kick-off to cutover.
- Configure the routing script(s) at a level sufficient for discussion and review and inclusion in the Scope Summary document, which will be provided to the customer for approval. The implementation effort will cover the contact types the customer ordered (voice, e-mail, chat). Customer written (email) approval/agreement of the Scope Summary will be required to proceed.

- Provide a training overview document outlining the training resources available for the customer. These resources include online instructor led sessions via web meeting and audio bridge, video tutorials and online help files.
- Provide access to the customer's VCC Business Unit once the Scope Summary is approved in writing by the customer.
- Schedule configuration sessions with the customer to complete the detailed scripting while providing hands-on administrative training sufficient for the customer to be able to handle the post-handoff, day-to-day activities associated with maintaining their Virtual Contact Center.
- Validate the functionality of the scripting in regards to properly handling customer contacts as outlined in the Scope Summary.
- Remotely conduct up to two train-the-trainer sessions on agent and supervisor functionality. Each of these sessions will be limited to three of the customer's designated trainer(s) in each session.
- Work with the Verizon Account team to facilitate a successful cutover to VCC.
- Periodically monitor the customer's VCC application for a period of 10 business days following cutover.
- Provide a review session with the customer on the VCC support portal and the support process for knowledge transfer of opening, tracking and resolution of cases (trouble tickets).
- Host a hand-off call to transition the customer to VCC support upon completion of the 10 business day monitoring period.
- Provide the following supporting documentation during the implementation process
  - Weekly Meeting Minutes
  - Scope Summary
  - Project Schedule
  - Hand-Off Document

Customer will:

- Provide at least one, but not more than 3, dedicated technical resource(s) (referred to as the VCC Administrator(s) to implement and configure the VCC product. This resource(s) must have strong telephony/technology skills and be capable of understanding and configuring the VCC product.
- Ensure that designated VCC Administrator(s) and other involved personnel are able and available to work with the assigned VCC IPM throughout the process and will complete their assigned tasks independently and in a timely manner.

- Ensure that assigned VCC Administrators(s) will configure VCC to meet the customer's business needs.
- Certify that all premise components (Workstations/PC's, LAN/Internet, phone, etc.) meet system requirements as described in VCC System Requirements document or as advised by the VCC IPM during implementation.
- Perform any necessary modifications/configuration changes relating to premise equipment including but not limited to Workstation Browser settings, LAN(s), PBX, and phones to ensure compliance with requirements.
- Perform independent User Acceptance Testing, notifying the VCC IPM in writing of any specific defects identified. Provide email notification to the VCC IPM when UAT is complete.
- Ensure that each VCC user (anyone receiving any kind of interaction via Virtual Contact Center) has a DID or POTS (unique 10-digit number that terminates to their phone) and a unique email address.
- Ensure that your assigned VCC Administrator(s) will attend a 2-hour Verizon Virtual Contact Center Administration Manager Overview Training session.
- Be prompt to and attend kickoff, weekly project update, and handoff calls.
- Adhere to the defined project schedule so as not to delay the project completion.
- Notify the VCC IPM and your Verizon Account team of any project impacting delays in a timely manner.
- Independently test and accept the VCC configuration.
- Conduct training sessions to ensure that all Supervisors and Agents handling VCC interactions are adequately trained prior to cutover.
- Complete other internal tasks necessary to begin taking live traffic.
- Use the VCC Support Site documentation to ensure proper service reporting procedures. (This document will be provided in the Handoff Document delivered at the end of the implementation.)



## 9.0 Training and Support

### 9.1 Training

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

#### Verizon Response

Verizon's solution will meet the requirements as outlined in HCC RFQC Exhibit 2.

Every call center is different and has its own unique needs and goals. Because we consider our customers our partners, we want to help fulfill those needs and goals by providing all the necessary tools and knowledge you need to succeed.

That is why we developed a hands-on education program for customers. Whether you are an agent or an administrator, Virtual Contact Center has an education program that can help you master our call center software solutions and maximize their full potential.

We've developed a number of flexible education offerings for you to choose from when considering your training objectives. Our solutions include:

- **Instructor-Led Virtual Education.** In today's busy world, it's not always possible to leave the office. Enjoy the personal connection of instructor-led education without leaving your desk via web conference.
- **Self-Paced eLearning.** Students can also take education at their own pace, on their own schedule with our Internet-based eLearning solution.

### 9.2 Technical Support

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

#### Verizon Response

Verizon's solution will meet the requirements as outlined in HCC RFQC Exhibit 2.

Virtual Contact Center has 24x7x365 support. The team can be reached by phone, text, email, or web.

## **10.0 General Requirements**

### **10.1 Pricing Model**

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

#### **Verizon Response**

Consistent with the RFQC instructions, Verizon is not providing pricing at this time.

### **10.2 Security Requirements**

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

#### **Verizon Response**

The Verizon solution will comply with the State and Agencies data integrity and privacy policies for the delivery of the contact center services. The Verizon solution will provide encryption for VoIP calls that meet or exceed IRS Publication 1075 requirements, if required by Agency.

**State of Georgia**  
**Georgia Technology Authority**



**Hosted Contact Center**

**Attachment 2-C**  
**Service Provider Solution**

**Hosted Contact Center RFP**  
**NO. 98000-HCC-0000001097**

**June 11, 2014**

*This document contains confidential and proprietary information of GTA and Customers. It is furnished for the purpose of facilitating provider response to this RFP. Except with the express prior written permission of GTA this document and the information contained herein may not be published, disclosed, or used for any other purpose.*

## **Service Provider Guidelines**

This Appendix supplies specific information for the Service Provider's reference when responding to the Procurement.

## **Service Provider Instructions**

1. Service Provider may modify by filling in within this Appendix.
2. Service Provider's response to the RFP should reflect the information contained in this Appendix.
3. Please use this document or amend your previously submitted RFQC Solution document to provide to propose how your solutions meets the requirements listed in the Exhibit 2 – Statement of Work.

# Table of Contents

1.0	General Description .....	5
2.0	Core Contact Center Services .....	8
2.1	Hosted Services .....	8
2.2	Automatic Call Distribution .....	9
2.3	Auto-Attendant and Integrated Voice Response .....	15
2.4	Reporting & Analytics .....	17
2.5	Call Recording & Basic Quality Management .....	21
2.6	Network & Transport.....	25
3.0	Enhanced Contact Center Services .....	29
3.1	Enhanced Quality Management .....	29
3.2	Enhanced Workforce Management .....	30
3.3	Customer Relationship Management (CRM).....	33
4.0	Transition Requirements .....	<b>Error! Bookmark not defined.</b>
4.1	Setup & Transition .....	<b>Error! Bookmark not defined.</b>
5.0	Training and Support .....	<b>Error! Bookmark not defined.</b>
5.1	Training.....	<b>Error! Bookmark not defined.</b>
5.2	Technical Support.....	<b>Error! Bookmark not defined.</b>
6.0	General Requirements.....	34
6.1	Pricing Model.....	47
6.2	Security Requirements .....	47

## 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.

### OVERVIEW

Virtual Contact Center (VCC) is a network based multimedia contact center offering. Fully managed within application hosting facilities, Virtual Contact Center provides companies with a comprehensive library of customer support capabilities without requiring a costly investment in software, hardware, and support personnel.

With Virtual Contact Center, State of Georgia and affiliated agencies can offer excellent customer service through a variety of multimedia contact options and customer prioritization and intelligent contact routing tools. Virtual Contact Center provides a comprehensive set of contact center capabilities which provides your contact center with the tools required to provide an exceptional customer experience.

Because Virtual Contact Center is a complete in-network solution, a company's customer service agents only require a PC, Internet Connection, and a telephone to get started. Backed by strict Service Level Agreements your customers can have confidence in their contact center technology regardless of the geographical or physical locations of their agents.

Key points of Virtual Contact Center Include:

- 100% Hosted in geographically redundant data centers
- Multimedia support including voice, email, chat
- Integrate with 3rd party systems like Salesforce.com, Right Now, Microsoft Dynamics, or internally developed systems

- 99.99% Platform Uptime guarantee

Verizon has over 30 years of experience managing its own call centers and nearly two decades of meeting our clients' Call Center Services (CCS) needs.

- We support over 22 billion yearly minutes of enhanced voice and contact center traffic.
- Since 1995, the Verizon ECR platform growth has increased from .5 billion to over 20 billion minutes per year.
- We have handled 21.9 million calls and attained 99.98% availability on the busiest days.
- The rate of attrition for CCS customers is less than 1% annually.



- We completed over 4,000 projects and applications annually.
- All Verizon CCS implementation processes are ISO 9001:2000 certified.
- Over 17,000 applications are currently implemented and supported.

**Experienced Transition Team** Verizon has extensive experience transitioning telecommunication services. Verizon will assign an outstanding team of highly qualified and experienced transition personnel to work with the Verizon State of Georgia account team and State of Georgia staff members to manage and support the complete transition process. Verizon has learned that successful transitions cannot be supported by applying a mass production approach where diverse groups handle various components of the transition, possibly resulting in unforeseen coordination and communications issues as well as experiencing unnecessary disruption in service

Instead, a successful transition is dependent on the provider’s ability to provide an integrated, multidisciplinary team where all assigned staff members are working towards achieving the same customer goals and objectives, and who will work diligently to meet all mutually agreed upon project timeframes and critical transition milestones.

Lowest Risk Option	Lowest Transition Costs
<ul style="list-style-type: none"> <li>■ No service interruption</li> <li>■ Maintain existing equipment, circuits</li> <li>■ Faster contract transition</li> <li>■ Fewer service orders</li> <li>■ No order address issues</li> <li>■ No local site coordination</li> </ul>	<ul style="list-style-type: none"> <li>■ No cost of parallel networks</li> <li>■ Minimal transition oversight</li> <li>■ Minimal demand on field site personnel</li> </ul>

**Why Verizon?** Verizon has a proud history and a strong partnership with State Government, Federal Government and other Public Sector entities. Our Team understands that efforts to provide the best possible technology solution will not succeed without the “best and brightest” people to lead the effort and translate State of GA mission objectives into action. With that in mind, Verizon has put together a team of both telecom and contact center professionals.

**KEY BENEFITS TO State of Georgia**

---

- Verizon will leverage the fully owned infrastructure of a carrier and the flexibility of an integrator to deliver “Services Based Integrator” solutions.
- Verizon proven PMI, CMMI and ISO processes.

## 2.0 Core Contact Center Services

### 2.1 Hosted Services

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

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

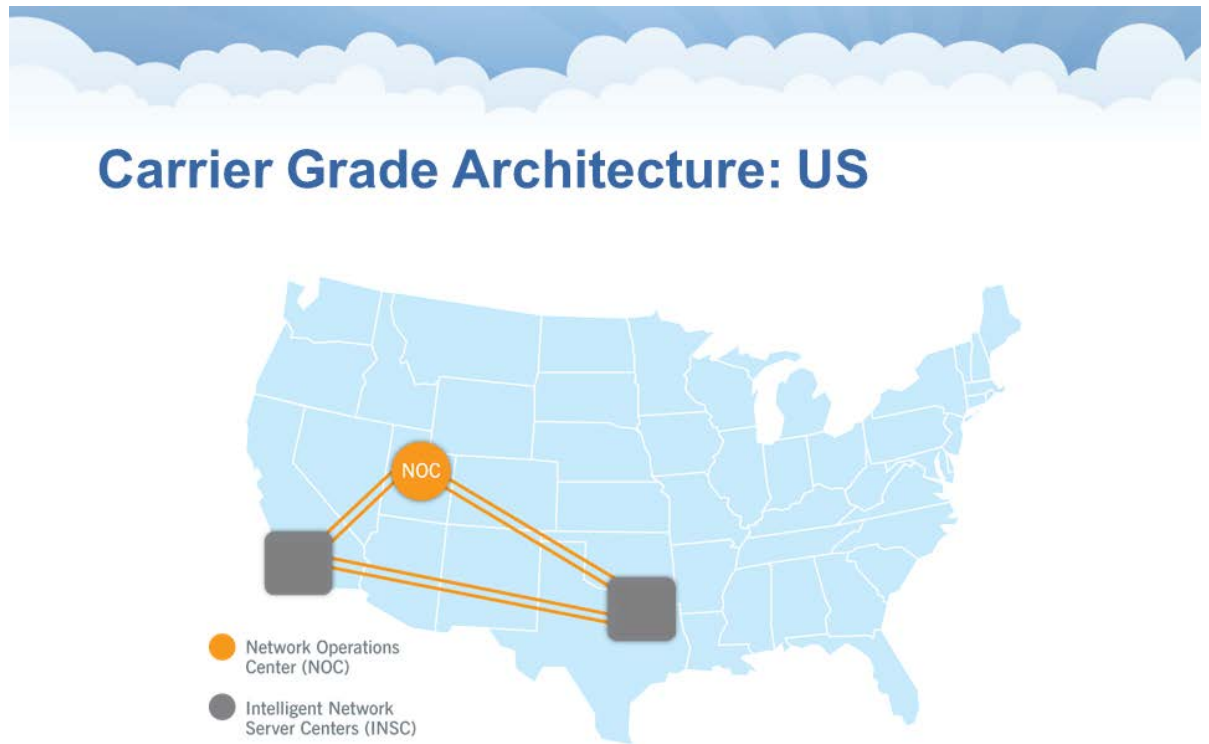
Verizon will provide a hosted Contact Center Services solution that does not include Customer premise equipment and will provide the necessary system components required for the hosted Contact Center Services, including but not limited to hardware and software. Verizon, its affiliates and partners will own and maintain the system components associated with delivering the service, which are located within the network.

Verizon Virtual Contact Center (VCC) uses a multi-tenant architecture. Customers are assigned a business unit that no other VCC customer can access. Each business unit is self-contained and allows for all contracted functionality.

Depending on the specific needs of the customer Verizon recommends, installs and customizes the solution to address the requirements of the end use customer.

VCC Points of Presence (PoP) sites are in Los Angeles, CA and Dallas, TX and each operates redundant to the other.

These PoP sites are supported and monitored by a 24x7 carrier-grade Network Operations Center (NOC) in Salt Lake City, UT. The NOC employs next generation, industry-standard monitoring systems and tools and, in the event of failure, can operate remotely using virtual contact center technology in Salt Lake City or Los Angeles.



## 2.2 Automatic Call Distribution

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

### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

Verizon will provide the capability for a network call queue (a single queue or multiple queues according to Customer needs) to manage the intelligent routing and distribution of contacts from all of the offered multimedia channels such as voice, email and a Customer website.

The intelligent routing and distribution of contacts are determined according to the real time operating status of the Customer’s contact center and their specified business rules. The Customer business rules can be based upon parameters such as media type, real time status of the contact center, call profile, call content and agent skills.

The Verizon Virtual Contact Center automatically answers calls as they arrive in the system; places calls in a holding queue until agents become available; distributes calls to maintain an even level of activity among agents; and provides timely management information about the system's status. This service provides a comprehensive, managed, network-routing solution that intelligently routes multimedia transactions, such as voice, e-mail, chat, and web collaboration for contact centers. Intelligent contact routing give customers with multiple contact centers the power to operate as one virtual enterprise.

Verizon ACD capability includes the following:

**ACD-IVR Feature Availability**

Feature	Description	Provide Y/N	Delivery Method
<b>Chat</b>	Agents can exchange instant messages with other agents or supervisors on their team. Supervisors can use Chat to coach agents	N	Agent to Agent chat is not supported in Virtual Contact Center.
<b>Reason codes</b>	Agents provide a reason code for logout and not-ready state change	Y	Unavailable Codes are optional, customizable reasons that the agents use to indicate why they are unavailable.
<b>Real-time reporting</b>	Agents can see their real-time statistics directly on their desktop application	Y	The Virtual Contact Center dashboard provides real-time reporting for all major ACD/IVR metrics.
<b>Agent state log</b>	ACD state changes are logged with a time and date stamp to allow detailed tracking and troubleshooting of agent state transitions	Y	All agent activity (login/logout, state changes, and call activity) is logged and available for real-time and historical reporting.
<b>Agent-initiated call recording</b>	On-demand recording. This feature enables agents to record any call on demand	Y	On-demand recording is available for the agent via the Agent interface.
<b>Caller-data display</b>	Displays information about the caller such as ANI time of call, etc.	Y	Any data that can be either collected from a caller (e.g., user entered digits, ANI, DNIS, time, etc.) as well as any data which can be obtained from customer internal database can be used to make call distribution decisions and can be provided to an agent desktop.

Feature	Description	Provide Y/N	Delivery Method
<b>Threshold alerts</b>	Alerts Agents and Supervisors when the number of calls in queue meet a predetermined threshold	Y	Alerts can be set for the management for certain conditions or unexpected events, i.e. no agents are logged in for a particular skill group, queued calls/wait time thresholds are exceeded, etc.
<b>Wrap-up codes</b>	At the conclusion of the call, the Agent is presented with a wrap-up code to categorize the nature of the call.	Y	The After Call process (dispositions) displays after the call is released and can be selected while the agent is in an after call wrap state.
<b>Phone directory</b>	The searchable phone directory displays the phone book to automate dialing of an outgoing call.	Y	The Virtual Contact Center Agent supports the ability to create a custom address book, which allows for point and click speed dialing, which is searchable.  Outbound calling is enabled in support of an inbound interaction.
<b>Silent monitoring</b>	Supervisors can silently monitor agent and caller voice interaction.	Y	Virtual Contact Center provides a supervisor desktop that allows silent monitoring of agents and impromptu recording of calls. Neither the agent nor the caller is given notification that the call is being monitored.
<b>Barge in</b>	Supervisors can join any call in progress	Y	Supervisors can barge in a call.
<b>Call intercept</b>	Supervisors can move any call from any agent to themselves	N	Supervisors can take over calls as needed.
<b>Recording</b>	Supervisors and Agents can perform on-demand recording and playback of agent calls	Y	Agents and Supervisors can record a call on-demand.  Calls are recorded in .wav and Microsoft .wma file formats and can be played within the system, over the computer, and forwarded to others via email.

Feature	Description	Provide Y/N	Delivery Method
<b>Full Time Recording</b>	Record all calls and store recordings for predetermined time.	Y	<p>Virtual Contact Center can send recorded calls directly to customer FTP sites, to a specific email address (a supervisor / manager), or be accessed through Virtual Contact Center Central.</p> <p>Recorded calls are stored in Virtual Contact Center's database.</p> <p>Calls are recorded in .wav or Microsoft .wma file formats and can be played over the computer and forwarded to others via email.</p> <p>Customer can determine the Time-to-Live (TTL) which determines the amount of time recordings remain on the platform.</p>
<b>Scrolling marquee messages</b>	Supervisors can send these messages to broadcast important news to all agents on their team	Y	A call center supervisor can communicate to the agent using the marquee available through the Virtual Contact Center Agent.
<b>Changing the agent state</b>	Supervisors can change an agent from logged in to logged out or from ready to not ready	Y	Supervisors can do a forced log out for an agent.
<b>Blind Transfer</b>	Transfer call without announcing caller	Y	Virtual Contact Center ACD agents may blind transfer calls to any internal or external parties.
<b>Supervised Transfer</b>	Announce caller when transferring call	Y	Supervised transfer is supported.
<b>Conference Calls</b>	Agent can conference supervisor into call	Y	Agents can conference a maximum of 2 other parties (for a total of 3 parties).
<b>Custom Music/Message Streaming</b>	Custom music or messages can be played while caller is in queue.	Y	Virtual Contact Center supports customized queuing experiences including custom music or messages tailored to meet your business requirements.

Feature	Description	Provide Y/N	Delivery Method
<b>Real-time reporting</b>	Display of real-time statistics for number of calls in queue and longest call in queue	Y	The Virtual Contact Center Dashboard displays contact center statistics in real-time. Data includes agent states, contact stats, individual queue stats and SLA information as well as other key indicators. The Dashboard can be customized on a per-user basis to meet the needs of all contact center personnel.
<b>Historical Reporting</b>	Call data is archived and can be retrieved for reports.	Y	Provided through a variety of report options including standard reports, Data Download and Reports 2.0.
<b>Advanced Reporting</b>	Enables report creation and data analysis of call and agent records. Allows users to create ad-hoc reports, custom fields and formulas, complex data joins, and automate delivery of reports to select users.	Y and N	Virtual Contact Center provides full CDR (call detail reporting) on all calls routed through Virtual Contact Center. Reports 2.0 allows customers to select from more than 100 metrics to create reports. Report data can be exported for additional processing as needed.  Virtual Contact Center Data Download Reports can be scheduled for delivery via email.
<b>3rd Party Screen POP</b>	Facilitates integration with third-party CRM applications and enables sending caller-entered information to a third-party desktop application at the same time the call arrives.	Y	Successful integration with over 100 CRM applications.  We will grant your CRM provider of choice full access to our web services so that they can integrate to your specifications.
<b>Skills-Based Routing</b>	Allows for the creation and assignment of agent level skills to facilitate highly specific call routing strategies.  Skills-Based Routing assigns skill needs to each incoming call and then matches these needs to the agent most appropriately skilled to handle the call.	Y	Every agent can be assigned one or more skills, and for each skill assignment the agent can be configured to a specific proficiency level.

Feature	Description	Provide Y/N	Delivery Method
<b>Scorecard Routing</b>	<p>Allows for the creation of routing strategies based on business performance measurements.</p> <p>Examples of such measurements include sales conversion rates, average or net order values, and customer satisfaction.</p> <p>The functionality ensures that interactions are sent to the best performing agents or agent groups based on the specified business metrics.</p>	N	This functionality is not currently supported.
<b>Supervisor Dashboard</b>	<p>Provides access to real-time and historical reporting, call monitoring, call recording, routing strategy, and provisioning modules.</p>	Y	<p>Provided via the Virtual Contact Center Dashboard and Reports 2.0. A mobile Supervisor-on-the-Go app is also available for ipads that allows supervisors to view contact center status and make adjustments while they are away from their desks.</p>
<b>IVR Connector</b>	<p>Facilitates integration with third-party IVR and speech applications.</p> <p>Caller information from the IVR is used for routing decisions and agent screen pop.</p>	N	
<b>WFM Connector.</b>	<p>Facilitates integration with third-party Workforce Management (WFM) applications.</p> <p>Provides data to the WFM application for the purpose of forecasting and adherence calculations.</p>	Y	<p>Virtual Contact Center can integrate with third party WFM solutions through Web Services, on the Virtual Contact Center ACD and the Third Party WFM Solutions to pass historical and near real time ACD statistics.</p>



Feature	Description	Provide Y/N	Delivery Method
<p><b>Hosted Data Replica</b></p>	<p>Provides archival and retrieval of call and agent detail records.</p> <p>The length of time data is held in the Hosted Data Replica can be set as per a customer's specific requirements.</p> <p>The Hosted Data Replica can be accessed using a third-party application like Crystal Reports or native MySQL thick clients.</p>	<p>Y</p>	<p>Virtual Contact Center allows for the download of archival data which can then be imported into 3rd party analysis tools for data mining.</p>
<p><b>Hosted Storage</b></p>	<p>Storage for Call Recording.</p> <p>The length of time the recordings are held can be set as per a customer's specific requirements.</p> <p>The call recordings are accessible through any standard web browser via the web interface and assigned log-in credentials.</p>	<p>Y</p>	<p>Virtual Contact Center can send recorded calls directly to customer FTP sites, to a specific email address (a supervisor / manager) or accessed through Virtual Contact Center website.</p> <p>Recorded calls are stored within the database.</p> <p>Calls are recorded in .wav and Microsoft .wma file formats and can be played over the computer and forwarded to others via email.</p>

**2.3 Auto-Attendant and Integrated Voice Response**

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

**Verizon Response**

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

Verizon Virtual Contact Center solution is a technology that uses a human voice to present menu options to the caller. The caller can select an option using DTMF or the keypad on the telephone. Further the solution will enhance the customer experience through the deployment of self service or speech automated systems.

Verizon will provide a network based IVR solution that allows for automated interactions with telephone callers. The interactions will occur at a minimum via pre-recorded voice prompts, touch-tone telephone keypad entry (DTMF), voice (speech)

recognition and text-to-speech (TTS). The IVR solution functionality includes the presentation of information and options, the gathering of responses, retrieval of information by telephone callers, the transfer of a telephone caller to the ACD and the placement of outbound calls to deliver or gather information. The IVR solution will include a usage based option. The usage charge will be exclusive of any toll free network charges.

Verizon Virtual Contact Center is a component of the Cloud Contact Center Portfolio of internetworking services, which tightly couples signaling and functionality from the Advanced Toll Free and IP networks to deliver the intelligent routing and call treatment.

Verizon Virtual Contact Center provides automated treatment and intelligent routing for inbound calls using a combination of callers' menu choices, originating automatic number identification (ANI), time of day, database look-ups, caller-entered digits, and/or destination labels provided by customer systems. VCC enables callers to reach the right resource the first time or to be transferred without having to make a new call. VCC is scalable, adapting to applications from simple menu routing to complex systems that require more advanced features. An endless variety of feature combinations is available to make sophisticated, unique, business solutions.

#### **Interactive Voice Response (IVR)**

Verizon Virtual Contact Center IVR capabilities (Interactive Voice Response) are an effective way to help reduce costs and improve customer satisfaction. Well-designed IVR software enables callers to quickly get the results they need, whether it be through self-service or live-agent assistance. VCC hosted IVR software is easy to use and offers a robust drag-and-drop utility to create specialized call flows on-demand. This allows customers to make on-the-fly adjustments so they can better meet the needs of their customers and call centers.

#### **IVR - Visual Call Flow Development**

Create and edit contact flows quickly and easily, providing a flexible solution to fit our customers business needs, without limitations imposed by equipment, software or vendors. The VCC drag and drop tool make development and changes to call flows quick and easy without Professional Services involvement.

#### **IVR – Basic Menu**

Quickly build basic menu options that allow callers to enter DTMF tones to help route to secondary menus, queues, or directly to individual agents.

#### **IVR – Database and CRM Connectivity**

Integrate to data tables for account look ups or your customer database to help agents handle calls more effectively. A variety of CTI options are available so the IVR application can query external databases and CRM systems.

### **Automated Speech Recognition**

Virtual Contact Center supports Automated Speech Recognition (ASR). Our ASR platform provides a rich feature capability and functionality that incorporates all of the normal IVR capabilities and makes them available via speech activation/recognition.

Speech enabled IVRs have the ability for caller input to be recognized at any point in the menu process. This allows for pre-selection of the option, rather than waiting for all options to be read before being allowed to make a response.

VCC can speak any known variable as text-to-speech. There are up to 10 male and female voices available, and English and Spanish are supported.

## **2.4 Reporting & Analytics**

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

### **Verizon Response**

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

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

The historical reports will include:

- 1. Agent availability** – identification of agents and the length of time signed into queues;
- 2. Agent availability summary** – identification of agents, number of calls handled by an agent, the total time for handling calls, average time spent on a call, the maximum time spent on a call and the minimum time spent on a call;
- 3. All queue activity** – the number of calls offered to a queue, how many of the offered calls were answered and how many of the offered calls were abandoned by the caller;
- 4. Handled calls in queue** – the number of calls handled by a queue, the average caller wait time before call was answered and the maximum time callers waited for their call to be answered;
- 5. Abandoned call summary** – the number of calls abandoned when unanswered by a queue, the average wait time for a call to be abandoned and the longest time a caller waited before abandoning the call;

- 6. Abandoned calls** – the time a call was offered to a queue and the duration of the call before it was abandoned;
- 7. Agent call details** – the calls that an agent has handled, the identification of the agent, the queues the agent was logged into, the start/end times of the call handled by the agent and the details of the caller;
- 8. Agent group activity** – report details by agent group; and,
- 9. Dialed number activity** –report details by the primary listed directory number dialed by the caller.

The historical and real-time report output can be exported to standard formats such as .csv to provide format conformity with standard reporting packages or data analysis tools.

For clients who need to archive critical data for extended periods, they can store it at our facilities (for a nominal storage charge), or they can have us send the data (usually via FTP) so they can store it indefinitely.

Verizon has several reporting tools that you can use to analyze a contact center's performance. Reports 2.0, Data Download, and standard Central data provide various analytical reports for identifying trends and tracking KPIs historically and in real-time for all calls routed through The Verizon solution.

### Key Features

- Real time and historical reporting tools directly integrated with the ACD and IVR products. All agent activity (login/logout, state changes, and call activity) is logged and available for real-time and historical reporting.
- Ability to access, filter, and report on 111 metrics that apply to your contact center.
- Reports 2.0 allows drill down into the data. Ability to build, save, and export custom reports.
- Access to reports is permission driven, and reports can only be viewed if the user has the right credentials.
- Security on applications, which you have access to, includes passwords and the encryption of links.

Reports available to a user from Reports 2.0 are based on the security profile permissions for the user.

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

Agent statistics include:

1. Identification of agent;

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

Call statistics include:

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

Queue statistics include:

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

The statistics will be reportable by queue.

Verizon Virtual Contact Center portfolio includes a powerful reporting tool that gives you access to the information you need in a customizable display format.

- View summarized data in charts, graphs and grids
- Drill down into data for more detail
- Fast performance and responsive user interface
- Create and save custom reports
- Choose from list of over 100 metrics
- Specify start/end dates and times
- Bookmark applied filters for easy recall
- Industry standard metric calculations (ICMI)
- Report dictionary (definitions and formulas)
- Mix and match filters
- Export to Excel with a single click

## Monitoring and Reports

- **Virtual Contact Center Dashboard.** This interactive and customizable interface displays in real-time the data about agents, the states the agents are in, the number of agents who are in each state, detailed information about contacts, and current queue information.
- The Virtual Contact Center Dashboard is available on the home tab in Central and allows for creation of a customized view of various contact center data. Dashboard views can be put in Console Mode for full-screen viewing suitable for wallboard type displays in the contact center. Multiple views can be set up and played in a slide show mode if desired.
- The following real-time data is available:
  - Agent Count by State
  - Agent Counter
  - Agent List
  - Contact List
  - Contacts States by Skill
  - Queue Counter
  - Queue Trend
  - Service Level
  - Skill Summary
  - Outbound Agent Monitor
  - Outbound Skill Monitor
- **All Agents.** This allows you to view agents that are logged in and their current state. The colored box next to each agent indicates their state: red agents are unavailable, green agents are available, purple means an agent is handling an ACD contact, and yellow designates an outbound call.

By right-clicking this report, you can filter the list by team or agent. You can also change the appearance of the report or bring up the Agent Zoom.

- **Queue Counter.** This report is a basic numerical display of the calls in queue. You can resize the report as needed. (Often, this report is sized to the full screen and displayed in the contact center as a live queue counter for agents.) You can filter the queue counter by media, campaign, and skill, or you can display the number in queue or longest wait in queue.
- **SL.** This report shows the percentage of calls answered in the specified time (Service Level Threshold) for each skill. You can filter the report by campaign and skill.

- **Active Contacts.** This report shows a list of current active contacts and details about each one. This report shows the skill of each contact, the state of the contact, time spent in the current state, the gent handling the contact, the contact's total time in the network, and campaign and media type:
  - Yellow contacts are in a pre-queue state (i.e., navigating an IVR.)
  - Red contacts are in queue, routing to agents, or have requested a call back.
  - Green contacts are active with an agent (and include hold time).
  - Blue contacts are post agent contacts (i.e., transferred calls or contacts routed into the network after speaking to an agent).
- **Agent.** This is a numerical display of the total agents working and how many agents are in each state. This report can be filtered by team.
- **Agent Status Chart.** This real-time bar chart shows the total number of agents in each state for your business.
- Verizon Virtual Contact Center - Reporting
- Customers can run reports to see the overall use of the VCC, where callers drop out, or get stuck. Further, a contact can be followed through the VCC to see what the navigated VCC path was for a specific customer during a specific call.

## 2.5 Call Recording & Basic Quality Management

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

### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

### 2.5.1 Call Recording

#### Verizon Response

Verizon will provide digital recording and monitoring of inbound/outbound voice calls. At a minimum, the date, time, duration, caller ID information (if available), dialogue and identity of the agent handling the call will be captured and recorded. The system shall allow archived calls to be retrieved by the authorized user by date, time, agent, content, contact channel or identity (ANI) of the caller. The following minimum capabilities shall be provided:

1. Archive recordings.

2. Playback of recording.
3. Provide the capability for the recording of an agent to be activated and deactivated on demand.
4. Remote monitoring and playback.
5. Reporting (management and administrative).
6. Scheduled and random call recording.
7. Selective recording (based on business rules).

Using our Call Flow scripting application, Studio, Supervisors, or Admin can set up recording rules based on call flow, skill group or agent.

VCC also provides on-demand call recording. When an agent is on an active call, supervisors can monitor or record it from the Agent or Contact Zoom window in the Dashboard or through the Supervisor Agent Login console. An agent selects Record from the VCC Agent interface to initiate on demand recording.

VCC allows for automated recording of calls, and can include any percentage of calls that you deem necessary. Call recording can be automated to record every call, a certain ratio of calls, or every 6th call, etc.

VCC Screen Recording incorporates a screen recording capability with our enterprise-level ACD solution to provide you with a complete view of all supported media type customer interactions. Verizon VCC will provide customization and work with individual State entities to define specific protocols and rules for screen recording.

Quality Monitoring (QM), available for VCC, is a web solution that allows contact centers to assess and rank agent performance based on parameters set up by you.

QM adds value to the VCC ACD by providing an easy to use solution to score agent interaction recordings using customized scorecards. The evaluations can be quickly consumed to pinpoint bottom and top performers to provide agent performance training.

Generally, all call recordings are stored at the VCC Data Center initially. However, VCC can have jobs set up in the system to copy the CallLog.wav files for recorded calls to either a VCC SFTP site or customer provided FTP site.

Using our Call Flow scripting application, Studio, Supervisors, or Admin can set up recording rules based on call flow and skill group.

The VCC can record calls, which can be used to address legal, regulatory, or business improvement strategies. In addition, you can store recordings on the hosted platform or have them delivered to a customer-owned storage device.

While the VCC retains the call recordings for a customer-defined period of time, the State could consider the following:

- Deleting recordings permanently (after a defined period of time)



- Transferring recordings using File Transfer Protocol (FTP)
- Transferring recordings using Secure File Transfer Protocol (SFTP).

The following options help you address these issues.

- **Retain the Recordings on the Platform with a Set Time to Live (TTL) and then Delete.** This option is typically used to address agent coaching purposes, but it can also address financial, regulatory, or legal requirements.

You can store recordings on the platform for a customer-defined duration by establishing a TTL for call recordings. At the expiration of the TTL period, the recording is deleted and is no longer available.

If you choose this option, you must inform the VCC team of the relevant TTL during implementation. This information is configured into the platform and can result in extra fees for storage if the account exceeds its allotted storage (which equates to the total number of agents using the platform multiplied by 1 gigabyte).

For example, to retain call recordings for 3 months for 10 unique agents, the TTL is set to 90 days and you are allotted 10 gigabytes of storage at no extra charge. If during the 90 day window the recording storage exceeds 10 gigabytes, you begin to incur additional storage charges on a per-gigabyte basis.

At day 91, customer recordings for day 1 are deleted from the platform and become unrecoverable.

- **Retain the Recordings on the Platform with a Plan to Transfer files via FTP to a Remote Device.** This option is useful if you require long-term storage at a controlled cost and without the need for secure transfer of recordings.

The initial recordings are stored on the platform for a customer-defined period by establishing the TTL. At the expiration of the TTL, the recordings are delivered to a customer's FTP server. Upon successful completion of file delivery, the files are deleted from VCC.

If you choose this option, you must inform the VCC team of the relevant TTL during implementation, and you must also provide a contact who can work with us to confirm the FTP process is configured properly.

This information is configured into the platform and can result in extra fees for storage if an account exceeds its allotted storage (which equates to the total number of agents utilizing the platform multiplied by 1 gigabyte).

For example, to retain call recordings for 3 months for 10 unique agents and then transfer recordings to a remote storage device, the TTL is set to 90 days

and you are allotted 10 gigabytes of storage at no extra charge.

If during the 90 day window the recording storage exceeds 10 gigabytes, you begin to incur additional storage charges on a per-gigabyte basis.

At day 91, customer recordings for day 1 are transferred to a customer-owned FTP site. Upon successful completion of the transfer, the files are deleted and are no longer available.

- **Retain the Recordings on the Platform with a Plan to Transfer files via SFTP to a Remote Device.** This option is useful if you need long-term storage at a controlled cost and you need secure transfer of call recordings.

The initial recordings are stored on the platform for a customer-defined period by defining the TTL. At the expiration of the TTL, the recordings are placed on a VCC FTP site where you can download the files via SFTP to a customer-owned storage device.

Upon successful completion of file retrieval, you are responsible for deleting the files from the VCC FTP server.

If you choose this option, you must inform the VCC team of the relevant TTL during implementation. You must also provide information needed to perform the SFTP transfer and identify a contact who can work with us to confirm the SFTP process is configured properly.

This information is configured into the platform and can result in extra fees for storage if the account exceeds its allotted storage (which equates to the total number of agents utilizing the platform multiplied by 1 gigabyte).

For example, to retain call recordings for 3 months for 10 unique agents and then transfer recordings to a remote storage device, the TTL is set to 90 days and you are allotted 10 gigabytes of storage at no extra charge.

If during the 90 day window the recording storage exceeds 10 gigabytes, you begin to incur additional storage charges on a per-gigabyte basis.

At day 91, all customer recordings for day 1 are sent to a VCC FTP location awaiting customer download via SFTP.

The customer is then responsible to delete all recordings from the Virtual Contact Center FTP server or incur extra storage costs.

VCC supports 8-bit mono U-Law .wav and Microsoft .wma file formats.

VCC can send recorded calls directly to customer FTP sites, to a specific email address (a supervisor / manager) or to be accessed through login on the VCC web portal.

Recorded calls are stored in VCC's database as .wav and Microsoft .wma file formats, and they can be played over the computer and forwarded to others via email.

## 2.5.2 Customer Surveys

### Verizon Response

Verizon ECHO Survey is a survey solution that measures customer experience and delivers strong analytics and actionable information right down to the agent level in virtual real time. This allows supervisors to focus on agent improvement, helps to drive the right behaviors in agents, it also allows them to self-correct, it pinpoints service recovery opportunities, and it helps to identify improvement initiatives for the organization as a whole.

## 2.6 Network & Transport

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

### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A. Each agent must be able to receive a 10 digit outdial call and be able to establish a browser session. These voice and data connections are carrier agnostic and can utilize State of GA existing services. There will be no requirement to upgrade or replace premise equipment.

### 2.6.1 Toll-Free service requirements

#### Verizon Response

The Verizon solution works in conjunction with Verizon IP Toll Free or VoIP Inbound with Local Originations (VILO) number(s). Verizon IP Toll-free is delivered to the customer site via VoIP Inbound service. VoIP Inbound provides carrier-grade internetworking service between the Verizon SS7 (PSTN) and IP Networks for their Contact Centers.

The Verizon VoIP network infrastructure nodes are geographically diverse, carrier-grade platforms and facilities. This means that each IP toll-free node has redundant infrastructure, redundant WAN connections with MPLS any-to-any connectivity, redundant CPE Routing for dynamic failover, load sharing, multi-site routing and redundancy in DAP infrastructure.

VoIP Inbound extends the capabilities of Verizon Toll-Free service by converting traditional PSTN-originated Toll-Free calls to RTP streams (Real-Time Transport Protocol, the standard for transmitting real-time data such as audio and video) and using SIP (Session Initiation Protocol) signaling to terminate calls to SIP-enabled devices connected to PIP terminations. Thus, VoIP Inbound can now provide single-call service for Toll-Free calls and deliver comprehensive Quality-of-Service from the Public Switched Telephone Network (PSTN) originations to IP Network terminations.

VoIP Inbound includes a full set of Advanced Toll-Free features such as percentage allocation, time-of-day, and geographic or point-of-origin routing which is compatible with traditional Toll-Free service and makes it possible for customers to migrate to IP without having to recreate their call routing plans. VoIP Inbound Advanced feature support includes Intelligent Contact Routing - Gateway to provide near real-time and call-by-call routing control capability based on customer-provided routing parameters.

Verizon IP Toll-Free services coupled with VCC will allow the State of Georgia to record and control en-route messages, re-direct calls, and set up and implement routing on demand. Our toll-free features include the following:

- Quota Routing
- Time of Day/Time Interval Routing
- Day of Week Routing
- Day of Year Routing
- Disconnect Message Referral
- Geographic Point of Call Routing (Area Code Routing by NPA and NPA/NXX)
- Payphone Blocking
- Percentage Allocation
- Real Time ANI / ANI Routing
- Tailored Call Coverage
- Alternate Routing and Super Routing Plans
- Network Call Redirect
- Network Call Distributor is part of VCC
- Dialed Number Identification Service (DNIS)
- Network Queuing – This feature is provided with VCC
- Announce Connect - This feature is provided within VCC
- HostConnect - This feature is provided within VCC
- Interactive Voice Service – Menus and messages can be provided within VCC.

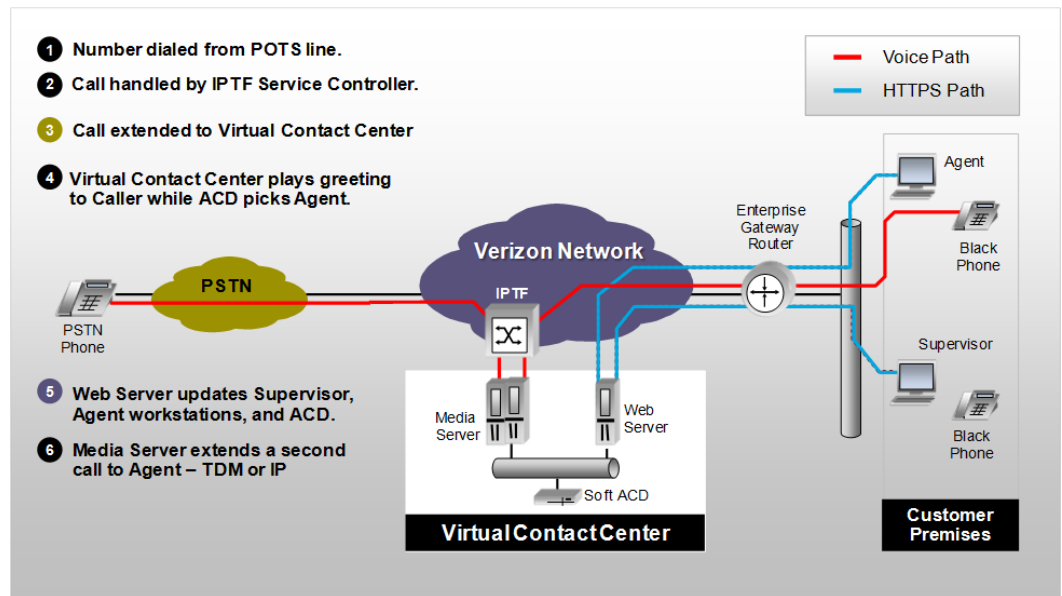
The Virtual Contact Center can provide announce connect messages using whispered announcements to alert agent about the type of inbound call so the agent can answer the caller with the correct script.

### 2.6.2 Trunking Requirements

#### Verizon Response

There are no trunk requirements to implement Verizon Virtual VCC. Callers will be extended via IP Toll Free to Verizon VCC data centers. The trunking at these data centers is provided by Verizon at no charge to the customer.

The following provides Virtual Contact Center call termination information:



### 2.6.3 Data network requirements

#### Verizon Response

Internet Broadband Access
256kps bandwidth per workstation in a stand-alone or at home environment. Less for a shared environment like a call center.
Less than 200ms average round-trip ping reply between workstation and inContact Servers.

VOIP Bandwidth Requirements
Based on the CODEC implementation G.711 CODEC requires 88kbps per simultaneous call (For example number of simultaneous calls x CODEC kbps = total bandwidth needed) NOTE: CODEC bandwidth use is bidirectional, so it is 88 up and 88 down simultaneously for a given G.711 call.

#### 2.6.4 VPN / Security for Transport

##### Verizon Response

Security is very important to us, and for this reason, clients cannot directly access Virtual Contact Center's databases. Security on applications that you have access to includes passwords and encryption of links to Virtual Contact Center.

Optional secure solutions can be made available, using SRTP, Voice over VPN, or MPLS, or T1/DS3 to further protect at-risk data when traversing the voice network to the remote, at home agents.

Other security options include Voice over VPN, providing AES 256 encryption of voice. A traditional T1 or TDM service might be used as well.

Data connections for agent services will use HTTPS with strong encryption.

## 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:

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

The Verizon solution will provide for quality management. The solution includes role based customizable scorecards derived from predefined key performance indicators (KPI's) or user defined KPI's. The solution will record agent interactions including voice and screen simultaneously, automatically deliver interactions to supervisors for evaluation and scoring and will include reporting capability that allows managers to review results or identify trends at either the group or agent level.

Verizon Virtual Contact Center advanced includes tools including Workforce Management, Quality Management, Performance Management (scorecards), coaching, and eLearning.

Verizon VCC Quality Management is fully cloud based solution. Quality Monitoring provides users with a broad array of capabilities for achieving your organization's quality monitoring objectives, from improving quality and productivity to increasing efficiency and reducing monitoring costs. QM enables the end user to create evaluation forms using an offline form builder to score and manage contacts.

- A dashboard-style portal that displays contact center metrics in a graphical, easy-to-understand way
- A Smart Inbox that delivers calls based on customizable criteria directly to user desktops. The Smart Inbox provides supervisors and other users with powerful workflow that automatically delivers contacts for evaluation so that they can meet their weekly/monthly evaluation quotas. This alleviates the need to spend time manually conducting searches for calls.
- Advanced searching for finding specific calls efficiently and accurately
- Evaluation forms for flexible form design and efficient and meaningful scoring across multiple media channels
- Coaching that replaces manual and labor intensive activities with on-line management tools
- eLearning capabilities for creating and delivering targeted training to agent desktops and tracking progress
- Scorecards for managing and analyzing performance metrics
- The customer experience captured across the entire contact center.

- QM gives you the ability to monitor active calls (choose agent you wish to monitor) without leaving the QM application, you could also choose to score the call, if you desired.
- Reports for understanding what is happening in your contact center so that you can make informed, effective decisions.
- Within the Verizon QM form there is the ability to assign coaching to individual users. This is all configurable based on State of Georgia’s business rules.

Performance Management Scorecards track not only the actual KPI score for the Organization and Employees, but also performance trends, peer comparisons and comparisons to goals.

Agents are evaluated by supervisors as they listen to playback tracks of recorded calls. A screen shot of an agents performance against the assigned KPIs is shown below. A similar display is available that shows agents rolled up into a group.

Name of KPI	Actual	Peer	Goal	Score	Emp % met	Assessments	Notes
<b>CEO's Top KPIs</b>							
First Contact Resolution	83% ↓	94%	85%	●	60.61%	No Rating	✓
Overall Quality Score	92.0 ↑	99%	85.0	●	3.03%	No Rating	✓
Revenue Per Call	\$57.86 ↑	2 of 35	\$50.00	●	3.03%	No Rating	✓
<b>Decrease Labor Cost</b>							
Total Cost Per Handled Call	\$11.47 ↓	100%	\$12.00	●	100.00%	No Rating	✓
<b>Improve Agent Productivity</b>							
% Hold Time	4% ↓	100%	10%	●	3.03%	No Rating	✓
% Idle Time of Staffed Customer Time	4% ↓	100%	8%	●	3.03%	No Rating	✓
% Wrap-up Time (Including Hold Time)	4% ↓	100%	20%	●	100.00%	No Rating	✓
Employee AHT	174 ↓	100%	180	●	72.73%	No Rating	✓
<b>Improve Customer Experience</b>							
Repeat Call Drivers	18% ↑	11%	15%	●	87.62%	No Rating	✓
Customer Compliments	22% ↑	4 of 35	10%	●	87.21%	No Rating	✓
Customer Requested Escalations	3% ↓	74%	5%	●	37.83%	No Rating	✓
Retention Drivers	8% ↑	57%	7%	●	73.07%	No Rating	✓
Self Service Drivers	28% ↓	49%	25%	●	61.9%	No Rating	✓
Call Closing	86% ↓	71%	75%	●	71.4%	No Rating	✓
<b>Increase Scheduling Efficiency</b>							
% Idle Time of Staffed Customer Time	4% ↓	100%	8%	●	3.03%	No Rating	✓
% Time in Adherence	82% ↓	100%	85%	●	3.03%	No Rating	✓
<b>No Objective</b>							
Average Hold Time	0:05:52	100%	0:05:00	●	0.00%	No Rating	✓
<b>Total Score</b>							

Our Scorecards provide a dashboard view of multiple KPI's, both for the organization and employees.

### 3.2 Enhanced Workforce Management

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

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

The Workforce Management capability provides you with an intuitive desktop solution for managing and planning your contact center activities so that your contact center will deliver excellent customer service.



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

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

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

**Workforce Optimization (WFO)** is fully integrated with the Verizon VCC platform and offered in the cloud to Verizon VCC customers. WFO helps organizations improve everything that impacts the customer experience, making available unified:

- Audio and Screen Recording
- Quality Monitoring
- Workforce Management (forecasting, scheduling, adherence)
- Coaching Management
- eLearning
- Performance Management Scorecards.

The Verizon VCC WFO Packages have interoperable functional components with several unique WFO business integrations between them. The following lists the integrations, the features and benefits.

#### **Interoperability between QM and Scorecards**

Users reviewing Adherence KPIs in Scorecards can immediately drill down to the relevant agent's Adherence screen in WFM for more detailed background on that agent's adherence to schedule.

#### **Interoperability between QM and eLearning**

Optimal scheduling of eLearning: eLearning course assignment requests are automatically sent to Verizon VCC Forecasting and Scheduling. Schedulers can view the details of the learning assignment requests including priority, deadline and length of course. Learning breaks can then be scheduled at the optimal time with minimal impact on service level and after considering the attributes of the assignment request.

Exemplary call segments can be tagged as training material and eLearning course assignment requests can be made during a QM evaluation. With the optional competency-based learning module, eLearning can be assigned automatically based on QM score.

#### **Interoperability between Scorecards and eLearning**

KPI score driven eLearning: Verizon VCC WFO has workflow features that allow eLearning to be assigned based on agent KPI scores. When selected KPI performance falls below goal or outside of a set threshold, alerts can be set up to notify managers that training or relevant courses need to be assigned to correct the performance deficiencies displayed in Scorecards.

#### **Interoperability between WFM and Scorecards**

Users reviewing Adherence KPIs in Scorecards can immediately drill down to the relevant agent's Adherence screen in WFM for more detailed background on that agent's adherence to schedule.

#### **Interoperability between WFM and eLearning**

Optimal scheduling of eLearning: eLearning course assignment requests are automatically sent to Verizon VCC Forecasting and Scheduling. Schedulers can view the details of the learning assignment requests including priority, deadline and length of course. Learning breaks can then be scheduled at the optimal time with minimal impact on service level and after considering the attributes of the assignment request.

With WFO eLearning, KPI score driven eLearning: Verizon VCC WFO has workflow features that allow eLearning to be assigned based on agent KPI scores. When selected KPI performance falls below goal or outside of a set threshold, alerts can be set up to notify managers that training or relevant courses need to be assigned to correct the performance deficiencies displayed in Scorecards.

Verizon VCC Workforce Management provides the ability for Optimal scheduling of eLearning: eLearning course assignment requests are automatically sent to Verizon VCC Forecasting and Scheduling. Schedulers can view the details of the learning assignment requests including priority, deadline and length of course. Learning breaks can then be scheduled at the optimal time with minimal impact on service level and after considering the attributes of the assignment request.

Verizon VCC Workforce Management provides the ability for Optimal scheduling of eLearning: eLearning course assignment requests are automatically sent to Verizon VCC Forecasting and Scheduling. Schedulers can view the details of the learning assignment requests including priority, deadline and length of course. Learning breaks can then be scheduled at the optimal time with minimal impact on service level and after considering the attributes of the assignment request.

### 3.3 Customer Relationship Management (CRM)

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

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

For our preferred integration methods for database and screen pop applications:

**Web Services.** We can integrate to databases using web service methodology. Virtual Contact Center can consume an external web service or can allow its own web services to be consumed.

We have integrated over 100 CRMs in this manner into Virtual Contact Center's web services definitions library (WSDL).

#### Screen-Pop Architectures Supported by Virtual Contact Center

- **Explicit URL.** If a URL is launched (as defined in the Virtual Contact Center Central Skills page), the key/value pairs are passed on the query string. (i.e., <http://someurl.com?pop.asp&acctnum=1234&balance=5.25&duedate=5/25/2011>).

Organizations with complete control over their web-based CRM may find Virtual Contact Center Agent's URL pop to be the simplest and fastest solution. Because most browser-based CRM solutions require login credentials (i.e., username and password), this is impractical unless the website can accommodate direct login via the query string.

- **Explicit Executable.** If an executable is launched, the key/value pairs are passed as command-line parameters (i.e., `MyCRM.exe acctnum=1234 balance=5.25 duedate=5/25/2011`).

- **Middle-Ware Executable.** Many CRM vendors offer an API that enables custom-built or third-party software to interact with the CRM.

For organizations that use a CRM that has a API, it may be possible to build a simple custom executable that receives the key/value pairs from the command-line and calls the relevant API feature that instructs the CRM to open to a specified screen.

Virtual Contact Center provides both database integration via ODBC and direct API integration with salesforce.com and Microsoft Dynamics.

## 4.0 4.0 Transition Requirements

### 4.1 Setup & Transition

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

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

While the robust Verizon IP Toll Free and feature-rich Virtual Contact Center products are the foundation of the Verizon solution, one of the key differentiators of the Verizon offering lies in the strength of the Virtual Contact Center (VCC) implementation team. The team's ability to partner with our customers to provide personalized, successful, on-time implementations enable a smooth transition for the State of Georgia contact centers. The implementation process is ISO 9001 certified and well proven with customer satisfaction on surveys averaging greater than 95%. The VCC Implementation team welcomes the opportunity to add the Georgia Technology Authority and the agencies it represents to our list of extremely satisfied customers.

The information below describes in detail the Virtual Contact Center implementation process.

### Virtual Contact Center Implementation Overview

The Virtual Contact Center implementation process is a very collaborative one that is intended to provide training and documentation sufficient for customers to handle the day-to-day activities required to manage their contact center. Working side-by-side with the customer's designated administrator(s) and other project personnel throughout the implementation, your CCS Implementation Manager will provide the guidance and training necessary for your ongoing success with Virtual Contact Center.

## VCC Customer Roles

Key to a successful implementation is a clear understanding of the customer roles that will be needed and the responsibilities for each.

**Administrator(s)** – personnel assigned to participate in VCC configuration meetings to set up VCC security profiles and settings, and configure call routing via scripting sessions, perform baseline configuration of VCC business unit (hours of operation, profiles, points of contacts, etc.) and perform/coordinate user acceptance testing.

**IT & Network Support** – confirms that customer environment is enabled for VCC use – order DIDs for agents, open network ports/firewall settings, ping test, FTP site for recording downloads, staff pc requirements, download software, admin rights for specific individuals.

**Contact Center Manager** (decision maker) – approve new VCC call flows, agent and supervisor settings, call reporting, define teams/skill groups, alternate routing requirements, receive outage notifications.

**Trainer** – personnel assigned to attend VCC Train-the-Trainer sessions in order to train agents & supervisors on VCC contact handling.

**Incident Manager** – (often assigned to the Administrator or a Contact Center Manager) – manage the VCC support site set up, report incidents impacting VCC service, configure other support users, etc..

**Test Staff** – coordinate and conduct user acceptance testing prior to cutover

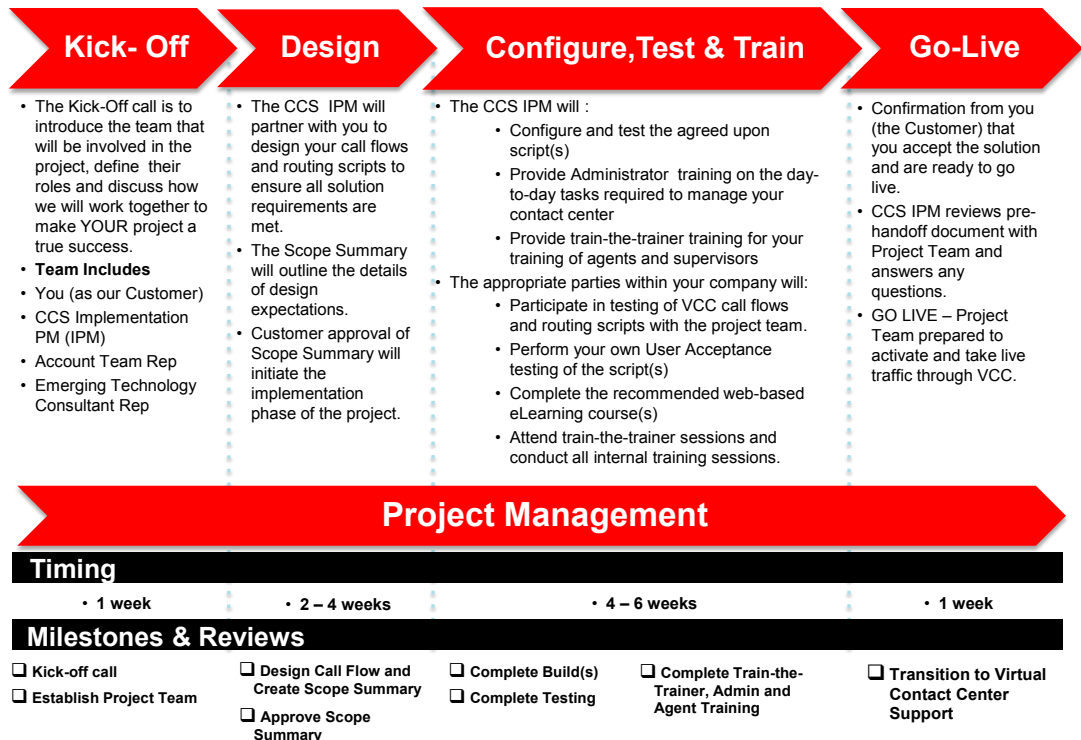
\*\* Depending upon your organizational size and structure, a single individual may act in more than one role.

## Implementation Process Overview

The published interval for implementing VCC core services is 45-60 business days (if advanced services are ordered, the implementation interval may be extended or require use of a phased approach). The Virtual Contact Center (VCC) implementation team utilizes audio and web-based tools to provide end-to-end project management for all VCC implementations (no onsite services are provided). All projects begin with a review of the overall process and quickly proceed to requirements gathering to determine the criteria and business rules needed to successfully configure ACD, IVR, and multimedia routing for the customer's contact center. Once the scope of the project is agreed upon, the VCC Implementation Project Manager (IPM) will work closely with the customer's designated administrator(s) to configure the details of the call flow, providing hands-on training throughout the process. When the scripting is complete, the VCC IPM, or a designee will test the configuration prior to handing off to the customer for independent User Acceptance Testing (UAT). Extensive online training resources are available for on-demand review and train-the-trainer training is provided for the customer's designated trainer(s). On the agreed upon go-live date, the VCC IPM coordinates all cutover activities and confirms that calls are being delivered to VCC agents. A 10-business day monitoring period follows the cutover where the VCC

IPM remains engaged to address any post-cutover issues that may arise and answer questions as needed prior to the formal handoff to Virtual Contact Center Support.

The following figure provides an at-a-glance view of the VCC Implementation process.



The following sample project schedule provides information on the specific tasks. Please note this is a sample only and may not be the schedule used for your implementation. Once the specific requirements for your project are identified, your CCS Implementation PM will provide a customized project schedule that will be tracked throughout the process to meet critical milestones.

Georgia Technology Authority

Sample VCC Schedule							T	F
ID	% Complete	Task Name	Duration	Start	Finish	Resource Names		
1	0%	VCC Project Schedule Template	49.25 days	Fri 4/4/14	Thu 6/12/14	Customer		
2	0%	Project Kick-off	44.25 days	Fri 4/4/14	Thu 6/5/14	Customer		
3	0%	VCC Implementation Overview	8 days	Fri 4/4/14	Tue 4/15/14	Verizon Account Team, Customer, Vz VCC ETC,		
4	0%	VCC Overview Training via Verizon CTD	1 day	Mon 4/14/14	Mon 4/14/14	Customer		
5	0%	Business Requirements Review & Planning	1 day	Fri 4/4/14	Fri 4/4/14	Customer		
6	0%	Review VCC System Requirements	1 hr	Fri 4/4/14	Fri 4/4/14	Customer		
7	0%	Review Ping Test Instructions	1 day	Fri 4/4/14	Fri 4/4/14	Vz CCS PM, Customer		
8	0%	Review Premise Based CPE (Workstations / Phones)	1 day	Fri 4/4/14	Fri 4/4/14	Customer		
9	0%	Review Numbers (Access/ Test / Alternate Routing)	1 day	Fri 4/4/14	Fri 4/4/14	Verizon Account Team, Customer, Vz VCC ETC		
10	0%	Review Outbound Usage Details	1 day	Fri 4/4/14	Fri 4/4/14	Verizon Account Team, Customer, Vz VCC ETC, V		
11	0%	Review Call Recording Options	1 day	Fri 4/4/14	Fri 4/4/14	Verizon Account Team, Customer, Vz VCC ETC, V		
12	0%	VCC Routing Review	1 day	Wed 4/9/14	Wed 4/9/14	Customer		
13	0%	Review Call Flow	1 day	Wed 4/9/14	Wed 4/9/14	Customer, Vz CCS PM		
14	0%	Review Business Continuity Plan	1 day	Wed 4/9/14	Wed 4/9/14	Customer, Vz CCS PM		
15	0%	Review Alternate Route & Disaster Recovery Plan	1 day	Wed 4/9/14	Wed 4/9/14	Customer, Vz CCS PM, Verizon Account Team		
16	0%	Scope Summary	4 days	Thu 4/10/14	Tue 4/15/14	Customer		
17	0%	Scope Summary Created	2 days	Thu 4/10/14	Fri 4/11/14	Vz CCS PM, Customer		
18	0%	Scope Summary Approval	2 days	Mon 4/14/14	Tue 4/15/14	Customer		
19	0%	Implementation Phase - Configuration Begins	36.25 days	Wed 4/16/14	Thu 6/5/14	Customer		
20	0%	Schedule First Configuration Session	1 day	Wed 4/16/14	Wed 4/16/14	Verizon Account Team, Customer, Vz VCC ETC, V		
21	0%	Provide Customer Administrator Access to Business Unit	1 day	Wed 4/16/14	Wed 4/16/14	Customer, Vz CCS PM		
22	0%	Add Customer Administrator contacts to VCC Notifications Distro list	1 day	Wed 4/16/14	Wed 4/16/14	Vz CCS PM, Customer		
23	0%	Phone Contacts	15 days	Thu 4/17/14	Wed 5/7/14	Customer		
24	0%	Create Campaigns	1 day	Thu 4/17/14	Thu 4/17/14	Customer, Vz CCS PM		
25	0%	Create Teams	1 day	Thu 4/17/14	Thu 4/17/14	Customer, Vz CCS PM		
26	0%	Create Unavailable Codes - Optional	1 day	Thu 4/17/14	Thu 4/17/14	Customer, Vz CCS PM		
27	0%	Create Dispositions / Reason Codes - Optional	1 day	Thu 4/17/14	Thu 4/17/14	Customer, Vz CCS PM		

Georgia Technology Authority

Sample VCC Schedule							T	F
ID	% Complete	Task Name	Duration	Start	Finish	Resource Names		
28	0%	Review & Create Security Profiles	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM		
29	0%	Create Skills	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM		
30	0%	Create User Profiles	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM		
31	0%	Create Hours of Operations, Holidays	1 day	Thu 4/17/14	Thu 4/17/14	Customer,Vz CCS PM		
32	0%	Download Studio - Script Administrators	1 day	Tue 4/22/14	Tue 4/22/14	Customer,Vz CCS PM		
33	0%	Build Phone Scripts	7 days	Tue 4/22/14	Wed 4/30/14	Customer,Vz CCS PM		
34	0%	Record Prompts	5 days	Thu 5/1/14	Wed 5/7/14	Customer		
35	0%	Create Points of Contact	1 day	Thu 5/1/14	Thu 5/1/14	Customer,Vz CCS PM		
36	0%	<b>Training</b>	33 days	Thu 4/17/14	Mon 6/2/14	Customer		
37	0%	Admin Training (hands on throughout implementation)	18 days	Thu 4/17/14	Mon 5/12/14	Customer,Vz CCS PM		
38	0%	Train-the-Trainer Sessions	18 days	Thu 4/17/14	Mon 5/12/14	Customer		
39	0%	Conduct Train the Trainer for Agent/Supervisor	18 days	Thu 4/17/14	Mon 5/12/14	Customer,Vz CCS PM		
40	0%	Ensure all users can access VCC Central and Launch Agent Interface	3 days	Thu 4/17/14	Mon 4/21/14	Customer,Vz CCS PM		
41	0%	Agent & Supervisor Training	10 days	Tue 5/20/14	Mon 6/2/14	Customer		
42	0%	Complete Agent & Supervisor Training Sessions	10 days	Tue 5/20/14	Mon 6/2/14	Customer		
43	0%	Facilitate Agent & Supervisor Practice Sessions - Optional	5 days	Tue 5/27/14	Mon 6/2/14	Customer		
44	0%	Review VCC Support Site	3 days	Fri 5/16/14	Tue 5/20/14	Customer		
45	0%	Create Customer ID's for VCC Support Site	1 day	Fri 5/16/14	Fri 5/16/14	Vz CCS PM,Customer		
46	0%	Review VCC Support Site	1 day	Mon 5/19/14	Mon 5/19/14	Vz CCS PM,Customer		
47	0%	Open Case to Designate Support Site Contact Roles	1 day	Tue 5/20/14	Tue 5/20/14	Customer		
48	0%	<b>Testing</b>	12 days	Thu 5/1/14	Fri 5/16/14	Customer		
49	0%	Create VCC Test Plan	3 days	Thu 5/1/14	Mon 5/5/14	Customer,Vz CCS PM		
50	0%	Complete Call Flow/Routing Testing	5 days	Tue 5/6/14	Mon 5/12/14	Customer,Vz CCS PM		
51	0%	Conduct End-to-End Testing	3 days	Tue 5/13/14	Thu 5/15/14	Customer,Vz CCS PM		
52	0%	Obtain User Acceptance	1 day	Fri 5/16/14	Fri 5/16/14	Verizon Account Team,Customer,Vz VCC ETC,V		
53	0%	Reporting Review	3 days	Tue 5/13/14	Thu 5/15/14	Customer		



Sample VCC Schedule							
ID	% Complete	Task Name	Duration	Start	Finish	Resource Names	
						T	F
54	0%	Download Reporting Software & Review Functionality	1 day	Tue 5/13/14	Tue 5/13/14	Customer	
55	0%	Create Dashboard	1 day	Wed 5/14/14	Wed 5/14/14	Customer	
56	0%	Review all VCC Reporting Resources	2 days	Wed 5/14/14	Thu 5/15/14	Customer,Vz CCS PM	
57	0%	Cutover	2.25 days	Tue 6/3/14	Thu 6/5/14	Customer	
58	0%	Cutover Planning	1.13 days	Tue 6/3/14	Wed 6/4/14	Customer	
59	0%	Document Cutover Plan	1 day	Tue 6/3/14	Tue 6/3/14	Verizon Account Team,Customer,Vz VCC ETC,V	
60	0%	Conduct Go-No Go Meeting	1 hr	Wed 6/4/14	Wed 6/4/14	Verizon Account Team,Customer,Vz VCC ETC,V	
61	0%	Go Live	0.13 days	Thu 6/5/14	Thu 6/5/14	Customer	
62	0%	Complete Toll Free/Local Repoints	1 hr	Thu 6/5/14	Thu 6/5/14	Verizon Account Team,Customer,Vz VCC ETC	
63	0%	Confirm Live Traffic	1 hr	Thu 6/5/14	Thu 6/5/14	Customer,Vz CCS PM	
64	0%	Review Pre-Handoff Documentation	0.5 hrs	Thu 6/5/14	Thu 6/5/14	Verizon Account Team,Customer,Vz VCC ETC,V	
65	0%	Activate Billing	0.5 hrs	Thu 6/5/14	Thu 6/5/14	Vz CCS PM,Customer	
66	0%	Post Install	5.13 days	Thu 6/5/14	Thu 6/12/14	Customer	
67	0%	Conduct Application Monitoring	5 days	Thu 6/5/14	Thu 6/12/14	Vz CCS PM,Customer	
68	0%	Create and Send out Hand-Off Document	3 days	Thu 6/5/14	Tue 6/10/14	Vz CCS PM,Customer	
69	0%	Facilitate Hand-Off Meeting	1 hr	Thu 6/12/14	Thu 6/12/14	Verizon Account Team,Customer,Vz VCC ETC,V	

Additional details on the implementation process including detailed roles and responsibilities are provided here:

**VCC Implementation Roles and Responsibilities**

The VCC IPM will manage the VCC implementation inclusive of the following tasks and development of the following supporting documents. All activities are conducted remotely utilizing conference calls and net meeting to facilitate communications. No onsite services are provided.

- Host discovery session with customer and Verizon Sales Team to confirm contact center data provided, set implementation expectations, review the solution overview, project timeline and roles and responsibilities.
- Conduct weekly status calls with customer and Verizon Teams from project kick-off to cutover.
- Configure the routing script(s) at a level sufficient for discussion and review and inclusion in the Scope Summary document, which will be provided to the customer for approval. The implementation effort will cover the contact types the customer ordered (voice, e-mail, chat). Customer written (email) approval/agreement of the Scope Summary will be required to proceed.

- Provide a training overview document outlining the training resources available for the customer. These resources include online instructor led sessions via web meeting and audio bridge, video tutorials and online help files.
- Provide access to the customer's VCC Business Unit once the Scope Summary is approved in writing by the customer.
- Schedule configuration sessions with the customer to complete the detailed scripting while providing hands-on administrative training sufficient for the customer to be able to handle the post-handoff, day-to-day activities associated with maintaining their Virtual Contact Center.
- Validate the functionality of the scripting in regards to properly handling customer contacts as outlined in the Scope Summary.
- Remotely conduct up to two train-the-trainer sessions on agent and supervisor functionality. Each of these sessions will be limited to three of the customer's designated trainer(s) in each session.
- Work with the Verizon Account team to facilitate a successful cutover to VCC.
- Periodically monitor the customer's VCC application for a period of 10 business days following cutover.
- Provide a review session with the customer on the VCC support portal and the support process for knowledge transfer of opening, tracking and resolution of cases (trouble tickets).
- Host a hand-off call to transition the customer to VCC support upon completion of the 10 business day monitoring period.
- Provide the following supporting documentation during the implementation process
  - Weekly Meeting Minutes
  - Scope Summary
  - Project Schedule
  - Hand-Off Document

Customer will:

- Provide at least one, but not more than 3, dedicated technical resource(s) (referred to as the VCC Administrator(s) to implement and configure the VCC product. This resource(s) must have strong telephony/technology skills and be capable of understanding and configuring the VCC product.
- Confirm that designated VCC Administrator(s) and other involved personnel are able and available to work with the assigned VCC IPM throughout the process and will complete their assigned tasks independently and in a timely manner.

- Confirm that assigned VCC Administrators(s) will configure VCC to meet the customer's business needs.
- Certify that all premise components (Workstations/PC's, LAN/Internet, phone, etc.) meet system requirements as described in VCC System Requirements document or as advised by the VCC IPM during implementation.
- Perform any necessary modifications/configuration changes relating to premise equipment including but not limited to Workstation Browser settings, LAN(s), PBX, and phones in compliance with requirements.
- Perform independent User Acceptance Testing, notifying the VCC IPM in writing of any specific defects identified. Provide email notification to the VCC IPM when UAT is complete.
- Confirm that each VCC user (anyone receiving any kind of interaction via Virtual Contact Center) has a DID or POTS (unique 10-digit number that terminates to their phone) and a unique email address.
- Confirm that your assigned VCC Administrator(s) will attend a 2-hour Verizon Virtual Contact Center Administration Manager Overview Training session.
- Be prompt to and attend kickoff, weekly project update, and handoff calls.
- Adhere to the defined project schedule so as not to delay the project completion.
- Notify the VCC IPM and your Verizon Account team of any project impacting delays in a timely manner.
- Independently test and accept the VCC configuration.
- Conduct training sessions so that all Supervisors and Agents handling VCC interactions are adequately trained prior to cutover.
- Complete other internal tasks necessary to begin taking live traffic.
- Use the VCC Support Site documentation for proper service reporting procedures. (This document will be provided in the Handoff Document delivered at the end of the implementation.)

## 5.0 5.0 Training and Support

### 5.1 Training

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

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

Every call center is different and has its own unique needs and goals. Because we consider our customers our partners, we want to help fulfill those needs and goals by providing all the necessary tools and knowledge you need to succeed.

To that end we have developed a hands-on education program for customers. Whether you are an agent or an administrator, Virtual Contact Center has training resources that will help you master our contact center software solutions and maximize their full potential.

We've developed a number of flexible education offerings for you to choose from when considering your training objectives. Our solutions include:

### **Instructor Led Training via Live Meeting and Audio Bridge**

Verizon Customer Training and Documentation (CTD) provides training for Virtual Contact Center Administrators, Call Center Managers, and Supervisors. These personnel can attend a two-hour instructor-led class via Live Meeting that provides a high-level overview of the various components of Virtual Contact Center.

In addition to the instructor-led class, CTD has also created a couple of short tutorials on VCC Reporting.

- [Virtual Contact Center Reports - Administrator Reports \(Flash Tutorial\) - Duration: 00:11:00](#)
- [Virtual Contact Center Reports - Report 2.0 \(Flash Tutorial\) - Duration: 00:07:00](#)

### **Virtual Contact Center Administrator Training**

During the implementation process, your CCS Implementation PM will provide training that will enable your administrator(s) to perform the Virtual Contact Center specific day-to-day activities required to maintain your contact center. This includes administrative functions performed through VCC Central and VCC Studio. These activities include, but are not limited to, basic scripting, recording and replacement of audio prompts, configuration regarding system notifications, and set up of users, hours of operation, skills and points of contact.

### **inContact University**

Additional training on a variety of topics is available for authorized VCC users via the inContact University web site. The login credentials for VCC provided by your CCS Implementation PM can be used to access the resources available here.

**All VCC Agents and Supervisors** – should review the ACD Agent tutorial available by clicking on Courses and then selecting the eLearning link under Course Types. Scroll down to locate:

**ACD Agent (eLearning)** Agent training on inContact central and agent interface.

**All VCC Managers and Supervisors** – should review the ACD Supervisor tutorial available by clicking on Courses and then selecting the eLearning link under Course Types. Scroll down to locate:

**ACD Supervisor (eLearning)** Provides managers and supervisors an overview of the key features related to Agent Call Monitoring.

Additional training is available on a number of topics. Please take some time to peruse the eLearning topics. Below are some additional recommendations for VCC Administrators, Managers and Supervisors.

**Dashboard Fundamentals (eLearning)** Provides an overview of adding, modifying, and deleting widgets and dashboards in Central.

**Reporting Overview (eLearning)** Provides an overview of the types of reports that are available within Virtual Contact Center.

## Documentation

PowerPoint training guides are available for Virtual Contact Center Central, Agent Handling, and Basic Scripting. These documents will be provided to you by your CCS Implementation PM for distribution as appropriate within your organization for use during training and for future reference. In addition to the comprehensive PowerPoint decks, one-page Quick Start reference guides will also be provided for agent call handling functionality.

## Train-the-Trainer

Your CCS Implementation PM will provide train-the-trainer training for the person(s) designated to be responsible for your internal Virtual Contact Center Agent and Supervisor training. This approach not only minimizes cost for your agency, it equips you to address the ongoing training needs of your organization. This training will provide information sufficient for your trainers to:

- Know the information
- Develop skills using the interfaces
- Plan Agent training and practice sessions

## Hands-On Practice

The CCS Implementation team recommends that each Agent and Supervisor participate in at least two, 2-hour practice sessions prior to the go-live date for your agency. The number and duration of practice sessions per agent can vary depending on how many contact types will be used and the individual's need for practice. Our experience has been that these sessions are most effective when the group is divided in half and some agents initiate contacts, while others accept and handle them and then swap the roles. This allows the agents to better understand the caller experience in addition to learning the agent functionality. Agents should practice handling: answer, place on hold, transfer, conference, etc.

## Assessment

It's good to assess the skills development of the Agents and Supervisors. This can be accomplished in several ways. We recommend using more than one assessment method:

- Observation: The trainer delivering contacts to Agents can subjectively assess the agents' capabilities
- Reports: Real-time and historical reports can tell you how many contacts each agent handles and whether they are going into "Refused" (No Answer) status.
- Recordings: Listen to specific recordings to assess the agent's overall call handling skills.

## Context Sensitive Help

Application/context specific help is available within Virtual Contact Center Central, Studio and the agent interface. Extensive online help is also available within VCC Central.

Your CCS Implementation PM will provide a thorough training document that provides details on how to access and take advantage of the various training resources available to VCC customers.

### 5.2 Technical Support

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

#### Verizon Response

The Verizon solution will meet the requirements as outlined in HCC RFP Exhibit 2-A.

Virtual Contact Center Support is available 24x7x365 and can be reached by phone, email, web or chat. Support services are GARM compliant ensuring your requests are managed by resources within the United States.

Automated notification of events, maintenance activities and platform updates are provided via email. Additional event information and updates are provided via the VCC Support portal via the Trust Site.

The tables below provide the Virtual Contact Center Support objectives regarding case handling, incident priorities, target response times, escalation path information and a description of the severity levels.

## Virtual Contact Center Support Objectives

<b>Contact Number – 855-512-4822</b>		<b>Online – <a href="https://verizon.incontact.com/support">https://verizon.incontact.com/support</a></b>	
Incident Severity	Initial Response Time	Status Updates	Resolution Time
Severity 1  <i>*Case should be opened by phone call</i>	Respond within 60 minutes	Every 1 hour	4 hours MTTR
Severity 2	Respond within 4 hours	Every 8 hours	24 hours MTTR
Severity 3  (An incident that occurs after hours shall be deemed to start at the beginning of the next business day)	Respond within 12 hours	Every 24 hours	48 hours MTTR
Severity 4  (An incident that occurs after hours shall be deemed to start at the beginning of the next business day)	Respond within 24 hours	Every 48 hours	96 hours MTTR
Escalation Path			
Initial Escalation	Second Escalation	Third Escalation	Final Escalation
Technical Support Supervisor  <b>855-512-4822</b>	Technical Support Manager  <b>855-512-4822</b>	Technical Support Director  <b>855-512-4822</b>	Verizon Account Manager

---

<b>Severity</b>	<b>Description and Examples</b>
S1	Critical production issue affecting all users, including system unavailability and data integrity issues with no workaround available.
S2	Major functionality is impacted or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available.
S3	System performance issue or bug affecting some but not all users. Short-term workaround is available, but not scalable.
S4	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available. Resolution required as soon as reasonably practicable.



## 6.0 General Requirements

### 6.1 Pricing Model

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

#### Verizon Response

Verizon pricing is fully documented in Attachment 4-A and Attachment 4-B. The Verizon pricing methodology includes the Service Charges, the One-time charges and the Rate Charges. Verizon has utilized the line items identified by GTA and added additional items. Verizon does not require hardware, and therefore is not proposing pricing for Equipment Charges.

### 6.2 Security Requirements

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

#### Verizon Response

Verizon addresses the requirements regarding data integrity and privacy policies in Section 9 of the MSA.

## Contact Center As A Service – Virtual Contact Center (“Virtual Contact Center”) Service Attachment

1. **General Description.** Virtual Contact Center Service (hereinafter, “Virtual Contact Center” or the “Service”) is a network-based multimedia automatic call distribution (ACD) offering that provides intelligent call routing fully managed within carrier-grade application hosting facilities. Virtual Contact Center includes the ability to provision contact center agents and supervisors via a web-based interface and to establish routing plans to send inbound phone calls (from Customer-identified and Verizon-provisioned IP inbound numbers), chats and emails (from Customer-identified and -provisioned Customer websites) to Customer-identified and -provisioned contact center agents. To use the phone call routing capabilities of Virtual Contact Center, Customer must also purchase Verizon’s VoIP Inbound Toll Free and/or Local Origination service offered via its contract for IP Contact Center Service.

2. **Rates and Charges**

2.1 **Implementation Fees.** Customer will pay a non-recurring charge (“NRC”) to implement Virtual Contact Center. The NRC is charged in the first month and is the total of the two charges shown below.

Charge	NRC
Initial Implementation	
Per Ordered Agent	

2.2 **Standard Supervisor/Agent Fees.** Customer will pay a monthly recurring charge (“MRC”), fixed for the VCC Service Commitment Period, for Virtual Contact Center, on a per-Supervisor and/or a per-Agent basis, as set forth below. Customer will pay the MRC for a minimum of five (5) Agents (“Minimum Agent Requirement”).

Individual Type	Charge Description	MRC* (0-99 Agents)	MRC* (100+ Agents)
Agent Fee	Per unique logged-in Agent (see Definitions in table in Sect. 2.3)		
Supervisor Fee	Per unique logged-in Supervisor (see Definitions in table in Sect. 2.3)		
Port Fee	Per Extra Port (above single port provided to each Agent and Supervisor)		
<p>* Based on the number of total Agents in Customer’s initial minimum order. For example, if Customer initially orders Virtual Contact Center for 120 Agents, the Agent Fee MRC for each of the 120 Agents is \$xx (for a total Agent Fee MRC of \$xx).</p>			

2.3 **Optional Features.** Customer may purchase the following features for Virtual Contact Center at the NRCs and MRCs listed below, which NRCs and MRCs are fixed for the Term.

Feature Type	Implementation Fee (NRC)	MRC (except where otherwise described)
Voice Recording	N/A	\$ per Unique Logged In Agent Or Supervisor
Storage	N/A	\$ per extra GB purchased (above 1 GB provided for each Agent and Supervisor)
Advanced Implementation Fee	\$	N/A
Dialer Enablement	\$	N/A (Outbound transport charges are covered by the Outbound LD Voice MRC in Verizon's IP Contact Center Service Attachment)
Quality Management 2.0	\$- standard implementation \$- premier implementation	\$ per Configured User
Workforce Management 2.0	\$- Standard Implementation \$- Premier Implementation	\$ per Configured User
Workforce Management 2.0 Post Implementation Technical Consulting	\$	N/A
Workforce Optimization	\$	\$ per Configured User
Workforce Management Add On: Premier Scorecard	\$	\$ per Configured User
Workforce Management Add On: E-learning Lesson Management	\$	\$per Configured User
Workforce Management Add On: Strategic Planner	\$	\$ per Configured User
Workforce Management Add On: Screen Recording	\$	\$ per Configured User
Hiring	\$	\$ per Candidate
Hiring Extra Job Models	\$ per extra Job Model	N/A
Automated Speech Provided pursuant to a mutually agreeable, Verizon-provided Statement of Work attached hereto.	\$ - 10 ASR Action \$ - 5 ASR actions	\$ per minute
ECHO NG – per station (limited to 40 surveys per station before additional will be charged per completed survey)	\$	\$ per configured station
ECHO NG – per completed survey	\$	\$ per completed survey
ECHO NG Extra Survey	\$	N/A
ECHO Pro – per station (limited to 40 surveys per station before additional will be charged per completed survey)	\$ – email surveys \$ – IVR surveys	\$ per configured station
ECHO Pro – per completed survey	\$ – email surveys \$ – IVR surveys	\$ per completed survey
ECHO Pro Extra Survey	\$	N/A
CRM Driven Screen Pop	\$	N/A
Basic Self Service IVR	\$	N/A

Premium Self Service IVR	\$	N/A
Named Agent Routing Utilizing CRM	\$	N/A
SalesForce.com Object Integration	\$	N/A
SalesForce.com Case Management Integration	\$	N/A
SalesForce.com Dual Agent Environment	\$	N/A
inCloud – Auto Attendant	\$ – up to 50 Users \$ – up to 100 Users \$per additional user above 100	\$ per configured user
inCloud – 3 <sup>rd</sup> Party Monitoring	\$	\$ per project
inCloud – Call Recording Control	\$	N/A
Custom Project Fee	\$ per hour	N/A

**Definitions:**

**Candidate** – a job applicant who is assessed within the Hiring solution. A single candidate may apply, without additional charge, for multiple positions that are available within the Hiring solution.

**Configured User** – any Individual User (regardless of role or permissions) who has access to the Service with an active account. An Individual User is considered a “Configured Individual User” whether or not he/she logged in during the billing interval but only for so long as he/she has an active account.

**Ordered Agent Individual Users** – the number of Individual Users (regardless of role or permission) to be created within Virtual Contact Center upon implementation by the Virtual Contact Center Implementation team.

**Unique Logged In Agent** – an Individual User who logs into the Virtual Contact Center Agent interface at least one time during the billing interval **and** is **not** assigned “monitor”, “whisper coach”, and/or “barge” agent permissions.

**Unique Logged In Supervisor** – an Individual User who logs into the Virtual Contact Center Agent interface at least one time during the billing interval **and is** assigned “monitor”, “whisper coach”, and/or “barge” agent permissions.

[2.4 **Discount.** RESERVED - TBD ]

### 3. **Terms and Conditions**

3.1 **Commencement.** Virtual Contact Center shall commence on the date that the Agreement or Amendment thereto incorporating Virtual Contact Center, as applicable, is executed by Verizon and Customer (the “VCC Effective Date”). Customer’s “Initial Commitment Period” shall begin upon implementation of the Service or within sixty (60) days of the VCC Effective Date, whichever is earlier, and end upon the completion of the initial one-, two-, or three-year Service Commitment Period selected by Customer. Customer will contact Verizon not less than sixty (60) days prior to the expiration of the Initial Commitment Period or any subsequent commitment period to determine whether Virtual Contact Center is to renew for an additional

12-month or longer commitment period. The Initial Commitment and any subsequent periods shall be referred to as the "VCC Service Commitment Period."

- 3.2 **Acceptable Use Policy.** Virtual Contact Center shall be considered an "Internet Service" for purposes of Verizon's Acceptable Use Policy and Customer requirements related thereto set forth in the Agreement.
- 3.3 **Service Modification by Verizon.** Verizon reserves the right to modify Virtual Contact Center from time to time by providing Notice to Customer as set forth in the Agreement; provided that Customer may terminate Virtual Contact Center without penalty in the 30 days following implementation of any change to Virtual Contact Center that has a material adverse effect on the functionality of the Service if Verizon fails to correct the adverse effect in the ten (10) days following Customer's written notification to Verizon of such effect. Verizon, its affiliates or subcontractors, may perform some or all of Verizon's duties and/or obligations hereunder.
- 3.4 **Supportable Platforms.** Prior to implementing access to Virtual Contact Center, Verizon will inform Customer as to the operating systems and Internet browsers by which access to Virtual Contact Center is supported. Customer's Agents must access the Virtual Contact Center platform using direct Internet access, i.e., without routing through a network-based proxy server.
- 3.5 **Early Termination Charges.** If Customer terminates Virtual Contact Center prior to the expiration of its VCC Service Commitment Period, or if Verizon terminates the Agreement or Virtual Contact Center for cause prior to the expiration of the VCC Service Commitment Period, Verizon reserves the right to bill Customer (i) any outstanding charges for Virtual Contact Center to the date of such termination, plus (ii) an amount equal to the number of months and portions of months remaining in the VCC Service Commitment Period times the applicable MRC(s).
- 3.6 **Customer Satisfaction Guarantee.** Notwithstanding Section 3.5 above or Customer's VCC Service Commitment Period, Customer may terminate Virtual Contact Center without penalty or further liability beyond charges incurred at any time during the first 90 days of the Initial Commitment Period.
- 3.7 **Supervisors/Agents.** Customer will identify (name) "Supervisors" and "Agents" authorized to use and log in to Virtual Contact Center, and may subsequently modify the number of Supervisors and/or Agents so authorized. The number of Supervisors and/or Agents using Virtual Contact Center can increase or decrease from month to month, but never decrease below the Minimum Agent Requirement. Any Supervisor and/or Agent who logs in during a month will generate a single MRC for the month, regardless of the number of times such Supervisor/Agent logs in.
- 3.8 **Support.** Standard support for Virtual Contact Center includes the provision of assistance to end users on a 24x7x365 basis for any event generated within the Virtual Contact Center platform that results in an effective cessation of Service or Customer-purchased Service feature. Virtual Contact Center support is available via telephone and email.

Customer acknowledges and agrees that non-standard support services will be performed and billed to Customer in accordance with a statement of work to be mutually agreed upon prior to the delivery of non-standard support services. If non-standard support services are provided, Customer also shall be billed for materials and travel expenses, as applicable, in accordance with Verizon's standard policies for billing such items.

- 3.9 **Service Level Agreement.** The Service Level Agreement ("SLA") for Virtual Contact Center is set forth in Appendix I, which is made a part of this Agreement. Verizon's records and data shall be the basis for all SLA calculations and determinations. The SLA sets forth Customer's sole remedies for any claim relating to Virtual Contact Center, including any failure to meet any service level set forth in the SLA.
- 3.10 **No Resale.** Resale or use of Virtual Contact Center by an organization other than Customer is prohibited.
- 3.11 **Access to CPNI.** Use of Virtual Contact Center may enable users to access Customer Proprietary Network Information ("CPNI"). As a condition of such access, Customer agrees:
- 1) that the Agreement to Protect CPNI to which it has separately subscribed applies;
  - 2) that only Customer's CPNI Administrator can authorize individuals to use Virtual Contact Center, and that such authorization authenticates that such individuals are, in fact, so authorized by Customer; and
  - 3) to cooperate with Verizon's reasonable authentication and security procedures for access to CPNI, including, without limitation, password resets and re-authentication of authorized users.
- 3.12 **Use of Sensitive Personal Information.** Virtual Contact Center does not provide for the encryption of personal information about individuals ("Sensitive Personal Information" or "SPI"). Accordingly, Verizon intends that SPI not be stored within the Virtual Contact Center platform. To the extent Customer does store SPI within the Virtual Contact Center platform, Customer does so entirely at its own risk.

### Appendix I Virtual Contact Center Service Level Agreement

This Appendix describes the service levels (individually, an "SLA" or collectively, the "SLA") applicable to Verizon's provision of Virtual Contact Center pursuant to the Agreement executed by Verizon and Customer.

- 1) **Availability.** "Availability" is measured using the following formula:

$$\text{Availability} = \frac{\text{Uptime}}{\text{Uptime} + \text{Downtime}}$$

Uptime is a fixed value of 43,200 calculated by normalizing the days in a month to 30 multiplied by the hours and minutes (30 x 24 x 60 = 43,200).

Downtime is the total minutes during which any of the Components listed below cannot be used by Customer to perform their tasks.

2) **Performance SLA**

- 2.1 **Uptime.** Verizon will deliver 99.99% of Uptime per month for Components of Service, which are those specific Virtual Contact Center features required for contact delivery included in and used by a Customer end-user ("End User") with Virtual Contact Center pursuant to the Agreement, excluding Long Distance and local loops, and are listed below in Section 2.2. If Verizon exceeds five (5) minutes (99.99% uptime) of Downtime in any given month, Customer

may request a credit for such Downtime associated with a trouble ticket submitted by an End User. Upon such request and Verizon's verification of the trouble ticket and the Downtime, Verizon will issue a credit to Customer.

**2.2 Components.** Virtual Contact Center components covered by this SLA include:

- 3)** inTouch Reporting
- 4)** dbConnector
- 5)** Core system (the ability to deliver a contact) and
- 6)** Agent station/interface.

**2.3 Credits**

- 7)** For any complete component failure experienced by an End User on any given day which does not meet the 99.99% Uptime service level described above, upon request, Verizon will credit the Customer 1/30th of the monthly recurring charges ("MRC") associated with the claiming End User. The maximum credit payable in any monthly billing period will not exceed one hundred percent (100%) of the aggregate MRC for all Virtual Contact Center service billed to Customer in the month for which an SLA claim is made.

**2.3.2** Downtime does not include any time during which any of the Components could not be used by Customer to perform their tasks due to the following:

- 8)** End User's equipment, software, facility, databases, or operator error;
- 9)** An interruption in End User's connection to the Internet;
- 10)** An interruption in End User's telephony or voice service, local or long distance;
- 11)** Maintenance of Component software;
- 12)** Force Majeure events as defined in the Agreement.

**2.3.3** Requests for a credit must be submitted to Verizon within thirty (30) days following the date of the outage. Verizon considers a request submitted when Verizon receives from Customer an email requesting a refund and identifying:

- 13)** The Customer's name and business unit ID;
- 14)** Date(s) and approximate beginning/ending time of the outage; and
- 15)** The Virtual Contact Center component(s) affected by the outage.

**2.3.4** Verizon will provide the credit within ninety (90) days following the month in which Customer's credit request was received.

**State of Georgia  
Georgia Technology Authority**



Hosted Contact Center

Attachment 4-A Pricing

Enterprise Pricing

Hosted Contact Center RFP  
NO. 98000-HC C-0000001097



## Service Provider Guidelines

This Attachment is for the Service Provider's use when responding to the RFP.

**Attachment 4-A Pricing** describes all the charges that GTA Customers might incur as part of using the Services described in Service Providers response to the RFP, including those services as detailed in **Exhibit 2 SOW and Solution**.

## Service Provider Instructions

The Service Provider must save this file as the original filename prefixed with a Service Provider name identifier (i.e. "ABC HCC Att 4.1-B Pricing"), where "ABC" is an acronym identifying the Service Provider. All files submitted by the Service Provider must use the same identifier (e.g. only use ABC, not variations such as AB, AB&C, Abc, ABnC, etc.).

The charges detailed in this **Attachment 4-A Pricing** should be further described in **Attachment 4-B Charges Definitions** as to the Services and entitlements that a GTA Customer would have for having incurred the charge.

This Attachment shall be indicative of the Enterprise Pricing for the Services. GTA Customers may attempt to obtain better pricing based on their business needs, volumes and further competition; such pricing is contracted as part of the individual Agency Agreements.

GTA has provided example charge items in italics at the start of each form. Service Provider must respond and quote to those charge items currently listed. Service Provider may provide additional charge items, quote alternative charge items and propose optional charge items. Alternative charges and optional charges should be clearly identified as being either an alternative to the GTA examples or an optional charge GTA Customers may elect to incur.

Service Provider should use the forms in the following tabs to submit its Enterprise Pricing.

Tab Descriptions
<b>1. Service Charges</b> This form is to be used to specify the enterprise and indicative pricing for recurring (monthly) charges for the Services.

## **Service Provider Instructions**

### **2. One-Time Charges**

This form is to be used to specify the enterprise and indicative pricing for one-time charges that might be incurred when implementing change within the Services.

### **3. Rate Card Charges**

This form is to be used to specify rate card charges for professional services directly associated with the delivery of the 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 entirely optional. Rates should be provided per hour, per week, and per month.

### **4. Equipment Charges**

This form is to be used to specify charges for optional equipment. 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. Any equipment maintenance should also be identified.

### **5. Assumptions**

This form is for the Service Provider to detail all assumptions used in pricing the Services. Service Provider will clearly annotate those assumptions which will impact the charges supplied in this RFP response.

## Service Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period	Charge
1	HCC Agent Seat	single named agent	monthly	\$ 99.47
2	HCC Quality Management Seat	single named agent	monthly	*replaced by Quality Management on line 13
3	HCC Work Force Management	single named agent	monthly	*replaced by Workforce Management on line 12
4	Toll Free Services	per minute	monthly	\$ 0.0152
5				
6	Unique Supervisors using VCC	Per Logged in Su	monthly	\$ 106.58
7	Additional Port Charge	Per Extra port	monthly	\$ 51.16
8	Voice Recording	Per Logged in U	monthly	\$ 9.24
9	Extra Storage	Per gigabyte	monthly	\$ 12.79
10	Automated Speech	Per Minute	monthly	\$ 0.07
11A	Outbound Usage (Limited to VCC Agents 0-49 agents)	Single charge Pe	monthly	\$ 142.10
11B	Outbound Usage (Limited to VCC Agents 50-99 agents)	Single charge Pe	monthly	\$ 279.13
11C	Outbound Usage (Limited to VCC Agents 100-149 agents)	Single charge Pe	monthly	\$ 421.23
11D	Outbound Usage (Limited to VCC Agents 150-199 agents)	Single charge Pe	monthly	\$ 558.25
11E	Outbound Usage (Limited to VCC Agents 200+ agents)	Single charge Pe	monthly	\$ 695.28
12	Workforce Management	Per Configured User	monthly	\$ 33.39
13	Quality Management	Per Configured User	monthly	\$ 39.08
14	Workforce Optimization	Per Configured	monthly	\$ 88.81
15	Workforce Management Add-on: Premier Scorecard	Per Configured	monthly	\$ 14.21
16	Workforce Management Add-on: Lesson Management	Per Configured	monthly	\$ 12.79
17	Workforce Management Add-on: Strategic Planner	Per Configured	monthly	\$ 9.95

18	Workforce Management Add-on: Screen Recording	Per Configured	<i>monthly</i>	\$	15.63
19	Hiring Candidates	Per Candidate	<i>monthly</i>	\$	14.21
20					
21					
22	ECHO PRO Per Completed Survey	Per Completed	<i>monthly</i>	\$	1.07
23	ECHO Pro Per Station	Per Configured	<i>monthly</i>	\$	28.42
24	3rd Party Monitoring	Per Project	<i>monthly</i>	\$	21.32
25	Auto Attendant	Per Auto Attenc	<i>monthly</i>	\$	6.39
26					
27	VoIP Inbound <b>Subscription</b>	Per-URI terminatio	<i>monthly</i>	\$	101.50
28	VoIP Inbound Advanced Feature Charges Comb	per TN	<i>monthly</i>	\$	50.75
29	VoIP Inbound Advanced Feature Charges Alternate Routing	per alternate routi	<i>monthly</i>	\$	50.75
30	VoIP Inbound Advanced Feature Charges Call Area Selection/Tailored Call Coverage	per TN	<i>monthly</i>	\$	50.75
31	VoIP Inbound Advanced Feature Charges Day of Year Routing/Holiday Routing	per TN	<i>monthly</i>	\$	50.75
32	VoIP Inbound Advanced Feature Charges DNIS	per order	<i>monthly</i>	\$	50.75
33	VoIP Inbound Advanced Feature Charges Supplemental Codes Option ID Codes	per block of 100	<i>monthly</i>	\$	30.45
34	VoIP Inbound Advanced Feature Charges Supplemental Codes Option Account Codes	per 800 number	<i>monthly</i>	\$	50.75
35	Toll Free Transport Charges – International	<i>per minute</i>	<i>monthly</i>	TBD	
36					
37					
38					
39					
40					
41					
42					
43					
44					
45					
46					
47					

## One-Time Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period	Charge
1	HCC Implementation per seat	per seat	one-time	\$15.23
2	HCC Implementation per Contact Center	per HCC	one-time	\$5,075.00
3				
4	Advanced Implementation Fee	Per Business U	one-time	\$7,866.25
5				
6	Speech Implementation Services (Full)	Per Business U	one-time	\$6,851.25
7	Speech Implementation (Half)	Per Business U	one-time	\$3,552.50
8	Dialer Enablement (Limted to VCC Users)	Per Business U	one-time	\$4,060.00
9	Workforce Management 2.0 Implementation	Per Business U	one-time	\$35,017.50
10	Workforce Management 2.0 Premier Implementation	Per Business U	one-time	\$45,928.75
11	Quality Management 2.0 Implementation	Per Business U	one-time	\$13,702.50
12	Quality Management 2.0 Premier Implementation	Per Business U	one-time	\$23,345.00
13	Workforce Optimization 2.0 Implementation	Per Business U	one-time	\$59,885.00
14	Workforce Management 2.0 Post Implementation Technical Consulting	Per Business U	one-time	\$10,150.00
15	Workforce Management Add-on Premier Scorecard	Per Business U	one-time	\$6,851.25
16	Workforce Management Add-on Lesson Management	Per Business U	one-time	\$13,956.25
17	Workforce Management Add-on Strategic Planner	Per Business U	one-time	\$6,851.25
18	Workforce Management Add-on Screen Recording	Per Location	one-time	\$20,300.00
19	Hiring	Per Business U	one-time	\$6,597.50
20	Hiring Extra Job Models	Per Business U	one-time	\$2,030.00
21				

22				
23	<i>ECHO Pro Email Implementation</i>	Per Business U	<i>one-time</i>	\$13,702.50
24	<i>ECHO Pro IVR Implementation</i>	Per Business U	<i>one-time</i>	\$26,897.50
25	<i>ECHO Pro Extra Survey Implementation</i>	Per Business U	<i>one-time</i>	\$6,851.25
26				
27				
28				
29				
30	<i>Basic Self Service IVR</i>	Per Business U	<i>one-time</i>	\$3,958.50
31	<i>Premium Self Service IVR</i>	Per Business U	<i>one-time</i>	\$10,657.50
32				
33	<i>3rd Party Monitoring Implementation</i>	Per Business U	<i>one-time</i>	\$5,582.50
34	<i>Call Recording Implementation</i>	Per Business U	<i>one-time</i>	\$3,298.75
35	<i>Auto Attendant Implementation (up to 50 users)</i>	Per Business U	<i>one-time</i>	\$3,552.50
36	<i>Auto Attendant Implementation (up to 100 users)</i>	Per Business U	<i>one-time</i>	\$6,090.00
37	<i>Auto Attendant Implementation (Incremental users over 100)</i>	Per Business U	<i>one-time</i>	\$71.05
38				\$0.00
39	<b>VoIP Inbound Subscription</b>	Per-URI terminat	<i>one-time</i>	\$101.50
40	IP Toll Free Service Activation	per Corp ID	<i>one-time</i>	\$76.13
41	<b>Service Change</b>	NRC per chang	<i>one-time</i>	\$25.38
42	VoIP Inbound Advanced Feature Charge	Per new order	<i>one-time</i>	\$50.75
43	VoIP Inbound Advanced Feature Charge	Per change order	<i>one-time</i>	\$50.75
44	VoIP Inbound Advanced Feature Charges Alternate Routing	per install per TN	<i>one-time</i>	\$10.15
45	VoIP Inbound Advanced Feature Charges Alternate Routing	per install per plan	<i>one-time</i>	\$50.75
46	VoIP Inbound Advanced Feature Charges Alternate Routing	Per change	<i>one-time</i>	\$50.75

47	VoIP Inbound Advanced Feature Charges Call Area Selection/Tailored Call Coverage	per TN	<i>one-time</i>	\$152.25
48	VoIP Inbound Advanced Feature Charges Call Area Selection/Tailored Call Coverage	Per change	<i>one-time</i>	\$50.75
49	VoIP Inbound Advanced Feature Charges Day of Year Routing/Holiday Routing	per TN	<i>one-time</i>	\$111.65
50	VoIP Inbound Advanced Feature Charges Day of Year Routing/Holiday Routing	Per change	<i>one-time</i>	\$50.75
51	VoIP Inbound Advanced Feature Charges DNIS	per install	<i>one-time</i>	\$507.50
52	VoIP Inbound Advanced Feature Charges DNIS	Per change	<i>one-time</i>	\$50.75
53	VoIP Inbound Advanced Feature Charges DMR	Per change	<i>one-time</i>	\$50.75
54	VoIP Inbound Advanced Feature Charges Supplemental Codes Option	Per install or change	<i>one-time</i>	\$50.75
55				
56				
57				
58				
59				
60				

## Rate Card Charges

Ref ID	Rate Card Charge		Charge per hour		Charge per week		Charge per month
1	Contact Center Consultant	\$	265.73	\$	10,629.08	\$	46,059.35
2	Professional Trainer	\$	265.73	\$	10,629.08	\$	46,059.35
3	Project Manager	\$	265.73	\$	10,629.08	\$	46,059.35
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							



## Equipment Charges

Ref ID	Service Charge	Unit of Measure	Price	Maintenance	Maintenance Period
1	<i>VoIP Adapater (IAD)</i>	<i>each</i>			<i>monthly</i>
2	<i>VoIP Hard Phone</i>	<i>each</i>			<i>annual</i>
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					

## Service Provider Pricing Assumptions

Service Provider will provide all assumptions used in pricing the Services, notating those assumptions which impact price.

Ref ID	Price Impact (Y/N)	Description
1	N	CPE is not required; customer will be able to use existing CPE
2	N	Work will be performed remotely
3	N	Additional access is not required; customer is able to use existing access
4	N	For any additional consulting, training or project management services requested that are not listed as One Time Charges tab, the Rate Care Charges will apply.
5	Y	Surcharges are applicable to IPTF
6	Y	Admin fee will be applicable and incorporated into each line item
7	N	Rate Card Charges for Professional Trainer must be purchased in 8-hours increments.
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		

**State of Georgia  
Georgia Technology Authority**



**Hosted Contact Center**

**Attachment 4-B  
Definition of Charges**

**Hosted Contact Center RFP  
NO. 98000-HCC-0000001097  
June 11, 2014**

*This document contains confidential and proprietary information of GTA and GTA Customers. It is furnished for the purpose of facilitating provider response to this RFP. Except with the express prior written permission of GTA this document and the information contained herein may not be published, disclosed, or used for any other purpose.*

## Service Provider Guidelines

This Attachment is for the Service Provider's use when responding to the RFP.

Attachment 4-B Charges Definitions describes what is received for the charges that Service Provider includes as part of the response in Attachment 4-A Pricing.

## Service Provider Instructions

1. The Service Provider must save this file as the original filename prefixed with a Service Provider name identifier (i.e. "ABC\_HCC Att 4-B Charge Definitions"), where "ABC" is an acronym identifying the Service Provider. All files submitted by the Service Provider must use the same identifier (e.g. only use ABC not AB, AB&C, Abc, ABnC, etc.).
2. Service Provider will use the tables provided in this Attachment to provide descriptions of the charges as part of the Service Provider's response to the RFP.
3. The descriptions should clearly describe the Services and entitlements that a GTA Customer will be entitled to for incurring the specific charge. The Service Provider descriptions of the Services are to be submitted as part of Service Provider's response to the RFP in Attachment 2-B Service Provider Solution and should not be repeated in this Attachment. Appropriate references to the requirements in Exhibit 2 or the Service Provider's solution in Attachment 2-B should support the descriptions supplied herein.
4. Charges are broken out into individual sections for Service Charges, One-Time Charges, Rate Card Charges, and Equipment Charges. The charges described in each of those sections should correspond directly to the charges quoted in the corresponding tab of Attachment 4-A Pricing.
5. Each charge detailed in the tables has a Ref ID field that should relate directly to a reference number in Attachment 4-A Pricing.
6. Service Provider should add additional rows to the tables in this document as necessary to express all his exceptions. Where Service Provider adds additional rows, he should provide a unique reference ID number in the first column.
7. GTA has provided example charge items in italics at the start of each table. Service Provider should respond and quote to those charge items. If Service Provider is unable to respond and quote to those charge items, he should say "unable to respond" and describe the rationale for such a response.
8. Service Provider may provide additional charge items, quote alternative charge items and propose optional charge items. Alternative charges and optional charges should be clearly identified as being either an alternative to the GTA examples or an optional charge GTA Customers may elect to incur.

9. Except for completing the tables and inclusion of additional rows or sections, Service Provider should not change this document in any other way (chapters, format, or text).
10. If the Service Provider wishes to suggest changes to the content or requirements in this Attachment, these suggestions should be summarized and submitted separately to GTA in the Service Provider Appendix F Provider Exceptions, as described in the RFP Instructions. Any notation of objections or issues with the Attachment content does not eliminate or modify the requirements of this RFP, **and the Service Provider's proposal must not assume any incorporation of the Service Provider's suggested changes.**

## Table of Contents

1.0	Service Charges .....	5
2.0	One-Time Charges .....	14
3.0	Rate Card Charges .....	23
4.0	Equipment Charges .....	24

## 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</i>	<p>Agent Call Delivery, Routing and Management</p> <p>1 ACD Agent</p> <ul style="list-style-type: none"> <li>• 1 Campaign Dialer Agent (</li> <li>• 1 Universal Port – Used for IVR, voice, but does not affect chat or email</li> <li>• 1 GB Data Storage and Management for storage of recordings, prompts, scripts, messages, files, and more.</li> <li>• Supervisor reporting</li> <li>• IVR programming toolset</li> <li>• CTI &amp; Database Connectivity (Standard, Encrypted, VPN, FTP, Web Service, and HTML Connector)</li> </ul> <p>*If an agent who has logged in during a previous month does not login during a month their port will be charged as an additional port unless the customer contacts Virtual Contact Center support and requests the port to be turned down</p>
2	<i>HCC Quality Management Seat</i>	Agent Quality Monitoring, recording and reporting
3	<i>HCC Work Force Management</i>	Workload Tracking, Scheduling, Forecasting and Adherence
4	<i>Toll Free Services</i>	All per minute charges associated with toll free access and delivery to the contact centers.
5		
6	Unique Supervisors using VCC	<ul style="list-style-type: none"> <li>• Unique Logged in Agent license as described above</li> <li>• Supervisor Monitor, Barge, and takeover functionality</li> </ul> <p>Per unique logged in supervisor</p> <p>*If an agent who has logged in during a previous month does not login during a month their port will be charged as an additional port unless the customer contacts Virtual Contact Center support and requests the port to be turned down</p> <p><b>Note, Administration/Manager/Supervisor - reporting only</b></p>

		<p>Access to real time and historical reports - no real time call handling or monitoring capability No charge</p>
7	Additional Port Charge	<ul style="list-style-type: none"> <li>• A port is a measure of the maximum number of simultaneous phone calls permitted for a business unit.</li> <li>• One port supports the ability to handle one voice-related (phone) contact</li> <li>• A port can be used for inbound calls (for IVR, ACD, or “pass-through” transfers) or outbound calls (agent-requested dials, dialer / callback / or other system generated dials, or the outbound leg of call transfers)</li> <li>• One port is included with each configured station. Additional “stand-alone” ports may be required to properly support activities such as ACD queuing, IVR-only implementations (where no stations have been purchased), or campaign dialing programs where more the number of simultaneous calls often exceeds the number of stations.</li> <li>• Measured per peak number of total ports configured during the billing interval LESS the peak number of configured stations for the billing interval. (One universal port is included with the purchase of each configured station.)</li> </ul> <p>Monthly recurring charge that is calculated as follows:  <math>(\text{Number of Configured ports}) - (\text{Number of Unique logged in agents} + \text{Number of Unique Logged in Supervisors active}) = \text{total billable universal ports}</math></p>
8	Voice Recording	<ul style="list-style-type: none"> <li>• Voice recording represents the ability for a business unit to record calls / conversations between agents and callers / called parties.</li> <li>• Note: The ability to record calls (Voice Recording) is an independent charge from the storage of those calls (Storage and Data Management).</li> <li>• For End Users that purchase Voice Recording, it is measured as the per peak number of configured stations for the billing interval. The Voice Recording surcharge is either applied to all the configured stations or to none of the configured stations.</li> </ul> <p>Monthly recurring charge that is calculated as follows:  <math>(\text{Unique Logged in Agents} + \text{Unique Logged in Supervisors Active}) * \text{Recording MRC} = \text{voice recording charge}</math></p>
9	Extra Storage	<ul style="list-style-type: none"> <li>• File server disk space used by end users to store files such as call recordings and prompts.</li> <li>• Measured per peak number of gigabytes of disk space utilized during the billing</li> </ul>



		<p>interval LESS the number of Unique logged in agents and supervisors for the billing interval. (One gigabyte of storage is included with the purchase of each configured station.)</p> <p>per GB used on the platform FTP server and database charged as follows:                      (Total GBs used) - (Number of Unique Logged in Agents + Number of Unique Logged in Supervisors active) = total billable GBs used</p>
10	Automated Speech	<ul style="list-style-type: none"> <li>• Supports directed-dialog ASR, meaning it accepts verbal input from a caller, converts the audio to a digital format, and then looks for a matching pattern based a defined list of acceptable responses.</li> <li>• A variety of common commands are natively supported (e.g., “yes/no”, date, time, currency, numbers, and digits).</li> <li>• Users can also define custom lists of words against which spoken utterances are compared.</li> </ul> <p>ASR Usage per minute</p>
11A	Outbound Usage (Limited to VCC Users)	0-49 Agents
11B	Outbound Usage (Limited to VCC Users)	50-99 Agents
11C	Outbound Usage (Limited to VCC Users)	100-149 agents
11D	Outbound Usage (Limited to VCC Users)	150-199 Agents
11E	Outbound Usage (Limited to VCC Users)	200 plus Agents
12	Workforce Management	<ul style="list-style-type: none"> <li>• Forecasting and scheduling</li> <li>• Real-time adherence and intraday management</li> <li>• Time off management</li> <li>• Shift bidding</li> <li>• Scorecards (include up to 5 canned KPI's, goals, trend arrows, peer comparisons)</li> <li>• Reporting</li> <li>• Workflow</li> <li>• Alerts</li> <li>• Measured per number of peak agents configured in the WFM system during the billing interval.</li> <li>• Can only be sold to End Users using inContact ACD/IVR</li> <li>• Workforce Management 2.0 is pre-integrated with the inContact solution portfolio and cannot be integrated into 3rd party systems.</li> </ul> <p>Per configured user</p>

13	Quality Management	<ul style="list-style-type: none"> <li>• Form Builder / Evaluation Forms</li> <li>• Smart Inbox™</li> <li>• Coaching</li> <li>• Encryption management</li> <li>• eLearning Content Producer (1 license included)</li> <li>• Scorecards (include up to 5 canned KPI's, goals, trend arrows, peer comparisons)</li> <li>• Reporting and workflow</li> </ul> <p>Per configured user</p>
14	Workforce Optimization	<ul style="list-style-type: none"> <li>• Workforce Management 2.0 (as described above)</li> <li>• Quality Management 2.0 (as described above)</li> <li>• Premier Scorecards (as described below)</li> <li>• eLearning – Lesson Management (as described below)</li> <li>• Strategic Planner (as described below)</li> </ul> <p>Per configured user</p>
15	Workforce Management Add-on: Premier Scorecard	<ul style="list-style-type: none"> <li>• The base scorecard plus the ability to edit KPI's and select additional, pre-built KPI's</li> </ul> <p>Per configured user</p>
16	Workforce Management Add-on: Lesson Management	<ul style="list-style-type: none"> <li>• Displays assignments, lesson priorities and duration, and completion deadlines</li> <li>• Allows managers to assign, deliver, and track training</li> <li>• Enables End Users to access training, review their learning history, monitor their progress, and develop competencies</li> </ul> <p>Per configured user</p>
17	Workforce Management Add-on: Strategic Planner	<ul style="list-style-type: none"> <li>• “What-If” scenario tool for long range planning (greater than 12 months)</li> <li>• Enables users to analyze long-range staffing, service levels and revenue scenarios in week, month, quarter, annual or longer formats</li> </ul> <p>Per configured user</p>
18	Workforce Management Add-on: Screen Recording	<ul style="list-style-type: none"> <li>• Captures, stores, analyzes, and manages contact center interactions to facilitate compliance with industry regulations while helping to reduce liability and loss.</li> <li>• Contact centers can record and play back calls in their entirety, including audio and agent screens, and can make recordings available to the appropriate people within the enterprise.</li> </ul> <p>Does not include hardware</p>

		Per configured user
19	Hiring Candidates	<ul style="list-style-type: none"> <li>• Web portal for delivery of assessments</li> <li>• API for ease of integration to HR systems</li> <li>• Remote assessment capability</li> <li>• Multiple assessment types</li> <li>• Custom job models</li> <li>• Job model analysis</li> <li>• Manager reports</li> <li>• Available only in North America</li> <li>• Can only be sold to End Users using Virtual Contact Center ACD/IVR</li> </ul>
20		Per Candidate
21		
22	ECHO PRO Per Completed Survey	<ul style="list-style-type: none"> <li>• ECHO is a survey solution that delivers a customer service survey immediately following a contact allowing the End User’s customer to leave comments regarding their experience</li> <li>• ECHO PRO is customizable by the inContact Professional Services team to meet customer requirements. Such customizations include the introduction of customer-specific fields into the database, user screens, and reports. It is targeted at businesses with 200+ agents.</li> <li>• ECHO PRO is delivered via a stand-alone platform. It is integrated to interoperate with inContact ACD / IVR, but it is accessed on its own website with distinct End User credentials.</li> <li>• ECHO PRO is only hosted in North American data centers. The user interface is not localized and is only available in English. Individual surveys, however, can be delivered in target languages.</li> <li>• The “per station” model includes up to 40 completed surveys for the billing interval. Additional surveys are charged at the “per survey” rate. For example, a business unit with 50 agents can have up to 50 x 40 = 2000 completed surveys. If that business unit has more than 2000 completed surveys, the difference is charged at the “per survey” rate.</li> <li>• The billing model (“per station” versus “per survey”) is dependent on the typical</li> </ul>

		<p>usage scenario. When used to assess agent performance on contacts, the “per station” model is typically used. If surveys are being sent independently from contact center transactions (between customer and agent), the “per survey” model is used.</p> <ul style="list-style-type: none"> <li>• Measured either per peak number of configured stations for the billing interval or the total number of completed surveys during the billing interval.</li> </ul>
23	ECHO Pro Per Station	<ul style="list-style-type: none"> <li>• ECHO is a survey solution that delivers a customer service survey immediately following a contact allowing the End User’s customer to leave comments regarding their experience</li> <li>• ECHO PRO is customizable by the inContact Professional Services team to meet customer requirements. Such customizations include the introduction of customer-specific fields into the database, user screens, and reports. It is targeted at businesses with 200+ agents.</li> <li>• ECHO PRO is delivered via a stand-alone platform. It is integrated to interoperate with inContact ACD / IVR, but it is accessed on its own website with distinct End User credentials.</li> <li>• ECHO PRO is only hosted in North American data centers. The user interface is not localized and is only available in English. Individual surveys, however, can be delivered in target languages.</li> </ul> <p>• The “per station” model includes up to 40 completed surveys for the billing interval. Additional surveys are charged at the “per survey” rate. For example, a business unit with 50 agents can have up to <math>50 \times 40 = 2000</math> completed surveys. If that business unit has more than 2000 completed surveys, the difference is charged at the “per survey” rate.</p> <p>• The billing model (“per station” versus “per survey”) is dependent on the typical usage scenario. When used to assess agent performance on contacts, the “per station” model is typically used. If surveys are being sent independently from contact center transactions (between customer and agent), the “per survey” model is used.</p> <ul style="list-style-type: none"> <li>• Measured either per peak number of configured stations for the billing interval or the total number of completed surveys during the billing interval.</li> </ul>
24	3rd Party Monitoring	<ul style="list-style-type: none"> <li>• Third Party Monitoring is an inCloud application that functions as an add-on to the ACD. The web interface allows contact centers (notably outsourcers) to easily provide End Users with secure PIN-protected access to listen to live calls that are associated to them.</li> <li>• Key Features:</li> </ul>

		<ul style="list-style-type: none"> <li>• Web Administration</li> <li>• ACD skills grouping</li> <li>• PIN protected dial-in access for client monitoring</li> <li>• Define which calls your clients can monitor</li> <li>• VIP Customer notification</li> <li>• Call logging of monitored calls</li> <li>• Monitored call tagging</li> </ul> <p>Per monitored project</p>
25	Auto Attendant	<ul style="list-style-type: none"> <li>• Auto Attendant is a hosted system that allows callers to be automatically transferred to an extension without the intervention of a receptionist and regardless of employee geography. Callers can find users by using the "dial-by-name" or company directory.</li> <li>• When End User sets his or her phone status to "Out-of-Office", calls can be forwarded to another extension to make sure all calls are answered or they can be sent to voicemail.</li> <li>• Auto Attendant extensions and voicemails can be managed by an administrator or the user via a website or the phone.</li> <li>• Professional Services must implement the solution</li> </ul> <p>Per Auto attendant profile</p>
26		
27	VoIP Inbound Subscription	Per-URI termination charge for IP termination of VoIP Inbound. Not applicable to TDM terminations.
28	VoIP Inbound Advanced Feature Charges Combined Features Package	<p>The Combined Features Package is comprised of the following features:</p> <ul style="list-style-type: none"> <li>• Time-of- Day/Time-of-Interval Routing</li> <li>• Cross Corporate Identification Routing (CCID)</li> <li>• Day-of-Week Routing</li> <li>• Exchange Routing (for toll free numbers only)</li> <li>• Geographic/Point-of-Call Routing (for toll free numbers only)</li> <li>• Percentage Allocation Routing</li> </ul>
29	VoIP Inbound Advanced Feature Charges Alternate Routing	Plans pre-defined by Customer enable re-routing of inbound calls to enable disaster recovery.
30	VoIP Inbound Advanced Feature Charges Call Area Selection/Tailored Call	Customer can block incoming calls based on originating state or area code.

	Coverage	
31	VoIP Inbound Advanced Feature Charges Day of Year Routing/Holiday Routing	Customer can re-route inbound calls based on date (month/day).
32	VoIP Inbound Advanced Feature Charges DNIS	Customer with multiple toll free numbers terminating in a single location can identify the number dialed by the caller (available only at dedicated access locations).
33	VoIP Inbound Advanced Feature Charges Supplemental Codes - ID Codes (per block of 100)	These are caller-entered digits that enable call tracking and management. Per install or per change
34	VoIP Inbound Advanced Feature Charges Supplemental Codes - Account Codes (per 800 number)	These are caller-entered digits that enable call tracking and management.
35	Toll Free Transport Charges – International	For calls originating outside the United States via ITFS or UIFN service, Customer will be charged a transport rate
36		
37		
38		
39		
40		
41		
42		
43		
44		
45		
46		
47		
48		
49		
50		
51		

52		
----	--	--

## 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</i>	
2	<i>HCC Implementation per Contact Center</i>	The Virtual Contact Center (VCC) implementation team utilizes audio and web-based tools to provide comprehensive and collaborative end-to-end project management for all VCC implementations. All projects begin with a review of the overall process and quickly proceed to requirements gathering to determine the criteria and business rules needed to successfully configure ACD, IVR, and multimedia routing for the customer's contact center. Once the scope of the project is agreed upon we work closely with the customer's designated administrator(s) to configure the details of the call flow, providing training throughout the process. A thorough 3-step testing process (Verizon/joint/customer) follows to ensure that the configuration is working as desired. Extensive online training resources are available for on-demand review and train-the-trainer training is provided for the customer's designated trainer(s) to ensure that all VCC users are prepared for the transition to VCC. On the agreed upon go-live date, the VCC implementation project manager coordinates all cutover activities and ensures that calls are being delivered to VCC agents. A 10-business day monitoring period follows the cutover where the VCC Implementation project manager remains engaged to address any post-cutover issues that may arise and answer questions as needed prior to the formal handoff to Virtual Contact Center support.
3		
4	<i>Advanced Implementation Fee</i>	This feature expands our implementation team to include the engagement of Virtual Contact Center's Professional Services team. This team will review the initial solutions overview document created by pre-sales and the customer and validate what capabilities are required to meet the customer's objectives. Upon agreement on the requirements the team will deliver a final build document and then coordinate the basic ACD implementation with the advanced feature required.
5		
6	<i>Speech Implementation Services (Full)</i>	
7	<i>Speech Implementation (Half)</i>	• Up to 10 enabled ASR functions



		<ul style="list-style-type: none"> <li>• Additional options can be ordered in increments of 5 ASR functions at 50% discount off initial implementation</li> </ul> <p>Flat Rate Non recurring charge for implementation and then speech usage would be charged on a monthly basis</p>
8	<i>Dialer Enablement (Limted to VCC Users)</i>	<p>This features supports the implementation of the preview, progressive, or message lay down capability within the platform. Key features include:</p> <ul style="list-style-type: none"> <li>• Provisioning of Dialer feature</li> <li>• Administrator training for Dialer</li> <li>• Creation / configuration of one dialer project peformed via web collaberation with the customer's dialer specialist</li> </ul> <p>Flat Rate Non recurring charge</p>
9	<i>Workforce Management 2.0 Implementation</i>	<ul style="list-style-type: none"> <li>• Education <ul style="list-style-type: none"> <li>• One day virtual training prior to onsite training</li> <li>• Five days onsite at inContact: first Monday of every month (Shared session)</li> <li>• Four hours of follow up virtual training: one month after go-live</li> </ul> </li> <li>• Implementation <ul style="list-style-type: none"> <li>• Business requirements session</li> <li>• Application overview</li> <li>• Set-up of skills, agents &amp; campaigns</li> <li>• Remote enablement</li> <li>• Readiness and End User Adoption</li> <li>• Business discussion</li> <li>• Application level settings</li> <li>• User level settings</li> <li>• Creation of work patterns &amp; shifts</li> <li>• Queue mapping</li> </ul> </li> </ul> <p>Flat Rate Non recurring charge</p>
10	<i>Workforce Management 2.0 Premier Implementation</i>	<ul style="list-style-type: none"> <li>• Education <ul style="list-style-type: none"> <li>• One day virtual training prior to onsite</li> <li>• Five days onsite inContact or Customer: Customized training for customer specific business*</li> </ul> </li> <li>• Two-hour Best Practice Session during implementation</li> <li>• One day follow up virtual training: one month after go-live</li> </ul>

		<ul style="list-style-type: none"> <li>• Three days onsite at customer location*</li> <li>• Implementation                             <ul style="list-style-type: none"> <li>• Business requirements session</li> <li>• Application overview</li> <li>• Set-up of skills, agents &amp; campaigns</li> <li>• Remote enablement</li> <li>• eLearning</li> <li>• Scorecard</li> <li>• Readiness and End User Adoption</li> <li>• Business discussion</li> <li>• Application level settings</li> <li>• User level settings</li> <li>• Creation of work patterns &amp; shifts</li> <li>• Queue mapping</li> <li>• Developing course materials</li> </ul> </li> <li>• Travel and accomodations are extra</li> </ul> <p>Flat Rate Non recurring charge</p>
11	<i>Quality Management 2.0 Implementation</i>	
12	<i>Quality Management 2.0 Premier Implementation</i>	<ul style="list-style-type: none"> <li>• Initial Setup and Features</li> <li>• Business requirements session</li> <li>• Best practice form completion</li> <li>• Example QM forms</li> <li>• Set-up of 2 forms</li> <li>• Application overview</li> <li>• Remote enablement</li> <li>• Coaching application set-up</li> <li>• Scorecard</li> <li>• Education</li> <li>• Three days onsite inContact - 3rd week of every month starts on Tuesday's (Shared session)</li> </ul> <p>Flat Rate Non recurring charge</p>
13	<i>Workforce Optimization 2.0 Implementation</i>	<ul style="list-style-type: none"> <li>• Education                             <ul style="list-style-type: none"> <li>• One day virtual training prior to onsite</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>• Five days onsite inContact or End User (Dedicated trainer</li> <li>• Customized training for End User specific business)*</li> <li>• Two-hour Best Practice Session during implementation</li> <li>• One day follow up virtual training: one month after go live</li> <li>• Three days onsite at End User location*</li> <li>• Readiness and User Adoption</li> <li>• Business discussion</li> <li>• Application level settings</li> <li>• User level settings</li> <li>• Creation of work patterns &amp; shifts</li> <li>• Queue mapping</li> <li>• Lesson management</li> <li>• Development of the course materials for End User training</li> <li>• Initial Setup and Features                             <ul style="list-style-type: none"> <li>• Business requirements session</li> <li>• Application overview</li> <li>• Set-up of skills, agents &amp; campaigns</li> <li>• Remote enablement</li> <li>• Lesson Management</li> <li>• Work Force Management</li> <li>• Quality Management</li> <li>• Premier Scorecard</li> <li>• Strategic Planner</li> <li>• Content producer</li> </ul> </li> <li>• Travel and accomodations are extra</li> </ul> <p>Flat Rate Non recurring charge</p>
14	<i>Workforce Management 2.0 Post Implementation Technical Consulting</i>	<ul style="list-style-type: none"> <li>• Two days onsite follow up (excludes travel and accommodations)</li> <li>• One hour review call prior to coming onsite</li> <li>• Application overview</li> <li>• Site visit summary and recommendations</li> </ul> <p>Flat Rate Non recurring charge</p>
15	<i>Workforce Management Add-on Premier Scorecard</i>	<ul style="list-style-type: none"> <li>• Four-hour virtual training</li> <li>• Two hours best practice consultation during implementation</li> <li>• Set-up 2 scorecards with up to 5 KPI's</li> </ul>

		<ul style="list-style-type: none"> <li>• Application overview</li> </ul> <p>Flat Rate Non recurring charge</p>
16	<i>Workforce Management Add-on Lesson Management</i>	<ul style="list-style-type: none"> <li>• One day virtual training</li> <li>• Two hours best practice consultation during implementation</li> <li>• Set-up 2 courses</li> <li>• Application overview</li> <li>• Coaching application set-up</li> </ul> <p>Flat Rate Non recurring charge</p>
17	<i>Workforce Management Add-on Strategic Planner</i>	<ul style="list-style-type: none"> <li>• Four-hours virtual training</li> <li>• Two hours best practice consultation during implementation</li> <li>• Application overview</li> </ul> <p>Flat Rate Non recurring charge</p>
18	<i>Workforce Management Add-on Screen Recording</i>	
19	<i>Hiring</i>	<ul style="list-style-type: none"> <li>• Development of up to two job models</li> <li>• Company overview</li> <li>• Perform baseline assessment against existing employees</li> <li>• Analysis of assessments to define optimal job models</li> <li>• Initial training</li> </ul> <p>Flat Rate Non recurring charge</p>
20	<i>Hiring Extra Job Models</i>	
21		
22		
23	<i>ECHO Pro Email Implementation</i>	<ul style="list-style-type: none"> <li>• Customization of up to two (2) email surveys</li> <li>• One (1) integration point</li> <li>• Fifteen (15) standard reports</li> <li>• Initial training</li> </ul> <p>Flat Rate Non recurring charge</p>
24	<i>ECHO Pro IVR Implementation</i>	<ul style="list-style-type: none"> <li>• Customization of up to two (2) email surveys</li> <li>• Two (2) integration point</li> <li>• Fifteen (15) standard reports</li> </ul>

		<ul style="list-style-type: none"> <li>• Initial training</li> </ul> <p>Flat Rate Non recurring charge</p>
25	<i>ECHO Pro Extra Survey Implementation</i>	
26		
27		
28		
29		
30	<i>Basic Self Service IVR</i>	<ul style="list-style-type: none"> <li>• Adds data lookup to one internal Virtual Contact Center hosted database table; up to 25 menu options (no external data integration)</li> <li>• Up to 3 database “calls” (lookup only); increases deployment timeline up to 60 days</li> </ul> <p>Flat Rate Non recurring charge</p>
31	<i>Premium Self Service IVR</i>	<ul style="list-style-type: none"> <li>• Adds integration to one external CRM/database; up to 50 menu options</li> <li>• Up to 3 database/web service “calls” (lookup, push or update); not all external CRM solutions supported</li> <li>• Automated Speech Recognition (ASR) not included</li> <li>• Increases deployment timeline up to 60 business days</li> </ul> <p>Flat Rate Non recurring charge</p>
32		
33	<i>3rd Party Monitoring Implementation</i>	
34	<i>Call Recording Implementation</i>	
35	<i>Auto Attendant Implementation (up to 50 users)</i>	
36	<i>Auto Attendant Implementation (up to 100 users)</i>	
37	<i>Auto Attendant Implementation (Incremental users over 100)</i>	
38		
39	<b>VoIP Inbound Subscription</b>	Per-URI termination charge for IP termination of VoIP Inbound. Not applicable to TDM terminations.
40	<b>IP Toll Free Service Activation</b>	Set-up of VoIP Inbound Corporate ID (“Corp ID”), plus termination to each Private IP or Internet Dedicated location.

		NRC per Corp ID (includes first VoIP Inbound IP Termination) and for each additional VoIP Inbound IP termination and for each qualifying non-IP switched access termination
41	Service Change	(For example, bill payer name/address change, or adding a trusted entity to the Service Controller table.  NRC per change
42	VoIP Inbound Advanced Feature Charges Combined Features Package	The Combined Features Package is comprised of the following features: <ul style="list-style-type: none"> <li>• Time-of- Day/Time-of-Interval Routing</li> <li>• Cross Corporate Identification Routing (CCID)</li> <li>• Day-of-Week Routing</li> <li>• Exchange Routing (for toll free numbers only)</li> <li>• Geographic/Point-of-Call Routing (for toll free numbers only)</li> </ul> Percentage Allocation Routing  Per new order
43	VoIP Inbound Advanced Feature Charges Combined Features Package	The Combined Features Package is comprised of the following features: <ul style="list-style-type: none"> <li>• Time-of- Day/Time-of-Interval Routing</li> <li>• Cross Corporate Identification Routing (CCID)</li> <li>• Day-of-Week Routing</li> <li>• Exchange Routing (for toll free numbers only)</li> <li>• Geographic/Point-of-Call Routing (for toll free numbers only)</li> </ul> Percentage Allocation Routing  Per change
44	VoIP Inbound Advanced Feature Charges Alternate Routing	Plans pre-defined by Customer enable re-routing of inbound calls to enable disaster recovery. Per install, per TN alternate routing
45	VoIP Inbound Advanced Feature Charges Alternate Routing	Plans pre-defined by Customer enable re-routing of inbound calls to enable disaster recovery. Per install, per plan
46	VoIP Inbound Advanced Feature Charges Alternate Routing	Plans pre-defined by Customer enable re-routing of inbound calls to enable disaster recovery. Per change
47	VoIP Inbound Advanced	Customer can block incoming calls based on originating state or area code.

	Feature Charges Call Area Selection/Tailored Call Coverage	Per install
48	VoIP Inbound Advanced Feature Charges Call Area Selection/Tailored Call Coverage	Customer can block incoming calls based on originating state or area code. Per change
49	VoIP Inbound Advanced Feature Charges Day of Year Routing/Holiday Routing	Customer can re-route inbound calls based on date (month/day). Per install
50	VoIP Inbound Advanced Feature Charges Day of Year Routing/Holiday Routing	Customer can re-route inbound calls based on date (month/day). Per change
51	VoIP Inbound Advanced Feature Charges DNIS	Customer with multiple toll free numbers terminating in a single location can identify the number dialed by the caller (available only at dedicated access locations). Per install
52	VoIP Inbound Advanced Feature Charges DNIS	Customer with multiple toll free numbers terminating in a single location can identify the number dialed by the caller (available only at dedicated access locations). Per change
53	VoIP Inbound Advanced Feature Charges DMR Disconnect Message  DMR to Verizon Number  DMR to a Verizon number with Call Extension	DMR is a message to inform callers that a dialed number has been changed or disconnected and, optionally, offers the ability to transfer the call to the specified destination.  No charge for initial set-up.  A change charge will apply, per change, at the time the change is made, for any of the following: <ul style="list-style-type: none"> <li>• DMR type change</li> <li>• DMR Call Extension Termination Change</li> <li>• DMR Referral Number Change</li> </ul> DMR Extend Time Period Change
54	VoIP Inbound Advanced Feature Charges Supplemental Codes - ID Codes	These are caller-entered digits that enable call tracking and management. Per install or per change

Georgia Technology Authority

	(per block of 100)	
55		
56		
57		
58		
59		
60		
61		
62		
63		
64		
65		
66		



### 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>	
2	<i>Professional Trainer</i>	
3	<i>Project Manager</i>	
4		
5		
6		
7		
8		
9		
10		

## 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		