

Service Description

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Colt Contact Centre as a Service

Abstract

Description of Colt Contact Centre as a Service (CCaaS)

Colt Contact Centre as a Service (CCaaS) ("the Service") is a cloud-based Contact Centre service powered by Cloud CX. CCaaS provides the capabilities required to route inbound Customer interactions to the appropriate route outbound sales and service campaigns.

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1. Genesys Cloud CX

1.1. Overview

Colt Contact Centre as a Service (CCaaS) ("the Service") is a cloud-based Contact Centre service powered by Genesys Cloud CX. CCaaS provides the capabilities required to route inbound Customer interactions to the appropriate agent and route outbound sales and service campaigns. The Service comprises:

- CCaaS platform subscriptions
- browser based applications for agents and supervisors
- portals for the administration and management of the CCaaS Service Overview
- Service assurance by experienced Genesys accredited engineers

1.1.1. Professional Services

Professional Services for transition, deployment and integration services are available subject to additional charges. Any professional services will be defined in a Statement of Work (SoW) which will form part of the Customer's Order. There is no set price for implementation. Each is bespoke to the customer. There are however standard rates.

1.1.2. Elevated Service Support

Colt will offer elevated support services that extends Colt's engineering skills to managing Service Change Requests. Changes will be limited to modifications and minor additions to the existing built platform. Any change request for a new feature, workflow, integration or amendments constituting additions and configurations of large (greater than 10) numbers of users would be deemed to be a small project.

Small projects are to be pursued via your Account Manager as they will require scoping and project specific charges.

Due to the complexity and business criticality of service integrations. No changes will be made to integrated services or API configurations within the scope of a MAC.

Elevated support services incur additional charges.

Colt will provide MACs for the following software applications:

- Genesys Cloud CX 1-4
 - Collaborate
 - Communicate
 - Contact Centre

Out of scope MACs

- Genesys EX (Workforce Engagement Management)
- API and integration changes
- Journey Management

If a customer request meets the following criteria, Colt will process it as a MAC:

- The change affects only the specified service parameters outlined in the request.
- The change has prior customer approval.
- The request is straightforward and does not require a scoping exercise.

Requests involving complex changes that fall outside the MAC definition will be treated as separate projects. In such cases:

- The customer should provide full details of the request to their Colt Account Manager or Service Delivery Manager.
- Colt will assign a suitably skilled engineer to scope the requirement.
- A formal quotation will be prepared.
- A detailed Scope of Works will be produced and shared with the customer for approval.

MAC requests will be made in the same manner a customer raising an incident and the response will be automated & immediate.

All MAC requests will be handled as a P3 & completed in 3 Working days once the full information required to complete the request has been received from Customer.

1.2. Connectivity options

The following Colt Services are available to provide connectivity to the CCaaS Service. These are ordered separately and detailed information about each service is available from the applicable service description.

- Inbound voice using freephone or geographic numbers via Colt IN services.
- Outbound voice (agent to PSTN) via Colt voice services.
- Colt IP Access or Customer provided internet access for connectivity to the CCaaS platform, messaging, portal access and agent access.

1.3. Definitions

Bundle – packaged CCaaS platform access and user rights that includes different features.

Channel - ways of communication between a customer's end customer who interacts with Customer's agents (e.g. voice, chat, email, social media).

Component – access and use right subscription or any subscription to a CCaaS optional feature.

SoW – Statement of Work

Tenant - Means a virtual Contact Centre in the cloud; for example a call centre environment used by Customer with complete Tenant Isolation from other call centre environments.

Tenant Isolation - means that CCaaS works based on a concept of multi-tenancy with tenant isolation using enterprise-level security compliance as per ISO 27001 and the EU Regulation 2016/679 (General Data Protection Regulation or GDPR). This ensures to avoid unauthorized access across Tenants at multiple tenant isolation levels: Tenant-specific logical isolation from an authorization perspective and general data isolation between tenants storage level; both integrating encryption transport layer security with internet protocol security.

Subscription – bundle of components that enables a User to consume the Service (note: Ordering items

User – is an agent, administrator or supervisor who consumes a CCaaS Service.

1.4. Standard Components

Colt CCaaS consists of the following service components and features:

- Automatic Contact Distributor (ACD) – A routing engine and call flow designer. The ACD is a skills-based routing engine that manages a universal queue for messaging, social, voice and self-service artificial intelligence (AI) chatbot interactions, that provides a consolidated omnichannel agent desktop with end-customer context. Agents are assigned skills based on their training and expertise and the ACD then routes interactions to them to ensure optimal customer experiences. The component includes access to a drag-and-drop application for designing contact flows.
- Digital Platform – A messaging component that enables agents to chat with people inside the Customer's organisation; send and receive emails and SMS messages; and respond to customer interactions from various messaging channels. Agents can see and interact with an end-customer's view of Customer's website and end-customers can share an application or the entire desktop with agents during an interaction.
- Channel Routing - Inbound interactions tool - Architect is a component that enables administrators to design flows for inbound communications that route interactions to agents, queues, voicemail, external numbers, or other flows. Callbacks provide assistance for busy agents when end-customers encounter wait times.
- Outbound interactions tool – An outbound communications component that enables the Customer to contact prospects and customers by running outbound dialling and digital campaigns that contact lists of people in accordance with programmable rules.

- **Workforce tools** – A workforce and call centre management component that provides a set of unified communication, quality management, workforce management, employee performance and engagement management, and analytics tools to manage Contact Centre performance and customer experience. It provides agents tools to improve agent performance with development and feedback training modules and gamification.
- **Integrations tools** – AppFoundry is a digital marketplace providing access to additional customer service applications, integrations, and services. The use of applications available in AppFoundry may be subject to additional terms and charges. Genesys Cloud Platform API allows customers to control all aspects of the Genesys Cloud environment.
- **Insights tools** – Components that enable managers, supervisors, and agents to use dynamic views, dashboards, and reports to see Contact Centre performance and metrics.
- **Audio Recording feature** – an audio only recording feature enabled on the SIP trunk for all external voice calls or instantiated by users for internal calls. Cloud CX Subscriptions have a storage allowance for data that varies depending on the license purchased and is subject to fair use restrictions. The Customer is responsible for ensuring that use of the Audio Recording feature is compliant with all applicable law and regulation including but not limited to any notifications to callers that the call is being recorded and the storage and use of recorded calls.

1.5. Optional Components

Genesys Cloud CX has additional chargeable components and add-ons within the service groups below which can be ordered as part of the Service. Any optional components and associated charges that form part of the Service will be specified in a Statement of Work (SoW).

- **Messaging services** – SMS messages can be programmed to update customers or receive inbound information. The feature is included in many of the bundles or as a Digital Ad-On service. However, feature configuration (unless self-managed) and message transaction charges will apply. Social media applications incur configuration and messaging charges. Rate charges from Genesys are published here - <https://help.mypurecloud.com/articles/messaging-pricing/>.
- **Automation & Artificial Intelligence (AI)** – The AI Experience bundle is a subscription upgrade to include more artificial intelligence (AI) experiences. Genesys offers upgrades that allow the Customer to access combined AI experiences that are included in Genesys Cloud CX 2 and Genesys Cloud CX 3. These bundles include access to Dialog Engine Bot Flows, Digital Bot Flows, Predictive Engagement, predictive routing, knowledge workbench, and support centre.
- **Journey Management** – Journey management consolidates and aggregates real-time interaction data with profiles, context, and other relevant data that captures customer behaviour across channels and flows. Embedded analytics, insight, and visualization enable the Customer to understand customer behaviour, identify journey bottlenecks, and optimize journeys for better outcomes.
- **Employee Experience (EX) Bundles** – This provides access to Workforce Engagement Management capabilities from Genesys Cloud CX on voice interactions that are handled on a Genesys Contact Centre platform (“EX Platform”). Genesys Cloud EX provides tools to manage the employee development journey in any organisation or discipline. The EX Platform includes capabilities for onboarding, learning and training, workforce management, performance management, gamification, coaching, interaction recording and quality management. The Genesys Cloud EX subscription is a Genesys Cloud package that includes no voice or digital interaction handling capabilities.

1.6. Subscription types and billing

The service is ordered as a number of user subscriptions on either a named user or concurrent user subscription model for all users. It is not possible to distribute users between named and concurrent models. Each user is assigned to a specific subscription tier which provides access to different Service Components and Features.

1.6.1. Subscription Models

The Customer commits to a minimum number of subscriptions during the Contract Term, the “Committed User Rate” on either a named or concurrent user basis. This forms the minimum number of users that will be billed in

each billing period. The Customer may increase the number of users and so the Committed User Rate during the term. The Customer will be charged for the Committed User Rate plus any overage. Overage is users added temporarily during a given month or months to the system, for example to support unusually busy periods.

Named User subscriptions – A named user subscription is specific to an individual agent. Any user logged in to the Genesys Cloud service during the billing period is a billable named user.

Concurrent User subscriptions – In a concurrent subscription model, the Customer will be charged for the maximum number (peak) of concurrent (simultaneous) users during a billing period. To support working shift changes, Genesys disregard usage peaks shorter than 30 minutes in duration. Usage peaks can occur in non-consecutive intervals. Concurrent billing in Genesys Cloud is limited to organizations that are contained within a single geographic region and they are billed separately for each region.

1.6.2. Subscription Tiers

Each user is assigned to a specific subscription tier. However, the Customer can change the assigned tier during the contract term. If the Customer assigns the user to a different subscription tier, the Customer will be billed for the highest Genesys Cloud level subscription tier assigned to that user during the billing period.

Each subscription tier provides access to different **components and features** as follows:

1.6.2.1. Genesys Cloud CX 1

This package includes the following features:

- Inbound and outbound voice features. The connectivity services required for inbound and outbound voice call routing are ordered separately and do not form part of the Customer's CCaaS Service.
- Secure IVR, callbacks, voice campaigns, and more
- IVR minutes, data storage, and API requests

1.6.2.2. Genesys Cloud CX 2

This subscription includes Genesys Cloud CX 1 and the following additional capabilities:

- Access to comprehensive digital channels
- AI-powered customer engagement
- Extra IVR minutes, data storage, and API requests

1.6.2.3. Genesys Cloud CX 3

This subscription includes Genesys Cloud CX 1, Genesys Cloud CX 2, and the following additional capabilities:

- Workforce Engagement Management
- Voice transcription minutes
- Maximum IVR minutes, data storage, and API requests

1.6.2.4. Genesys Cloud CX 4

This subscription includes Genesys Cloud CX 1, Genesys Cloud CX 2, Genesys Cloud CX 3 and the following additional capabilities:

- Agent Co-pilot
- Journey Management

- Additional AI tokens per agent (30 for Named User and 39 for Concurrent User models)

1.6.2.5. Genesys Cloud CX Full Feature Matrix

The Genesys Cloud CX Full Feature Matrix is available here

<https://library.genesys.com/m/31987e13da6b8e6d/original/GC-Feature-Matrix-Pricing-Page-Core-Bundles.pdf>

1.7. Fair Use

Colt CCaaS services are subject to fair use limits. The fair use limits apply to the following product features and are specified per user subscription type.

- BYOC Cloud
- Data storage
- Basic routing / IVR
- API on demand
- Voice transcription
- BYO SMS
- Workitems
- Journey Management Events
- AI Experience

Fair use allowances are specified on a monthly usage basis and overage charges will apply in the event that the Customer's user exceeds the monthly usage allowance. The usage limits and applicable overage charges that apply to the Customer's Service are specified by Genesys in their fair use policy available at <https://help.mypurecloud.com/articles/genesys-cloud-fair-use-policy/>. Colt may include a handling surcharge. Where possible, this would be agreed with the Customer in the charges schedule of the Statement of Works, however customers may commence utilisation of these services at any time without prior agreement.

1.8. Management Portal

Colt will deliver the Customer Tenant and, if agreed in the SoW, Colt will configure users. The SoW will specify any additional delivery commitments that are specific to the Customer Service.

Once the Tenant has been delivered the Customer can use the Management Portal to self-configure the Service.

The Customer will be provided access to the "Architect Flow Builder" Portal where Customer can create and maintain Channel routings (see section 4 Standard Components), Contact Centre strategies and queue processing flows using.

From this portal, all interaction Channels are defined and maintained in one consolidated interface for more consistency across the routing strategies.

A Customer administrator can change any interface related User account set-up or more advanced functionality for voice call routing, such as self-service type front-end applications, using speech recognition and text-to-speech functionality.

Advanced and complex changes in the routing strategies or the User configurations can be achieved via Colt Professional Services. Professional Services will be agreed with the Customer before implementation in accordance with the SoW.

1.9. Microsoft Teams Native Integration

Customer may use the Microsoft Teams integration to view directories, search contacts, and make calls between Microsoft Teams and Genesys Cloud. The Microsoft Teams integration is available from the Genesys AppFoundry. The Customer will require a Microsoft Teams license for the integration.

1.10. Territory

Although the access to CCaaS platform is browser based and can be achieved from anywhere, CCaaS Services can only be ordered and invoiced from the following countries: **Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Portugal, Spain, Sweden, Switzerland, United Kingdom.**

Shall Customer want to order for multiple countries, the Users are configured on the same Tenant (except if defined otherwise in the SoW).

1.11. Security

The Customer is responsible for managing secure user access to the Genesys Cloud CX platform. To prevent fraudulent access, Multi-Factor Authentication is strongly recommended. It is also recommended that Customer enforce the use of single sign-on to the Genesys Cloud CX platform from within the Customer corporate domain, as a further potential safeguard.

Genesys has published articles pertaining to platform security and data protection which are updated from time to time. The main point can be found here - <https://help.mypurecloud.com/articles/about-security-and-compliance/>

1.12. Language

The Genesys Cloud User Interface supports 23 languages and is configurable by users and administrators. Each language dependent feature of Genesys Cloud CX has its own list of supported languages which develops over time.

Full listing of the language support matched to the specific features is found [here](https://help.mypurecloud.com/articles/genesys-cloud-supported-languages/):
<https://help.mypurecloud.com/articles/genesys-cloud-supported-languages/>

Supported languages for call analytics are listed [here](https://help.mypurecloud.com/articles/supported-call-analysis-regions/): <https://help.mypurecloud.com/articles/supported-call-analysis-regions/>

2. Service Operations

2.1. Voice on Demand

The Customer has access to the Colt self-care online portal (“Colt Voice on Demand portal” or “Colt Portal”) with an administration profile where the Customer can view the user subscription ss inventory. The Colt Portal is based on a dedicated secured access for each Customer via the Colt extranet (‘Colt Online’).

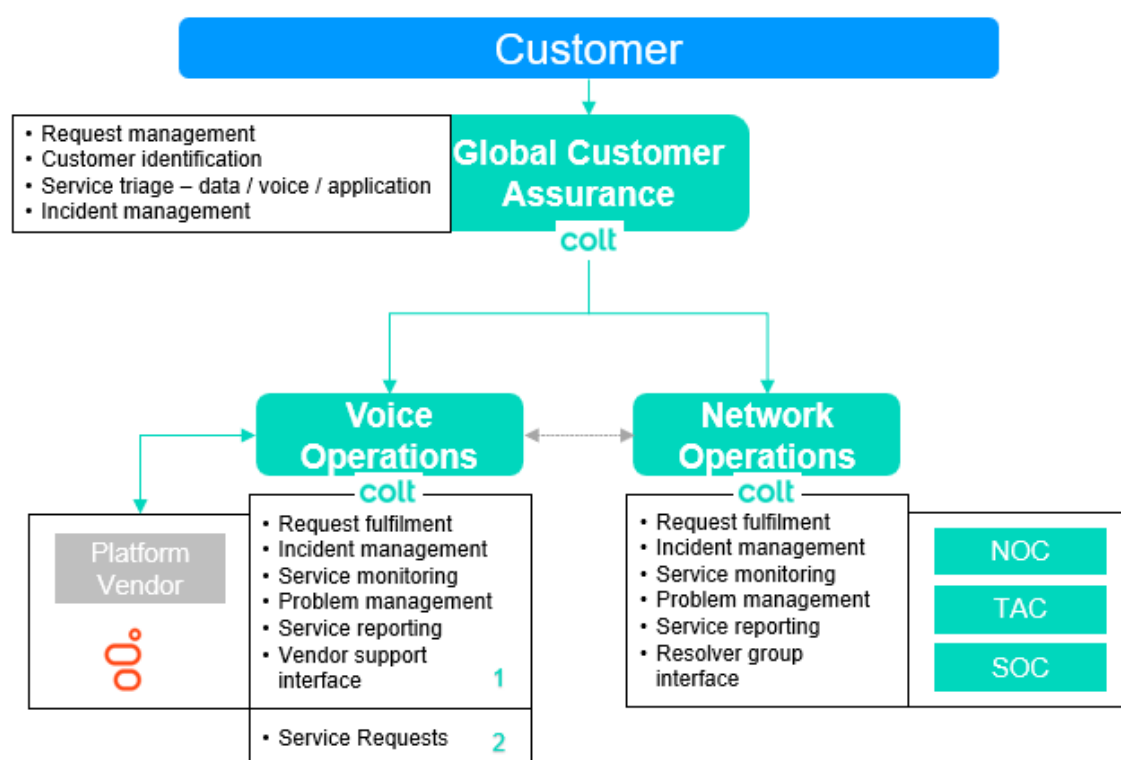
The Customer can add more users or order other additionally chargeable changes by placing a Service Order in the Voice on Demand portal. Once agreed, Colt will deliver any changes within a commercially reasonable timeframe. The Customer may request Colt to manage Service options whereby all Move, Adds and Change activities (MACs) will be performed by Colt on behalf of the Customer. Colt will not proceed with the MAC until Colt have received agreement to any additional costs or changes.

2.2. Service Assurance

CCaaS from Colt blends the service teams and skills of the data, voice and application specialists. This convergence brings together existing technical experience and the soft skills required to accept customer inbound calls, route them to the right team and support both the voice and application provided to the customer.

Below is a visual representation of the standard service model.

2.2.1. Figure 1 – Service Model



2.3. Customer Call Flow

Customer call flow follows the Colt standard or existing customer specific service model.

- Contact points are as per <https://www.colt.net/support/> and specific Country:
 - Colt Online
 - Call lines from Dedicated Technical - Support Teams (Country specific)
- Email (Country specific)

2.3.1. Hours of Operation

Colt helpdesk is available 24 hours a day, 7 days a week.

Specialized application teams are available on call out of business hours between 19:00-7:00 AM

2.3.2. Service Transition - Colt to Customer

Customers who have completed onboarding will be transitioned into a live service and looked after by Colt Operations. The service partner will offer an early life / warranty period for trilateral conversations in the event of an incident related to the build as specified in the scope of works.

The service will be deemed live upon customer acceptance of the build to the specified design.

Colt Service Assurance will be required to have access to the customer tenant. Permission for this from the customer must not be unreasonably withheld.

2.4. Service Monitoring

Service monitoring for Genesys Cloud is provided via a published website which shows the regions of each cloud service, the service layers and their respective service status. The website is here:

[Genesys Cloud Status \(mypurecloud.com\)](https://mypurecloud.com)

Also available is the history of events and uptime stats for the platform for the previous 15 months.

It is advisable for Service Assurance to subscribe to event notifications available here:

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