G-Cloud 14 Route 101 Software Service Description

Powered by Route 101

Route 101

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About Route 101

Route 101 is a provider of next generation cloud customer engagement platforms, offering award winning solutions from market leading vendors. We deliver a full range of services to ensure our clients get the maximum value from the solutions we provide, including all associated consultancy, professional services, training and support. Route 101 has:

- The **knowledge** to get to the heart of your business and customer needs,
- The **expertise** to advise you on what you need and what you don't,
- The **technology** to deliver a world-class, customer focused solution, and,
- The **desire** to build a lasting and mutually beneficial partnership with you.

Route 101 Technology Partners

General

Calabrio Software Service Description

Calabrio is one of the world's leading providers of strategic Workforce Optimisation solutions in contact centres, back offices and for branches and stores. Calabrio's solution set includes call recording, quality monitoring, analytics, advanced reporting and workforce management, available separately or combined within the Calabrio ONE Suite.

Calabrio ONE

A complete toolset to unlock the tremendous value buried within your customer interaction data and transform your entire business. One seamless solution, powered by the cloud, which combines a fully integrated workforce engagement suite with robust voice-of-the-customer analytics and business intelligence tools.

Capture every customer interaction across all channels. Extract predictive and prescriptive insights. Elevate customer experiences, improve employee engagement, and increase operational efficiency. Then, extend customer-centric strategies across the business to accelerate sales, drive innovation and move your business forward.

Calabrio Call Recording

Customer interactions are the start of the data trail. You need a robust, reliable solution to record every call and transform customer interactions into highly usable data.

- Guarantee 100% capture and simplify compliance.
- Quickly search hundreds of hours of calls to prove adherence, settle disputes and mitigate risk.
- Connect the voice of your customer with key goals across the business.

Calabrio Call Recording is included with Calabrio ONE Suite and Calabrio Quality Management.

Calabrio Quality Management

Strengthen relationships, deepen loyalty and drive measurable impact across the business. Automate recording and reporting and streamline evaluations—so you can spend more time coaching and leading.

- Create shorter feedback loops to engage and motivate agents.
- Use intelligent analytics to focus your attention where it matters most.
- Let the voice of the customer lead the way to consistent, outstanding customer experiences.

Tune out the noise and target the insights you need to meet your contact centre goals and drive business value.

Calabrio Workforce Management

Designed for the modern contact centre and the modern workforce. Through employee empowerment tools, intelligent automation, customized reporting and global support, Calabrio's WFM solution addresses the acute needs organisations face in today's challenging environment, while helping navigate the evolving world of work.

Calabrio WFM is a highly agile and scalable WFM platform that allows delivery of seamless experiences for customers, agents and contact centre managers – no matter where agents are working; remotely, on-location or a hybrid mix.

Through its core functionality, Calabrio WFM enables your organisation to plan and manage their operations through advanced forecasting, dynamic scheduling and intelligent automation, while also providing the tools and technology to empower, educate and lead today's workforce.

- **Forecasts:** Multi-skill, multichannel forecasting for both short and long-term planning, as well as for trends and seasonality analyses.
- **Schedules:** Powerful, multi-skill scheduling optimisation engine for effective employee planning, considering work-hour legislation, demand, employee requests, and more.
- **People:** Employee administration, including work-hour contracts and skill assignments.
- **Shifts:** Efficient shift generator for creating shifts from any mix of schedule activities.
- **Budgets:** For long-term planning of staffing requirements; assess the staff available in comparison with forecasted resource need.
- **Intraday:** Allows overview and detailed analysis of on-the-day traffic, performance and staffing down to interval level.
- **MyTime:** Provided as both a web-based employee portal and an IOS / Android app, MyTime offers employees not only access to their schedules but also industry-leading empowerment tools for work-hour preferences and self-assessment.
- **CC / CX Connector:** Calabrio provides certified connectors to all major contact centre and customer experience platforms for automated transfer of contact data to Calabrio WFM.

Calabrio Analytics

Unlock the goldmine of intelligence buried in your contact centre with sophisticated AI and ML-fuelled speech, desktop and text analytics embedded throughout the new Calabrio ONE. Illuminate compelling, AI-driven insights and put them into action to enrich human interactions. Transform every customer interaction, including web conference meetings, into usable data. Distil that data into key trends. Extract insights to drive profitable change in the contact centre and across your business. It's time to harness the true voice of your customer.

Gamma Software Service Description

Gamma is a leading supplier of voice, data and mobile products and services in the UK. Their products include fixed telephony, IP telephony, hosted phone systems, broadband and data connections, mobile services, security and unified communications solutions.

Gamma SIP Trunks

Organisations can find their operations restricted by inflexible and costly inbound / outbound voice calls and services if delivered via traditional ISDN. Gamma SIP Trunking transcends these issues, offering less cost per channel than ISDN, while providing more flexibility for geographic telephone numbers – and how and where they can be used – as well as greater reliability.

Big Savings: Experience savings of up to 50% online rentals and 25% or more on call costs compared to traditional ISDN.

Secure Numbers: Move premises with ease – even outside of your geographical area – with our built-in number flexibility that allows you to keep existing numbers.

Free Calling: Take advantage of free call termination to UK fixed destinations plus enjoy free calls between connected sites including international locations.

Costs Cut: Use Gamma SIP Trunks to reduce the number of ISDN connections that you require while reducing the maintenance costs of your PBXs.

Legacy Proof: Be reassured that SIP trunking can be used with existing ISDN connections to ensure that any transition is frictionless.

Gamma MyInbound

Gamma's intelligent numbering platform provides complete control over your geographic and non-geographic number provisioning and management, as well as increased control over call charges. Operating in conjunction with your contact centre and back-office telephony, it is a highly reliable service that can also be combined with SIP services for a complete voice and disaster recovery solution.

MyInbound offers:

Tailored Call Plans: Build unlimited call plans and modify them to suit your changing needs. Schedule call routing in advance according to preferences and use call divert options to maximise your call handling potential and provide improved customer service. A very useful disaster recovery tool, where you can instantly switch your call routes at the click of a button without any need for intervention from Route 101 or Gamma.

Call Statistics: Easily interpreted graphs of incoming call statistics help track calls and enhance marketing. Snapshot data provides results of call handling efficiencies enabling informed decisions.

Call Queuing: Queue incoming calls on a destination number to assist with call handling during busy periods. Use live queue statistics to monitor customer service and make changes in flight. Project on a wallboard for immediate feedback to call handling agents and supervisors.

Mobile App: Provides on the move access and control of all of your numbers without stepping foot in the office. It allows you to send calls to another mobile, landline or predefined call plan of your choice. The app is great for managing calls whilst on the move or for creating emergency call diverts in Business Continuity / DR scenarios.

Benefits of MyInbound include:

- Use with any 01 / 02 / 03 / 08 numbers, anywhere, from any device.
- Instant call management puts you in control.
- Manages everyday calls and reduces costs through network-based queuing.
- Business continuity built-in; keeps working in a crisis.
- You can create a local and national presence, regardless of your location.
- Provides ROI measurement for better marketing activity.
- Ideal for flexible working - taking calls on the move.
- Immediate setup - instantly create and amend call plans and announcements.
- Easy-to-use, jargon free interface.
- No capital outlay - can be funded out of monthly operational spend for quick decision making and implementation.
- HTML5 GUI compatible with PC, laptop, tablets and mobile.

Gamma Horizon

Gamma's hosted telephony system, designed to deliver a complete and versatile telephony solution for the single office and extension, through to multi-site offices requiring multiple extensions. It enables users to administer and control their telephony (including a whole array of calling and network features) through a web-based control panel.

In addition to the call management features you would expect from a standard PBX, Horizon provides extra services, such as call recording, auto-attendant, desktop assistant, hunt groups, disaster recovery options, twinning and end-user profiling, with further applications being developed as the service continues to evolve.

Gamma Horizon Contact

An integrated business communication and customer contact solution that simplifies multi-channel customer interactions; perfect for organisations who want to make it easier for customers to engage with them. Unlike most contact centre solutions, Horizon Contact provides an easy-to-use, self-service feature set, for small to medium businesses, at an affordable price point.

Horizon Contact is a cloud-based contact centre solution, designed specifically to work in conjunction with Gamma's Horizon hosted telephony platform, providing a unified experience and shared feature set for front office agents and back office users alike. Users exist within the Horizon platform and can easily be enabled as Horizon Contact agents within the Horizon portal.

Offering a rich customer contact experience for both voice and email interactions, Horizon Contact is compatible with a broad range of handsets and supports webRTC to enable the use of soft phones and home working for contact centre agents who only need access to a supported browser. Users can log into any device and work anytime, anywhere. Benefits include:

- High availability, redundancy and disaster recovery.
- Single platform across front and back office users.
- Cloud hosting, removing the need for any local infrastructure.
- Rapid deployment across all locations and simple ongoing self-administration.
- API focused architectures for easy customisation and integration with third parties.
- Simple and elegant management and configuration.
- Lower cost of telephony elements.
- Reduction in management costs.
- Improvement in analytics and reporting.
- Improved customer satisfaction.

Gamma Teams Direct Routing

Gamma is part of the UK's national switching infrastructure and have network interconnects with all major UK, international fixed and mobile carriers allowing the delivery of (incoming and outgoing) telephone calls globally.

Direct Routing for Teams enables voice and a range of additional call control features for Microsoft Teams. The service provides VoIP connectivity for Phone System, allowing inbound and outbound telephony through Gamma's network.

The solution is available to Office 365 customers who wish to use Gamma to enable their users to make and receive calls in Microsoft Teams. Gamma operates a cloud model, whereby Microsoft-certified SBCs (Session Border Controllers) are deployed as a bespoke architecture within the Gamma network to enable voice through Microsoft Phone System. Route 101 is a Platinum Partner with Gamma and we are experienced in providing the Direct Routing for Teams solution.

Key IVR Software Description

Automated Payment Line

Key IVR's Automated Payment Line provides a secure and reliable way for customers to make card payments over the phone without speaking to an agent. Using proven IVR technology with full DTMF suppression, callers enter their card details directly, keeping sensitive information out of scope for agents and reducing PCI requirements for your organisation. This automated approach delivers a consistent and accessible customer journey at all times and supports teams by reducing call volumes and queue pressure. The service integrates smoothly with existing telephony platforms and offers real-time payment confirmation, detailed reporting and optional tokenisation for repeat payments. It is designed to help public sector organisations introduce efficient, secure and user-friendly payment experiences that minimise manual intervention.

Key features include:

- DTMF-suppressed IVR payment capture
- Multi-language and fully configurable call flows
- 24/7 availability
- PCI-aligned design with secure tokenisation
- Real-time confirmations and detailed reporting

This solution reduces operational effort, improves completion rates during peak periods and provides a secure, compliant and predictable payment journey for every caller.

Agent Assisted Payments

Key IVR's Agent Assisted Payments allow customers to complete secure card transactions during a live conversation while ensuring agents never see or hear card details. Customers enter their information using DTMF-suppressed inputs, enabling the agent to stay on the call and offer guidance where needed. This is particularly valuable during complex interactions where reassurance supports a better customer experience. The approach significantly reduces PCI scope and integrates seamlessly with existing call recording controls, ensuring organisations can maintain full and compliant recordings without introducing risk. With real-time confirmations, consistent workflows and smooth integration into current telephony environments, agents can handle payments more efficiently and confidently.

Key features include:

- Secure agent-assisted payment flows
- Full compatibility with call recording controls
- Real-time confirmation to agents
- Multi-language support and configurable routing
- Tokenisation for future payments

The service strengthens compliance, supports consistent agent processes and enhances customer confidence while reducing the time and effort required across contact-centre teams.

Click-to-Pay Digital Payment Channel

Key IVR's Click-to-Pay service enables secure digital payment journeys using SMS or email-delivered payment links. Customers can complete one-off or repeat payments using cards, digital wallets or Open Banking, without needing to call or speak to an agent. The service helps reduce manual processing, increase payment completion rates and support modern, mobile-friendly digital interactions. Branded templates and flexible messaging allow organisations to tailor the experience, while tokenisation supports repeat transactions. The design is fully accessible and available in multiple languages to ensure it meets public-sector inclusion standards.

Key features include:

- SMS and email payment links
- Mobile-optimised, branded journeys
- Card, digital wallet and Open Banking payments
- Multi-language and accessible design
- Tokenisation for repeated payments

Click-to-Pay helps organisations streamline digital payment processes, increase successful completion rates and provide a simple, accessible experience that supports modern, efficient public-sector services.

NICE CXone Software Service Description

NICE CXone is a market-leading and analyst approved Contact Centre as a Service platform. It provides extensive functionality that meets the needs of organisations of all types and sizes by combining best-in-class omnichannel routing, workforce optimisation, analytics, automation and artificial intelligence. CXone runs on private and public cloud, and is based on an open, cloud-native foundation, which provides full elasticity, rapid turn-up and unparalleled reliability. Furthermore, CXone includes hundreds of APIs to enable integrations with technology partner applications designed and built for CXone integration, as well as customer-specific extensions, creating a broad technology ecosystem that extends its capabilities.

CXone is used by more than one million agents globally, across more than 25,000 organisations, in 150+ countries, all running the latest version of the platform.
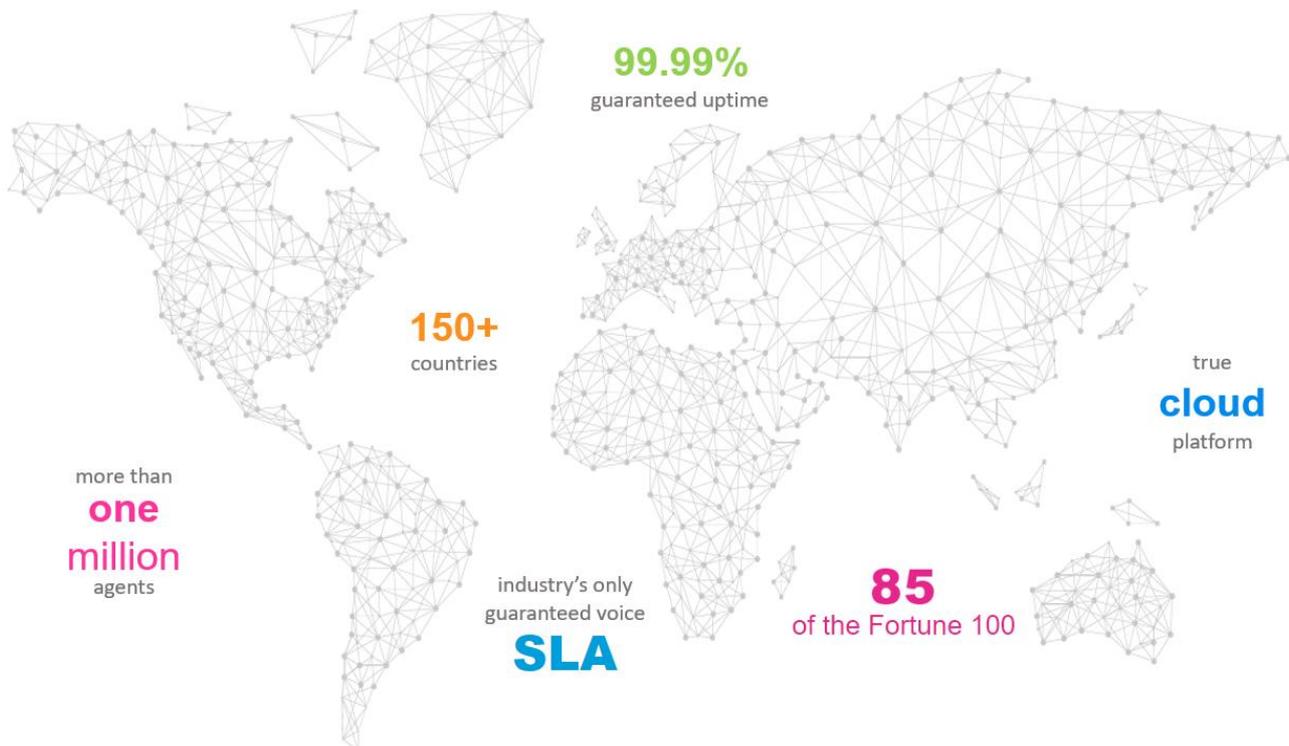
One flexible, cloud-native platform: Only CXone unifies best-of-breed applications for omnichannel routing, digital and self-service interactions, analytics, workforce optimisation, proactive conversational AI, and embedded artificial intelligence as part of one enterprise-grade, cloud-native platform. But CXone is also a highly composable and customisable platform with over 400 RESTful APIs, robust SDKs, a robust development centre, DEVone partner program, and CXexchange marketplace. CXone's open cloud foundation empowers contact centres to securely scale and customise operations using open APIs and documented support for developers.

Full support for voice and digital interactions: CXone is a digital CX platform that offers knowledge management, proactive conversational AI, and real-time web and mobile guidance. Over

40 supported voice and digital channels are infused into all areas of the platform, like quality management (QM) and workforce management (WFM) applications. Our professional services and support organisations are industry-leading, with white-glove services, customisable contracts and packages, true pay-as-you-go pricing, and migration services. Our services also include consulting services and a kick-start program to help customers with digital transformation of their customer experience interactions.

AI Powerhouse: Only CXone embeds AI purpose-built and trained on the world's largest labeled CX dataset – a data warehouse of billions of real consumer interactions – into its CCaaS capabilities with more than 1,000 CX-specific AI models available as part of the platform. We help organisations stop guessing and inform their entire CX with the right self-service and agent-assisted interactions, driven by artificial intelligence that's based on actual CX conversational data. We call this Enlighten AI, and it is a purpose-built CX AI engine that is embedded across our entire suite of applications for various specific business use cases.

Security and reliability: CXone offers industry-best guaranteed 99.99% uptime (including system maintenance) and voice quality SLA of 4.0 (by MOS score): competitive solutions have lower uptime guarantees and exclude disruptive weekly maintenance. We are committed to meeting customer needs for reliable, available and scalable (RAS) solutions. Our security capabilities and market recognition for advanced and unique data security and compliance include full FedRAMP authorisation with 30 authorised applications, native PCI, and the most advanced security operations centre in the industry.

NICE CXone Components

CXone ACD / IVR is a skills-based routing engine that intelligently routes digital and voice interactions to the right agents. Automated call distribution software provides a universal queue for 30+ digital channels, as well as voice, self-service, artificial intelligence (AI) and chatbot interactions. A consolidated omnichannel agent interface provides agents with customer context, and CXone's visual, drag-and-drop Studio facilitates designing contact flows regardless of channel.

CXone Digital Agent provides 30+ social media and messaging channels. These include Twitter, Facebook, Instagram, WhatsApp, email, chat, and more, as well as a "bring your own channel" option.

CXone Agent is the browser-based agent interface for CXone which supports WebRTC as well as the option for alternate voice paths, such as a desk phone or home landline.

CXone Interaction and Screen Recording provides secure, full-featured call recording and optional screen capture for audio and digital channels to satisfy contact centre compliance and quality needs.

CXone Quality Management delivers a better omnichannel customer experience through targeted agent feedback. It enables organisations to leverage automatic, granular analysis and categorisation to more effectively pinpoint and evaluate interactions, keeping agents on message.

CXone Workforce Management empowers you to anticipate business demands and optimise your workforce with the industry's most intelligent and accurate omnichannel forecasting engine. Patented AI and machine learning technology unlocks your workforce's potential and harnesses the true power of your organisation's greatest asset – your people.

CXone Performance Management inspires employees to own performance and align with organisational goals by providing transparency and continuous feedback in a social environment. Report on "one view of the truth" via customisable KPIs and dashboards aggregated from disparate sources to drive continuous improvement and a high-performance culture.

CXone Interaction Analytics is an AI powered omnichannel reporting and analytics tool that identifies root cause and trends across 100% of customer interactions and delivers insights through the full customer journey.

CXone Feedback Management provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities to drive actionable insights with minimal effort.

CXone Personal Connection is a patented proactive outbound dialler that generates more revenue and fewer hang-ups. It gives your internal sales teams an easier way to achieve target by connecting with more prospects every day. It also helps your customer service teams reduce inbound calls through personalised, low cost and proactive outbound notifications.

NICE ContactEngine is a proactive conversational AI capability which enables you to interact with customers in their channels of choice before they reach out for service, using proactive, multi-day, asynchronous conversations.

CXone Agent for CRM and Integration capabilities allow you to integrate your CRM with your contact centre operations for optimal business benefits, including improved agent productivity, holistic customer data and personalised customer experiences.

CXone Expert is a smart knowledge management platform that meets consumers at their point of need and makes the right self-service answers easy to find for both customers and agents. Expert optimises your organisation's content to improve the customer journey with effortless self-service, extending across web pages, bots, and digital channels.

CXone Real-Time Interaction Guidance (RTIG) performs real-time analysis of agent and customer speech during a live call and provides notifications and best-action guidance to be presented to the agent in real-time based on identified phrases or keywords.

CXone IEX WFM provides an alternative enterprise level workforce management solution with enhanced capabilities for agent scheduling and forecasting, agent self-service, real-time and historical adherence, intraday management, app capabilities, and more.

Omilia Software Service Description

Omilia is a fully-contextual conversational platform, capable of combining any number of contextual parameters that could help in deciding what's the next best step for the customer's journey. As an example, the solution is fully equipped to understand what number was dialled (DNIS) and immediately relate that information to the appropriate line of business. Depending on the call journey set up for each line of business, the appropriate next action / path will be triggered, which can encapsulate reusable components (miniApps) common to multiple lines of business, combined with journey-specific actions and dialogue paths.

In addition, Omilia's solution is designed to understand users speaking naturally who can explain, in their own words, the reason for their call. By enabling a natural conversation with the virtual assistant, the solution is able to distinguish between thousands of different request types and appropriately handle the request or forward the call to the right agent queue. It processes natural language, handles multiple languages and dialects, retains memory of previous dialogue steps, disambiguates and adheres to the human communication protocol in full.

Natural Language Conversational Interface: The dialogue starts naturally with the system asking the user "How may I help you?" The user answers freely so that the intent can be identified.

Omnichannel Conversational Virtual Assistant Platform: Omilia's Dialogue Management Platform not only understands natural language requests in the context of a full dialogue, but can also perform a complex dialogue in order to fully service the request, including anaphora / repetition resolution, disambiguating uncertainties or missing information.

Better Speech Recognition Accuracy: Omilia's Automatic Speech Recognition (ASR) engine technology is based on deep neural networks, which allows the 'deepASR' technology to rapidly improve and reduce error rates in recognition and response.

Robust Natural Language Understanding: Omilia's Natural Language Understanding (NLU) capabilities readily achieve 96% semantic accuracy in enterprise production call centre environments, across hundreds of intents.

Omnichannel Dialogue Management Platform: Provides users with a human-like conversational interface supported by natural language and deep context understanding.

- Allows customers to truly speak naturally.
- Easily switch between subjects at any point in the dialogue.
- Recognises unstructured dialogue, with no predetermined flow or menu options.
- Creates dynamic unstructured context sensitive memory and understanding.
- DiaManT remembers what's been discussed, and understands ambiguous dynamic and indirect references.
- Capable of advanced anaphora resolution, i.e. "better yet, make it tomorrow in the morning for that account".
- Dynamically cross-sell and up-sell products in real-time based on the flow of the conversation with the customer.

Omilia Modules and Services

Conversational Voice: Empowers your customers to engage in natural unstructured conversations over the phone in a human-like dialogue experience. It effectively addresses and fulfils a wide array of service queries without requiring the intervention of a human agent.

Conversational Chat: Provides a full stack of building blocks for bringing conversational chat virtual assistants to life. It empowers customers to engage in natural unstructured conversations in text, on any digital channel. Build next-gen chat virtual assistants that are able to engage in true end-to-end conversations in natural language. Customers can chat freely and there is no predetermined flow or structure that they have to follow.

IVR / Agent-Side Voice Biometrics (add-on to Conversational Voice): Processes the caller's speech input passively in real-time as they speak into either the Omilia IVR or to an agent in order to verify the identity of the caller by comparing the caller's speech with the unique voiceprint associated with the caller's identity. Requires (i) Conversational Voice, and (ii) Voice Biometric Enrolment.

Voice Biometrics Enrolment: Enables customers to enrol a caller using voice samples. Voice Biometrics (both IVR & Agent-Side) then uses the enrolled voice samples to verify caller identity.

Agent Assist: Monitor and advise your agents in real-time based on caller interest in solving a specific problem; e.g. buy and upsell opportunities and customer frustration, perform tasks and provide guidance to improve engagement. Agents can also collaborate one on one with Agent Assist, asking questions or initiating tasks for Agent Assist to perform in parallel during live conversations with customers.

Conversational Insights: A powerful business intelligence solution which enables you to visualise and analyse customer interactions data gathered by Omilia. It provides an out-of-the-box set of rich, graphical dashboards that can also be extended by business users in a drag-and-drop fashion. Interactive, visual analysis provides the opportunity to significantly enhance understanding of customer interactions and quickly explore new insights to improve operational efficiency.

Testing Studio: A no-code automation testing framework, engineered to address the development and testing needs of Omilia's conversational omnichannel solutions at every stage of the development lifecycle, by reproducing and asserting test scenarios.

PolyAI Software Service Description

PolyAI is the leader in conversational AI for the UK

PolyAI voice assistants take thousands of calls across the UK every day, with proven, off-the-shelf components for accents, slang, alphanumeric inputs, name and postcode recognition.

- UK-based leadership team, engineering and research hub
- 100+ individual deployments across the UK
- UK-hosted infrastructure and data residency
- Pre-built modules for to handle UK accents for postcode collection, name recognition, date and time capture etc.

Superhuman understanding: We combine next-generation speech recognition with PolyAI's Spoken Language Understanding for superhuman levels of understanding.

Intuitive conversations: PolyAI uses the latest advances in dialogue policy management and Generative AI to allow for free-flowing human-like conversations.

Natural & on-brand voice: Our text-to-speech models facilitate the creation of voice identities that fully embody your brand, for customer experiences that feel like talking to your best agent.

Business insights: Uncover actionable data that can be used for operational improvements, allowing the contact centre to deliver unprecedented value to the wider business.
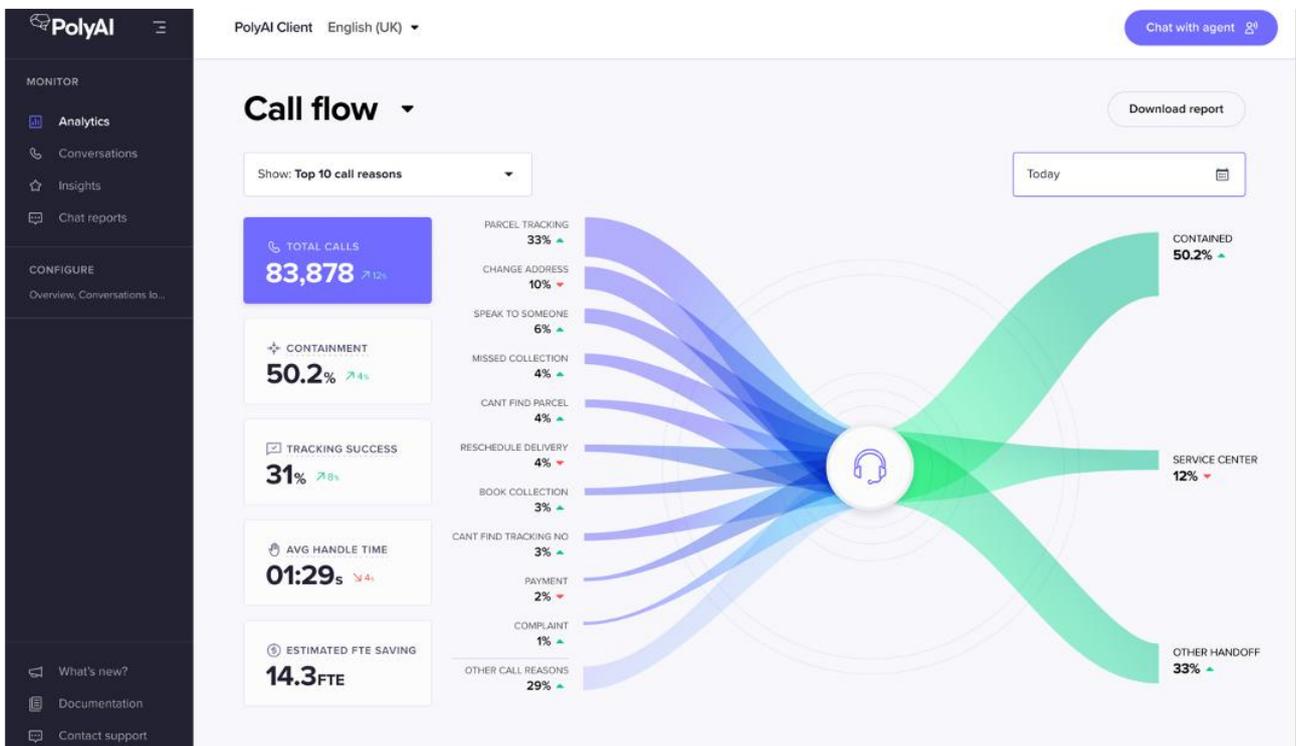
Sycurio Software Service Description

Sycurio (formerly Semafone) provides secure voice transactions for contact centres taking Cardholder Not Present (CNP) payments. The award-winning solution allows a call – and its recording – to continue as normal whilst the customer enters their credit card information using their telephone keypad. For complete security, Sycurio's patented technology masks the Dual Tone Multi-Frequency (DTMF) tones from the cardholder's telephone and replaces them with a flat tone so they cannot be recognised by the call centre agent or recorded on the call recording system. By ensuring all card data remains segregated and by removing Sensitive Authentication Data (SAD) before it hits the contact centre infrastructure, the contact centre is taken out of the scope of PCI DSS, protected against the risk of opportunistic agent fraud and the associated reputational risk.

Sycurio.Voice

A globally trusted cloud-based solution for automatically securing your customers' payment card, banking, and personal data during telephone and automated IVR transactions. In call and IVR transactions, customers simply enter their card or bank payment details directly into their telephone keypad or via speech recognition. Their sensitive data is then securely passed directly to your data processor through our secured platform – completely bypassing your agent, network and your systems. This proven approach significantly reduces your risks of data breach and the costs and complexity of maintaining your PCI DSS compliance. How Sycurio.Voice works:

- **Step 1:** Your customer calls the contact centre and begins their conversation.
- **Step 2:** When the customer needs to share sensitive data, your agent initiates SecureMode. This masks the Dual-Tone Multi-Frequency (DTMF) tones as the customer inputs their data using their telephone keypad or by speech recognition.
- **Step 3:** The captured secure data is dynamically routed to your processor – entirely bypassing the company network. No sensitive data enters the environment, so you can record the call from start to end.
- **Step 4:** Sycurio.Voice removes the transaction almost entirely from the scope of your organisation's PCI DSS compliance obligations.

Sycurio.Digital

An innovative, easy-to-deploy UI and API driven omnichannel cloud-based digital payments solution which powers better customer payment experiences across all your engagement channels. Featuring powerful and flexible cloud tools for every channel you choose to transact in, Sycurio.Digital makes it easy to unleash seamless and secure payment flows for customers via a variety of digital channels, including agent chat, social media messaging, SMS & email, chat & voice bots, web and more. How Sycurio.Digital works:

- **Step 1:** Customer interaction with agent or digital channel.
- **Step 2:** Payment link is generated via API or Agent UI.
- **Step 3:** The payment link is embedded in the channel.

- **Step 4:** Customer opens and follows link, enters payment card information. The transaction progress is monitored in real-time by the agent or automatically via the API.

Benefits of Sycurio

Alongside PCI DSS compliance, Sycurio brings additional benefits to your organisation and customers:

- **Reduced fraud:** A completely secure over-the-phone transaction means contact centre agents will never see or hear the caller's credit card details, virtually eliminating the risk of fraud from the agent community.
- **Reduced Operational Costs:** No need to manage separate contact centre teams for card transactions or operate and enforce a costly 'clean room' environment where pencils, pens and mobile phones are barred. Outsource, offshore and home-working operations can be made viable where security concerns would previously exclude them.
- **Low Impact:** Unlike other solutions, Sycurio helps the contact centre achieve PCI compliance without drastic impact on other contact centre systems. Sycurio can co-exist or integrate with your current IT and telecoms infrastructure.
- **Improved Customer Experience:** Customers intuitively understand that Sycurio has been deployed for their benefit; protecting them from identity and card theft. They enjoy the added security whilst maintaining the interaction with and assistance from the agent. Agents furthermore prefer operating with Sycurio as this removes the difficult task of accurately capturing card details from verbal communications and can improve average call handling time (AHT).
- **Reputational Risk:** A data breach can be catastrophic for business. In addition to the practical considerations of fines and compensation, the reputational damage could be immense. Customer confidence is everything and Sycurio helps to protect your company's reputation.

Sycurio is a PCI DSS Level 1 Service Provider, listed on the Visa Global Registry of Service Providers as well as listed as a Compliant Registered Service Provider on the Mastercard Site Data Protection (SDP) Program. Sycurio has also achieved certification to ISO27001:2013 and UK Cyber Essentials.

Zendesk Software Service Description

About Zendesk

Zendesk started the customer experience revolution in 2007 by enabling any business around the world to take their customer service online. Today, Zendesk is the champion of great service everywhere for everyone and powers billions of conversations, connecting organisations worldwide with hundreds of millions of customers over telephony, chat, email, messaging, social channels, communities, review sites, and help centres. Zendesk products are built with love to be loved. The company was conceived in Copenhagen, Denmark, built and grown in California, and today employs around thousands of employees all over the world. Learn more at www.zendesk.com.

Introducing the Zendesk Customer Experience Platform

Only Zendesk delivers the unique blend of best-in-class experiences and the flexibility needed to adapt to evolving technology and customer expectations. It's a powerful combination that ensures businesses can take advantage of new opportunities and handle constant change. Zendesk delivers cost efficient scalability and agility, without sacrificing service or innovation.

Provisioned immediately, configured in minutes and requiring no technical skills to maintain, Zendesk also provides world-class customer support and service, security, compliance and scalability along with multi language support, multi-brand support, integration, customisation, tracking and reporting capabilities. Both agents and end users love Zendesk's ease of use. Over 170,000 customers, including a growing number of UK government bodies, trust Zendesk to support their customers, partners and employees.

Data protection is front of mind for Zendesk. They employ state of the art security to protect their customers' data. They are certified under the EU-U.S. and Swiss-US Privacy Shield frameworks, their Binding Corporate Rules (when acting as both Data Controller and Data Processor) have been approved for use by the Irish Data Commissioner and their Data Processing Agreement (available to customers upon request) is designed to ensure that any data transfer from Europe is done in strict compliance with applicable data security and privacy laws. Hosting in Zendesk's EU data centres is available for purchase on the Zendesk Support Enterprise Service Plan (see below for further information).

Zendesk Suite and Support

Zendesk Suite combines the core product, Zendesk Support (help desk ticketing), with Zendesk Guide (knowledge base and smart self-service), Chat (live chat and messaging), and Talk (call centre software), for an easy, bundled omnichannel customer service experience. Together, The Suite connects all the dots so that you can choose to open and close channels as desired, but always recognise your customer. No contacts slip through the cracks, and nothing is lost in one system while you're working tickets in another.

Zendesk Support is the core product in the Zendesk family. Zendesk Support is a beautifully simple system for tracking, prioritising, and solving customer support tickets. It puts all your customer information in one place. Everything you need lives in a single location, so that communication between you and your customers is efficient, relevant, and personal.

Zendesk Support is available in Essential, Team, Professional, Enterprise and Elite Service Plans. Service Data is fully exportable at any time on Professional and Enterprise Plans.

Zendesk Support is available via desktop (on Chrome, IE, Firefox, Safari) and native Mobile clients (iOS and Android).

Zendesk Chat is a live chat product, providing a fast and responsive way to connect with customers in real-time. Zendesk Chat is available in Basic, Advanced and Premium Service Plans.

Zendesk Messaging enables the ability to have rich conversations with customers that are persistent, with full context and history. Messaging connects to an external-facing website or help centre, mobile apps, and social channels, making it easy for customers to self-serve or connect with an agent.

Zendesk Talk enables you to connect with customers on a call centre solution built right into Zendesk Support. Zendesk Talk is available in Basic, Advanced and Partner Edition Service Plans (Zendesk Support subscription required).

Zendesk Guide is a mature content management suite with features to support creating, organising, and publishing self-service content. Zendesk Guide empowers advocates to create content with the Knowledge Capture app, and provide meaningful analytics revealing the savings you've made, and what needs improvement.

AI agents, included in Zendesk Guide, is the umbrella term that encompasses all automation capabilities of Zendesk native AI agents (formerly Zendesk bots) and Ultimate AI agents. AI agents are capable of handling issues from the most straightforward to the most complex. This allows your customers to have the perfect blend of automated and human-assisted interactions that can be leveraged in a way that aligns with their specific needs.

Most Support, Chat, Talk and Guide service plans are available on monthly or annual commitments.

Free trials of Support, Chat and Talk are available via www.zendesk.co.uk

Zendesk Sunshine Conversations

Sunshine Conversations is a development platform that helps customers engage with their customers on third-party social channels, bots, apps, AI and through their own messaging apps and websites. Zendesk's rich software development kits allow modern messaging to be integrated into all brand properties such as websites, mobile applications and software products. With a unified API and native connectors to popular business applications and AI, Sunshine Conversations goes beyond texting with rich, interactive capabilities that allow customers to intelligently orchestrate conversations and to elevate the customer experience. Regardless of the channels being used, all interactions are unified into a centralised record allowing agents to access a single view of conversation.

Zendesk QA AI helps companies pinpoint and fix gaps in customer service operations and automate QA across 100 percent of customer support interactions. It pinpoints conversations with positive or negative sentiment, identifies outliers, churn risk, escalation, follow-ups, and scores all conversations - even those done by outsourced teams through BPOs. It spots knowledge gaps and coaching opportunities that can be used to improve agent performance.

Zendesk WFM integrates directly with Zendesk to simplify the complexity of running best-in-class CX teams. As a result, Workforce Management (WFM) enables CX teams to bolster agent engagement, lower employee turnover, reduce risk, save money, and deliver better customer experiences.

WFM can be added into your existing Zendesk solution today, where you will be able to see immediate value by improving how you run your CX teams. When paired with Zendesk's AI and omnichannel routing capabilities, we will be able to deliver a unique experience and unlock even more significant value for you.

Zendesk Add-Ons

Zendesk provides a number of additional services ("Add-Ons") that supplement and enhance Zendesk Suite and Zendesk Support.

Zendesk Advanced AI gives agents the confidence to offer better, more personalised service by summarising issues, detecting customer sentiment and intent, and suggesting – even helping craft – responses.

Light Agents enables you to get more of your employees involved in customer conversations. Light Agents can view tickets and add private comments, giving them visibility into specific issues and allowing them to collaborate with agents on solutions. Available on Support Professional and Support Enterprise.

Enterprise Productivity Pack enables you to boost your team's productivity with features designed to streamline tasks. Track the full customer journey and create custom forms to gather all the required information. These features bring more context and help agents provide faster support. Available on Support Professional and included in Support Enterprise.

Customer Lists and NPS Survey allows you to segment your customers based on profile or support history. Create exportable lists or test your brand loyalty with Net Promoter Score surveys you can send to your lists right from within Zendesk Support. Available on Support Professional and Support Enterprise.

High Volume API lifts your API usage limits. Zendesk's top plan includes 700 requests per minute (RPM.) This add-on increases that to 2,500 RPM to handle your larger scale projects. Available on Support Professional and Support Enterprise.

Data Centre Location allows you to specify whether your account data is stored in the US-only or EU-only. Some restrictions apply as set out in Zendesk's Regional Data Hosting Policy. Available on Support Enterprise.

Advanced Data Privacy and Protection enables companies to deliver experiences that earn the highest level of trust from their customers. With it, you can:

- Safeguard their business with stronger encryption by controlling the key for personal data
- Elevate customer privacy by specifying what data they show and keep
- Strengthen security at scale with greater visibility by logging who accessed and searched for data

Priority Support provides a guarantee of a one-hour global first reply time to English-language enquiries for 95% of requests and a 99.9% uptime SLA backed up by service credits. Available on Support Enterprise and can also be purchased for Chat Advanced and Chat Premium.

Data and File Storage add-on enables you to monitor the data storage usage in their account and manage data storage as needed.

Premier Essentials, Premier Support and Premier Enterprise provide a guaranteed one-hour global first reply time to English-language enquiries for 95% of requests and a 99.9% uptime SLA backed by service credits. Available on Suite Professional, Suite Enterprise and Suite Enterprise Plus.

Zendesk Assist packages provide you with ongoing access to Zendesk experts who can help with hands-on configuration and / or give detailed, contextual guidance. Choose from 12 or 28 hours per month. Premier Enterprise includes 36 hours per month.

Launch Packages provide an initial deployment that prioritises scalability and strategic process design. Deliverables can include implementation planning and configuration, training and onboarding, data migration, an in-production pilot, and custom development and integration.

Advisory Packages provide a roadmap aligned to business goals, and drive high-value innovation on the Zendesk platform by developing scalable solutions to gain efficiencies, optimising configuration to boost adoption, and building best practices into Zendesk projects.

Optimisation and Success Packages provide access to Zendesk consultants, architects and developers so that Zendesk solutions can be fine-tuned with advanced functionality, business rules, processes, governance, and workflows for improvement can be reviewed, and streamlined.

Purchase of Add-Ons is subject to additional requirements as set out in our pricing document.