



Service Definition Document

TTEC Digital NiCE CXone Cloud Contact Centre



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1. Introduction

1.1. Company Overview

G-Cloud 15 Legal Entity and Ownership

TTEC Consulting (UK) Limited, a TTEC Digital Company, is the legal entity for G-Cloud 15. TTEC Consulting (UK) Limited is ultimately owned by TTEC Holdings, Inc., a listed company publicly traded on the NASDAQ Stock Exchange.

Parent Company Overview: TTEC Holdings, Inc.

TTEC Holdings, Inc. (NASDAQ:TTEC) is a leading global customer experience (CX) technology and services innovator for AI-enabled digital CX solutions. Serving iconic and disruptive brands, TTEC's outcome-based solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey.

TTEC operates through two business segments:

- TTEC Digital: Designs, builds, and operates omnichannel contact centre technology, CRM, AI and analytics solutions.
- TTEC Engage: Delivers AI-enabled customer engagement, customer acquisition and growth, tech support, back office, and fraud prevention services.

TTEC Digital: Customer Experience Technology and Consulting Services

At TTEC Digital, we offer customer experience (CX) consulting, software, and technology services at the intersection of contact centre, CRM, AI and analytics. We call this intersection the point of conversation and we apply our expertise here to drive shareholder value for our clients in the form of revenue growth, cost reduction, and productivity improvement.

In today's digital landscape, customer conversations and the contact centre technologies that support them are inseparable. With decades of innovation across leading contact centre



platforms and deep expertise in CX strategy, data, and AI, TTEC Digital enables organisations to maximise their technology investments and create exceptional customer experiences.

TTEC Digital: Strategic Partnerships

TTEC Digital leverages a robust ecosystem of strategic alliances to deliver world-class customer experience solutions. As a Genesys Global Platinum Partner, we design and deploy advanced cloud contact centre platforms that drive operational efficiency and customer engagement. Our integrations extend across leading technology providers, including NiCE for workforce optimisation, Microsoft for collaboration and CRM through Dynamics 365 and Teams, and Google Cloud for AI-driven conversational experiences. We partner with Cisco to enable secure, scalable network and telephony solutions, and with ServiceNow to unify service workflows and agent desktops. Our Salesforce expertise ensures seamless omnichannel CRM orchestration, while AWS powers intelligent automation and secure cloud infrastructure. Additionally, our collaboration with Pega supports dynamic case management and process automation. These partnerships enable TTEC Digital to deliver innovative, scalable, and secure solutions tailored to the evolving needs of public sector organisations.

- Microsoft: Seamless CRM and productivity integration through Dynamics 365 and Teams.
- Genesys: Global Platinum Partner delivering advanced cloud contact centre solutions.
- NiCE: Workforce optimisation and analytics for operational excellence.
- ServiceNow: Unified service workflows and agent desktop integration.
- Google Cloud: AI-driven conversational experiences and scalable infrastructure.
- Cisco: Secure, scalable network and telephony solutions for enterprise-grade CX.
- Salesforce: Omnichannel CRM orchestration and customer engagement expertise.
- AWS: Cloud infrastructure and services for scalability and innovation.
- Calabrio: Advanced workforce engagement and analytics solutions.
- Shelf: Knowledge management platform for streamlined agent support and efficiency.



1.2. Value Proposition

TTEC Digital enables G-Cloud organisations to provide secure, citizen-focused, and digitally advanced services through a broad suite of capabilities. Our methodology integrates consulting proficiency, sophisticated technology platforms, and managed services to achieve quantifiable results and maintain compliance with UK standards.

Core Pillars of Our Value Proposition

- Customer-Centric Solutions: Our approach is centred on the needs of citizens and end users, ensuring that every service is designed to deliver a seamless and positive experience. We tailor our solutions to address specific organisational goals while maintaining a strong focus on accessibility, ease of use, and satisfaction at every interaction.
- Digital Transformation Expertise: Drawing on deep knowledge and experience in digital transformation, we guide organisations through every stage of technological change. Our team ensures that the adoption of new platforms, tools, and processes is smooth, effective, and aligned with long-term business objectives.
- Integrated Multichannel Engagement: We enable organisations to interact with citizens and customers across a range of channels, including voice, digital, and self-service options. This integrated approach ensures that people can engage in the way that suits them best, resulting in more meaningful and effective communication.
- Data-Driven Insights: Our solutions leverage advanced analytics and data to provide actionable insights. By turning data into knowledge, organisations can make informed decisions that drive continuous improvement and deliver measurable outcomes for both stakeholders and citizens.
- End-to-End Delivery: We manage the complete lifecycle of each engagement, from initial consultation and solution design through to implementation and ongoing support. This comprehensive approach ensures consistency, quality, and reliability at every stage of the project.



1.3. What the Service Provides

Transforming Contact Centres into CX Growth Engines

TTEC Digital delivers cloud-based, AI-enabled contact centre solutions that empower UK Government organisations to improve citizen engagement, ensure compliance, and achieve operational efficiency.

Key Benefits

- Market-Leading CX: Omnichannel engagement with a 360° customer view.
- Work Anywhere: Cloud-first platform enabling remote and hybrid models.
- Scalable & Flexible: Adapt to workforce size, demand, and location.
- Evergreen Innovation: Continuous feature upgrades for faster go-to-market.
- Local & Compliant: Secure, UK GDPR-aligned, Cyber Essentials certified.
- Cost Efficiency: Pay-per-use model reduces annual charges.

Core Offerings

- NICE CXone Contact Centre as a Service (CCaaS): Unified cloud platform for voice and digital channels with advanced analytics.
- Workforce Management (WFM): AI-powered forecasting, scheduling, and agent self-service.
- Workforce Engagement Management (WEM): Performance management, quality assurance, and employee engagement tools.
- Professional & Managed Services: Secure implementation, optimisation, training, and 24/7 SLA-backed support.

Compliance & Security

- UK Government Cloud Security Principles
- GDPR-compliant data handling
- ISO-certified processes



Why TTEC Digital?

- Deep CX Expertise – Strategy, technology, and measurable impact.
- Global Partnerships – NICE, AWS, Google Cloud, Microsoft, Genesys, Cisco, Salesforce, ServiceNow.
- Future-Ready Solutions – Scalable, AI-driven, and omnichannel.

Public Sector Impact

- Improved Citizen Experience – Faster, personalised service.
- Operational Efficiency – Accurate forecasting and automation.
- Scalability & Flexibility – Adapt to policy and demand changes.
- Transparency & Accountability – Real-time reporting and compliance.

1.4. Overview of the G-Cloud Service

NICE CXone is a cloud-native, AI-powered contact centre platform designed to help UK public-sector organisations deliver exceptional citizen experiences. It provides omnichannel engagement, advanced analytics, and workforce optimisation tools, all hosted on a secure and compliant infrastructure.

Features

- Omnichannel Routing
Voice, email, SMS, webchat, social media, and video interactions managed on a single platform.
- AI & Automation
 - Conversational IVR and virtual agents for self-service
 - Real-time interaction guidance and predictive routing
 - Automated call summarisation into CRM systems
- Workforce Engagement Management (WEM)
 - Forecasting and scheduling powered by AI



- Quality monitoring, coaching, and gamification
- Analytics & Insights
 - Real-time dashboards and sentiment analysis
 - AI-driven recommendations for continuous improvement

Benefits

- Enhanced Citizen Experience: Personalised, efficient interactions across all channels.
- Operational Agility: Scale up or down without infrastructure constraints.
- Compliance & Security: GDPR, PCI-DSS, and UK data protection standards; FedRAMP-
authorised architecture.

1.5. Associated Services

Professional Services

These services ensure a smooth and secure deployment of NICE CXone within government environments:

- Implementation & Configuration
 - Setup of voice and digital channels
 - SIP connectivity and network configuration
 - User Acceptance Testing (UAT) support
 - Integration with CRM systems (e.g., Microsoft Dynamics 365, Salesforce)
- Project Management
 - Dedicated project managers to oversee timelines and deliverables
 - Coordination with NICE-certified specialists for technical execution
- Education & Enablement
 - Training for agents, supervisors, and administrators
 - Workforce optimisation workshops and onboarding sessions



Managed Services

Ongoing operational support to maintain and optimise CXone:

- 24/7 Technical Support
 - Direct NICE support via phone and online portal
 - Access to knowledge base and troubleshooting resources
- Performance Monitoring & Optimisation
 - Continuous health checks and proactive issue resolution
 - SLA-driven service delivery for uptime and compliance
- System Updates & Enhancements
 - Regular platform upgrades
 - Feature enablement for AI-driven analytics and automation

Consulting Services

Strategic advisory to maximise ROI and citizen experience:

- Workforce Strategy Consulting
 - AI-powered forecasting and scheduling improvements
 - Employee engagement and quality assurance programs
- Operational Efficiency
 - Process redesign for omnichannel workflows
 - Compliance and security audits for UK government standards

Optional Add-On Services

- On-Demand Services
 - Export of call recordings to third-party analytics platforms
 - Advanced reporting and custom dashboards
- Cloud Storage Services
 - Secure storage for voice, chat, and email interactions
 - Encryption with Key Management Service (KMS) for data protection



Why These Services Matter

Associated services ensure that NiCE CXone is not just deployed but optimised for scalability, compliance, and citizen-centric engagement. They provide UK government organisations with the expertise and tools to maintain high service standards while meeting strict data sovereignty requirements.



2. Data Protection

2.1. Information Assurance/Security

Information security is one of the important pillars of TTEC Holdings, Inc. (NASDAQ: TTEC) and TTEC affiliates core global business model, and maintaining it is crucial for our company, our stakeholders, and our clients. By performing internal audits and independent IT compliance audits, the results provide information that can be used to improve operations, enhance accountability, and identify areas for improvement.

The adherence and certification to multiple compliance frameworks ensures that TTEC maintains industry standards to secure data and network systems for our business and our clients. To maintain compliance across these frameworks, TTEC contracts an independent, third party, accredited, qualified auditing firm to conduct the following assessments. Depending on the platform, TTEC technology environment and business facility space, TTEC aligns and is certified under these compliance frameworks:

Engage:

- PCI DSS (Service Level 1) - maintained and assessed annually.
- SOC 1 Type II (SSAE 18) - maintained and assessed annually.
- SOC 2 Type II (SSAE 18 / 4 of the 5 Trust Principles) - maintained and assessed annually.
- ISO 27001: 2022 - maintained and assessed annually. Full assessment year 1, surveillance audits year 2 and 3.
- HIPAA S.C.R.A. - maintained and assessed annually.

Digital:

- PCI DSS (Service Level 1) - maintained and assessed annually.
- SOC 2 Type II (SSAE 18 / 4 of the 5 Trust Principles) - maintained and assessed annually.



- ISO 27001: 2022 - maintained and assessed annually. Full assessment year 1, surveillance audits year 2 and 3.
- HIPAA S.C.R.A. - maintained and assessed annually.

TTEC Consulting (UK) Limited and TTEC (UK) Solutions Limited Environments (EU Cloud Services Only):

- Cyber Essentials Certificate of Assurance (Basic) - maintained and assessed annually for EU cloud services only.
- Cyber Essentials Certificate of Assurance (Plus) - maintained and assessed annually for EU cloud services only.

Cyber Essentials and Cyber Essentials Plus are certifications developed and recognised by the UK government to help organisations protect themselves against common cyber threats and demonstrate their commitment to cybersecurity best practices.

TTEC's achievement of the Cyber Essentials and Cyber Essentials Plus certifications validates TTEC's security controls and safeguards implemented and maintained adhere to these cybersecurity best practices, how we secure TTEC and our clients against common cyber threats and how TTEC demonstrates, annually, our commitment to improving our cybersecurity posture to align to these best practices.

The following provides an overview of each Cyber Essentials Certification assessment which includes but not limited to:

- Cyber Essentials Certification:
 - Focuses on five key areas of cybersecurity: boundary firewalls and internet gateways, secure configuration, user access control, malware protection, and patch management.
 - Designed for organisations of all sizes and sectors.



- Requires organisations to complete a self-assessment questionnaire and provide evidence of their cybersecurity measures.
 - Certification is valid for one year and can be renewed annually.
 - Provides a basic level of assurance to customers, suppliers, and stakeholders that an organisation has implemented essential cybersecurity controls.
- Cyber Essentials Plus Certification:
 - Includes all the requirements of Cyber Essentials certification.
 - Involves an independent assessment and verification of an organisation's systems to ensure they meet the necessary security standards.
 - Requires organisations to undergo vulnerability scanning and penetration testing.
 - Provides a higher level of assurance compared to Cyber Essentials certification.
 - Certification is valid for one year and can be renewed annually.

2.2. Back-Up and Restore

The NiCE CXone platform implements robust backup and restore processes to ensure data integrity, business continuity, and compliance with UK Government Cloud Security Principles and GDPR. These measures safeguard critical contact centre data, including interaction records, configuration settings, and workforce management information.

Backup Strategy

- Regular Database Backups
 - Full and incremental backups of all system databases, including configuration data, historical interaction logs, and performance metrics.
 - Backups are scheduled daily for critical data and weekly for full system snapshots.
- Geographically Redundant Storage
 - Backups are replicated across carrier-grade data centres and AWS regions (UK/EU) to ensure survivability in case of localised outages.



- Multi-region redundancy supports disaster recovery and compliance with UK data sovereignty requirements.
- Automated Export Modules
 - Scheduled exports for reporting and external archiving via secure SFTP.
 - Retention typically set to 7 days before removal, configurable per client policy

Security Controls

- Encryption
 - All backup files are encrypted in transit and at rest using AES-256 standards.
 - Compliance with GDPR, ISO 27001, and UK Government security standards.
- Access Control
 - Role-based access and multi-factor authentication for backup management.
 - Immutable backup vaults prevent unauthorised modification or deletion.

Restore Procedures

- Rapid Recovery
 - Restoration can be performed to the same environment or a new instance for testing or migration.
 - Recovery Time Objective (RTO): typically under 4 hours for critical services.
- Testing & Validation
 - Quarterly failover drills and annual disaster recovery tests validate restore procedures.
 - Regular integrity checks ensure backups are usable and compliant

Best Practices

- Follow the 3-2-1 Rule:
 - Maintain three copies of data, on two different media types, with one offsite (cloud).
- Conduct regular restore drills to ensure readiness for real-world incidents.



- Review and update disaster recovery documentation annually.

Why It Matters for UK Government

Robust backup and restore capabilities are essential for:

- Compliance with UK Government Cloud Security Principles and GDPR.
- Operational Resilience during emergencies or cyber incidents.
- Data Integrity for uninterrupted citizen service delivery.

2.3. Data Processing and Storage Location

Role and Responsibilities

Under the UK Government G-Cloud framework, NiCE acts as the data processor, operating strictly under the instructions of the UK government department or agency, which remains the data controller. All processing activities comply with UK GDPR, EU GDPR, and UK Government Cloud Security Principles.

Data Processing

- Scope of Data
NiCE CXone processes only the minimum personal data required for service delivery, such as agent identifiers and interaction metadata.
- Security Measures
 - Encryption:
 - In Transit: TLS 1.2 or higher
 - At Rest: AES-256 encryption
 - Access Control: Role-based permissions with multi-factor authentication; all administrative actions logged and monitored.
- Compliance Certifications
ISO 27001, SOC 2, PCI-DSS, and adherence to UK Government security standards.



Storage Location

- Primary Hosting
All UK government deployments are hosted in UK-based AWS regions (e.g., London) to ensure data sovereignty and compliance with UK law.
- Redundancy and Resilience
- Geo-redundant architecture across multiple UK availability zones
- Active-active design for high availability (99.99% uptime)
- International Transfers

Where global support is required, transfers occur only under contractual safeguards such as Standard Contractual Clauses and the UK Addendum for restricted transfers.

Disaster Recovery and Redundancy

- Failover Capability: Real-time replication across paired UK data centres ensures continuity in case of localised outages.
- Testing: Quarterly failover drills and annual disaster recovery tests validate resilience and compliance.

UK Government Assurance

NiCE CXone provides UK-sovereign cloud environments for government workloads, ensuring sensitive citizen data remains within UK jurisdiction.

This approach aligns with post-Brexit data residency mandates and national digital transformation objectives.

Compliance Highlights

- GDPR and UK GDPR adherence for lawful processing and international transfers
- Certifications: ISO 27001, SOC 2, PCI-DSS
- Secure data sanitisation and disposal processes following ISO/IEC 27001 standards



2.4. Data Restoration / Service Migration

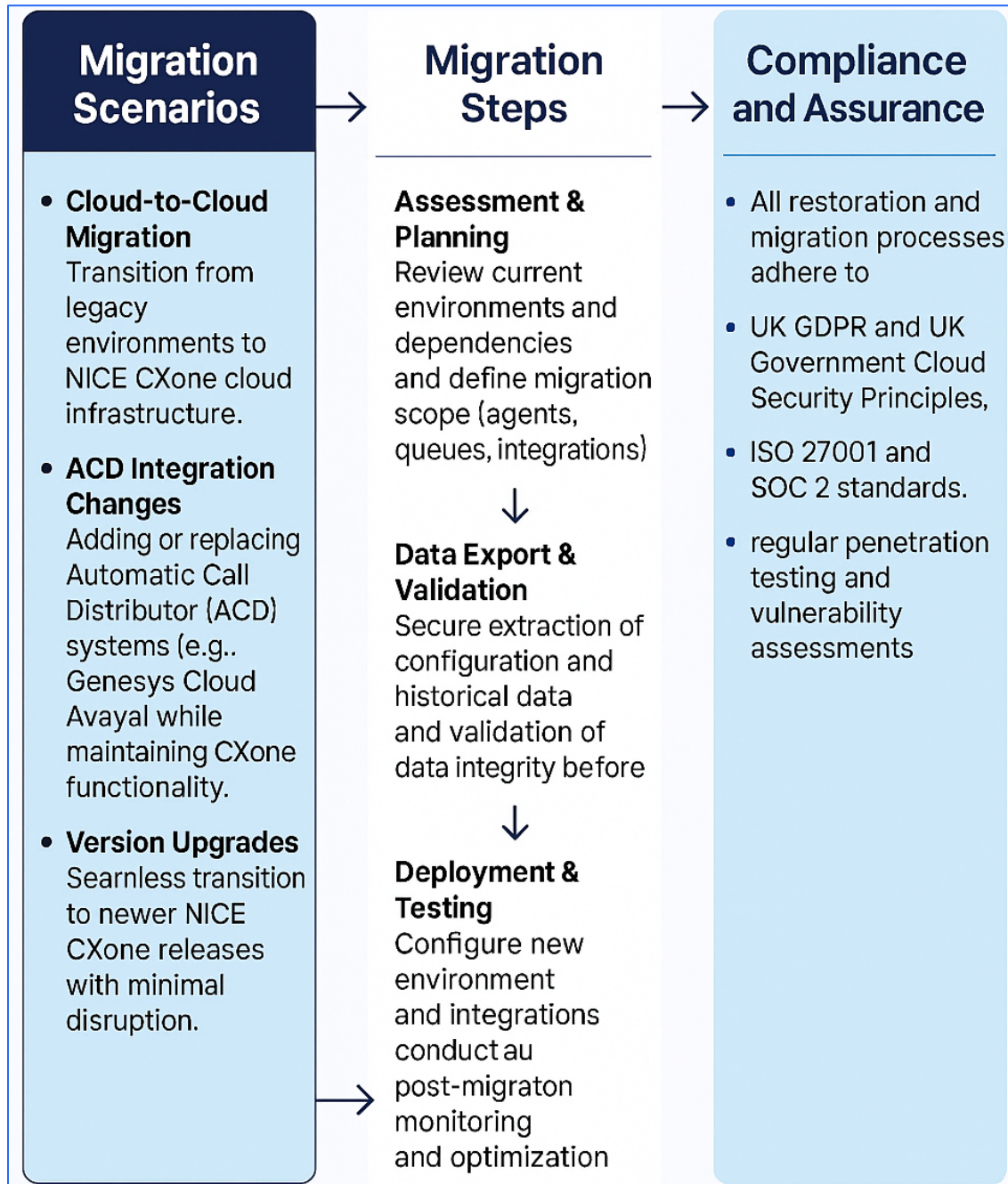
NiCE CXone provides robust data restoration and service migration capabilities to ensure business continuity, data integrity, and compliance with UK Government Cloud Security Principles. These processes are critical for public-sector contact centres operating under strict resilience and security requirements.

Data Restoration

- Backup Utilisation
 - Daily incremental and weekly full backups of all system databases, including interaction records, configuration data, and workforce management schedules.
 - Backups are encrypted (AES-256) and stored in geographically redundant UK-based AWS regions to support rapid restoration.
- Disaster Recovery Framework
 - NiCE maintains a Resiliency Event Management Plan (REMP) defining escalation paths and recovery steps.
 - Quarterly failover drills and annual disaster recovery tests validate restore procedures and compliance with UK Government standards.
- Restore Process
 - Restoration from the latest validated backup includes:
 - Database recovery for CXone configuration and historical data
 - Reconnection of ACD integrations and APIs
 - Validation of restored environment before resuming operations
 - Recovery Time Objective (RTO): Typically, under 4 hours for critical services.



Service Migration



Compliance and Assurance

- All restoration and migration processes adhere to:
 - UK GDPR and UK Government Cloud Security Principles
 - ISO 27001 and SOC 2 standards
 - Regular penetration testing and vulnerability assessments



2.5. Business Continuity Statement / Plan

TTEC and TTEC's affiliates are committed to business continuity planning, a prudent business practice to protect employees, clients, stakeholders, and TTEC from various risks and events that may impact the ability to conduct business. TTEC's programme aligns with ISO 22301, NIST 800-34 & 84, CSF (Cyber Security Framework) and Disaster Recovery Institute International – The Professional Practices for Business Continuity Management.

TTEC, being a global company, must remain diligent and be prepared when unexpected incidents occur (fire, earthquakes, typhoons, hurricanes, human events, etc.). TTEC's Crisis and Resiliency Management programme, which includes Business Continuity (BC) and IT Disaster Recovery (DR), emphasises the ability to continue providing business services in the face of adverse operational impacts. TTEC's Global Crisis Management Programme is led by the Vice President of Business Continuity (BC) and IT Disaster Recovery (DR).

TTEC's approach to global crisis and business continuity and IT disaster recovery is to adhere to guiding principles of: Putting People First; Establish Trust; Protection of Clients; and Providing Leadership, with managing unexpected and expected incidents and events. With a strong focus on these principles, TTEC will have the ability to anticipate, prevent, recover from, and learn from crises that may impact employees, facilities, brand/reputation, or operations. Along with TTEC achieving the protection of TTEC's people, TTEC's clients and client's brand, profits and TTEC's brand.

TTEC's Global Crisis and Business Continuity (BC) and IT Disaster Recovery (DR) Management programme has developed a product-driven customer focused recovery model that is both practical and scalable. TTEC establishes, implements, and maintains world class crisis response capabilities through solidifying policies and procedures for response to an emergency or other occurrence that can compromise the privacy, confidentiality, integrity, or availability of Client Personal Information and/or damage TTEC's information systems. Such policies and procedures



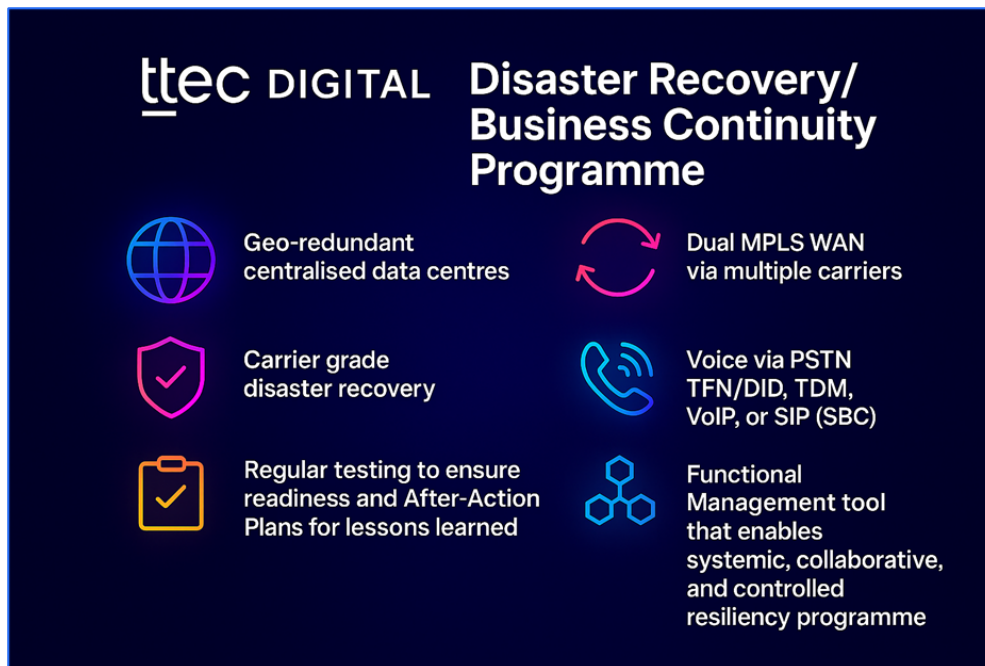
include, but are not limited to: creating and maintaining retrievable copies of Client Personal Data; restoring any loss of Client Personal Information; enabling continuation of critical business processes involving Client Personal Information in emergency mode; assessing relative criticality of specific applications and Client Personal Information to support other contingency plan components; periodic and annual testing and updates of contingency plans and implement lessons learned from testing.

The programme integrates and builds upon existing capabilities within our Security Event Handling Plan, Information Security Operations, Business Continuity, IT Disaster Recovery and Virtual Response teams. Additional partners in resiliency include Information Technology, Operations, Real Estate and Facilities, Legal, People and Culture, and other shared services. The unifying approach and framework are contained in TTEC's Global Crisis Management Policy for managing and responding to crises across TTEC's global enterprise (including but not limited to WFH environment).

TTEC provides redundancy in our technology through hardware and software configuration. Redundancy provides clients with the services that in the event of hardware failure, or software failure, services remain active and available.

Redundant premise equipment mitigates the risk of equipment failure; dual firewalls with stateful inspection, dual routers, and dual core switches in the data centre provide a highly available architecture for client links. TTEC firewall infrastructure provides stateful inspection and the configuration is in active/active or active/standby mode depending on the project specifications/requirement.

The different types of DRP technology and redundancy capabilities used include but not limited to those illustrated below.



In addition, at least annually, TTEC's Executives (Sr. Advisor BCDR/Resiliency, CSO, CIO, IT, and other supporting departments) review the Global Crisis Programme and the Business Continuity and IT Disaster Recovery plans, processes, and policies, update (as needed) to align to TTEC's business, security and compliance models and adherence with industry compliance framework requirements. TTEC's BCDR and applications are exercised annually and are governed by our Crisis Management and Disaster Recovery policies and guidelines. TTEC's Global Crisis and Resiliency Management Programme, including TTEC's Security Event Handling Programme is assessed and maintained annually, and is certified against TTEC's ongoing industry compliance audit assessments of PCI DSS, SOC 2 Type II, ISO 27001:2022, HITRUST and more.

Lastly, regarding TTEC's Business Continuity (BC) and IT Disaster Recovery (DR) plan approach, TTEC bridges a partnership with our clients with the development of a specific client focused business continuity (BC) and disaster recovery (DR) plans. TTEC collaborates with clients to build a tailored, resilient, and mutually agreeable BC and IT DR plan that encompass applicable TTEC Technology and Services, prevailing industry compliance standards, information security controls, safeguards, and measures, along with operational best practices, and client-specific SLA



requirements. Through TTEC and client partnership and strong collaboration will result with eliminating risks and returning to “business as usual” status, and more.

2.6. Privacy by Design

TTEC Digital accommodates applicable data privacy regimes through bespoke data processing agreements (DPA) with its customers that set forth relevant rights and obligations in the context of the data controller-data processor relationship. TTEC Digital also applies appropriate agreed technical and organisational measures and data privacy safeguards (including intercompany standard contractual clauses) to satisfy the legal requirements and the DPA undertakings.



3. Using The Service

3.1. Ordering and Invoicing Process

Buyers wishing to find out more about this service and how to order should contact Wayne Kay, VP EMEA, at gcloud@ttecdigital.com

3.2. Availability of Trial Service

Availability of Trial Service

The SandcastleCX™ programme provides a comprehensive, no-cost trial service for organisations considering the NiCE CXone Cloud Contact Centre platform. This trial is designed to offer a personalised, hands-on exploration of NiCE's cloud-based contact centre solutions, tailored to the specific technologies and use cases relevant to your business.

Key Features of the Trial Service

- **No Cost for Standard Use Cases:** The trial is offered free of charge for standard use cases, allowing organisations to evaluate the platform without financial commitment or obligation.
- **Customised Sandbox Environment:** Participants receive a bespoke sandbox environment built using NiCE CXone's AI-enhanced capabilities, including intelligent virtual assistants, predictive analytics, and workforce management tools. The environment is tailored to your key requirements, enabling you to test the features and functions most important to your business and customers.
- **Expert Guidance:** Each trial engagement includes dedicated support from a CX architect, who collaborates with your team to configure, integrate, and optimise the sandbox according to your objectives.
- **Flexible Trial Period:** The trial period is designed to be flexible, offering months of access to explore platform functionality, integrations, and evolving use cases. This extended



timeframe ensures organisations have sufficient opportunity to assess both initial and advanced capabilities.

- Iterative Growth: The sandbox environment evolves with your needs, starting with day one requirements and extending to day two and beyond, incorporating new features, channels, and capabilities as your evaluation progresses.

Supported Use Cases

The trial service supports a wide range of scenarios, including but not limited to:

- Omnichannel interactions and routing
- AI-powered knowledge and agent assistance
- Workforce engagement management
- Customer journey orchestration and data aggregation
- Conversation intelligence and virtual agents
- Performance analytics and reporting

Getting Started

Organisations interested in the SandcastleCX™ trial for NiCE CXone Cloud Contact Centre can initiate the process by contacting TTEC Digital. The programme is designed to simplify your cloud journey, mitigate migration risks, and accelerate platform mastery, all within a risk-free, obligation-free environment.

3.3. On-Boarding

TTEC Digital employs a structured, phased onboarding methodology to ensure a seamless transition to NiCE CXone for UK Government organisations. This approach combines technical precision, compliance assurance, and user enablement to deliver rapid adoption and measurable outcomes.



1. Strategic Kick-off

- Discovery & Planning
 - Conduct a comprehensive business needs assessment to align NiCE CXone capabilities with organisational objectives.
 - Define scope, timelines, and success metrics in collaboration with stakeholders.
 - Assign a Designated Customer Onboarding Manager to oversee all phases and act as the primary point of contact.

2. Implementation Framework

- Environment Setup
 - Configure NiCE CXone platform, integrations (CRM, ERP), and security controls.
 - Validate compliance with UK Government Cloud Security Principles and UK GDPR.
- Pilot Testing
 - Execute controlled tests prior to full-scale rollout to ensure stability and performance.
- Professional Services
 - Solution Architects and NiCE-certified specialists design omnichannel routing, IVR flows, and workforce management configurations.

3. Training & Enablement

- Role-Based Training
 - Administrators/Managers: Remote sessions covering ACD/Digital administration, reporting, and permissions.
 - Supervisors/Agents: Train-the-trainer model with hands-on labs for operational readiness.
- Specialised Modules
 - CXone Quality Management (QM), Interaction Analytics, and CRM integration (Salesforce, Dynamics, ServiceNow).
- Post-Go-Live Support



- Up to six remote sessions with onboarding managers for optimisation and advanced feature adoption.

4. Governance & Communication

- Project Workbook
 - Tracks milestones, dependencies, and client responsibilities.
- Regular Status Updates
 - Weekly IT status reports and stakeholder meetings to ensure transparency and timely issue resolution.

5. Success Assurance

- Performance Validation
 - End-user testing and acceptance sign-off prior to go-live.
- Continuous Optimisation
 - Workforce strategy consulting and operational efficiency reviews post-deployment.

Key Differentiators

- 60+ NiCE-certified specialists with expertise in CXone, WFM, WEM, and AI modules.
- Global delivery capability with resources in UK, US, Canada, India, and the Philippines.
- Proven methodology combining technical rigor and human-centric training for rapid adoption and ROI.



3.4. API

NiCE CXone provides an extensive set of RESTful APIs that enable secure, scalable integration with third-party systems and custom applications. These APIs allow UK Government organisations to automate workflows, exchange data, and extend CXone functionality while maintaining compliance with UK GDPR and UK Government Cloud Security Principles.

API Categories

- Authentication APIs: Secure login and token management using OAuth2 or OpenID Connect.
- Admin APIs: Manage system resources such as agents, skills, and address books.
- Agent APIs: Create and manage agent sessions for omnichannel interactions (voice, chat, email, SMS).
- Patron APIs: Build citizen-facing applications for callbacks, live chat, and self-service.
- Real-Time Data APIs: Access live metrics for dashboards, leaderboards, and performance monitoring.
- Reporting & Data Extraction APIs: Retrieve historical performance data and export interaction records for compliance and analytics.
- Media Playback APIs: Secure access to call recordings and media files for audit and quality assurance.

Integration Scenarios

- CRM & Case Management: Connect CXone with platforms like Salesforce, Microsoft Dynamics, and ServiceNow for unified citizen engagement.
- HR & Payroll Systems: Automate leave and shift data sync with Oracle HCM or SAP.
- UCaaS & Telephony: Integrate with ACD systems (Genesys, Avaya) for real-time adherence and scheduling.



Security & Compliance

- All APIs use HTTPS with TLS 1.2 or higher.
- Authentication via OAuth2/OpenID Connect or secure tokens.
- Data in transit is encrypted; fully compliant with UK GDPR and UK Government Cloud Security Principles.

Developer Support

- DEVone Developer Programme: Access to SDKs, tutorials, code samples, and community forums.
- Sandbox Environment (SandcastleCX™): Test integrations before production deployment.
- Comprehensive Documentation: Interactive guides and API references available online.

Key Benefits

- Over 400 APIs across six scopes (Admin, Agent, Authentication, Patron, Real-Time Data, Reporting).
- Backward compatibility ensures custom integrations remain functional after platform upgrades.
- Immediate access to new features and functionality with each release.

3.5. International SMS

NiCE CXone provides global SMS messaging capabilities to enable proactive and responsive communication across international markets. This feature supports both inbound and outbound SMS interactions as part of the omnichannel contact centre experience, ensuring compliance with UK Government Cloud Security Principles and international telecom regulations.



Key Features

- Outbound SMS Notifications
 - Send schedule updates, shift reminders, and adherence alerts to agents internationally.
 - Supports long codes, short codes, and alphanumeric codes for global delivery.
- Inbound SMS Responses
 - Agents can confirm or respond to schedule changes via SMS, enabling two-way communication.
 - Messages routed through CXone ACD for consistent handling alongside voice and chat.
- Global Reach
 - Utilises NiCE CXone's SMS aggregation service or integrates with approved third-party SMS providers for international delivery.
 - Configurable for multiple regions to meet local telecom regulations.
- Integration with Workforce Management (WFM)
 - SMS notifications triggered by WFM events such as schedule changes, overtime requests, or intraday adjustments.
 - API-driven integration for custom workflows with HR and CRM systems.

Compliance and Security

- UK Government Standards: Fully compliant with UK GDPR and UK Government Cloud Security Principles.
- International Regulations: Supports country-specific compliance for SMS delivery, including opt-in/opt-out requirements.
- Encryption: Data encrypted in transit (TLS 1.2+) and at rest.
- Authentication: Secure API keys and OAuth2 for SMS integration.



Technical Requirements

- Licensing: Requires NiCE CXone Digital capabilities or NiCE IEX WFM for SMS notifications.
- Rate Limits: Configurable based on provider; typically capped for high-volume international messaging.
- Integration: APIs available for HR, CRM, and case management systems.

Use Cases for UK Government

- Agent Notifications: Shift confirmations, schedule changes, and adherence alerts.
- Citizen Engagement: Appointment reminders, service updates, and emergency alerts.
- Disaster Recovery Communication: Rapid outreach during outages or critical incidents.

3.6. Off-Boarding

TTEC Digital follows a structured, compliance-driven process to ensure a smooth, secure, and transparent transition when a customer contract ends.

The approach typically includes:

1. Transition and Knowledge Transfer

- TTEC Digital initiates a comprehensive knowledge transfer to the new provider or the client's internal team. This involves meetings with the Client Success Manager, Solutions Architect, and other key resources familiar with the customer's environment.
- All operational and technical documentation, such as call flows, IVR pathing, and integration details, is updated and handed over to ensure continuity.

2. Data and Artifact Transfer

- All customer data, records, and artifacts are securely transferred to the client or their nominated supplier within 30 days of notification, in line with contractual obligations and data retention requirements.



- Strict protocols are applied to maintain data integrity and security during migration, including encryption and controlled access.

3. Access Revocation and Account Closure

- TTEC Digital ensures timely removal of user accounts and system access for its staff from client environments, including CRM, collaboration tools, and cloud platforms.
- Federated identity management (e.g., via Okta and SAML) is used to enforce secure offboarding and prevent residual access risks.

4. Compliance and Data Privacy

- Offboarding aligns with GDPR and contractual data protection clauses, ensuring that personal and sensitive data is either returned or securely deleted after the retention period.
- TTEC Digital provides written confirmation of data deletion or transfer, maintaining audit trails for compliance.

5. Service Continuity and Exit Planning

- A draft exit plan is prepared early, detailing timelines, responsibilities, and any applicable exit costs.
- Optional transitional support projects may be delivered to minimise disruption, such as temporary hosting or migration assistance.



3.7. Training

TTEC Digital provides a structured, role-based training programme designed to ensure rapid adoption and effective utilisation of NiCE CXone across UK Government organisations. The training methodology combines hands-on learning, remote enablement, and continuous support, aligned with NiCE best practices and UK Government Cloud Security Principles.

1. Role-Based Training

- Agents & Supervisors
 - Focus on omnichannel handling (voice, chat, email, SMS) and digital-first engagement.
 - Includes coaching techniques, empathy mapping, and operational best practices.
- Administrators
 - Comprehensive walkthrough of ACD configuration, Studio scripting, and system management.
 - Recommended completion of NiCE Dojo Administrator Certification prior to advanced sessions.
- Specialist Roles
 - Advanced modules for Workforce Management (WFM), Quality Management (QM), Interaction Analytics, and AI tools such as Cognigy and Enlighten.

2. Delivery Methods

- Instructor-Led Training
 - Remote or on-site sessions for foundational and advanced topics.
- Self-Paced eLearning
 - Access to NiCE CXone Expert Training Hub for topic-based learning and certification.
- Train-the-Trainer Model
 - Enables internal teams to cascade knowledge effectively across departments.



3. Enablement Framework

- Project Workbook
 - Tracks milestones, training schedules, and participant progress.
- Post-Go-Live Support
 - Up to six remote enablement sessions for optimisation and advanced feature adoption.
- Continuous Learning
 - Access to NiCE CXone certifications and advanced AI training (e.g., AutoPilot conversational AI).

4. Key Differentiators

- 60+ NiCE-certified specialists with expertise in CXone, WFM, WEM, and AI modules.
- Global delivery capability with resources in UK, US, Canada, India, and the Philippines.
- Integration of gamification and analytics-driven coaching to boost engagement and performance.



3.8. Implementation Plan

TTEC Digital has an engagement framework, CXEdge™ that governs our approach to the client experience. This framework allows for a consistent delivery methodology across all technologies.

With CXEdge™, the Client will have a dedicated team of experts for the project, clearly communicated outcomes, and defined, distinct stages to ensure continuous improvement and value delivery. the Client will have a dedicated team to ensure a seamless implementation from the contract signature to go live.

Our methodical implementation approach has been used for hundreds of clients ranging in scale across all industries and is proven to reduce overall project risk. We will bring best practices and our experience from delivering cloud services to other clients with similar business challenges that we support to ensure optimal transition and performance. Our methodology has defined distinct phases to ensure continuous improvement and value delivery.



During the initial "Initiate and Define" phase, TTEC Digital's business analyst will work with the Client to review business goals, objectives, and map the customer journey through the contact centre. The BA will be primarily responsible for designing a solution that meets the desired goals and objectives. This role is occasionally shared in some areas, and certain technical design sessions may be led by a skilled developer working in concert with our BA and PM, where



appropriate. If the Client's solution includes workforce management (WFM) or other specialised applications, additional TTEC Digital consultants may participate in design sessions.

For the "Build" phase, TTEC Digital will complete the configuration and custom development work included in the project's scope once design documents and decisions are completed and signed off by the Client. As part of the configuration build out, TTEC Digital will perform quality assurance (QA) testing before turning the system over to your project team for testing. Based on the project scope, TTEC Digital will conduct additional application configuration, custom solution development, and unit testing.

After QA testing, the Client will conduct UAT as part of the "Test and Train" phase. TTEC Digital trainers will train the Client's key resources e.g., team leads, trainers, administrators during this phase, most often prior to UAT to ensure the Clients testers can effectively navigate the solution and execute test scripts. Any resulting issues that do not meet the agreed upon design, as outlined in the customer journey diagrams and the DCW, will be addressed by TTEC Digital's project team. Occasionally, new requirements result from business test cases that may require change requests, which will be handled through the project change control process. After UAT testing is complete and TTEC Digital has addressed any issues, the Client will be required to indicate their acceptance of the Genesys Cloud solution before TTEC Digital finalises a production deployment plan. TTEC Digital and the Client will then confirm a go live date. the Client's trainers will then complete preparations for conducting end-user training during the Deploy phase.

The "Deploy" phase involves moving the Genesys Cloud solution into production state, so it is ready to support the Client's business operations. the Client's assigned trainers will conduct end user training for agents and business users (when appropriate). We recommend the Client conduct the end user training sessions as close to the go live date as possible to best ensure user preparedness. The production deployment plan will be executed, and the Genesys Cloud system will take live traffic. Your trainers will train your agent and business end users just prior and during the Go Live period to ensure their preparedness.



For the "Transition & Accept" phase, TTEC will provide the Client with up to two weeks of HyperCare before transitioning final tasks to the Client. During this phase, TTEC will open a support bridge and will complete open tasks and documentation activities outlined in the SoW. The TTEC project manager will then work with the Client to transition them to our SurroundCX™ manages services offering and will ask the Client to sign off on the project completion document.

Once the Client has transitioned to SurroundCX™, their TTEC account executive and client success manager will partner with them to drive success by providing client success management and platform adoption services.

3.9. Service Management

TTEC Digital's Service Management is fully aligned with the specific scope of work agreed upon with the client and delivered upon completion of that scope. This ensures that all service activities directly support the client's operational and strategic objectives.

TTEC Digital will supply an operational enhancement layer we refer to as "SurroundCX™". SurroundCX™ is our service management offering that supports tens of thousands of agents for some of the most complex customer service deployments in the world, including major financial institutions and government agencies where uptime is measured in seconds. SurroundCX™ will help the Client to maximise your investment by helping drive technology adoption, increasing visibility across multiple cloud platforms, monitoring license usage to optimise costs and even testing system flows to assure your client experience is on brand.



The SurroundCX™ Service Management function is led by a Customer Success Manager (CSM), who acts as the single point of contact for the client.

The CSM's responsibilities include:

- **Support Oversight:** Managing day-to-day support activities and ensuring timely resolution of issues.
- **Escalation Management:** Serving as the escalation point for critical incidents and coordinating internal resources to resolve them quickly.
- **Commercial Administration:** Handling contractual matters, invoicing, and any financial queries related to the engagement.
- **Reporting and Insights:** Providing regular reports on support activity, performance metrics, and service health to maintain transparency.
- **Client Advocacy:** Acting as the client's representative within TTEC Digital, ensuring their needs and priorities are communicated and addressed across all internal teams.

This structured approach ensures clear accountability, efficient communication, and a proactive partnership model, enabling clients to maximise value from TTEC Digital's services.

As a leader in customer experience orchestration, TTEC Digital enjoys partnerships with the major technology platform players, hyper-scalers, and niche application providers that together can solve our clients' business objectives. We front-end the technology discussion with an extensive capability in the CX consulting space and wrap the technology with SurroundCX™.



3.10. Service Constraints

This section outlines the constraints and dependencies associated with the delivery of NiCE CXone services under the G-Cloud framework. These constraints ensure transparency and help UK Government organisations plan effectively for implementation and ongoing support.

1. Technical Constraints

- **Hosting Environment:** NiCE CXone is delivered as a cloud-native solution; on-premises deployment is not supported.
- **Connectivity Requirements:** Reliable internet connectivity is required for all users. Customers must provide secure network access for integrations (e.g., ACD, CRM, HR systems).
- **Browser Compatibility:** Supported browsers include the latest versions of Chrome, Edge, and Firefox.
- **API Usage:** Integration via REST APIs requires customer-managed credentials and adherence to NiCE security standards.

2. Implementation Constraints

- **Customer Responsibilities**
 - Provide accurate and timely information for design workshops and configuration.
 - Ensure readiness of hardware, network, and voice infrastructure prior to build phase.
- **Change Management:** Any scope changes after design approval will require a formal change request and may impact timelines and cost.
- **Testing Participation:** Customer must allocate resources for User Acceptance Testing (UAT) and sign-off before deployment.



3. Training Constraints

- Delivery Language: Training is provided in English; translation services are not included.
- Customer Availability: Customer must ensure availability of SMEs and trainers for Train-the-Trainer sessions.
- Accessibility: Training materials meet WCAG standards; customer is responsible for any additional accessibility adaptations.

4. Operational Constraints

- Service Hours: Standard support hours: Monday–Friday, 09:00–17:30 UK time. Out-of-hours support available at additional cost.
- Maintenance Windows: Scheduled maintenance typically occurs during low-traffic periods; zero-downtime upgrades are standard for core CXone services.

5. Security & Compliance Constraints

- TLS Requirements
All integrations must approved cipher suites.
- Proxy Restrictions
CXone does not support traffic inspection proxy services due to latency and reliability concerns.

6. End-of-Contract Data Handling

- Customer data remains accessible for a defined period (typically 30 days) after contract termination for extraction before secure deletion



3.11. Service Levels

TTEC Digital provides industry-leading service levels for NiCE CXone deployments under the UK Government G-Cloud framework. These service levels ensure high availability, rapid response, and proactive support, aligned with UK Government Cloud Security Principles and NiCE's global SLA commitments.

Platform Availability

- 99.99% Monthly Uptime Guarantee: NiCE CXone offers a published SLA of 99.99% availability, backed by multi-region redundancy and failover architecture.
- 24x7 Monitoring: Continuous monitoring by NiCE Network Operations Centre (NOC) and TTEC Digital support teams ensures proactive incident detection and resolution.

Incident Response

TTEC Digital priorities and Service Level Objectives for technical implementations are as follows:

Priority	Business hours	Non-Business hours and Holidays	Hours of Activity
P1 - Emergency Requires live call into queue	Initial Contact: Immediate Follow-up: Constant	Contact: 30 min Follow-up: Hourly Escalation: 4 Hours	24 x 7
P2 - High Live call into queue	Initial Contact: Immediate Follow-up Service Level: Daily	Contact: 10:00 AM next business day Follow-up Service Level: Daily	UK Business Hours M-F
P2 - High Logged via Portal	Initial Contact: 4 Hours	Contact: 10:00 AM next business day Follow-up Service Level: Daily	UK Business Hours M-F



	Follow-up Service Level: Daily		
P3 - Medium All interaction types	Initial Contact: 4 Hours Follow-up Service Level: 3 business Days	Contact: 10:00 AM next business day Follow-up Service Level: 3 business Days	UK Business Hours M-F
P4 - Low All interaction types	Initial Contact: 4 Hours Follow-up Service Level: 5 Business Days	Contact: 10:00 AM next business day Follow-up Service Level: 5 Business Days	UK Business Hours M-F
Move, Add, Change, Deletion (MACD) All interaction types	Requests will be completed within a target of 2 business days following receipt of the request	Changes will be scheduled during TTEC Digital business hours and will have a target completion date within 2 business days after receipt of the request	UK Business Hours M-F



Escalation Management

Dedicated escalation paths to NiCE and TTEC Digital senior engineering teams for complex issues.

To ensure timely resolution of issues, TTEC Digital follows a structured escalation process:

Priority Level	Response Time	Escalation Contact
P1 – Critical (Service outage)	Immediate	Customer Success Manager (CSM) → Service Delivery Director
P2 – High (Major functionality impact)	2 hours	CSM → Technical Lead
P3 – Medium (Minor impact)	4 hours	CSM
P4 – Low (Informational)	Next business day	CSM

Notification Process

- **Initial Notification:** Client reports issue via support portal or email; automated ticket confirmation sent.
- **Status Updates:** Regular updates provided at agreed intervals (e.g., hourly for P1, daily for P2).
- **Resolution Confirmation:** Client receives closure notice with root cause analysis for P1/P2 incidents.
- **Escalation Alerts:** If SLA thresholds are at risk, escalation notifications are sent to client stakeholders and internal leadership.



Support Tiers

- Standard Support
 - Business hours coverage
 - Access to NiCE CXone knowledge base and community portal
- Enhanced Support
 - 24x7 coverage for critical incidents
 - Dedicated Technical Account Manager (TAM)
- Premium Managed Services
 - Continuous optimisation, analytics, and proactive health checks
 - Quarterly service reviews and roadmap planning

Service Credits

If monthly availability falls below SLA thresholds, customers may request credits:

- Below 99.99%: 1/30th of monthly recurring charges
 - Below 99.95%: 1/15th
 - Below 99.0%: 1/7th
 - Below 97%: Free month credit
- (Maximum credit capped at 100% of monthly charges)

Performance Metrics

- First Contact Resolution (FCR): Target: 85% of incidents resolved on first interaction
- Average Handle Time (AHT): Monitored to ensure efficiency and SLA compliance
- Proactive Maintenance: Scheduled updates and patching with advance notice to minimise downtime

Compliance & Security

- Adherence to UK GDPR, ISO 27001, SOC 2, and PCI-DSS standards
- Multi-layered security with encryption (AES-256 at rest, TLS 1.2+ in transit)
- FedRAMP-authorized architecture for government-grade assurance



3.12. Outage and Maintenance Management

TTEC Digital ensures continuous service availability and proactive maintenance for NiCE CXone deployments under the UK Government G-Cloud framework. This approach combines NiCE's 99.99% uptime SLA with TTEC Digital's governance and escalation processes to minimise disruption and maintain compliance with UK Government Cloud Security Principles.

Outage Management

- 24x7 Monitoring and Incident Response
 - NiCE operates Network Operations Centres (NOCs) globally with proactive monitoring and automated alerts.
 - TTEC Digital provides tiered escalation paths for critical incidents, ensuring rapid engagement of senior engineers and NiCE support teams.
- Incident Lifecycle
 - Detection: Automated alerts and real-time dashboards identify service degradation.
 - Communication: Status updates published on NiCE CXone System Status page and via email/SMS alerts every 15 minutes during active incidents.
 - Resolution: Root cause analysis, fix deployment, and post-incident review documented for compliance.
- Resiliency Event Management Plan (REMP)
 - Defines escalation paths, roles, and responsibilities for outage scenarios.
 - Annual drills validate ability to maintain essential operations during disasters or office closures.



Maintenance Management

- Zero-Downtime Maintenance
 - NiCE CXone uses active-active architecture to apply patches and updates without service interruption.
 - Maintenance windows scheduled outside peak hours with advance notice to clients.
- Configuration Management
 - Documented processes ensure all changes are tracked and validated against compliance requirements.
 - Regular audits confirm alignment with UK Government Cloud Security Principles.
- Testing and Validation
 - Quarterly failover drills and patch testing ensure redundancy and operational continuity.
 - Backup and restore procedures validated during maintenance cycles.

Business Continuity

- Built-In Redundancy
 - Geo-redundant data centres in UK and EEA regions ensure survivability during outages.
 - Transparent failover with no disruption to active or queued sessions.
- Disaster Recovery
 - Daily backups and real-time replication across multiple availability zones.
 - Recovery Time Objective (RTO): Typically, under 4 hours for critical services.

Client Communication

- Status Alerts: Real-time notifications via NiCE CXone status page and TTEC Digital service desk.
- Post-Incident Reports: Detailed summaries of root cause, resolution steps, and preventive measures shared with stakeholders.



3.13. Financial Recompense Model for not Meeting Service Levels

TTEC Digital, in partnership with NICE, operates under a formal Service Level Agreement (SLA) that guarantees platform availability and performance for NICE CXone services delivered through G-Cloud. The SLA ensures accountability and transparency by defining remedies when service levels are not met.

Service Level Commitment

- Platform Availability: NICE CXone guarantees 99.99% monthly uptime, excluding scheduled maintenance and factors outside NICE's control (e.g., customer network issues, third-party dependencies).
- Scope: Applies to core CXone services, including ACD, IVR, digital channels, and workforce management components.

Financial Recompense Model

- Service Credits: Customers are entitled to service credits as the primary form of financial recompense when SLA thresholds are not met. Credits are calculated based on the duration and severity of the outage and applied against future invoices. No cash refunds are provided.



- Credit Structure:

Monthly Uptime	Credit Applied
99.0% – 99.9%	5% of Monthly Recurring Charges (MRC)
98.0% – 98.9%	10% of MRC
Below 98.0%	15% of MRC
Below 97%	Up to 100% (Free Month)
Cap: Credits are capped at 15% of the monthly subscription fee for the affected service.	

- Conditions:
 - Credits are not automatic; claims must be submitted within 30 days of the outage.
 - SLA exclusions apply for scheduled maintenance, emergency maintenance, and circumstances beyond NiCE's reasonable control.
 - Customer account must be in good standing to qualify for credits.

Calculation Method

Actual Availability =

$$\frac{(TotalMinutesinMonth) - (DowntimeMinutes) + (ExcusableDowntime)}{TotalMinutesinMonth}$$

Where Excusable Downtime includes planned maintenance and events outside NiCE's control.



Payment Method

- Credits are applied to future invoices; no cash payments are issued.
- Maximum credit in any billing cycle will not exceed 100% of the monthly recurring charges for the affected service.

Compliance

This financial recompense model aligns with UK Government Cloud Security Principles, ensuring transparency and fairness in service delivery under G-Cloud agreements.



4. Provision of the Service

4.1. Customer Responsibilities

- Provide accurate and timely business requirements for solution design.
- Ensure availability of internal stakeholders for workshops, testing, and sign-off.
- Maintain network connectivity and infrastructure to support cloud deployment.
- Manage user provisioning and access control within agreed timelines.
- Comply with data protection and security policies (e.g., UK GDPR).
- Provide integration credentials for CRM or third-party systems (Salesforce, ServiceNow).
- Ensure end-user training and adoption activities are completed.

4.2. Technical Requirements and Client-Side Requirements

- **Network & Connectivity:**
 - Stable internet connection with minimum bandwidth as per NiCE CXone specifications.
 - VPN or secure access for remote agents if required.
- **Hardware:**
 - Modern workstation or laptop with audio device (headset) certified for VoIP.
- **Software:**
 - Supported operating systems (Windows 10+, macOS latest versions).
 - Installed browser meeting NiCE CXone compatibility standards.
- **Integrations:**
 - API access for CRM systems (Salesforce, ServiceNow).
 - Authentication via SSO or OAuth where applicable.



4.3. Browsers

NICE CXone supports the following browsers (latest stable versions recommended):

- Google Chrome (Preferred)
- Microsoft Edge (Chromium-based)
- Mozilla Firefox
- Safari (for macOS users)

Note: Internet Explorer is not supported.

4.4. Outcomes/Deliverables

- Configured NiCE CXone Cloud Contact Centre environment aligned with agreed use cases.
- Omnichannel setup (voice, email, chat, social) with routing and reporting.
- Workforce Management (WFM) and Quality Management (QM) enabled as per scope.
- Agent integrations with Salesforce or ServiceNow.
- Compliance-ready deployment meeting UK Government Cloud Security Principles.
- Knowledge transfer and enablement sessions for client teams.
- Go-live support and post-implementation review.



4.5. Development Life Cycle of the Solution

- Discovery & Design: Requirements gathering, solution architecture, and integration planning.
- Configuration & Build: CXone platform setup, routing flows, WFM/QM configuration, and CRM integration.
- Testing: Functional, integration, and user acceptance testing (UAT).
- Deployment: Production environment setup and go-live.
- Enablement & Training: Agent and supervisor training, admin handover.
- Hypercare & Transition: Post-go-live support and transition to managed services.

4.6. After Sales Account Management

Once you become a TTEC Digital Customer, you will be assigned a Client Success Manager (CSM), who will be responsible for the relationship with your organisation. Your CSM will act as your trusted advisor and will get to know you and your business and help you to identify key strategic objectives to meet your organisational goals. Your CSM will also run regular business/service reviews with you to make sure that we are helping you to deliver effective solutions and will also help you to roadmap your journey to digital transformation. Your CSM is your first point of escalation in times of need. Whilst our teams will align directly with your teams (Project & Programme Management, Service, Support, Procurement, Finance, etc), your CSM will take overall responsibility for the relationship and communication with your organisation. TTEC Digital's Account Strategy is to make sure that we meet and exceed your expectations. We see the role as a key function to ensure smooth service delivery and to educate, benchmark and challenge the status quo, helping you to drive efficiencies and outstanding Customer Experience wherever possible.

We see effective Account Management as a way to build a long term and valuable partnership with your organisation.



4.7. Termination Process

TTEC Digital is open to entertaining reasonable termination mechanisms as part of the contract negotiation that will account for the specificities of the individual business opportunity and the associated commercial terms.



5. Other Messaging Services

- SMS Messaging: Inbound and outbound SMS queues for citizen engagement.
- Social Channels: Integration with platforms like Facebook Messenger, WhatsApp (subject to scope).
- Email & Web Chat: Fully integrated within NICE CXOne omnichannel framework.
- API-based Messaging: Support for custom messaging workflows and third-party bot integrations.



WhatsApp Business Messaging

Secure, global reach for conversational interactions, integrated with NICE CXOne routing and analytics.



Apple Messages for Business

Seamless engagement for iOS users with rich media and secure authentication.



Facebook Messenger & Instagram Direct

Social media messaging for real-time customer support and marketing campaigns



SMS & MMS (Bring Your Own Provider)

Integration with providers like Twilio or SMPP for international SMS and MMS



Enables custom or niche messaging platform integration, using NICE CXOne's ACD and workflow capabilities.



Email & Web Chat:

Fully integrated within NICE CXOne omnichannel framework.



6. Environmental Action and Social Value

6.1. Environmental Action

Global Environmental Governance and Strategy

TTEC manages its environmental impact through a structured governance and operational framework. Oversight is provided by a dedicated Board committee and an Environmental, Social, Governance (ESG) Executive Council. We operate under a formal [Climate Change and Environmental Responsibility Policy](#) and align our disclosures with recognised frameworks, including SASB and TCFD. Our environmental strategy includes initiatives focused on energy efficiency, waste reduction, and emissions tracking, with progress informed by regular materiality assessments.

UK-Specific Environmental Action and Net Zero Commitment

TTEC Consulting (UK) Limited is committed to environmental sustainability and achieving net zero emissions by 2045, ahead of the UK Government's 2050 target. Our UK Executive Team has formally endorsed and published a comprehensive [Carbon Reduction Plan](#) that fully complies with PPN 06/21 and its associated guidance. The plan includes transparent disclosures of Scope 1 and Scope 2 emissions, as well as relevant Scope 3 categories, and is reviewed annually to ensure continued alignment with evolving regulatory standards and net zero objectives. This proactive approach reflects our leadership in climate responsibility and our dedication to supporting public sector clients in meeting their sustainability goals.



6.2. Social Value

Creating Positive Impact for Customers and Communities

At TTEC Digital, we are committed to creating lasting social value that benefits both our clients and the communities they serve. Our efforts focus on tackling economic inequality, advancing equal opportunities, and expanding digital inclusion throughout the UK.

To support this mission, every UK-based TTEC Digital employee is encouraged to participate in corporate social responsibility (CSR) initiatives, with one paid day annually reserved for volunteering and community engagement.

Empowering Youth Through Digital Skills

At TTEC Digital, we believe in leveraging our expertise and partnerships to create opportunities for the next generation. One example is the Digital Dev Academy, a collaborative programme that equips students from underserved communities with essential digital and technology skills. The programme is delivered in partnership with TTEC Digital and its network of clients, with support from local authorities and education stakeholders. Its goal is to create inclusive pathways into technology careers by providing hands-on learning experiences and exposure to real-world digital environments.

We work closely with clients to co-design the curriculum, ensuring it reflects current industry needs and emerging technologies. These partners also contribute mentorship, resources, and opportunities for students to engage with professionals across sectors. Their involvement helps bridge the gap between education and employment, making the learning experience both practical and aspirational.

In parallel, we collaborate with county councils to identify eligible schools and students, coordinate logistics, and ensure the program is accessible to those who need it most. This partnership is vital for community engagement and helps embed the academy within local



development strategies. It culminates in a showcase event where students present their work and explore career opportunities with participating partners. The Digital Dev Academy is a powerful example of how cross-sector collaboration can drive social impact and digital inclusion.

Promoting Fair Employment and Economic Resilience

TTEC Digital is a Living Wage accredited employer in the UK, reinforcing our commitment to fair pay, community resilience, and inclusive growth. This milestone reflects our broader mission to empower future talent, support public sector innovation, and create lasting social impact.

At TTEC Digital, we believe that fair pay fosters a positive and collaborative work environment. By ensuring our employees feel genuinely valued, we strengthen relationships across teams and empower individuals to thrive. This leads to better outcomes for our clients, including:

- More engaged teams focused on solving customer challenges.
- Technical experts who go the extra mile to deliver innovative solutions.
- Project managers who build stronger, more trusting relationships.
- Consultants who invest their full expertise in transforming businesses.



7. Our Experience

7.1. Case Study

Objective

Founded in 2004, a leading provider of administrative healthcare services for federal and commercial clients faced a significant operational hurdle. With administrative costs accounting for up to 40% of total healthcare expenses, their mission is to reduce this burden so clients can focus on care delivery. However, their contact centre faced a major challenge: their legacy telephony system lacked the FedRAMP certification required for federal contracts.

Scope

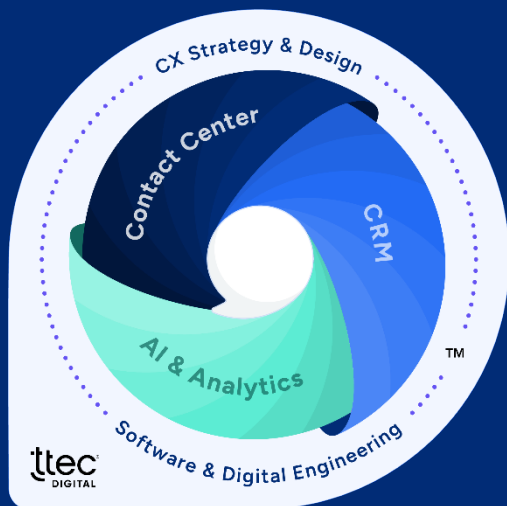
To meet urgent compliance and performance needs, the organisation selected NiCE as their new telephony platform. When the standard implementation timeline did not align with client demands, NiCE recommended TTEC Digital.

Delivery

Leveraging deep contact centre and FedRAMP expertise, TTEC Digital accelerated deployment and introduced key enhancements, including a self-service IVR, a customised crisis line escalation solution, and quality management tools.

Outcome

Thanks to TTEC Digital's hands-on project management, technical expertise, and training support, the aggressive implementation timeline was met without compromising quality. The introduction of a self-service IVR and a customised crisis line solution significantly improved call routing and responsiveness, especially for callers in distress. Quality management tools enabled better oversight and performance tracking. Most notably, the transition was so smooth that feedback from the 1,000+ call centre staff was minimal, an indicator of successful change management.



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.

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