



## Cloud Contact Next Generation Service Schedule Part B – Service Description

### Section A The Service

#### 1. STANDARD COMPONENTS OF THE SERVICE

BT will provide the Customer with the following Services in accordance with the details as set out in the Order:

- 1.1 **Access to BT Cloud Contact Platform;** which allows an Administrator to:
  - 1.1.1 register and de-register Users (Agents, Supervisors, Administrators) and their permissions;
  - 1.1.2 manage the profiles of each Supervisor and Agent including the Groups and Teams to which they belong, their skills and their access permissions to system functions such as reports and call recordings;
  - 1.1.3 manage Queues, release codes, wrap-up codes and other configuration settings;
  - 1.1.4 manage any other service that is provided as part of the Service.
- 1.2 **Access to BT OneDesktop** for Agents and Supervisors according to their access permissions as managed by Administrators, which will allow:
  - 1.2.1 an Agent to take Inbound communications (such as voice, voicemail, call-back, email and chat) and place Outbound communications based on the Call Routing Strategies, which, for Telephony, will be in accordance with one of the following levels of Telephony quality, whichever is set out in the Order:
    - (a) Full Voice Quality: the full level of Telephony quality as detailed in the Order; or
    - (b) Compressed Voice Quality: a degraded level of Telephony quality as detailed in the Order; and
  - 1.2.2 a Supervisor to monitor Agents, access Voice Recordings and historical and real-time reporting on the Service;
- 1.3 **Access to Designer Application and the FTP Server** for Administrators, which will allow an Administrator to manage the ongoing configuration of Interactive Voice Response and Call Routing Strategies;
- 1.4 **Access to any administration portals** provided with the Service;
- 1.5 **Access to historical and real time reporting portals;**
- 1.6 **Storage capability** for historical reports, Voice Recordings and CRM data in accordance with the storage limits set out in the Order; and
- 1.7 **User guides** providing information for Users on how to use the Service.

#### 2 Service Options

BT will provide the Customer with any of the following options as set out in any applicable Order and in accordance with the details as set out in the Order:

<u>Feature</u>	<u>Description</u>
<b>Media</b>	additional channels on top of voice, email and chat such as social media.
<b>Voice Recording</b>	the ability to automatically or manually record Telephony calls.
<b>Video Recording</b>	the ability to automatically or manually record chat escalation to video and screen sharing session ("Video Recording").
<b>Integration</b>	Software and configurations that enables the Service to integrate with third party CRM, knowledge management and other business applications or with BT Optimise Contact Services (WFM/WFO).
<b>Social Connector</b>	Software that acts like a connector between the Customer's chat end points (Facebook Messenger, Twitter, Skype for Business or SMS) and the Service.
<b>Bulk Download Tool</b>	allows the Customer to enable authorised Users to view and schedule reports based on all on the FTP Server stored Inbound communications and Outbound communications.



<b>Phone Only Agents</b>	the ability for Agents to make and receive Telephony calls without using the BT OneDesktop.
<b>Preview Dialler</b>	an automatic telephone dialling system that dials from a list of numbers. It presents the Agent contact information to be called and requires a response either to make or decline the call.
<b>Preview and Progressive Dialler</b>	an automated dialling system that presents contact information to the Agent prior to dialling the phone number. The Agent can be given a specific period of time to perform this review prior to the dialler automatically placing the call.
<b>Digital Self-services</b>	a chat application started on the web or smart phone (an app or chat bot) that allows customers to ask questions or request a transaction. It also allows the Customer to escalate the chat to a live Agent.
<b>Resilience</b>	the Customer can request to implement several resilience options which will be set out on the Order.
<b>Professional Services</b>	to assist the Customer with any other activities in addition to the standard delivery of the Service provided by BT. The details of any Professional Service provided will be set out in the Order.
<b>Bring Your Own Bot</b>	an API to integrate with third party cognitive services: (a) http-based APIs for interfacing with third party voice cognitive services that convert voice-to-text and text to voice, and (b) http-based APIs for connecting to third party bot frameworks.
<b>Microsoft Teams integration</b>	comprises of three capabilities that can be implemented and used independently: (a) Chat integration allows Microsoft Teams users to initiate chat calls into the Service using the standard Microsoft Teams client (b) Presence allows Agents to see Microsoft Teams users and their Microsoft Teams state in calling lists. The calling list also provides the destination number for routing voice calls. (c) Voice Integration provides the capacity to deliver voice calls bidirectionally between BT Cloud Contact and Microsoft Teams users 'on-net', via SIP direct routing, without using the PSTN.
<b>Agent Evaluation</b>	an application that enables the Supervisors to assess the quality of the services provided by Agents.
<b>Chat escalation to video and screen-sharing</b>	Enables the Agent to escalate from a chat to a video and/or screen-share session. The escalation requires support of WebRTC from both Agent and the caller.
<b>Speech Services (ASR/TTS)</b>	Automatic speech recognition and text-to-speech services that are used to enhance the standard IVR capabilities by capturing spoken information from the caller, querying routing systems (such as Customer-provided APIs), and voice responding.
<b>Local Gateway</b>	the integration of corporate voice services with BT Cloud Contact via a BT IP Connect Global or Internet based SIP trunks for countries where BT cannot offer voice service BT One Voice Global SIP Trunking, full PSTN replacement and where regulation permits such integration.
<b>Local Storage</b>	Offers a storage of the recordings not in the standard BT Cloud Contact sites but, depending on the Customer preference, in USA, UK or the Netherlands local sites only.

### 3 Service Management Boundary

3.1 BT's responsibility to provide and manage the Service is physically and logically limited up to the demarcation points where the voice and data services (including any equipment managed or controlled by the Customer) interconnects with:

3.1.1 in respect of Voice Connectivity, the Media Gateway(s) used by the Service;



- 3.1.2** in respect of Data Connectivity, the BT firewall used to protect the BT Cloud Contact Platform against unauthorised access;
- 3.2** The Service is not suitable for any confidential message exchange.
- 3.3** VOIP calls are not part of the Service. BT will not support VOIP calls, or accept a report of an Incident in respect of VOIP calls or will notify the VOIP carrier of any Incidents.
- 3.4** The Service does not support and BT has no responsibility for faults which result (directly or indirectly) from additional features and configurations of the Service that are done directly by the Customer or by any third party suppliers of the Customer.
- 3.5** Paragraphs 3.1 – 3.4 together constitutes the "**Service Management Boundary**."
- 3.6** BT will have no responsibility for the Service outside the Service Management Boundary.
- 3.7** BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any Customer's equipment or other equipment and software.

#### 4 Enabling Services

- 4.1** The Customer will have the following services in place that are necessary for the Service to function:
  - 3.1.1** a service supplied by BT that enables Inbound Telephony calls; e.g. Inbound Contact Global;
  - 3.1.2** a service supplied by BT that enables Outbound Telephony calls; e.g. One Voice Global SIP Trunking. The One Voice Global SIP Trunking variant with full PSTN replacement is required with this Service.
  - 3.1.3** a service supplied by BT or third party that enables data transport between the BT Cloud Contact Platform and the Users; and
  - 3.1.4** a service supplied by BT or third party that enables messaging services between Users on the BT Cloud Contact Platform and end users  
(each an "**Enabling Service**")

#### 5 Commissioning of the Service

- 5.1** Before the Operational Service Date, BT will:
  - 5.1.1** provide the Customer with the Start-Up Kit and credentials to access the BT Cloud Contact knowledge base. This will include administrative usernames and passwords, access to and documentation for administrative tools, instructions for setting up Agents, Supervisors and Administrator(s);
  - 5.1.2** deliver and configure the Service by creating the Customer environment on the BT Cloud Contact Platform;
  - 5.1.3** connect the Service to the BT provided Enabling Services, where required;
  - 5.1.4** provide any Professional Services, if selected as service option, in line with the details set out on the Order;
  - 5.1.5** conduct a series of standard tests on the Service to ensure that it is configured correctly; and
  - 5.1.6** on the date that BT has completed the activities in this paragraph 5.1, confirm to the Customer that the Service is available for performance of any Acceptance Tests.

#### 6 Acceptance Tests

- 6.1** The Customer will carry out the Acceptance Tests for the Service within five (5) Business Days after receiving notice from BT ("**Acceptance Test Period**").
- 6.2** The Service is accepted by the Customer if the Customer confirms acceptance in writing during the Acceptance Test Period or is treated as being accepted by the Customer if the Customer does not provide BT with notice to the contrary by the end of the Acceptance Test Period.
- 6.3** Subject to paragraph 6.4, the Operational Service Date will be the earlier of the following:
  - 6.3.1** the date that the Customer confirms or BT deems acceptance of the Service in writing in accordance with paragraph 6.2;
  - 6.3.2** the date of the first day following the Acceptance Test Period; or
  - 6.3.3** the date the Customer starts to use the Service.



- 6.4** If, during the Acceptance Test Period, the Customer provides BT notice that the Acceptance Tests have not been passed, BT will remedy the non-conformance without undue delay and provide the Customer notice that BT has remedied the non-conformance and inform the Customer of the Operational Service Date.

## **Section B Service Management**

### **7 Service Management**

- 7.1** The Service Management Schedule as referred to in the Order will apply to this Service.
- 7.2** The Customer acknowledges that it may be necessary from time to time to upgrade the BT Cloud Contact Platform Software. BT will aim to perform such upgrades during its regularly scheduled maintenance windows on Saturday and Sunday mornings between 01:00 – 05:00 GMT. BT will use reasonable endeavours to keep the period of upgrade to a minimum and will restore Service as soon as possible.