NWN SUNCOM Contact Center Single Tenant Service Description

This Service Description Document (SDD) describes offer-specific terms of the Contact Center Services made available by NWN Corporation to our customers ("Subscriber," "you" or "your").

NWN is a technology solution provider that works with customers to understand their current environments and the challenges they face in those environments to then design and deliver technology solutions that address those challenges and deliver positive business outcomes. We organize those technology solutions around five core offerings: Unified Communications, Contact Center, End User Devices, Connectivity, and Security. We leverage deep expertise and experience in advanced networking, data center and connectivity technologies to deliver these offerings, and we provide a flexible delivery model that enables customers to consume these offerings based on their preference, whether that is on-premises or hybrid, public cloud or private cloud.

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1. NWN Essential and Complete Contact Center Offering

1.1   NWN Contact Center Essential & Complete Services Overview

NWN provides an intelligent customer experience platform that integrates all channels of customer contact into a unified experience that enables organization to efficiently and effectively meet their customer's demands

NWN delivers the customer experience platform as an integrated solution offering that is easy to setup, use, and manage for organizations of all sizes. NWN has streamlined the implementation and management of contact center services, empowering organization to adopt the latest technology and maximize the benefits provides by these solutions, which include:

- • Improving Customer Experience

- • Reducing Risk and Improving Compliance

- • Optimizing Customer Experience and Support Operations

- • Improving Agent Retention

NWN's Essential and Complete Contact Center Service Bundles offer a suite of Enterprise Customer Engagement services and applications aimed to help organization enhance agent productivity and customer engagement while improving the overall agent and customer experience. As part of the Contact Center Solution NWN also provides Innovation Adoption Services and Tech-Enabled Services making this a true Solution-as-a-Service offering.

NWN's Contact Center solution is an open unified platform that offers Omni-channel customer care for organizations to streamline management of their customer's experiences with data-driven intelligence and customization. Whether it be in the cloud or on premise, NWN's contact center platform empowers organizations to integrate business applications and optimize the customer journey, allowing them to transform customer care to adapt to their customer's changing requirements. NWN employs Cisco Unified Contact Center Enterprise and Express platforms as the core of the service enabling NWN to offer:

- • Intelligent Skills Based Routing & Queuing – Streamline business communication and improve customer satisfaction.

- • Omni-Channel Experience – Enable customers to reach your organization via contextual channels across time and devices without interruption in customer care.

- • Web Based Agent Desktop - easy-to-use desktop design to help improve their performance and satisfaction, in turn enhancing their ability to provide quality customer service.

- • Customized Reporting – Proactively report on metrics and KPIs that are most important to your business.

This specific Service Description Document (SDD) details NWN's Essential and Complete Contact Center Services for New deployments and upgrades to existing deployments.

NWN's Contact Center Solution into easy to deploy packages that include the following:

- • Agent & Supervisor Licensing

- Professional Service Packages for turnkey infrastructure Setup, Enablement, & Training

- Additional Feature & Services packages including integrations and add-ons

- Infrastructure Support packages for 24/7/365 monitoring & management

1.1.1 Essential Service Bundle

Part Number	Description
CC-BUN-ESS	Contact Center Essential (Hybrid Cloud) Service Bundle

NWN's Contact Center Essential package is a suite of turnkey configuration, and management services for contact center applications and infrastructure hosted by the customer in their datacenter. NWN provides licensing, service setup, network & design validation, telecom integration, and ongoing monitoring & management of the applications.

		ESSENTIALS TurnKey solution offering installation & configuration of call center platform infrastructure – Hybrid
PLATFORM	Technology & Licensing	X
	Platform Setup & Enablement	X
	Network Assessment & Validation	X
MANAGED SERVICES	Telecom Services*	X
	CC Operational Assessment	X
	Performance Monitoring	X
	Ongoing Service Assurance	
	Level 2 Support & Management	X

1.1.2 Complete Service Bundle

Part Number	Description
CC-BUN-COM	Contact Center Complete (Private Cloud) Service Bundle

NWN's Contact Center complete package is a suite of core Cisco powered applications hosted, maintained, and supported by NWN in its Geo-redundant datacenters. NWN owns, operates, and manages the hardware and software with cloud based management tools. NWN includes monitoring, management, and SLAs. The Complete packages is designed for clients that require a complete lifecycle managed solution as a service.

		COMPLETE
PLATFORM	Technology & Licensing	X
	Platform Setup & Enablement	X
	Network Assessment & Validation	X
MANAGED SERVICES	Telecom Services*	X
	CC Operational Assessment	X
	Performance Monitoring	X
	Ongoing Service Assurance	X
	Level 2 Support & Management	X
	Contact Center MACDs	X
	Customer Experience Optimization	X
	Enhanced Consulting Services	X
LIFECYCLE SERVICES	Customized Reporting & Analytics	X
	Workflow Integration Services	X

1.2   Contact Center Agents Types

NWN Customers can purchase Contact Center Agents in a concurrent licensing model. The licensing model is based on a minimum monthly agent commitment. You must pay for a committed quantity of agents on the order. The committed agent quantity will be used to determine how many agents can be online at one time as well as your excess agent usage for each month. If an agent logs in and the agent exceeds that concurrent agent number, the customer is charged an overage.

Agent overages are calculated each month when the total number of agents used exceeds the total number of purchased committed agents on the order.   All agent overages are billed in arrears on a monthly basis to reconcile any usage in excess of the committed agent quantities for applicable products.

Additional Agent features are purchased via a named user model. The named user model is the number of licenses purchased for those agents per the contract. Overages still apply to the named user model and billed in arrears on a monthly basis.

NWN Agent Types

Agent Type	Description
Standard Agent	Standard Agent provides essential functionality to voice-only call centers with typical or sophisticated needs. Standard Agent functionality includes browser based agent desktop, inbound and outbound voice, touch-tone IVR, web and voice callbacks, and standard CRM connectors.

Premium Agent	Premium Agent includes all Standard Agent features and adds Omni-channel communication such as chat and email, multi-channel reporting and analytics, and supervisor monitoring and barge-in for all types of agents.

1.3   Service Deployment Models

NWN Delivers Cisco Contact Center services via two different delivery models based on the organization's business and technical requirements.

1. **Hybrid Cloud ("Essential"),** the required hardware, applications, and workloads reside in the customer's data center or premise with cloud based tools to manage the infrastructure and applications.

2. **Private Cloud ("Complete),** NWN owns the hardware and workload resides in NWN's datacenter with cloud-based management tools. NWN includes Monitoring, Management, SLAs, and services.

1.4   Platform Setup & Enablement Packages

NWN Professional services packages include the services to Assess, Design, Prepare, Execute, and Transition a completed Contact Center service to the customer based on the customer requirements.

1.4.1   Contact Center Enterprise Bundles

The Cisco® Contact Center Enterprise (CCE) product line helps businesses and organizations deliver a connected digital experience, enabling you to provide contextual, continuous, and capability-rich journeys for your customers, across time and channels.

Cisco Unified Contact Center Enterprise (Unified CCE) is suited to offering Omni channel customer care for service providers, outsourcers, and large enterprise companies. Unified CCE offers maximum flexibility and customization. It uses contact information and its deep knowledge of agents and other resources to route each contact to the best source of help. Agents receive a rich set of call and customer data—including context from previous interactions—to provide highly personal, efficient customer service. Unified CCE comes with Cisco Unified Intelligence Center for comprehensive reporting and the Cisco Finesse web-based agent desktop for an enhanced, next-generation experience. Web chat and email are included with every agent license. Distributed fault tolerance helps ensure uninterrupted operation.

Cisco Hosted Collaboration Solution for Contact Center (HCS-CC) is designed for companies with small to large contact centers ranging from 10 to 24,000 knowledge workers or agents per customer instance. It is integrated with Cisco Hosted Collaboration Solution, so customers can tap into multiple applications and services on one platform. Cisco HCS-CC delivers the advanced capabilities of Unified CCE and Unified CVP with all the benefits of cloud computing.

1.4.1.1   Contact Center Enterprise 200 Standard Package

Part Number	Description
CC-PRO-HYBRID-CCE200	Contact Center Enterprise Essential 200 Bundle - Up to 200 Agents including Supervisors & 5 Call Flows
CC-PRO-PRIVATE-CCE200	Contact Center Enterprise Complete 200 Bundle - Up to 200 Agents including Supervisors & 5 Call Flows
CC-MSR-HYBRID-CCE200	Support for CCE200 package
CC-MSR-PRIVATE-CCE200	Support for CCE200 package

The Contact Center Enterprise 200 Standard Bundle includes the following setup and installation services:

- Up to 200 Agents (Minimum of 25 Agents)

- Up to 20 Supervisors or Premium Agents

- 3 Sites or Teams of Agents

- 5 Call Flows (5 Options Wide & 2 Menus Deep)

- 20 Skills/Precision Queues

- 2 Days Post Cut Over Support

- Train the Trainer Training for Agent/Supervisor/Reporting

1.4.1.2   Contact Center Enterprise 200 Plus Package

Part Number	Description
CC-PRO-HYBRID-CCE200P	Contact Center Enterprise Essential 200 Plus Bundle - Up to 200 Agents including Supervisors & 7 Call Flows
CC-PRO-PRIVATE-CCE200P	Contact Center Enterprise Complete 200 Plus Bundle - Up to 200 Agents including Supervisors & 7 Call Flows
CC-MSR-HYBRID-CCE200P	Support for CCE200Plus package
CC-MSR-PRIVATE-CCE200P	Support for CCE200Plus package

The Contact Center Enterprise 200 Advanced Bundle includes the following setup and installation services:

- Up to 200 Agents (Minimum of 25 Agents)

- Up to 20 Supervisors or Premium Agents

- 3 Teams of Agents

- 7 Call Flows (5 Options Wide & 2 Menus Deep)

- 20 Skills/Precision Queues

- 3 Days Post Cut Over Support

- Train the Trainer Training for Agent/Supervisor/Reporting

1.4.1.3   Contact Center Enterprise 500 Standard Package

Part Number	Description
CC-PRO-HYBRD-CCE500	Contact Center Enterprise Essential 500 Bundle - Up to 500 Agents including Supervisors & 10 Call Flows
CC-PRO-PRIVATE-CCE500	Contact Center Enterprise Complete 500 Bundle - Up to 500 Agents including Supervisors & 10 Call Flows
CC-MSR-HYBRID-CCE500	Support for CCE500 package
CC-MSR-PRIVATE-CCE500	Support for CCE500 package

The Contact Center Enterprise 500 Standard Bundle includes the following setup and installation services:

- Up to 500 Agents (Minimum of 25)

- Up to 20 Supervisors or Premium Agents

- 3 Teams of Agents

- 10 Call Flows (5 Options Wide & 2 Menus Deep)

- 20 Skills/Precision Queues

- 3 Days Post Cut Over Support

- Train the Trainer Training for Agent/Supervisor/Reporting

1.4.1.4   Contact Center Enterprise 500 Plus Bundle

Part Number	Description
CC-PRO-HYBRID-CCE500P	Contact Center Enterprise Essential 500 Plus Bundle - Up to 500 Agents including Supervisors & 15 Call Flows

CC-PRO-PRIVATE-CCE500P	Contact Center Enterprise Complete 500 Plus Bundle - Up to 500 Agents including Supervisors & 15 Call Flows
CC-MSR-HYBRID-CCE500P	Support for CCE500Plus package
CC-MSR-PRIVATE-CCE500P	Support for CCE500Plus package

The Contact Center Enterprise 500 Advanced Bundle includes the following setup and installation services:

- Up to 500 Agents (Minimum of 25)

- Up to 50 Supervisors or Premium Agents

- 4 Teams of Agents

- 15 Call Flows (5 Options Wide & 2 Menus Deep)

- 50 Skills/Precision Queues

- 4 Days Post Cut Over Support

- Train the Trainer Training for Agent/Supervisor/Reporting

1.4.1.5   Contact Center Enterprise 1000 Bundle

Part Number	Description
CC-Pro-Hybrid-CCE1000	Contact Center Enterprise Essential 1000 Bundle - Up to 1,000 Agents including Supervisors & 20 Call Flows
CC-Pro-Private-CCE1000	Contact Center Enterprise Complete 1000 Bundle - Up to 1,000 Agents including Supervisors & 20 Call Flows
CC-MSR-HYBRID-CCE1000	Support for CCE1000 package
CC-MSR-PRIVATE-CCE1000	Support for CCE1000 package

The Contact Center Enterprise 100 Advanced Bundle includes the following setup and installation services:

- Up to 1000 Agents (Minimum of 25)

- Up to 100 Supervisors or Premium Agents

- 5 Teams of Agents

- 20 Call Flows (5 Options Wide & 2 Menus Deep)

- 100 Skills/Precision Queues

- 5 Days Post Cut Over Support

- Train the Trainer Training for Agent/Supervisor/Reporting

1.4.2   Contact Center Express Packages

Cisco® Unified Contact Center Express (CCX) helps businesses and organizations deliver a connected digital experience, enabling contextual, continuous, and capability-rich journeys for your customers, across time and channels. This easy-to-deploy and easy-to-use solution supports up to 400 agents and is designed for midmarket companies or enterprise branch offices. Secure and highly available, it supports powerful agent-based services and fully integrated self-service applications, including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Computer Telephony Integration (CTI), and digital channels including email and chat, and customer experience management tools.

Cisco Unified CCX helps deliver each of your contacts to the right agent the first time. It enables this accuracy with sophisticated business rules for inbound and outbound voice, email, web chat, and customer interaction management. Cisco Unified CCX also offers numerous agent and desktop services and can scale to larger, more demanding environments.

1.4.2.1   Contact Center Express 25 Standard Package

Part Number	Description
CC-PRO-HYBRID-CCX25	Contact Center Express Essential 25 Bundle - Up to 25 Agents including Supervisors & 2 Call Flows
CC-PRO-PRIVATE-CCX25	Contact Center Express Complete 25 Bundle - Up to 25 Agents including Supervisors & 2 Call Flows
CC-MSR-HYBRID-CCX25	Support for CCX25 package
CC-MSR-PRIVATE-CCX25	Support for CCX25 package

The Contact Center Express 25 Standard Bundle includes the following setup and installation services using standard functionality with no customizations:

- Up to 25 Agents (Minimum 5)

- Up to 5 Supervisors Agents

- 1 Team of Agents

- 2 Call Flows (5 Options Wide & 2 Menus Deep)

- 10 Skills/Precision Queues

- 2 Days Post Cut Over Support

- Train the Trainer Training for Agent/Supervisor/Reporting

1.4.2.2   Contact Center Express 25 Plus Package

Part Number	Description
CC-PRO-HYBRID-CCX25Plus	Contact Center Express Essential 25 Plus Bundle - Up to 25 Agents including Supervisors & 3 Call Flows
CC-PRO-PRIVATE-CCX25Plus	Contact Center Express Complete 25 Plus Bundle - Up to 25 Agents including Supervisors & 3 Call Flows
CC-MSR-HYBRID-CCX25Plus	Support for CCX25Plus package
CC-MSR-PRIVATE-CCX25Plus	Support for CCX25Plus package

The Contact Center Express 25 Advanced Bundle includes the following setup and installation services:

- Up to 25 Agents (Minimum 5)

- Up to 5 Supervisors Agents

- 1 Teams of Agents

- 3 Call Flows (5 Options Wide & 2 Menus Deep)

- 10 Skills/Precision Queues

- 2 Days Post Cut Over Support

- Train the Trainer Training for Agent/Supervisor/Reporting

1.4.2.3   Contact Center Express 100 Package

Part Number	Description
CC-PRO-HYBRID-CCX100	Contact Center Express Essential 100 Bundle - Up to 100 Agents including Supervisors & 5 Call Flows
CC-PRO-PRIVATE-CCX100	Contact Center Express Complete 100 Bundle - Up to 100 Agents including Supervisors & 5 Call Flows
CC-MSR-HYBRID-CCX100	Support for CCX100 package
CC-MSR-PRIVATE-CCX100	Support for CCX100 package

The Contact Center Express 100 Bundle includes the following setup and installation services:

- Up to 100 Agents (Minimum 5)

- Up to 10 Supervisors or Premium Agents

- 3 Teams of Agents

- 5 Call Flows (5 Options Wide & 2 Menus Deep)

- 20 Skills/Precision Queues

- 2 Days Post Cut Over Support

- Train the Trainer Training for Agent/Supervisor/Reporting

1.5   NWN Customer Engagement Suite

The NWN Contact Center product line includes additional contact center services and features that enhance our customer's capabilities to deliver capability-rich journeys for their customers. The following section outlines the add-on services available to our customers. These features are not included in the standard or premium agent licensing, professional service packages, or support packages. The add-on services may require additional scoping and fees if determined they are outside the standard scope of the service. Additionally, the add-on services may require additional licensing, hardware, and NWN or 3rd Party can implement software before the services.

The Workforce Optimization Suite are organized into Enablement & Agent Bundles. These Bundles include the following services:

Enablement Packages:

1. Tenant Setup
2. Tenant Configuration
3. Tenant Education
4. Tenant Consulting

Agent Bundles:

1. Agent Licensing
2. Agent Support including:
   a. Application Monitoring
   b. Break/Fix Maintenance
   c. MACDs
   d. Release & Upgrade Management

1.5.1   Call/Voice & Screen Recording Bundle

Part Number	Description

CC-3PN-VERINT-VRE	Call/Screen Recording Setup
CC-BUN-COM-CR	Call/Screen Recording Bundle

Summary

NWN Standard Compliance for Call/Voice Recording is a proven, reliable system for capturing, indexing, and retrieving voice, screen, and other methods of interaction from traditional time-division multiplex (TDM), Internet Protocol (IP), Session Initiated Protocol (SIP), and advanced unified communication platforms. With this powerful solution, you can easily search and replay captured interactions and all associated digital data, regardless of where they were recorded in your enterprise. What's more, you can share these interactions throughout your business, providing insight into customer and staff behaviors to help drive decision making.

Ecrypted Screen Recording captures employee screen data and keystrokes passively, either concurrently during the interaction, or standalone during back-office user activities. This powerful, proven solution can help your organization comply with industry regulations and standards.

Deliverables

- Application enabled for **Voice Recording / Screen Recording / Archive / Encryption**
- 650 concurrent recordings
- 20GB of Standard Storage per Agent per Month
- Interaction Data Platform
  - o Acquisition
  - o Indexing
  - o Archival
  - o Search & Replay
- Voice Interaction Recording
  - o Call Recording
  - o Real Time Monitoring & Playback via Telephone
- Encryption Management
- Screen Interaction Recording Application Enabled
  - o **Desktop Gadget**
  - o **Screen Capture & AIM**
- Call Recording End User Training (search / replay)
  - o One Half Day – Remote
- User Management Training
  - o One day – on site
- Project setup includes:
  - o Planning sessions
  - o Recorder Setup
  - o SAML - authentication for application access
  - o Redundancy included
- Cut over support – one day

- First day support – one day

Assumptions

- Does not include installing recorded on-prem. Recorder will be installed in NWN Cloud.
- Audio recording is either completed using Cisco BiB or Cisco CUBE integration, recorders can be either installed in the NWN cloud or the customer premise. (*Customer Premise may require additional consulting & service fees.)
- Screen recording is capture using a screen recording client that must be installed on each desktop or if using citrix the citrix servers. The client interacts with the Verint application through HTTPS. A VPN or MPLS connection between the customer site and NWN cloud is required.

1.5.2   Automated Quality Management Bundle

Part Number	Description
CC-3PN-VERINT-AQM	Automated Quality Management Bundle Setup
CC-BUN-COM-AQM	Automated Quality Management Agent Bundle

Summary

The Automated Quality Management bundle includes 3 core applications:

- Quality Management
- Automated Quality Management

Quality Management evaluates all of the attributes of a customer interaction, including voice conversations and associated screen data, text-based interactions (such as chat), and video, right from a single screen. The solution's omnichannel interaction player provides personalized access to speaker-separated audio waveforms, speech analytics categories, emotions, keywords, interaction tags, annotations, screen recording, applications used by employees, and employee profile information.

Automated Quality Management enables interactions to be reviewed and scored using custom forms. Included Coaching module allows for coaching sessions to be either automatically or manually assigned to employees based on knowledge, skill and behavioral gaps noticed during evaluation.

Deliverables

- Application Enabled for **Quality Management**
    - o Desktop Gadget
    - o Form Designer
    - o Form Designer Standalone
    - o Quality Evaluation

- o Coaching & Interaction Data
- o Import Manager
- Quality Management training (includes)
  - o Four days – on site
- Application Enablement for **Automated Quality Monitoring**
  - o Desktop Resources
  - o Logger
  - o Phonetic Boosting
  - o Real Time Speech Calibration Application
  - o User Import Support Package
- Automated Quality Monitoring training:
  - o Three days on site training
  - o Remote Four day implementation review

Assumptions
- Must purchase Call Recording Package if purchasing Automated Quality Management Package
- In this design the bandwidth between the NWN data centers and location of the switch/ACD will need to be taken into consideration.

1.5.3 Performance Management Bundle

Part Number	Description
CC-3PN-VERINT-PM	Performance Management Bundle Setup
CC-BUN-COM-PM	Performance Management Agent Bundle

Summary

NWN Performance Management can capture and aggregate data across the contact center while providing a single, standardized framework for efficiently tracking, managing, and improving individual, team, and organizational performance. The solution provides Scorecards, Coaching, and eLearning capabilities that can work together synergistically, helping your organization implement a continuous process for performance management across the areas of the business that impact the customer experience.

Deliverables

- Application Enabled for **Performance Management:**
  - o Advanced Scorecards
  - o Coaching
  - o Gadgets
  - o Scorecard External Integration Adaptor
  - o Lesson Management
  - o Competency-based Learning and Mobile

- Performance Management training:
    - One day – on site application training
    - One and a half (1.5) Verint VU Credits
- Productivity & Item Tracking Enabled (Custom Consulting Required)
    - Pulse & Alerts
    - Advanced Adherence
    - "MyTime"
    - VCT
    - Volume Data Transformation
    - Work Item Tracking & Reports
    - VCT Events
    - Capacity Planning
    - Utilization
    - Productivity & Operations
    - Daily Production
    - WIT Reports

Assumptions

- NWN Hosted customer (premise based available via alternate SKU)
- Supporting NWN bundles purchased as well (Call Recording & Automated Quality Management)
- Custom Consulting Required for Productivity & Item Tracking

1.5.4   Workforce Management Bundle

Part Number	Description
CC-3PN-VERINT-EWM	Workforce Management Setup
CC-BUN-COM-WFM	Workforce Management Bundle

Summary

Workforce Management can help simplify the complex task of forecasting and scheduling, even with large numbers of employees, complex scheduling periods, and many queues and staffing profiles. With Workforce Management, you can reduce costs by staffing appropriately to meet your workload, drive business growth and operational excellence, and improve employee effectiveness and retention.

Deliverables

- Application Enabled for Workforce Management
    - Forecasting & Scheduling
    - Blended Media
    - Outbound Adherence
    - Time Off Manager

- o Shift Bidding
- o Strategic Planner
- o Back Office Features
- o Branch Features
- o Mobile
- o Desktop Gadget
- o Forecasting & Scheduling Client
- o Logger
- o Pop-Up Notification System
- o User Import Support Package
- Workforce Management training:
  - o Six and a half (6.5) days on site
  - o One and a half (1.5) Verint University credit
- Project setup:
  - o Planning sessions
  - o SAML - authentication for application access
- User Management Training
  - o One day – On Site
- Cut over support – 1 Day
- First day support – 1 Day

Assumptions

- NWN Hosted customer (premise based available via alternate SKU)
- Does not include any recording services (available via other SKUs)
- All tasks considered for WFM will be CTI controlled and routed. Additional tasks would require additional PS to evaluate.

1.5.5   Desktop Analytics Bundle

Part Number	Description
CC-3PN-VERINT-ADA	Advanced Desktop Analytics Setup
CC-BUN-COM-ADA	Advanced Desktop Analytics Bundle

Features

Using real-time desktop activity, Verint Desktop and Process Analytics can create visual maps of the actual paths employees take to execute a process. The solution quickly shows process variations, bottlenecks, the number of employees following each path, and where key steps are being skipped. Managers, business analysts, and business process executives can use this data to:

- Analyze workflows for opportunities to streamline and support Lean or Six Sigma methodologies

- Identify outliers for coaching and/or retraining
- Drive processing consistency and adherence
- Identify opportunities to automate process steps.

Deliverables

- Business Consulting & Discovery
- Application Enabled for Advanced Desktop Analytics
- Advanced Desktop Analytics training (includes)
    - Three days – on site application training

Assumptions

- Requires Automated Quality Management Bundle

1.5.5.1   Strategic Desktop & Process Automation Analytics Add-on

Part Number	Description
CC-3PN-VERINT-SDPA	Strategic Desktop & Process Automation Analytics Setup
CC-BUN-COM-SDPA	Strategic Desktop & Process Automation Analytics Bundle

Features

Strategic Desktop and Process Analytics— Provides the functionality of Advanced Desktop Analytics and the following:

• Collections— Collects the activities (contributions) performed by individuals or teams on a single work item or case in a central repository for quick review and evaluation. You can easily search and evaluate the contributions of front- and back-office employees from a single, easy-to-use workspace.

• Process Analysis— Enables you to define specific processes, then track the volume and status of workflow as it moves through them using the sequences of trigger data and application usage patterns from Advanced Desktop Analytics. When the software recognizes a specified sequence of steps, it records the data.

Deliverables

- Business Consulting & Discovery
- Application Enabled for Strategic Desktop & Process Automation Analytics
- Strategic Desktop & Process Automation Analytics training

Assumptions

- Requires Automated Quality Management Bundle & Advanced Desktop Analytics
- Requires Custom Scope of Work and Consulting for Implementation

1.5.6   Speech Analytics Bundle

Part Number	Description
CC-3PN-VERINT-SAT1	Speech Analytics Setup
CC-BUN-COM-SA	Speech Analytics Bundle
93-530-6726	Additional Speech Analytics Language
CC-3PN-VERINT-RTSAR	Real Time Speech Analytics Setup
CC-BUN-COM-RTSAR	Real Time Speech Analytics Bundle (Recording + Transcription)

Features:

Speech Analytics can provide sophisticated conversational analytics to automatically identify, group, and organize the words and phrases spoken during calls into themes, helping to reveal rising trends and areas of opportunity or concern. Going beyond merely isolating words used repeatedly during a specific time period, NWN's conversational analytics can identify and group words that are different, but contextually related to a particular topic, such as relating overage, minutes of usage, and late charges to "fees."

With Speech Analytics, you can:

- Enhance contact center performance with insights to reduce agent handle time and repeat calls

- Discover customer insights regarding satisfaction, business issues, competitive intelligence and marketing campaigns

- Reduce churn by discovering root cause and predicting at-risk customers via your contact center recordings

- Improve your quality monitoring by reviewing large samples and specific call types

- Provide targeted coaching to your agents by analyzing their relative performance

Optional Add-ons:

Additional Speech Analytics Language – Adds additional language to be analyzed, recorded, and transcribed.

Real Time Speech Analytics Bundle

Recording – The solution capitalizes on the outstanding speed and accuracy of NWN's proven speech analytics engine, which combines phonetic recognition with full transcription of calls. It applies rules to detect sentiments and the presence of user-defined words and phrases of interest during live calls. As the solution identifies matches, it triggers alerts that provide your employees with emails, pop-up messages, notifications, coaching prompts and/or process guidance to handle the situation

Transcription (Volume Based per 1,000 Transcription Hours) - Adds full transcription of calls in real-time. With Speech Transcription, you can capture and easily share all the unstructured call data across your organization. A highly accurate, automated transcription solution for 100 percent of contact center calls in an easily accessible format. Through artificial intelligence (AI) and automation, Speech Transcription allows your big data and analytics teams to tap into a wealth of insights from unstructured data. The application provides an open stream of accurate speech-to-text transcription data via a best-of-breed Application Program Interface (API), annotated with speaker separation, categorization, and more.

Deliverables:

Speech Analytics
- Servers installed (one application / one transcription)
- One Language Included
- Transcription Included
- Application Enabled for Advanced Speech Analytics
- Interaction Data Import Manager
- Speech Analytics training (Includes)
    - Four and a half (4.5) days – on site
    - Five (5) days application consultant review – on site / remote

Additional Language Add-on:
- Add-on to Speech Analytics
- Adds One additional language to existing Speech Analytics
- Tenant Setup & Configuration

Real Time Speech Analytics Recording:
- Add-on to Speech Analytics
- Applications Enabled for Real-Time Recording
- Tenant Setup & Configuration
- Training
- Requires Custom Consulting & Scope of Work to Deliver

Real Time Speech Transcription:

- Add-on to Speech Analytics
- Application Enabled for Real-time Transcription
- Tenant Setup & Configuration
- Training
- Up to 1,000 total Transcriptions Hours included
- Requires Customer Consulting & Scope of Work to Deliver

Assumptions

- All Speech Analytics bundles and add-ons require Automated Quality Management Bundle
- Real Time Speech Analytics & Transcription add-ons require a Custom Scope of Work

1.5.7   Text Analytics Bundle

Part Number	Description
CC-3PN-VERINT-TA	Text Analytics Setup
CC-BUN-COM-TA	Text Analytics Bundle

Features

This software solution can extract actionable business intelligence from the unstructured information contained within text-based documents and interactions across a variety of channels, including:

- Web chat
- Email
- Social media outlets, including Facebook and Twitter
- Call center notes
- Survey comments

Deliverables

- Included Tenant Setup & Configuration Services
- Included Training Services
- Included Business Consulting and Discovery
- Included Training Tailoring and Preparation to your particular organizational needs and requirements

Assumptions

- Requires Custom Scope of Work to configure, install, and Train
- Must purchase Speech Analytics Bundle

- 1,000 Interactions per Email/Chat Session

1.5.8 Dedicated Edge Infrastructure Services for Workforce Optimization

Part Number	Description
CC-3PN-VERINT-EDGE-REC	Dedicated Edge Recorder Deployment
CC-3PN-VERINT-EDGE-REC-R	Edge Redundant Recorder Deployment
CC-3PN-VERINT-EDGE-RIS	Edge Recorder Integration Server (RIS) Deployment
CC-3PN-VERINT-EDGE-RIS-R	Edge Redundant Recorder Integration Server (RIS) Deployment
CC-3PN-VERINT-EDGE-APP	Edge Application Server Deployment
CC-3PN-VERINT-EDGE-APP-R	Edge Redundant Application Server
CC-3PN-VERINT-EDGE-SCRIPT	Edge Transcription Server Deployment
CC-3PN-VERINT-EDGE-SCRIPT-R	Edge Redundant Transcription Server
CC-3PN-VERINT-EDGE-DPA	Edge DPA Workstation Client Application Deployment

Features

NWN's WFO Additional Professional Services include the following components:

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Dedicated Cloud Infrastructure deployment services

Dedicated Edge Infrastructure deployment services

Deliverables

NWN's turn-key Enablement Services Packages offer exclusive value, such as:

- Included Tenant Setup & Configuration Services

- Included Training Services

- Included Business Consulting and Discovery

- Included Training Tailoring and Preparation to your particular organizational needs and requirements

Assumptions

- This applies specifically to NWN's Verint Cloud WFO Solution. Services associated with any other platforms are excluded.

- <u>Requires Custom Scope of Work for additional dedicated infrastructure components</u>

1.5.9   Storage Options

NWN offers storage included in some of our solutions such as compliance, workforce management, and analytics as well as the additional a la carte storage options below.

1.5.9.1   Standard Storage

Part Number	Description
CC-AAS-ENT-STG1TB	Quick Access Storage – 1TB

General purpose storage for any type of data, typically used for frequently accessed data. This data is best suited to be accessed immediately at anytime. There is no additional charges for accessing the data.

1.5.9.2   Archival (Glacier Storage)

Part Number	Description
CC-AAS-ENT-GSTRG1T	Glacier Storage - 1TB

For long-term backups and archives with retrieval option. Objects that are archived to Deep Archive have a minimum 90 days of storage. Objects deleted before 90 days may incur additional charges equal to the storage charge for the remaining days. Objects that are deleted, overwritten, or transitioned to a different storage class before the minimum storage duration will incur the normal storage usage charge plus a pro-rated request charge for the remainder of the minimum storage duration.

1.6   Virtual Agents (Intelligent Virtual Agents) - FAQ

Part Number	Description
CC-3PN-ENT-IVA	On-Demand Intelligent Virtual Agent Setup
CC-BUN-ENT-IVA	On-Demand Intelligent Virtual Agent Bundle

Description

NWN's Intelligent Virtual Agent solution is a computer generated, A.I. powered natural language agent that serves as an online customer service representative, which enables government agencies and businesses to

provide the latest information quickly and accurately to their customers.

Features

- For customers frequently asked questions, extend to round-the-clock availability without having to hire full-time workers.
- Respond more quickly and more consistently to inquiries or requests by scaling the virtual agents to meet anticipated needs.
- Expedited deployment and configuration, easily make changes to FAQ
- Scale number of agents quickly.
- Ensure compliance with standards as virtual agents follow only programmed set of actions.
- Integrate into existing PBX, IVR & Contact Center solutions.

Deliverables

- Professional services and project management to integrate <u>one IVA Application</u> to an existing call flow based on customer-defined requirements.
- Enables Virtual Agents with full multiple language TTS and ASR capabilities for inbound/outbound interactions. Agents are configured with selectable Open Speech / Natural Language Processing (NLP) AI capabilities (Google, IBM Watson).
- Provision Virtual Agent Application
- SIP Trunking configuration & setup
- Virtual Agent Support
- User Acceptance Testing & Deployment
- Training
- 24/7/365 Break/Fix Support of IVA & Application

Assumptions

- Customer has a flow diagram already built.
- Customer to provide recorded prompts (if needed).
- Customer Provides Traffic Resource estimation for IVA ports
- Additional IVR ports not included
- Each Agent requires a port
- Only Agent Licensing & support included in Agent Bundle
- Any Contact Center configuration changes are out of scope
- All API interfaces are over HTTPS and using REST.
- Customer provides test data.
- All work will be performed remote unless deemed necessary between customer
- Direct remote access (e.g. VPN) required to Customer's environment.
- Provide all necessary credentials to required hosts and services.
- Make reasonably available any resources necessary for project completion within project timelines.
- Installed versions of software are compatible with each other.

1.7 Additional Queuing Options & Services

1.7.1 Additional Call Flow Add-on

Part Number	Description
CC-PRO-ENT-CFADD	Contact Center Call Flow Add-on

Features

This is intended as an a la carte option to add a call flow to an existing Contact Center deployment (UCCX or UCCE)

Deliverables

- Add 1 Call Flow to an existing contact center deployment
- Call Flow Diagram
- Knowledge Transfer of new Call Flow
- Project Management or CEM & Engineering included
- 1 Call Flow 5 Options Wide x 2 Menus Deep
- Up to 3 skills / precision queues
- 2 Days of Post Cut Support

Assumptions

- Leverage existing CVP self-service applications
- Leverages existing agent teams
- No additional agents or applications configured
- No additional reporting beyond existing capabilities
- No custom reports

1.7.2 Courtesy Call-back for Cisco UCCE

Part Number	Description
CC-PRO-ENT-CCBE	Contact Center Courtesy Call-back for UCCE

Features

Courtesy Callback gives a caller the option to have an agent return their call. This option limits the time a caller waits on the phone for an agent to answer.

Each call has a calculated Estimated Wait Time (EWT). When a caller's EWT approaches zero, the script places a call back to the caller. When the caller answers, the script inserts the caller back into the queue with their original order. The caller reaches an agent in the same time as if they had stayed on the phone.
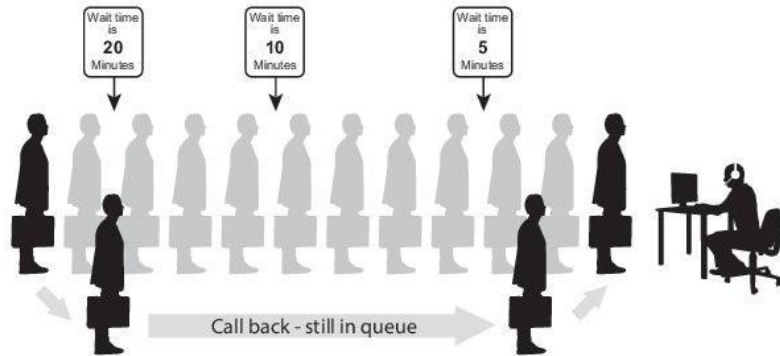
The system utilizes a preemptive callback to connect the caller with the agent based on a number of steps. The UCCE system will monitor agents' availability and callback requests to estimate when the caller and agent can be connected programmatically. The caller must acknowledge they have requested a callback request prior to being connected to the agent, thus allowing the system to connect live calls to live agents. A basic diagram is below of the process.

Reporting on CCB results will be provided using standard CUIC reports showing summary and detail metrics.   There are two reports, Pending Callbacks and Historical Callbacks that provide details for the callback requests into and handled by the system. These two report templates are installed into the customer's existing CUIC system as part of this SKU.

This SKU provides a courtesy callback queue configuration using the standard Cisco CCB call flow (diagramed above) as well as the out of the box features and configuration options. This will be configured for a single queue methodology instance within a single UCCE call routing script. No dashboard creation or updates are included in this effort.

Specific design considerations exist and should be accommodated with the design:

- Callback must utilize the same Ingress Gateway through which the call arrived.
- Call queueing must utilize CVP VXML server.
- Callbacks are best effort and no answering machine detection is available.
- Estimated Wait Time is a key element for CCB. As the complexity of Precision Queues makes calculating an accurate EWT difficult, the following rules should be followed:
  - Queue calls to a single Precision Queue
  - No not include a "consider if" expression when configuring a step
  - Do not include a wait time between steps

The "CallbackEngine" and "CallbackQueue" scripts should not be modified.

Deliverables

- Kickoff meetings (Internal & External)
- Project Plan Package (Schedule, Communications Plan, project documents and protocols)
- Design development meetings
- Test and acceptance (Requirements Matrix) procedures
- Detailed design document of changes required for implementation of CCB
- Design related to Infrastructure of changes required for implementation of CCB
- Design related to Applications, including call-flows of changes required for implementation of CCB
- Design acceptance meeting of changes required for implementation of CCB
- Configure CVP Ingress Gateways
- Configure CVP VXML Gateways
- Configure CVP Reporting Server
- Upload audio files to Media Server(s)
- Configure (1) CCB Script for (1) instance of CCB within (1) Existing Call Flow
- Configure (1) Application for CCB (Cisco standard configuration options)
- Configure (1) Trigger for CCB (EWT Threshold)
- Configure (1) Report for CCB Current calls (1) Report for CCB Historic calls
- Configuration Testing & User Acceptance of changes required for implementation of CCB
- Train the trainer approach, Supervisor Training of new CUIC reports
- Train the trainer approach, Admin Training & As built addendum for new call flow updates and reporting configuration documentation
- Day of Day 2 Support of changes required for implementation of CCB
- Knowledge Transfer & Transfer to Customer Support of changes required for implementation of CCB
- Project Closure meeting

Customer Responsibilities

- Business SME Access for requirements gathering
- Business PM
- Requirements signoff
- Design signoff
- UAT Test Plan
- UAT signoff
- Defining Deliverables

Scope Assumptions

- If the UCCE system is not hosted by NWN, the customer has provided access to the voice gateways (CUBE), CVP servers (Ops Console, Call & VXML), access to the CVP & UCM PG(s), and access to a UCCE Distributor Admin Workstation and UCCE call router. Additionally, the customer needs to provide access to the CUIC administration portal with super user access to create necessary configurations to support the addition of the CCB reporting.
- No creation or customizations of dashboards for the implementation of the CCB application
- No updates or changes to existing custom reports for the implementation of the CCB application.
- The customer, using a consistent voice talent as the existing prompts in the call flow, will provide all prompts for the applications. These prompts will be delivered as agreed upon to meet the project schedule and timeline.
- No additional call flow updates will be made beyond ones specifically required to support and implement the CCB application(s).

1.7.3 Post Call Survey for Cisco UCCE

Part Number	Description
CC-PRO-ENT-PCSE	Contact Center Voice Post Call Survey for UCCE

Features

Post Call Survey (PCS) provides the ability for contact centers to solicit and collect caller feedback by performing a survey after normal call treatment. Routing to PCS is configured per dialed number. Callers are provided the option to participate once the call is routed to queue. Agents have no indication of PCS opt-in status. After the agent disconnects the call, the customer is transferred to an IVR application that provides the survey audio prompts, collects caller input, and writes survey results for reporting.

Reporting on PCS results will be provided by two CUIC custom reports showing summary and detail metrics. You can get feedback on the overall product quality or service quality, get to know the customer satisfaction, and take corrective actions.

Here are a few typical survey questions:

- Customer Satisfaction: "How satisfied are you with the overall experience of our service?"
- Agent Performance: "How do you rate the service quality of the agent who served you on the call?"
- First Call Resolution: "Was the issue resolved at first call or did you call more than once?"
- Net Promoter Score: "Would you recommend our service to your family or friends?

This SKU provides a post call survey that consists of 1-5 multi-answer questions, with up to 6 answers per question. This will be configured for a single instance of the post call survey questions/answers and provide a Post Call Survey summary report and Post Call Survey agent detail report in the customer's CUIC reporting platform. No dashboard creation or updates are included in this effort.

Deliverables

- Kickoff meetings (Internal & External)
- Project Plan Package (Schedule, Communications Plan, project documents and protocols)
- Design development meetings
- Test and acceptance (Requirements Matrix) procedures
- Detailed design document of changes required for implementation of PCS
- Design related to Infrastructure of changes required for implementation of PCS
- Design related to Applications, including call-flows of changes required for implementation of PCS
- Design acceptance meeting of changes required for implementation of PCS
- Configure (1) Post Call Survey Script for (1) instance of PCS within (1) Existing Call Flow
- Configure (1) Application for Post Call Survey (1-5 questions, 1-6 responses per question)
- Configure (1) Trigger for Post Call Survey (On/Off, not variable based trigger)
- Configure (1) Report for Post Call Survey Summary and (1) Report for Post Call Survey Detail
- Configuration Testing & User Acceptance of changes required for implementation of PCS
- Train the trainer approach, Supervisor Training of new CUIC reports
- Train the trainer approach, Admin Training & As built addendum for new call flow updates and reporting configuration documentation
- Day of Day 2 Support of changes required for implementation of PCS
- Knowledge Transfer & Transfer to Customer Support of changes required for implementation of PCS
- Project Closure meeting

Scope Assumptions

- If the UCCE system is not hosted by NWN, the customer has provided access to the CVP servers (Ops Console, Call & VXML), access to the CVP & UCM PG(s), and access to a UCCE Distributor Admin Workstation and UCCE call router. Additionally the customer needs to provide access to the CUIC administration portal with super user access to create necessary configurations to support the addition of the PCS reporting.
- No creation or customizations of dashboards for the implementation of the PCS application
- No updates or changes to existing custom reports for the implementation of the PCS application.
- The customer, using a consistent voice talent as the existing prompts in the call flow, will provide all prompts for the applications. These prompts will be delivered as agreed upon to meet the project schedule and timeline.
- No additional call flow updates will be made beyond ones specifically required to support and implement the PCS application(s).

1.7.4   Enterprise Chat & Email for Cisco UCCE

Part Number	Description
CC-PRO-ENT-ECE	Chat and Email for UCCE/PCCE

Features

Chat and Email offers multichannel capabilities with chat and email. It helps businesses manage customer email messages and chats by automatically routing the chat or email to the correct resource, based upon information in the request and agent availability. With web collaboration, customers can chat with agents live over the web, with agents able to handle multiple chat sessions simultaneously. The email feature helps businesses manage large volumes of customer email inquiries by sending automated replies and routing the email to the right resource. ECE also provides reporting and monitoring tools to more effectively manage your contact center.

Deliverables

- Internal Kickoff Meeting
- External Kickoff Meeting
- 2 – Email Addresses configured
- 2 - Chat Entry Points configured
- Setup Email and Chat Routing for existing UCCE/PCCE platform
- Setup 2 Chat Routing Script and Queue and 2 Email Routing Script and Queue
- Configured for up to 100 Agents to add Email & Chat skills
- Modify Finesse Agent Desktop layout for Email & Chat gadget for up to 2 Teams
- Configure up to 5 quick responses for Chat
- Configure up to 5 quick responses for Email
- Configuration Testing and call flow migration
- Standard out of the box reporting will be provided
- Train the trainer up to 10 people on how Chat and Email works

Assumptions

- Deployment model of up to 100 Agents
- Standard Routing model deployment
- No 3rd Party Routing decisions
- Does not include hardware needed for Chat & Email Servers
- Does not include 3rd Party applications or integrations

For Premise Deployments:

- Customer will provide and configure Active Directory to support the UCCE
- Customer will provide the Windows 2008/2012 Server Operating Systems and Microsoft SQL Server 2005/2008/2014 Standard Database licensing and media for the UCCE Servers.
- This proposal assumes the VM systems will run under an existing Customer vCenter site license.
- Customer will ensure that test data for the developed solution is provided in a timely manner, no later than at the completion of the Build Phase. This would include, but not limited to, ensuring that test data is resident in the respective database(s) that the designed and developed applications will be pulling from as part of the functioning solution.
- Customer will ensure suitable test cases with expected results are documented during the Build Phase
- Customer is responsible to provide sufficient test cases (test parameters) to exercise all branches of back-end logic
- Customer will provide realistic test cases and test data in scenarios involving PII, HIPAA or other systems involving sensitive data under government, financial or privacy mandated security policies.
- Customer will provide and install and security certificates needed.

1.8   Professional Services (Hourly)

1.8.1   NWN Professional Services Hourly (Regular Time)

Part Number	Description
CC-PRO-PC-S	Hourly PS Engagement - Project Coordinator
CC-PRO-PM-S	Hourly PS Engagement - Project Manager
CC-PRO-SRPM-S	Hourly PS Engagement - Strategic Project Manager
CC-PRO-CON-S	Hourly PS Engagement - Principal Consultant
CC-PRO-SE-S	Hourly PS Engagement - Solutions Engineer
CC-PRO-SRSE-S	Hourly PS Engagement - Senior Solutions Engineer

Assumptions:

- Customer is responsible for providing access to all systems requested by NWN for completion of the project.

- Customer is responsible for providing all hardware, software, maintenance and other resources required for the successful completion of the project.

- Customer will provide a primary point of contact for the NWN Project Coordinator.

- Customer will be responsible to have complete backups of any data prior to commencement of our services. NWN assumes no responsibility for lost data.

- Customer is responsible for Travel expenses, Travel expenses not included

- NWN Standard Business Hours are Monday thru Friday, 8am to 5pm. All work effort noted above is

estimated to be completed during this timeframe. If after-hours work is required, then a change order will be required.

- NWN will provide knowledge transfer to Customer staff throughout the engagement.   Knowledge transfer is not intended to replace formal technical training and certification.

- Customer must have ACTIVE manufacturer support contracts on any existing equipment that NWN will be performing work on during this work effort.

Deliverables:

- Engineering services for the duration set forth.

- Project Coordination will work with project team and client to get project kicked off.

- Coordinator will be primary point of contact for NWN/Client and is responsible for scheduling, communications and status for the project.

1.8.2   NWN Professional Service Hourly (Overtime)

Part Number	Description
CC-PRO-PC-AH	Hourly PS Engagement - Project Coordinator Overtime
CC-PRO-PM-AH	Hourly PS Engagement - Project Manager Overtime
CC-PRO-SRPM-AH	Hourly PS Engagement - Strategic Project Manager Overtime
CC-PRO-CON-AH	Hourly PS Engagement - Principal Consultant Overtime
CC-PRO-SE-AH	Hourly PS Engagement - Solutions Engineer Overtime
CC-PRO-SRSE-AH	Hourly PS Engagement - Senior Solutions Engineer Overtime

Assumptions:

- Customer is responsible for providing access to all systems requested by NWN for completion of the project.

- Customer is responsible for Travel expenses, Travel expenses not included

- Customer is responsible for providing all hardware, software, maintenance and other resources required for the successful completion of the project.

- Customer will provide a primary point of contact for the NWN Project Coordinator.

- Customer will be responsible to have complete backups of any data prior to commencement of our services. NWN assumes no responsibility for lost data.

- NWN Standard Business Hours are Monday thru Friday, 8am to 5pm. All work effort noted above is estimated to be completed during this timeframe. If after-hours work is required, then a change order will be required.

- NWN will provide knowledge transfer to Customer staff throughout the engagement.   Knowledge transfer is not intended to replace formal technical training and certification.

- Customer must have ACTIVE manufacturer support contracts on any existing equipment that NWN will be performing work on during this work effort.

Deliverables:

- Engineering services for the duration set forth.

- Project Coordination will work with project team and client to get project kicked off.

- Coordinator will be primary point of contact for NWN/Client and is responsible for scheduling, communications and status for the project.

1.9 Experience Management Platform

1.9.1 Experience Management Portal Essentials Service

Part Number	Description
CC-MSR-EMP-ESS	NWN Offering Knowledge Base, NWN Community, Self-Service and Company Ticketing

The Experience Management Portal Essentials Service transforms the customer experience through access to NWN Offering Knowledge Base, NWN Community, Self-Service and Company Ticketing.

<u>Experience Management Portal Essentials Features and User Rights:</u>

Self-Service Ticketing
- o Through the EMP Portal, users have access to self-service ticketing to be able to perform the following actions:
  - Initiate requests and trouble tickets
  - Update active tickets
  - View ticket status and history

Self-Service Company Ticketing
- o Through the EMP Portal, administrators have visibility to all tickets for their company and are able to perform the following actions
  - View company tickets
  - Update active tickets
  - View ticket status and history

NWN Knowledge Base
- o The NWN Knowledge Base empowers customers with the information to maximize adoption and value from our solutions.
- o NWN Knowledge Base Content:
  - Curated content focused on best practices, including the most common questions for each of the NWN offerings.
  - Learning resources for seasoned administrators and end-users

- "How to" articles
- Training Documentation & Videos
  - o Users are able to perform the following actions:
    - Search and view articles
    - Rate article effectiveness
    - Rate article usefulness
    - Post article comments

NWN Community

The NWN Community feature allows users to engage and strategize with industry peers.
- o Users are able to:
  - Post a question or comment to start a discussion

  Follow and participate in discussions

Customers are enabled in the Experience Management Portal as follows:
- Customer Account Creation
- Application of entitlements including:
  - o NWN Offerings Consumed
  - o NWN uses Role Based Access Controls (RBAC) to manage user access. Roles will be applied based on customer defined user role assignments.
    - Administrator
      Access includes:
      - Self-service Company Ticketing
      - NWN Knowledge Base
      - NWN Community
    - Customer End-User
      Access includes:
      - Self-service Ticketing
      - NWN Knowledge Base
      - NWN Community

Customer Responsibilities
- It is the customer's responsibility to notify NWN of any changes in personnel or EMP role assignment.

1.9.2 Experience Management Portal Core Service

Part Number	Description
CC-MSR-EMP-CORE	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, Service Level Dashboard, CC Administration, CC Reporting and Dashboards

The Experience Management Portal Core Service provides users with access to real-time monitoring and reporting, self-service support capabilities such as curated learning resources, access to the NWN Community and self-service ticketing.

Experience Management Portal Core Features and User Rights:

Monitor

EMP Monitoring provides real-time visibility into application performance.
Users have access to:

- One (1) Monitoring Dashboard offering real-time aggregated views of events and trends. The Dashboard includes:
  - Open Events Chart – Events organized by Severity
  - Open Events List with drill down capability
  - Open Events - Events by Location
  - Production state
- Comprehensive and up to date view of a customer's monitored infrastructure populated through the automated collection process
- Event Console providing an aggregated view into events

Report

Service Level Agreement Performance

Through EMP Reporting, users have real-time visibility into service performance through the Service Level Agreement
Dashboards.
  The Dashboards include:

- Month to date performance statistics
  - Closed cases
    - Month to date Case count by priority and case type
    - Month to date Service Level Agreement Performance on closed cases by priority and type
  - Active Cases
    - Case count by case type and priority
- Service Level Agreement Performance and Case Trending (rolling 12 months)
  - Opened Cases Trends
    - By Case Type
    - By Priority
  - Service Level Agreement Performance Trends
    - By Case Type

Support

Self-Service Ticketing

Through the EMP Portal users have access to self-service ticketing where they are able to perform the following

actions

- Initiate requests and trouble tickets
- Update active tickets
- View ticket status and history

Self-Service Company Ticketing

Through the EMP Portal users have visibility to all tickets for their company and are able to perform the following actions
- View company tickets
- Update active tickets
- View ticket status and history

NWN Knowledge Base

The NWN Knowledge Base empowers customers with the information to maximize adoption and value from our solutions. The NWN Knowledge Base includes:
- Curated content focused on best practices and the most common questions for each of the NWN offering
  - Learning resources for seasoned administrator and end-users
    - "How to" articles
    - Training Documentation & Videos
- Users are able to perform the following actions:
  - Search and view articles
  - Rate article effectiveness
  - Rate article usefulness
  - Post article comments

NWN Community

The NWN Community feature allows users to engage and strategize with industry peers.
  - Users are able to:
    - Post a question or comment to start a discussion
    - Follow and participate in discussions

Customers are enabled in the Experience Management Portal as follows:
- Customer Account Creation
- Application of entitlements including:
  - NWN Offerings Consumed
  - NWN uses Role Based Access Controls (RBAC) to manage user access. Roles will be applied based on customer defined user role assignments.
    - Administrator
      Access includes:
      - Self-service Company Ticketing
      - Service Level Agreement Dashboard
      - NWN Knowledge Base

- NWN Community
- Contact Center SIP Usage Reporting
- Customer End-User
  Access includes:
  - Self-service Ticketing
  - NWN Knowledge Base
  - NWN Community

Customer Responsibilities
- It is the customer's responsibility to notify NWN of any changes in personnel or EMP role assignment.

1.9.3   Experience Management Portal Complete Service

Part Number	Description
CC-BUN-EMP-COMPLETE	
CC-MSR-EMP-COM	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, Service Level Dashboard, CC Administration, CC Reporting and Dashboards
CC-MSN-EMP-CUST	CC EMP Customization
CC-MSR-EMP-CUST	CC EMP Customization Maintenance

The Experience Management Portal Complete Service layers customer defined customizations such as custom reporting, dashboards and integrations on top of real-time monitoring and reporting, self-service support capabilities such as curated learning resources, access to the NWN Community and self-service ticketing.

Experience Management Portal Complete Features and User Rights:

Custom Reporting
- NWN will work with customer to define requirements for custom reports
- NWN will develop, implement and maintain the defined custom reports

Custom Dashboards
- NWN will work with customer to define requirements for custom dashboards
- NWN will develop, implement and maintain the defined custom dashboards

Custom Integration
- NWN will work with customer to define requirements for custom integrations
- NWN will develop, implement and maintain the defined custom integrations

Report

<u>Service Level Agreement Performance</u>

Through EMP Reporting, users have real-time visibility into service performance through the Service Level Agreement
Dashboards.

The Dashboards include:
- Month to date performance statistics
  - Closed cases
    - Month to date Case count by priority and case type
    - Month to date Service Level Agreement Performance on closed cases by priority and type
  - Active Cases
    - Case count by case type and priority
- Service Level Agreement Performance and Case Trending (rolling 12 months)
  - Opened Cases Trends
    - By Case Type
    - By Priority
  - Service Level Agreement Performance Trends
    - By Case Type

Monitor

EMP Monitoring provides real-time visibility into application performance.
Users have access to:
- One (1) Monitoring Dashboard offering real-time aggregated views of events and trends.
  The Dashboard includes:
  - Open Events Chart – Events organized by Severity
  - Open Events List with drill down capability
  - Open Events - Events by Location
  - Production state
- Comprehensive and up to date view of a customer's monitored infrastructure populated through the automated collection process
- Event Console providing an aggregated view into events

Support

Self-Service Ticketing

Through the EMP Portal users have access to self-service ticketing where they are able to perform the following actions

- Initiate requests and trouble tickets
- Update active tickets

- View ticket status and history

Self-Service Company Ticketing
Through the EMP Portal users have visibility to all tickets for their company and are able to perform the following actions
- View company tickets
- Update active tickets
- View ticket status and history

NWN Knowledge Base
The NWN Knowledge Base empowers customers with the information to maximize adoption and value from our solutions. The NWN Knowledge Base includes:
- Curated content focused on best practices and the most common questions for each of the NWN offering
  - Learning resources for seasoned administrator and end-users
    - "How to" articles
    - Training Documentation & Videos
- Users are able to perform the following actions:
  - Search and view articles
  - Rate article effectiveness
  - Rate article usefulness
  - Post article comments

NWN Community
The NWN Community feature allows users to engage and strategize with industry peers.
- Users are able to:
  - Post a question or comment to start a discussion
  - Follow and participate in discussions

Customers are enabled in the Experience Management Portal as follows:
- Customer Account Creation
- Application of entitlements including:
  - NWN Offerings Consumed
  - NWN uses Role Based Access Controls (RBAC) to manage user access. Roles will be applied based on customer defined user role assignments.
    - Administrator
      Access includes:
      - Self-service Company Ticketing
      - Service Level Agreement Dashboard
      - NWN Knowledge Base
      - NWN Community
      - Contact Center SIP Usage Reporting
      - Customizations
    - Customer End-User

Access includes:
- Self-service Ticketing
- NWN Knowledge Base
- NWN Community

Customer Responsibilities
- It is the customer's responsibility to notify NWN of any changes in personnel or EMP role assignment.

1.9.4 Experience Management Portal Upgrades and Add-ons

Part Number	Description
CC-MSR-EMP-ESS2CORE	Upgrade from CC EMP Essentials to Core

Customers may choose to upgrade from the Experience Management Essentials Service to the Core Service. By upgrading to the Experience Management Portal Core Service users, receive access to real-time monitoring and reporting, self-service support capabilities such as curated learning resources, access to the NWN Community and self-service ticketing.

Experience Management Portal Core Features and User Rights:

Report
Through EMP Reporting, users have real-time visibility into service level agreement performance dashboards

Dashboards include
- o Month to date performance statistics
  - Closed cases
    - Month to date Case count by priority and case type
    - Month to date Service Level Agreement Performance on closed cases by priority and case type
  - Active Cases
    - Case count by case type and priority
- Service Level Agreement Performance and Case Trending (rolling 12 months)
  - o Opened Cases Trends
    - By Case Type
    - By Priority
  - o Service Level Agreement Performance Trends
    - By Case Type

Monitor
EMP Monitoring provides real-time visibility into application performance.
Users have access to:

- One (1) Monitoring Dashboard offering real-time aggregated views of events and trends. The Dashboard includes:
  - Open Events Chart – Events organized by Severity
  - Open Events List with drill down capability
  - Open Events - Events by Location
  - Production state
- Comprehensive and up to date view of a customer's monitored infrastructure populated through the automated collection process
- Event Console providing an aggregated view into events

Support
Self-Service Ticketing
Through the EMP Portal users have access to self-service ticketing where they are able to perform the following actions

- Initiate requests and trouble tickets
- Update active tickets
- View ticket status and history

Self-Service Company Ticketing
Through the EMP Portal users have visibility to all tickets for their company and are able to perform the following actions
- View company tickets
- Update active tickets
- View ticket status and history

NWN Knowledge Base
The NWN Knowledge Base empowers customers with the information to maximize adoption and value from our solutions. The NWN Knowledge Base includes:
- Curated content focused on best practices and the most common questions for each of the NWN offering
  - Learning resources for seasoned administrator and end-users
    - "How to" articles
    - Training Documentation & Videos
- Users are able to perform the following actions:
  - Search and view articles
  - Rate article effectiveness
  - Rate article usefulness
  - Post article comments

NWN Community
The NWN Community feature allows users to engage and strategize with industry peers.
Users are able to:

o Post a question or comment to start a discussion
o Follow and participate in discussions

<u>Customers are enabled in the Experience Management Portal as follows</u>:
- Customer Account Creation
- Application of entitlements including:
  o NWN Offerings Consumed
  o NWN uses Role Based Access Controls (RBAC) to manage user access. Roles will be applied based on customer defined user role assignments.
    ▪ Administrator
      Access includes:
      - Self-service Company Ticketing
      - Service Level Agreement Dashboard
      - NWN Knowledge Base
      - NWN Community
      - Contact Center SIP Usage Reporting
      - Customizations
    ▪ Customer End-User
      Access includes:
      - Self-service Ticketing
      - NWN Knowledge Base
      - NWN Community

Customer Responsibilities
- It is the customer's responsibility to notify NWN of any changes in personnel or EMP role assignment.

Part Number	Description
CC-MSR-EMP-ESS2COM	Upgrade from CC EMP Essentials to Complete
CC-MSN-EMP-CUST	CC EMP Customization
CC-MSR-EMP-CUST	CC EMP Customization Maintenance

Customers may choose to upgrade to the Experience Management Portal Complete Service. By upgrading to the Complete Service customers layer customizations such as custom reporting, dashboards and integrations on top of real-time monitoring and reporting, self-service support capabilities such as curated learning resources, access to the NWN Community and self-service ticketing.

Experience Management Portal Complete Features and User Rights:

Custom Reporting

- o NWN will work with customer to define requirements for custom reports
- o NWN will develop, implement and maintain the defined custom reports

Custom Dashboards
- NWN will work with customer to define requirements for custom dashboards
- NWN will develop, implement and maintain the defined custom dashboards

Custom Integration
- NWN will work with customer to define requirements for custom integrations
- NWN will develop, implement and maintain the defined custom integrations

Report

Service Level Agreement Performance

Through EMP Reporting, users have real-time visibility into service performance through the Service Level Agreement
Dashboards.
The Dashboards include:
- Month to date performance statistics
  - o Closed cases
    - Month to date Case count by priority and case type
    - Month to date Service Level Agreement Performance on closed cases by priority and type
  - o Active Cases
    - Case count by case type and priority
- Service Level Agreement Performance and Case Trending (rolling 12 months)
  - o Opened Cases Trends
    - By Case Type
    - By Priority
  - o Service Level Agreement Performance Trends
    - By Case Type

Monitor

EMP Monitoring provides real-time visibility into application performance.
Users have access to:
- One (1) Monitoring Dashboard offering real-time aggregated views of events and trends.
  The Dashboard includes:
  - o Open Events Chart – Events organized by Severity
  - o Open Events List with drill down capability
  - o Open Events - Events by Location
  - o Production state
- Comprehensive and up to date view of a customer's monitored infrastructure populated through the automated collection process

- Event Console providing an aggregated view into events

Report

<u>Service Level Agreement Performance</u>
Through EMP Reporting, users have real-time visibility into service performance through the Service Level Agreement
Dashboards.
  The Dashboards include:
- Month to date performance statistics
  - Closed cases
    - Month to date Case count by priority and case type
    - Month to date Service Level Agreement Performance on closed cases by priority and type
  - Active Cases
    - Case count by case type and priority
- Service Level Agreement Performance and Case Trending (rolling 12 months)
  - Opened Cases Trends
    - By Case Type
    - By Priority
  - Service Level Agreement Performance Trends
    - By Case Type

<u>Customers are enabled in the Experience Management Portal as follows</u>:
- Customer Account Creation
- Application of entitlements including:
  - NWN Offerings Consumed
  - NWN uses Role Based Access Controls (RBAC) to manage user access. Roles will be applied based on customer defined user role assignments.
    - Administrator
      Access includes:
      - Self-service Company Ticketing
      - Service Level Agreement Dashboard
      - NWN Knowledge Base
      - NWN Community
      - Contact Center SIP Usage Reporting
      - Customizations
    - Customer End-User
      Access includes:
      - Self-service Ticketing
      - NWN Knowledge Base
      - NWN Community

Customer Responsibilities

- It is the customer's responsibility to notify NWN of any changes in personnel or EMP role assignment.

Part Number	Description
CC-MSR-EMP-CORE2COM	Upgrade from CC EMP Core to Complete
CC-MSN-EMP-CUST	CC EMP Customization
CC-MSR-EMP-CUST	CC EMP Customization Maintenance

Customers may choose to upgrade to the Experience Management Portal Complete Service. By upgrading to the Complete Service, customers layer customizations for reporting, dashboards and integrations on top of real-time monitoring and reporting, self-service support capabilities such as curated learning resources, access to the NWN Community and self-service ticketing.

Experience Management Portal Complete Features and User Rights:

Custom Reporting

- NWN will work with customer to define requirements for custom reports
- NWN will develop, implement and maintain the defined custom reports

Custom Dashboards

- NWN will work with customer to define requirements for custom dashboards
- NWN will develop, implement and maintain the defined custom dashboards

Custom Integrations

- NWN will work with customer to define requirements for custom integrations
- NWN will develop, implement and maintain the defined custom integrations

Customers are enabled in the Experience Management Portal as follows:

- Customer Account Creation
- Application of entitlements including:
  - NWN Offerings Consumed
  - NWN uses Role Based Access Controls (RBAC) to manage user access. Roles will be applied based on customer defined user role assignments.
    - Administrator
      Access includes:
      - Self-service Company Ticketing
      - Service Level Agreement Dashboard
      - NWN Knowledge Base
      - NWN Community
      - Contact Center SIP Usage Reporting

- Customizations
  - Customer End-User
    Access includes:
    - Self-service Ticketing
    - NWN Knowledge Base
    - NWN Community

2 Appendix A. Provisioning and Onboarding Methodology

2.1 Project Management Methodology

NWN manages projects with a documented and proven methodology that aligns with our customer's specific needs. Our project delivery methodology is consistent with the Project Management Institutes PMBOK guidelines.

NWN will assign a Project Manager to manage all aspects of project delivery. The assigned Project Manager will leverage the NWN project methodology, to ensure the successful delivery of the project and will be in contact to coordinate project kickoff activities within two weeks of execution of the Service Contract.

2.2 Assigned Project Manager

The following outlines the roles and responsibilities of the NWN Project Manager:

- Act as a single point-of-contact

- Conduct project kick-off activities and ensure thorough project communication with project stakeholders and team members

- Schedule and facilitate weekly project status meetings with all relevant parties and stakeholders

- Prepare, distribute & communicate weekly status reports, action item, opened and closed issues, critical paths and related project reports

- Develop & maintain a detailed project plan, task plan, schedule & communications plan

- Manage project scope and respond to change requests through the Project Change Request (PCR) process

- Define and manage the escalation process

- Review all project documentation and deliverables

- Oversee knowledge transfer

In addition, a designated NWN Customer Experience Manager will be assigned. Their role is to work hand-in-hand with your designated contacts as your advocate and to initiate activities that allow for a smooth transition from project activities to support activities.

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2.3   Assigned Customer Experience Manager

The following outlines the roles and responsibilities of the NWN Customer Experience Manager (CEM):

- Customer advocate for any questions and concerns that may arise during project activities
- Supports onboarding activities (establishing operating process, contacts for support)
- Assures a smooth transition from integration/provisioning phases into the support phases of the project

2.4   Project Management Process

To deliver the highest quality project implementation, NWN brings a tightly controlled, comprehensive project management process that emphasizes detailed up-front discovery and design to help avoid costly, time-consuming missteps later in the deployment cycle. This approach has a proven record of accomplishment of success.

2.5   Major Milestones/Deliverables

Our documented and proven methodology includes:

- **Initiate** Project Kick Off meetings to review the scope with the project team and develop the project management plan
- **Assess** Current Target Infrastructure
- **Design, Validate, Test and Pilot** the New Environment
- **Prepare** Build the Initial Unit
- **Execute** Production Integrations/Migrations, Cut Over, and Train Users
- **Transition** your New Platform to Customer Support, Knowledge Transfer

2.6   Project Work Breakdown Structure and Timeline

The Project work breakdown structure and timeline is planned and managed in Microsoft Project and is included in the Microsoft Project Task Plan.

Requirements Management Process

The overall requirements management process is focused on handling the requirements after they have been initially approved. This includes maintaining changes or additions to the requirements throughout the entire

project and tracking the requirements throughout the lifecycle.

Name	Requirements Management Responsibilities
NWN Project Manager	Manages scope change requirements through leadership of the effort to communicate project requirements, document adjustments to project requirements and facilitates scope change management activities for all approved changes to requirements.
Project Team	Contributes to the identification of project requirements.

2.7   Risk Management Process

The methodology utilized by NWN for risk management includes a progressive approach. As a project begins, many elements of the project are unknown. As the project progresses, more information is gained and project risks become more visible. Performing an initial Risk Assessment will be the responsibility of the Project Manager. The Project Manager will determine the most appropriate method for executing the initial risk assessment. Identified Risks are tracked reviewed throughout project execution.

Funding for risk management is contained in the overall project budget. Changes in Scope due to risk mitigation activities will require change management.

Roles and Responsibilities

Name	Risk Management Responsibilities
NWN Project Manager	Identifies project related risk, documents project risks, leads the effort to mitigate risk, and leads the effort to communicate project risk.
Project Team	Contributes to the identification of project risks. Assist in the mitigation of risks.

Rules and Procedures
Communication
Communication regarding risk will follow the project communications plan.

Tracking
Tracking of risk elements and activities should be documented in the Risk Management Worksheet.

2.8   Risk Impact Analysis Approach

The assigned Project Manager will utilize the initial Risk Assessment to determine the appropriate next steps in analyzing the project risk. The PM will document details regarding the project risks, the probability of occurrence, the anticipated impact to the project, the likely exposure and an agreed upon mitigation plan.

2.9   Change Management Process

The NWN Project Manager will utilize the Change Management Process to manage the lifecycle of all changes. All Change Requests will be documented, assigned and tracked for progress.

Roles and Responsibilities

Name	Change Management Responsibilities
NWN Project Manager	Documents project change requests, facilitate change request review and decision making, leads the effort to communicate change request and their status, escalates if change cannot be resolved by the review team and supports re-baselining activities if necessary
Project Team	Contributes to the identification of project risks. Assist in the mitigation of risks.

Rules/Procedures

Any team member may submit a change request to the Project Manager. The requested change will be clearly documented and will explain any impact that the change will have on the project and associated deliverables. The project manager will review the request and determine if the change is appropriate. If so, it will be forwarded to the project sponsor for final decision.

Change Impact Analysis Approach

Analysis of all requested changes will be performed to identify the impact of the change on the Project Costs, Risks, Schedule and Resources. The results of this analysis will be documented in the NWN Change Control Worksheet.

2.10 Communications Management Process

Properly communicating on a project is a critical success factor for managing the expectations of all stakeholders. This includes reporting from the project team to the Project Manager and reporting from the Project Manager to all stakeholders. The assigned Project Manager is the project communication steward for all project related information exchanges.

The sample Communications Matrix below provides an example of a project's communications. To keep the communications relevant and timely, we also include plans for collecting and responding to feedback.

Communication Item	Description / Purpose	Frequency	Audience

Project Kick-off Meeting	Meeting to describe a high level view of project, introduce project team members & their roles, communicate project structure & initial high-level business needs & setup future meetings	One-time	Customer, NWN
Project Team Status Meetings	Review project plan, progress & status, log & prioritize Constraints / Assumptions / Issues / Risks items, Critical Path (determine if any obstacles to completing critical tasks, escalate obstacles for resolution), share completed deliverables, discuss topics	Weekly throughout Implementation	Customer, NWN
Design Review Meetings	Team review of specification or technical design, satisfy that all issues are resolved & deliverable contents are complete	As Needed	Customer, NWN
Turnover Meetings	Formal handoff among NWN departments / disciplines	As Required	Project Stakeholders
Lessons Learned Meeting	Review opportunities for improvement & reinforcement of best practices	One-time	Project Stakeholders

2.11 Time Management Plan

The time management plan must describe the process for controlling the proposed schedule and how the achievement of tasks and milestones will be identified and reported. The plan must also detail the process to identify, resolve, and report resolution of problems such as schedule slippage. The time management plan will include:

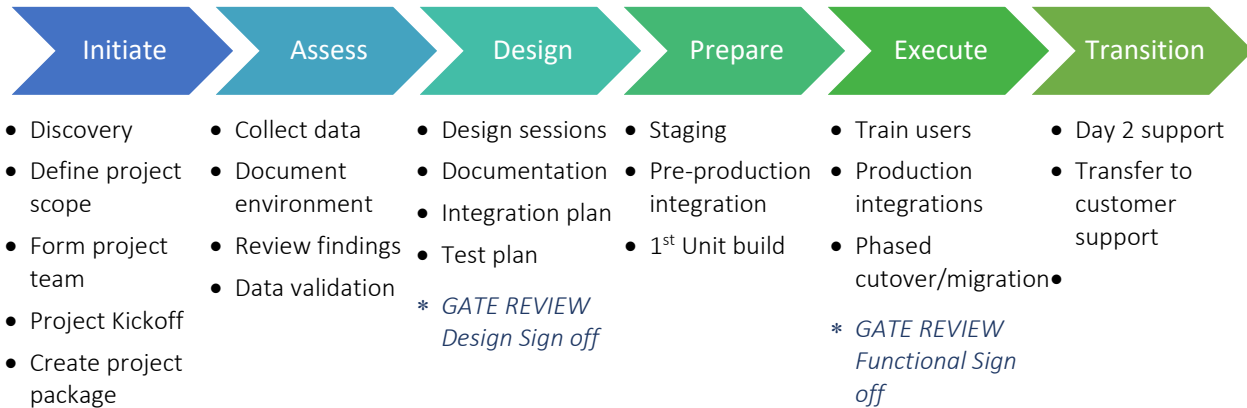## 2.12 Time Management Process

The NWN Project Manager is responsible for breaking down the implementation into measurable tasks and milestones. The work breakdown structure is applied to the project schedule and allows the Project Manager to closely monitor project timelines to avoid schedule overruns. Project Timeline health is reviewed in weekly status meetings to allow for timely identification of schedule slippage. If schedule slippage occurs, The Project Manager is responsible for planning steps for resolution with the Project Team and communicating the plan and progress.

Roles and Responsibilities

Name	Time Management Responsibilities
NWN Project Manager	Responsible for Time Management during the implementation phase of the SOW.

Provisioning Process

Project Provisioning Flowchart

Initiate	Assess	Design	Prepare	Execute	Transition
• Discovery	• Collect data	• Design sessions	• Staging	• Train users	• Day 2 support
• Define project scope	• Document environment	• Documentation	• Pre-production integration	• Production integrations	• Transfer to customer support
• Form project team	• Review findings	• Integration plan	• 1st Unit build	• Phased cutover/migration•	
• Project Kickoff	• Data validation	• Test plan			
• Create project package		* *GATE REVIEW Design Sign off*		* *GATE REVIEW Functional Sign off*	

Initiate Phase

A. <u>Form Project Team</u> – NWN will organize project team including project management, engineering and support resources.

B. <u>Project Kickoff (Internal & External)</u> – NWN will host a Project Kickoff meeting with the customer to review project timeline, requirements, goals, and customer stakeholders in order to have a successful implementation. The Customer is required to have the correct stakeholders in the Project Kickoff meeting. It is highly suggested the following customer stakeholders attend this meeting:

   - Project Sponsor
   - Contact Center Administrator
   - Network Administrator
   - Security Administrator
   - Project Team

C. Scheduling Design & Status Meetings - NWN and client will work together to identify resources for project and coordinate schedules for the Design and Status meetings

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Milestones & Deliverables:

1. Project Kickoff Meeting Notes, including communication plan
2. Schedule for Design & Status Meetings
3. Project Work Schedules & Related Meetings

Assess Phase

End User Requirement Definition and Configuration Database Gathering – NWN will provide User Database form to be completed by the Customer and reviewed at the Design Meeting. These topics will include:

- o Coordinate with Customer to plan, design, and implement all station and telephone programmable features.
- o Perform Customer interview and key-sheet preparation/configuration database of Agent Station requirements to be used for system programming and station deployment.
- o Create worksheets to guide Customer representatives to plan and design features
- o Agent/Site Information - Customer is to provide detailed, accurate, and current information to avoid delays in the above schedule, which may require a Change Request correction.

Milestones & Deliverables:
1. End User Requirement Definition

Design Phase

A. Circuit design overview & planning – NWN will work with the Customer to integrate any contracted circuits into the network topology. The Client will be included on communication and planning events including:
   - o Scheduling and completion of vendor site survey
   - o Installation of circuit
   - o Extension of point of demarcation
   - o Installation and testing of Out-of-Band access solution.

B. Network Design Meeting – Review with Customer the network infrastructure requirements document and answer any Customer questions that have arisen. See Customer Expectations "Assumptions, Requirements, and Terms" section below.

C. NWN Unified Communications Design Meeting(s) – After the completion of the network design meetings, NWN and Customer's team will hold a series of design meetings to discuss the technical aspects of the NWN Hybrid Unified Communications Solution. NWN expects the Customer will come prepared with documentation and resources necessary to cover all topics. These topics will include:
   - o Architecture and software version features review
   - o Unified Communications device compatibility check
   - o Migration strategies
   - o User database review
   - o Call flows
   - o Queues
   - o Dial Plan
   - o Discussion of downtime and risks
   - o Customer responsibilities
   - o Integration into other systems
   - o Application integration planning
   - o End-user training requirements and training plan.

D. Contact Center Design Meeting(s) – If applicable, in addition to the NWN Contact Center Design Meetings, NWN and the Contact Center stakeholders will meet to review and discuss the functional

requirements for each of the individual Contact Center groups and the configuration of the new Contact Center System. NWN expects the Client will come prepared with documentation and resources necessary to cover all topics. These topics will include:

- o Contact Center groups operations and personnel
- o Contact center call flows
- o Multi-channel strategy
- o Integration of 3rd-party applications (CRM, ERP, Ticketing System, Databases, etc.)
- o Discussion of downtime and risks
- o Historical and real-time (Live Data) reporting requirements
- o Prompts and greetings administration
- o Emergency call routing
- o Agent and Supervisor Training requirements and Training plan.

E. Existing Telephony Integrations – NWN will work with Customer' IT staff to integrate the existing telephony solutions with NWN's hosted environment. A plan will be created that outlines system will co-exist in both environment (if possible) during the migration period.

F. Vendor Communications - Once cutover strategy is defined, NWN and Customer will meet with NWN Contracted 3rd party vendors to establish, review and agree on cutover plan, if required. If other 3rd party vendors need to involved, then the Customer must coordinate the schedules for those vendors.

G. "Fallback Plan" – NWN and Customer will build into the design a fallback plan for each stage of the migration. Being that the rollout will be a phased migration, dial plans and network connectivity will be in place for the migration, thus making a fallback plan easier to execute on.

H. Gate Review – At the end of this Design meeting, NWN has gathered enough information to create final design document for the installation of the equipment. The design document will include configuration parameters specific to the install and any key technical decision made during design. The design will conform to Cisco guidelines and recommendations and the completed design document will be submitted for customer approval prior to proceeding with the install.

Milestones & Deliverables:

1. Design meeting and updated project plans for implementation of the Hosted Communications Solution.

2. Design Document(s) and Acceptance

Prepare Phase (implementation and Testing)

A. Provisioning – NWN will provision the Solution which and all of its applications in NWN's Datacenters.
B. The NWN Solution will include the following components:
- o Contact Center Application Servers - These will provide Call Flow & IVR processing
- o Call Control Integration– This will provide unified pstn calling services.
- o NWN's service assurance, monitoring and management suite
C. Standard Agent Features - NWN will configure and test all station equipment. The list below is a sample of the features NWN will configure. The final list of features and configurations are determined during the design phase.

Milestones & Deliverables:
1. Provision Solution and Applications in NWN Datacenters
2. Configure, Test and Label Station Equipment

Execute Phase (Cutover and Testing)

A. <u>Phased implementation</u> – NWN, working with the Customer's technical team, will implement the new solution in phases as defined in the Design Phase

B. <u>Train the Trainer / End User Training</u> - <u>The</u> training to be provided as part of this project in the form of "self-paced user training" for which NWN will be responsible for:
   o Provide Customer with the training material in the form of Quick User Guides and/or Web Based Tutorial for future use.

C. <u>Administration Training</u> – NWN will provide training for each implementation. The exact type of training required will be determined during Service Contract negotiations.

D. <u>Network/System Troubleshooting</u> – NWN will troubleshoot and diagnose technical issues associated with this project. Any issues that arise from Customer provided or owned devices and/or configurations related to the NWN Solution will require a change order and may affect the schedule of events planned for this project. NWN will work with Customer to isolate and identify network/system issues as well as provide assistance within reasonable boundaries. Any issues outside the scope of this project are the responsibility of Customer.

E. <u>GATE REVIEW: Production readiness acceptance</u> – NWN will review the production cutover and implementation with the customer to verify that the solution is functioning in their environment as presented in this scope and the detailed design from the earlier Gate Review.

F. <u>First Day in Service Support</u> – NWN will remain on site to help address and diagnose any problems that arise during the Contact Center deployment within the scope of this project. NWN will troubleshoot configuration and integration issues arising from this project. NWN will review the production cutover and implementation with the customer to verify that the solution is functioning in their environment as presented in this scope and the detailed design from the earlier acceptance task. First Day Support does not include additional Moves, Adds, or Changes. NWN and the Client will formalize a detailed list of open items. Open items within the scope of this project will be addressed and resolved. Open items deferred due to Client availability will require a change order to complete.

Milestones & Deliverables:
1. Delivery of the detailed Bill of Materials (BOM) equipment &/or software components as identified in the Reference Materials section of this document
2. Installation and Configuration of the NWN Solution based on parameters referenced in the approved Design Document
3. Train the Trainer / End User Training
4. Solution Goes Live, Start Transition to Post Cut Over, Start of Invoice Date

5. First Day Support

Transition Phase (Transition to Support)

A. <u>Day 2 Support</u> – NWN provisioning team remains on site to address and diagnose any problems that arise due to the migration to the new environment. NWN works with assigned persons as noted in "Assumptions and Requirements" section below to troubleshoot issues. Once the new system is agreed to be stable by NWN and Customer Designation Staff, NWN will start the process to finalize the documentation for the project.

B. <u>Knowledge Transfer</u> – NWN's technical team on the project conducts a solution orientation session and knowledge transfer with the Customer Designated Staff. This does not replace manufacturer specific technical training on the specific equipment but provides a solid overview of the final design and configuration and how to manage the environment using NWN's hosted collaboration administrative portal. Details of this session are:
   o One session with up to four Customer staff at the Customer or NWN location.

C. <u>Transition Meeting to Support</u> – NWN conducts a provisioning phase review, gains customer acceptance and transitions to the support phase of the SOW.

Milestones & Deliverables:

1. Project documentation, to include:

   a. Action item list & Issues reports

   b. Support 'Welcome Letter'

Onsite engineering is now complete. Engineers will be focused on completing technical documentation and a review with the support team. The Project Manager will verify approval for final billing, schedule and complete Project Review, and Closure meetings with Customer to acquire final Approval Signatures.

The project now enters into the Support and Management phase for the duration of the Service Contract.

3   Appendix B. Ongoing Management and Support

3.1   Management and Support Onboarding Process

NWN's setup (or on-boarding) process for management & monitoring support services starts with the Transition phase of the Project (See Appendix A.) NWN begins supporting customers early during by providing Day 2 support services first and ramping monitoring and pro-active support services up as the project completes Transition. The NWN Project Manager will coordinate with NWN Assigned Customer Experience Manager (CEM) to transition the project to support with a Welcome Email

The NWN project team works closely with the customer support team to document and understand the operating environment.

3.2   Assigned Customer Experience Manager

The following outlines the roles and responsibilities of the NWN CEM:

- Schedules monthly meetings which include the following:
    o Review SLA reports
    o Review all tickets that have been open and closed during a month
    o Review any tickets that remain open
    o Review changes to the "Customer's" environment that may affect our service
    o Review upcoming upgrades and new features/functionality they may provide
    o Review upcoming scheduled maintenance or upgrades
- Manage new customer orders
- Program management of the contact between the "Customer" and NWN
- Manages change orders and completion sign-offs
- Manages customer relationship
- Provides overall service/support management

3.3   Assigned Solution Engineer

A Solution Engineer is a level 2 engineer with a broad set of experiences. For all levels of support, a Solution Engineer is assigned to your environment to facilitate a deeper understanding of your environment to assist in troubleshooting issues. In addition, they represent an additional point of contact into the managed services organization and a single point of escalation. In addition to a Solutions Engineer, a Backup Solution Engineer is assigned to every environment.

3.4   Monitoring and Incident Support

NWN will monitor the health and performance of the NWN Solution and NWN-managed devices on Customer network. NWN will respond to alerts according to the Incident support information below. Examples of incidents NWN will resolve include:

- Communications Manager/Unity hosted solution performance issues

- Gateway faults or performance issues

- Connectivity incidents or performance issues

- SIP or PRI Telco Connectivity

- User Administration (Moves, Adds, Changes and Deletes)

- RMA Processing (for covered devices)

Incidents are escalated based on Severity. Severity is defined in the below "Services Level Agreement" section.

Priority Level	Definition
Priority 1	• A critical system or service is unavailable, causing a severe impact on operations. There is no alternative, redundant or back up to this system or service.
Priority 2	• A critical system or service is slowed or interrupted, however a work-around is in place so that operations can continue. • A service interruption is occurring on a non-critical system or service.
Priority 3	• The functionality of a non-critical system or service has been degraded. • An error has been detected that is not affecting service performance or availability.

- Should a Level 1 issue be identified, NWN will focus an engineer or team of engineers to fix the problem.

- Vendor escalation will, many times, be immediate. For Level 2 and Level 3 situations, the Customer and NWN will agree upon an action and escalation plan based upon criticality and resource availability.

- Customer will designate a list of authorized callers that NWN will validate for security purposes upon opening a new case. It is Customer's responsibility to notify NWN should this contact list change. Notifications should be emailed and all urgent changes should be followed up via a phone call to the NWN Command Center.

- For Customer-managed devices and applications that are part of the voice infrastructure (notably, switches & cabling), it is the Customer's responsibility to resolve incidents and to ensure compliance with individual vendor's requirements regarding version supportability. If NWN is asked to assist in troubleshooting Customer-managed devices and applications, additional hourly charges may apply.

- The Customer or desktop support partner will be responsible for physical movement, return, and replacement of handsets as well as providing appropriate switch connectivity and PoE for handsets.

3.5   MACD Definitions

Priority Level	Definition
MACD	Move, Add, Change or Deletion (MACD) process is intended for sites that are already deployed. MACD is related to the following: Physical device or "soft" device (Jabber, IP Communicator) End user (including voicemail PINs and passwords) Site based numbers (Extensions, Direct Inward Dial numbers and Auto Attendants). MACD SLA is for up to five users or end user devices and is intended for those sites that are already deployed
MACD - Move	A programmatic relocation of a device, end user or number. Examples: Move a phone from Location A to Location B Move an end user from Location A to Location B Move a DID or DN from Location A to Location B
MACD - Add	A programmatic addition of a device, end user or number. Examples: Add a phone and/or end user to Location Add Extension Mobility to an end user Add a VM box to an end user
MACD - Change	A programmatic manipulation of existing configuration of a device, end user or number. Examples: Change a phone model for an existing device Change a VM box PIN Change where an inbound DID or DN terminates
MACD – Delete	A programmatic removal of existing configuration. Examples: Delete a phone Delete an end user Delete a DID or DN
Priority 3 - MACD	All Move, Add, Change or Deletions

3.6   Monthly Management Reporting

Tracking and reporting are key components of the support services. On a monthly basis, NWN will provide a summary report of the work performed on the customer's behalf. This will include:

- Service Availability

- Incident Management

- MACDs

- Change & Service Request Management

3.7   Monthly Analysis Reports

On a monthly basis, the Customer will receive an analysis report of NWN's performance against agreed upon Service Level Agreements (SLAs). NWN reviews monthly performance and YTD trending information.

3.8   Notification Process

3.8.1   Scheduled System Maintenance

NWN will perform maintenance on the Hosted Solution and supported client devices in order to keep the system healthy, backed up, and functioning optimally. Should a scheduled system maintenance activity result in system unavailability, NWN will perform that maintenance during an off-hours window and will provide a minimum of 1-week notice to Customer designated contacts.

NWN has industry standard defined and documented change windows. These windows are subject to change but can be reviewed with the customer at any time during the term of this SOW.

3.8.2   System Upgrades

NWN will schedule to upgrade the Customer environment for Major Releases within 24 months of release. Allowances may be made for 3rd party applications that are integrated with the Customer environment. Customers will upgrade integrated Customer environments to compatibility to major OEM releases within 24 months. NWN will upgrade Customer environments to Minor Releases upon agreement and as necessary.

3.8.3   Emergency System Maintenance (Un-scheduled)

NWN reserves the right to perform emergency maintenance on the Hosted Solution and supported client devices in order to keep the system operational and functioning optimally. Should an emergency maintenance activity be required to either prevent or resolve an emergency, NWN will notify the appropriate customer contacts as soon as possible before actions are taken.

3.9   Supported Devices

Devices not supported by the Cisco powered solution will not be supported by NWN's Contact Center solution.

3.10 Upgrades and/or Features (Change Orders)

A signed Change Order Form and new Purchase Order for such change(s) for the following:

- Moves of and Incremental Additions (including onsite Spare Devices) to device counts

- Additions of Solution Features

- Customer changes to implementation dates

- Customer changes to the scope of the Services to be performed

- Customer request for NWN to assist in or with

   o Troubleshooting Customer-managed devices and applications

   o Configurations on customer owned or provided devices

   o Physical movement, return, and replacement of handsets

   o Providing appropriate switch connectivity and PoE for handsets

Changes that do not increase device count require a signed Change Order and Amended or New Purchase Order. Examples of changes include but are not limited to bandwidth, additional circuits, and/or number of users.

Change Order requests should be emailed, and all urgent changes should be followed up via a phone call to the NWN Command Center. Billing changes will be affected at the next billing cycle.

3.11 True-ups

On the last day of each quarter, NWN will identify additional services added or removed from customer environment. NWN will notify customer of any service overages in writing or via email to Customer Designated Person. Customer will have 30 days to sign a Change Order Form for the additional services or remove services. If there is no response within the 30 days, NWN will deem the additional services as accepted and invoice Customer on the next billing cycle.

4   Appendix C. General Customer Requirements & Assumptions

1. **Customer Designated Representatives.** Customer to assign a Dedicated Representative(s) for the following activates:

   - Project Implementation – Responsible for coordinating installation activity with the NWN dedicated Project Manager. Customer will provide NWN with their current and accurate information as well as other contact(s) necessary for access to Customer's Premises.

   - Transition Phase – Responsible for coordinating activities of transition and will have Troubleshooting Knowledge of Network, Software Applications and End User Devices.

   - Support Phase – Responsible for coordinating activities of support of solution during the SOW term. Customer will provide a list of authorized callers that NWN will validate for security purposes upon opening a new case. It is Customer's responsibility to notify NWN should this contact list change. The Customer is also responsible for providing business hours and other information in an effort to collectively identify escalation and customer notification procedures.

2. **Customer-Managed Devices and Applications.** For Managed Devices and Applications that are part of the voice infrastructure (notably, switches & cabling), the Customer is responsible to resolve incidents and to ensure compliance with individual vendor's requirements regarding version supportability before implementation starts and during the support of the SOW.

3. **Premises.** Customer will maintain the Premises and any other location where System may be located in a safe and secure manner, in accordance with recommended industry standards and conditions, and in a manner as required by the specifications accompanying the System and/or as may be advised by NWN. Such requirements include but are not limited to ensuring use of the appropriate power requirements, data communications equipment, network and/or using cabling.

4. **Work Place and Use of System.** Customer will provide NWN with a safe place to work. Customer will comply with any and all Local, State, and Federal work place laws and regulations regarding the working conditions on the Customer Premises and use of System. System may not be used for any purpose other than that for which it is provided to Customer under this SOW. Customer may require any NWN personnel to leave its premises provided that if Customer has not provided reasonable grounds for requiring the personnel to leave, then NWN shall not be liable of its obligations under the Agreement to the extent it is delayed in performing them by reason of the removal.

5. **Hold Harmless.** Customer agrees it will not engage in the following activities and will hold NWN harmless in the event that the Customer or one of the Customer's users:

   - Utilize the service to commit a fraud upon another party

   - Unlawfully uses the service

   - Abuses or misuses NWN's network or service

6. **Customer Equipment.** Customer shall notify NWN promptly of any changes in Customer's hardware or software that may affect Service provided by NWN.

   - Customer will not permit any person other than Customer's Designated Representative to rearrange, disconnect, remove, relocate, attempt to repair, or otherwise tamper with any System without the prior written consent of NWN.

- If Customer wishes to relocate System, Customer shall provide written notice (subject to NWN approval) thirty (30) day prior written notification to NWN. Relocation may only occur within the country of original delivery.

7. **Access.** Customer will allow, or will secure permission, for NWN and its underlying suppliers, sub-contractors or agents to access Premises and/or System for the installation, maintenance, repair, replacement, relocation, inspection, monitoring, identification, or repossession of the System and performance of the Service from time to time as may be determined is necessary or desirable by NWN. NWN will use commercially reasonable efforts to notify Customer regarding timing and implementation of any replacement System (hardware or software) that will occur on the Premises.

8. **Work Area.** Customer to provide a work area for NWN to use during on-site activities to include Internet and public phone network access including but not limited to:

   - Parking passes and adequate parking for the NWN project team.

   - Outside phone and Internet access, at no additional charge, for all NWN staff when onsite

9. **Notices.** Each party shall appoint a Designated Representative(s).

10. **Work Hours.** Normal working hours for implementation services are normal business hours (8:00 am to 5:00 pm EST), Monday through Friday with no limitations of access to the workplace. Work performed after normal business hours will be billed at an additional charge.

11. **Pre-Implementation.** Customer will come prepared with documentation and resources necessary to cover all topics including but not limited to:

    - **Port information that is accurate and complete before NWN can properly schedule Implementation. Inaccurate and/or Incomplete Port data can lead to delays with implementation.**

    - Quality of Service (QoS) and Security Best Practices

    - Accurate, Complete, and Documented

        - Hardware/Software versions

        - IP Routing and IP Addressing

        - VLAN Layout

        - WAN Circuit Design and Sizing

        - PSTN Connectivity Design

        - Existing Application Server and Gateway Design.

    - Design/technical components as part of the delivery of this project:

        - Provide current network design.

        - Provide IP address schema and design specs.

        - Participate in all design and planning sessions and be prepared to sign off on all milestones.

        - Third party delays are recognized and accounted for

- Customer provided information is correct and current

- Provide the best possible prints and floor plans for use during the installation. These prints and floor plans will become the property of NWN.

- Customer will perform and/or provide the following requirements as part of the delivery of this Solution:

  - IT environment in place and configured to secure and establish proper network and endpoint connectivity, including but not limited to:

    - Existing switch, router and firewall configuration work needed to establish properly secured connectivity in this scope of work unless otherwise noted in the SOW. If NWN assistance is requested a change order will be required.

    - Structured wiring and structured wiring components are in place and operational to support the efforts in this project.

    - Adequate electrical power, UPS, and surge protection are in place and operational to support hardware and software listed on this project.

    - Equipment racks, shelves, and environmental requirements such as heating and cooling are the responsibility of Customer. NWN will provide Customer with these requirements upon request.

    - All hardware, software, licensing, maintenance or other required resources not explicitly listed on the Bill of Materials and subsequent Purchase Order.

    - Acceptable PSTN connectivity on the Customer premises if SRST functionality is part of the Solution.

    - The Customer will provide space, power, network and internet connectivity for each NWN-provided device needed to deliver the Solution.

    - Customer will Rack, Stack and Cable any network elements of the solution unless otherwise noted.

12. **Network Requirements** - Prior to starting NWN Services Project, the Customer must conduct a Network Assessment at each location and prove that they meet the minimum Network Requirements as any Failure to do so may result in project delays. The customer's Unified Communications system must be in steady state before the project can finish.

Customer is responsible for resolving any Customer environment (i.e. LAN, network) issues before, during, after Test and Turn up of NWN Contact Center Services.

Customer shall be responsible for ensuring that its Internet connection, any local network equipment, hardware and software used in connection with the Services, and all related configurations (collectively, "Environment"), adhere to the minimum standards and technical requirements specified in applicable Documentation. Customer agrees to: (a) grant NWN access to Customer's personnel, facilities and other resources under Customer's control as NWN may reasonably request in order to perform its obligations under the Customer Agreement; (b) allow NWN, upon reasonable request and subject to compliance with Customer's security policies, to conduct an initial assessment of Customer's network; and (c) make any adjustments to Customer's Environment that NWN reasonably determines necessary to satisfy the

minimum technical prerequisites specified in the applicable Network Requirements

It is required that the Customer meet the minimum network requirements for the maximum number of concurrent agents of the platform at one time. Customers may use the Vendor's Bandwidth considerations and requirements documents to ensure appropriate bandwidth.

In addition to ensuring appropriate bandwidth, Customer must ensure the IP network components used to transport NWN Service provide the appropriate DSCP based Quality of Service (QoS) for media and signaling.

If Customer does not adhere to these QoS requirements, Customer may experience service defects (such as periodic garbled voice/video communications or Endpoint resets) caused by delayed or discarded Service packets over non-QoS based network segment. Performance depends on a variety of factors, including, but not limited to, the number of subscribers simultaneously using the network, customer location, and destination and traffic on the WAN network. NWN is not responsible for degradations in service associated with such transport issues. NWN is provided AS IS without warranty of any kind. In these cases, the Customer will need to procure QoS aware network transport for the affected site or sites. NWN can provide a fee-based Network Assessment for other Internet services.

13. If prior to the commencement or during the performance of the Services purchased, Customer (i) fails to deliver any required material or services, (ii) fails to provide access to computer systems or facilities, as specified in the original Quote or SOW, and/or (iii) if the services are unable to be performed due to Customer delays for a period of over Sixty (60) days, NWN may require Customer to sign a Change Order Form in the form attached to the SOW setting forth the conditions and rates or fees, if any, under which NWN will continue providing Services. If such Change Order requires additional fees, Customer shall be required to submit a purchase order or purchase order change notice indicating Customer's agreement to pay such additional fees for NWN to continue to perform the Services.

14. Should the Customer or its affiliates be responsible for any delay, reschedule, or deployment back out, Customer shall assume all resultant engineering and work effort costs. NWN will issue a change order to customer outlining the project impact and cost.

15. NWN is not responsible for configuration changes on any equipment not specifically stated in the above Statement of Work.

16. Customer assumes all responsibility for providing the appropriate power for all installed equipment in this proposal. NWN can provide the plug type and desired power connection for each piece of equipment in the proposal.

17. Customer is responsible for all rack or cabinet hardware (including rack mounting hardware) that is needed to install the new equipment.

18. Customer assumes all responsibility for ensuring enough contiguous rack space for the new equipment to be installed during this project.

19. Customer needs to provide all Fiber Patch Cables between the new network equipment and the fiber patch panels in each network closet. NWN can provide the appropriate connector type for each patch cable if desired by the Customer.

20. Customer needs to provide all Copper Patch Cables between the new network equipment and the copper patch panels in each network closet. NWN assumes RJ45 connectivity for all copper patch cables needed.

21. Customer is responsible for providing all Cable Management (Vertical and Horizontal) in order to correctly route each patch cable from the newly installed network equipment to the appropriate patch panel.

22. Customer must provide access along with safety, security & emergency protocols for NWN staff for all the appropriate areas in the facility in order to complete the work effort included in this proposal.

23. Customer is responsible for all environmental concerns in each network closet that NWN will install new equipment. If equipment problems arise due to excessive heat or water in the network closets, then the Customer is responsible for all equipment replacement costs.

24. Customer must provide free and clear access to the network equipment racks in each network closet.

25. Customer must provide a work area large enough for receipt of all new equipment for this project.

26. Customer must provide outside phone and Internet access for all NWN staff when onsite.

27. Customer must provide a dedicated point of contact for the entirety of this project. This Contact must be available during major steps in the installation process. If the Customer contact is not available during the process and schedules slide due to Customer unavailability, then Customer costs may arise to the delayed schedule.

28. Customer and NWN will mutually agree upon downtime prior to any installation and ensure this downtime is scheduled in advance so the Customer can make appropriate preparations at the facility.

29. Customer must obtain all necessary work permits.

30. Customer is responsible for removal of shipping packaging once all the equipment is received at the Customer site.

31. Adjacent equipment, including equipment that is connected to elements being worked on by NWN, has manufacturer support as well as customer-assigned support personnel to address any issues that arise during the work under this engagement.

32. Services will be restored to pre-upgrade/pre-migration status/condition. Resolution of any pre-existing issues is not within the scope of this engagement.

33. Customer will provide existing "as built" information, including diagrams and other documentation.