Lot 3: Cloud Support Pricing Document

TTEC Digital Google CCAI-P Managed Services

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1.   Overview

TTEC Digital Managed Services are available in two different tiers which range from standard ITIL based break-fix services to a fully Managed Service offering inclusive of 3rd party management, change services and an advanced multi-platform, multi-service Monitoring solution.

2.   Pricing

2.1. Managed Service Pricing

TTEC Digital can provide Managed Services for Google CCAI-P environments via two offerings, Essential and Plus. The following section details each offering.

Essential [4]

- Client Success Management [1]
    - Native Google "Out of Box" reports
- Incident Management
    - Platform break/fix support
    - Google engagement (i.e., Product Defects)
- Platform Adoption
    - 180 hours per year [2]
    - Moves/Adds/Changes/"How To"

Plus [4]

- Client Success Management [1]
    - Customer Success Manager
    - TTEC Digital Performance Reporting
- Readiness Assessment
    - Assessment findings
    - Best Practice Recommendations
- Incident Management
    - Platform break/fix support
    - Google Engagement and Escalation
    - Single point of contact (BYOC/Telco) – Swivel [3]
- Platform Adoption
    - 480 hours per year [2]
    - Moves/Adds/Changes/"How To"
    - Quarterly webinar features and capabilities
- Voice Flow Monitoring
    - Customer Experience

NOTE:

[1] *TTEC global services model will apply; US Only services model is available.*

[2] *20% of monthly hour allotment can be rolled over into the following month.*

[3] *Carrier Single Point of Contact (SPOC) is for one circuit.*

[4] *Platform Managed Services will only cater for 500 or less agents.*

The commercial details for the CCAI-P Managed Service levels are:

Managed Service Offering	Pricing Per Month	Pricing Per Year
Essential	£2,185	£26,220
Plus	£6,065	£72,750

2.2. Professional Service Pricing

Please refer to the TTEC Digital Google CCAI-P Managed Services Rate Card.

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ABOUT TTEC DIGITAL

TTEC Digital is a global leader in customer experience orchestration, combining technology and empathy at the point of conversation. Today customer conversations, and the contact centre technologies that support them, are inseparable. We bring decades of innovation experience across the world's leading contact centre technology platforms – and blend it with in-house expertise in CX strategy, data and analytics, AI and more – to help organisations maximise their technology investments and create truly exceptional customer experiences.