



Verizon

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CALNET 3, Category 6: Call Center Telephony
Subcategory 6.1 Hosted IVR/ACD

Volume 2 – Response to Unique Subcategory Requirements

**SOW Technical Requirements
Response**

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Required IFB Exhibits

Volume 2 should contain all information that is unique to each Category or Subcategory being bid, with each Category or Subcategory separated into its own binder (or binders). Each Category or Subcategory binder should contain the following items:

1. Required IFB Exhibits unique to each Category or Subcategory, in the following order:

b. Exhibit 12: GSPD 05-105, Bidder Declaration

Verizon Response

The required exhibit is provided in the following pages, and as an embedded document in the electronic version of this submission.

To Open File:

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Or

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Exhibit 12_Bidder
Declaration_Cat 6.1.1

Response to SOW Technical Requirements

TECHNICAL REQUIREMENTS

SUBCATEGORY 6.1 - HOSTED IVR/ACD

6.1.1 OVERVIEW

This Subcategory 6.1 IFB provides the State's solicitation for best value solutions for hosted Interactive Voice Response (IVR) and Automatic Call Distributor (ACD) services. This IFB describes the CALNET 3 technical requirements necessary to support the CALNET 3 program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB Section 4. The CALNET 3 Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET 3 Contract Management and Oversight (CALNET 3 CMO).

6.1.1.1 BIDDER RESPONSE REQUIREMENTS

Throughout this IFB, Bidders are required to acknowledge acceptance of the requirements described herein by responding to one (1) of the following:

Example A (for requirements that require confirmation that the Bidder understands and accepts the requirement):

*"Bidder understands the Requirement and shall meet or exceed it? Yes _____
No _____"*

Or,

Example B (for responses that require the Bidder to provide a description or written response to the requirement):

*"Bidder understands the requirements in Section xxx and shall meet or exceed them?
Yes _____ No _____"*

Description:"

6.1.1.2 DESIGNATION OF REQUIREMENTS

All Technical Requirements specified in this IFB Section are Mandatory and must be responded to as identified in IFB Section 3.4.2.5 by the Bidder. Additionally, some Mandatory requirements are "Mandatory-Scorable" and are designated as "(M S)". The State will have the option of whether or not to include each item in the Contract, based on the best interest of the State. Furthermore, Customers will have the option whether or not to order services or features included in the Contract. Service Requests for some CALNET 3 services or features may require CALNET 3 CMO approval.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Cost Worksheets. Items not listed in the Cost Worksheets will not be billable by the Contractor. If Bidder provided unsolicited items

include features described in the IFB and are not billable in the Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price unless it represents an unbundling of the mandatory service.

Services and features included in the Cost Worksheets are those that the Bidder must provide. All Bidders must provide individual prices as indicated in the Cost Worksheets in the Bidder's Final Proposal. Items submitted with no price will be considered as offered at no cost.

6.1.1.3 PACIFIC TIME ZONE

Unless specific otherwise, all times stated herein are times in the Pacific Time Zone.

6.1.2 NETWORK BASED CONTACT CENTER (NBCC) SERVICES

6.1.2.1 NBCC GENERAL REQUIREMENTS

Contractor shall provide an NBCC solution that does not include Customer premise equipment. The Contractor shall provide the necessary system components required for the NBCC including but not limited to hardware and software. The system components shall be owned and maintained by the Contractor, and shall be located within the Contractor's network.

Bidders shall describe their proposed NBCC solution, including original system manufacturer(s) and model(s) (even if rebranded in Bidder's name), the company that is physically hosting the NBCC, and the level of system integration, e.g., using the same manufacturer hardware and software platform with a single administrative database for all components, same manufacturer but separate platforms or products with separate administrative databases even if a single administrative interface, or separate manufacturers of major system components.

Bidders shall provide two (2) hard copies and one (1) electronic copy of the architecture components and network for the NBCC solution proposed for CALNET 3. Electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format. Hard copy drawings shall be provided in standard D size. Drawings shall include but not necessarily be limited to the following:

- 1. Geographic location of architecture components;*
- 2. Interconnection of architecture components;*
- 3. Example call flow voice channel; and,*
- 4. Network connections between architecture components.*
- 5. Detail of the components available at each contact center.*

The Bidder's CALNET 3 NBCC descriptive text shall describe the labeled components and network elements identified in the drawings, and shall address:

- 1. Load Balancing – the ability to load balance calls across redundant and geographically diverse components/systems.*
- 2. Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe.*

3. *Survivability – the ability to move calls to another geographic location in response to unanticipated incidents, disasters, or catastrophes.*
4. *Redundancy – having one (1) or more circuits, components and systems available in case of failure of a single circuit/component with automatic failover.*
5. *Geographic Diversity – distributed components and diverse network connections minimize the chance of a single point of failure.*

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

Verizon will provide an NBCC solution that does not include Customer premise equipment and will provide the necessary system components required for the NBCC including but not limited to hardware and software. Verizon, its affiliates and partners will own and maintain the system components, which are located within the network.

Verizon Contact Center Solutions use a multi-tenant architecture. Customers are assigned a business unit that no other Contact Center Solution customer can access. Each business unit is self-contained and allows for all contracted functionality.

Verizon offers a number of platforms and services to provide a complete Contact Center Solutions. Depending on the specific needs of the customer Verizon recommends, installs and customizes the solution to fit the specific requirements of the end use customer.

Contact Center Solution Points of Presence (PoP) sites are in Los Angeles, CA and Dallas, TX and each operates redundant to the other.

These PoP sites are supported and monitored by a 24x7 carrier-grade Network Operations Center (NOC) in Salt Lake City, UT. The NOC employs next generation, industry-standard monitoring systems and tools and, in the event of failure, can operate remotely using virtual contact center technology in Salt Lake City or Los Angeles.



Carrier Grade Architecture: US



Verizon has provided two (2) hard copies and one (1) electronic copy of the architecture components and network for the NBCC solution proposed for CALNET 3. This includes geographic location and interconnection of architecture components, example call flow voice channel, network connections between architecture components, and Detail of the components available at each contact center. An electronic copy is embedded below.

To Open File:

- *Double Click "icon"*

Or

- *Right Click over "icon", then select "Object", then select "Open"*



6.1.2.1.1 Load Balancing and Automatic Failover

The NBCC solution must utilize load balancing and automatic failover between components.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

6.1.2.1.2 Geographic Distribution

The NBCC solution platform shall be geographically distributed and calls shall be distributed across platform locations.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

6.1.2.1.3 Redundancy

The NBCC solution platform shall utilize redundant components with a minimum of N+1 component redundancy.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

6.1.2.1.4 ACD and IVR

The NBCC shall include Automatic Call Distributor (ACD) as described in Section 6.1.2.3 and Interactive Voice Response (IVR) and described in Section 6.1.2.4.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

6.1.2.1.5 Virtual Contact Center Support

The NBCC shall allow for a virtual contact center that supports agents distributed throughout California, including single site, multiple site, and enterprise wide contact centers.

Bidder shall describe how its offering includes virtual contact center functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

Description:

The Verizon NBCC allows for a virtual contact center that supports agents distributed throughout California, including single site, multiple site, and enterprise wide contact centers. Contact Center Solution is not limited specific call center locations and provides a foundation for remote agents without any additional costs. Contact Center Solution extends the capabilities of the ACD to any location and allows multiple groups to answer inbound calls as one group. Each agent is assigned a 10 digit DID and any agents DID can be assigned to ACD group allowing for the extension of an ACD group to expand beyond the four walls of a traditional call center.

Verizon's Contact Center Solution inherently allows users to access the services from any location. The Contact Center Solution is a cloud-based contact center offering that supports inbound/outbound telephony, web call-back, scheduled call

back, web chat, web page push collaboration, and email. Verizon Contact Center Solutions are the most comprehensive product suite with ACD, IVR, CTI, combined with Work Force Management solutions with an industry leading uptime guarantee.

6.1.2.1.6 *Intelligent Call Routing*

The NBCC shall intelligently route calls to agents associated with a virtual group according to Customer defined business rules including dialed number, calling number, time of day, caller location, agent skill set, and caller entered data. The NBCC shall support intelligent routing of calls to SIP endpoints.

Bidder shall describe its intelligent call routing.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

The Verizon NBCC intelligently routes calls to agents associated with a virtual group according to Customer defined business rules including dialed number, calling number, time of day, caller location, agent skill set, and caller entered data.

Verizon's Hosted (Cloud) Contact Center Solutions portfolio provides a comprehensive, managed, network-routing solution that intelligently routes multimedia transactions, such as voice, e-mail, chat, and web push collaboration for contact centers. Hosted Intelligent Contact Routing gives customers with multiple contact centers the power to operate as one virtual enterprise or independently to meet business needs. Deployed in a network-class environment and accompanied by a suite of optional managed services.

Intelligent contact routing allows for contact-by-contact intelligent routing, through a universal queue, that directs each contact to the agent best able to serve each customer's need, whether in a contact center, home office, or at a remote branch office location. Verizon's hosted solution employs user-defined business rules, caller characteristics, data requested and provided by the caller, and data retrieved from contact center host computers, all within our network.

The Contact Center Solution offers sophisticated skills-based routing.

Every agent can be assigned one or more skills, and for each skill assignment the agent can be configured to a specific proficiency level.

An incoming call is then routed to the next available agent with the highest proficiency—regardless of their physical location.

If multiple available agents have the same proficiency, the call is delivered to the agent who has been available the longest. This technique ensures that callers are routed to the most qualified, available agent.

A lower proficiency could also be used to manage backup agents for a queue. For example, a supervisor would be very qualified to handle a call; Typically a supervisor would not be taking calls unless there was high call volume or a shortage of agents.

Another advanced feature bundled with skill-based routing is priority routing. In some circumstances it is helpful to identify high-priority calls and to move them to the front of the queue.

Once the State has identified a high-priority caller, through the use of a special toll-free number or a data dip, the Contact Center Solution makes it simple to handle that caller next even if there is a queue of other callers waiting to speak to an agent.

Verizon can route to any agent number based on the North American Numbering Plan (NANP). This provides for delivery of the call to any PSTN, IP PBX, PBX, Cell Phone or SIP endpoint that has a NANP telephone number. This allows for any telephone number to become an agent on the platform.

6.1.2.1.7 Network Queuing

The NBCC shall place callers in a network queue if no agent is available. The NBCC solution shall support multiple communication methodologies (channels) including voice, web, email, FAX and chat.

Bidder shall describe its network queuing functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

Description:

The Verizon NBCC places callers in a network queue if no agent is available. The NBCC solution supports multiple communication methodologies (channels) including voice, web, email, FAX and chat.

Verizon's Hosted (Cloud) Contact Center portfolio provides a universal or blended network queue that accommodates multi-channel voice, email, chat, and social media interactions. Network based virtual queues can also be established for those callers who prefer to retain their place in queue, but not wait on the phone for an agent.

6.1.2.1.8 ACD and IVR Integration

When a Customer orders any of the services in this Section 6.1.2, those services shall be integrated with the NBCC. These services shall include:

1. *Automatic Call Distributor (ACD) functionality as described in Section 6.1.2.3; and,*
2. *Interactive Voice Response (IVR) functionality as described in Section 6.1.2.4.*

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

6.1.2.2 NETWORK BASED CONTACT CENTER GENERAL FEATURES

In addition to the basic NBCC functionality requirements described above, the NBCC shall include the following features.

6.1.2.2.1 NBCC Web Call Back

The NBCC shall provide a web call back capability that allows a caller to request a call back by filling out a form on the Customer website. The call back algorithm shall be based upon the availability of a contact center agent. The call back request shall be automatically distributed to the most appropriate agent based upon the availability of an agent and Customer specified criteria.

Bidder shall describe its NBCC Web Call Back capability.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

The Verizon NBCC provides a web call back capability that allows a caller to request a call back by filling out a form on the Customer website. The call back algorithm is based upon the availability of a contact center agent. The call back request is automatically distributed to the most appropriate agent based upon the availability of an agent and Customer specified criteria.

6.1.2.2.2 INTENTIONALLY DELETED

6.1.2.2.3 NBCC Real Time Text Chat Capability

The NBCC shall allow the contact center agents to engage in real time text chat with callers directed from their website. The text chat shall provide the following minimum capabilities:

- 1. Archive text chat session (create transcripts);*
- 2. Allow agents to manage multiple text chat sessions;*
- 3. Allow bidirectional file transfers;*
- 4. Allow Agent to view the active web page the text chat caller is on;*
- 5. Provide a log of text chat sessions;*
- 6. Provide an automatic spell check and grammar check option that is enabled when an agent is typing in an active session; and,*

Bidder shall describe its NBCC Real Time Text Chat capability.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

The Verizon NBCC allows the contact center agents to engage in real time text chat with callers directed from their website. The text chat provides the following minimum capabilities:

1. Archive text chat session (create transcripts);
2. Allow agents to manage multiple text chat sessions;

3. Allow bidirectional file transfers;
4. Allow Agent to view the active web page the text chat caller is on via the URL from the chat;
5. Provide a log of text chat sessions;
6. The Contact Center Solution provides for texting and chat inherently. Spell check and grammar check will be done at the customer desktop level.

Chat from customer to agent is integrated directly into the Contact Center Solution agent interface.

Agents can exchange instant messages with other agents or supervisors on their team. Supervisors can use Chat to coach agents

6.1.2.2.4 NBCC Digital Recording Capability

The NBCC shall provide digital recording and monitoring of inbound/outbound voice calls. At a minimum, the date, time, duration, caller ID information (if available), dialogue and identity of the agent handling the call shall be captured and recorded. The system shall allow archived calls to be retrieved by the authorized user by date, time, agent, content, contact channel or identity (ANI) of the caller. The following minimum capabilities shall be provided:

1. *Archive recordings.*
2. *Playback of recording.*
3. *Provide the capability for the recording of an agent to be activated and deactivated on demand.*
4. *Remote monitoring and playback.*
5. *Reporting (management and administrative).*
6. *Scheduled and random call recording.*
7. *Selective recording (based on business rules).*

This service is sold in per gigabyte increments.

Bidder shall describe its NBCC Digital Recording capability.

Bidder understands the Requirement and shall meet or exceed it? Yes X No _____

Description:

The Verizon NBCC will provide digital recording and monitoring of inbound/outbound voice calls. At a minimum, the date, time, duration, caller ID information (if available), dialogue and identity of the agent handling the call will be captured and recorded. The system shall allow archived calls to be retrieved by the authorized user by date, time, agent, content, contact channel or identity (ANI) of the caller. The following minimum capabilities shall be provided:

1. Archive recordings.
2. Playback of recording.
3. Provide the capability for the recording of an agent to be activated and deactivated on demand.
4. Remote monitoring and playback.
5. Reporting (management and administrative).
6. Scheduled and random call recording.
7. Selective recording (based on business rules).

Using our Call Flow scripting application, Studio, Supervisors, or Admin can set up recording rules based on call flow or skill group.

Contact Center Solution also provides on-demand call recording. When an agent is on an active call, supervisors can monitor or record it from the Agent Zoom window in inTouch, or through the Supervisor Agent Login console. An agent selects Record from the Contact Center Solution Agent interface.

Contact Center Solution allows for automated recording of calls, and can include any percentage of calls that you deem necessary. Call recording can be automated to record every call, a certain ratio of calls, or every 6th call, etc.

Contact Center Solution Screen Recording incorporates a best-of-breed screen recording capability with our enterprise-level ACD solution to provide you with a complete view of all supported media type customer interactions. Verizon Contact Center Solution will provide customization and work with individual State entities to define specific protocols and rules for screen recording.

Quality Monitoring (QM), available for Contact Center Solution, is a web solution that allows contact centers to assess and rank agent performance based on parameters set up by you.

QM adds value to the Contact Center Solution ACD by providing an easy to use solution to score agent interaction recordings using customized scorecards. The evaluations can be quickly consumed to pinpoint bottom and top performers to provide agent performance training.

Generally, all call recordings are stored at the Contact Center Solutions Data Center initially. However, Contact Center Solution can have jobs set up in the system to copy the CallLog.wav files for recorded calls to either a Contact Center Solution SFTP site or customer provided FTP site.

Using our Call Flow scripting application, Studio, Supervisors, or Admin can set up recording rules based on call flow and skill group.

For on demand, when an agent is on an active call, supervisors can monitor or record it from the Agent Zoom window in inTouch, or through the Supervisor Agent Login console. An agent selects Record from the Contact Center Solution Agent interface.

The Contact Center Solution can record calls, which can be used to meet legal, regulatory, or business improvement strategies. In addition, you can store recordings on the hosted platform or have them delivered to a customer-owned storage device.

While the Contact Center Solution retains the call recordings for a customer-defined period of time, the State could consider the following:

- Deleting recordings permanently (after a defined period of time)
- Transferring recordings using File Transfer Protocol (FTP)
- Transferring recordings using Secure File Transfer Protocol (SFTP).

The following options help you address these issues.

- **Retain the Recordings on the Platform with a Set Time to Live (TTL) and then Delete.** This option is typically used to meet agent coaching purposes, but it can also meet financial, regulatory, or legal requirements.

You can store recordings on the platform for a customer-defined duration by establishing a TTL for call recordings. At the expiration of the TTL period, the recording is deleted and is no longer available.

If you choose this option, you must inform the Contact Center Solution team of the relevant TTL during implementation. This information is configured into the platform and can result in extra fees for storage if the account exceeds its allotted storage (which equates to the total number of agents using the platform multiplied by 1 gigabyte).

For example, to retain call recordings for 3 months for 10 unique agents, the TTL is set to 90 days and you are allotted 10 gigabytes of storage at no extra charge. If during the 90 day window the recording storage exceeds 10 gigabytes, you begin to incur additional storage charges on a per-gigabyte basis.

At day 91, customer recordings for day 1 are deleted from the platform and become unrecoverable.

- **Retain the Recordings on the Platform with a Plan to Transfer files via FTP to a Remote Device.** This option is useful if you require long-term storage at a controlled cost and without the need for secure transfer of recordings.

The initial recordings are stored on the platform for a customer-defined period by establishing the TTL. At the expiration of the TTL, the recordings are delivered to a customer's FTP server. Upon successful completion of file delivery, the files are deleted from Contact Center Solution.

If you choose this option, you must inform the Contact Center Solution team of the relevant TTL during implementation, and you must also provide a contact who can work with us to ensure the FTP process is configured properly.

This information is configured into the platform and can result in extra fees for storage if an account exceeds its allotted storage (which equates to the total number of agents utilizing the platform multiplied by 1 gigabyte).

For example, to retain call recordings for 3 months for 10 unique agents and then transfer recordings to a remote storage device, the TTL is set to 90 days and you are allotted 10 gigabytes of storage at no extra charge.

If during the 90 day window the recording storage exceeds 10 gigabytes, you begin to incur additional storage charges on a per-gigabyte basis.

At day 91, customer recordings for day 1 are transferred to a customer-owned FTP site. Upon successful completion of the transfer, the files are deleted and are no longer available.

- **Retain the Recordings on the Platform with a Plan to Transfer files via SFTP to a Remote Device.** This option is useful if you need long-term storage at a controlled cost and you need secure transfer of call recordings.

The initial recordings are stored on the platform for a customer-defined period by defining the TTL. At the expiration of the TTL, the recordings are placed on a Contact Center Solution FTP site where you can download the files via SFTP to a customer-owned storage device.

Upon successful completion of file retrieval, you are responsible for deleting the files from the Contact Center Solution FTP server.

If you choose this option, you must inform the Contact Center Solution team of the relevant TTL during implementation. You must also provide information needed to perform the SFTP transfer and identify a contact who can work with us to ensure the SFTP process is configured properly.

This information is configured into the platform and can result in extra fees for storage if the account exceeds its allotted storage (which equates to the total number of agents utilizing the platform multiplied by 1 gigabyte).

For example, to retain call recordings for 3 months for 10 unique agents and then transfer recordings to a remote storage device, the TTL is set to 90 days and you are allotted 10 gigabytes of storage at no extra charge.

If during the 90 day window the recording storage exceeds 10 gigabytes, you begin to incur additional storage charges on a per-gigabyte basis.

At day 91, all customer recordings for day 1 are sent to a Contact Center Solution FTP location awaiting customer download via SFTP.

The customer is then responsible to delete all recordings from the Virtual Contact Center FTP server or incur extra storage costs.

Contact Center Solution supports 8-bit mono U-Law .wav and Microsoft .wma file formats.

Contact Center Solution can send recorded calls directly to customer FTP sites, to a specific email address (a supervisor / manager) or to be accessed through login on the Contact Center Solution web portal.

Recorded calls are stored in Contact Center Solution's database as .wav and Microsoft .wma file formats, and they can be played over the computer and forwarded to others via email.

6.1.2.2.5 NBCC Collaborative Browsing Capabilities

The NBCC shall provide collaborative browsing capability. This allows bi-directional sharing of web pages between the contact center agent and the caller. It shall enable a caller to request a co-browse session with a contact center agent. The agent shall have the capability to highlight text and scroll the browser screen to a specific section of a web page. The agent shall have the capability to push a web page to the caller and vice-versa. The Contractor shall allow the capability for an agent to transfer control of a collaborative browsing session to another agent and log all collaborative interactions between the agent and caller.

Bidder shall describe its NBCC Collaborative Browsing capability.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

The Verizon NBCC provides collaborative browsing capability for sharing of web pages between the contact center agent and the caller. It enables a caller to request a co-browse session with a contact center agent. The agent has the ability to highlight text and scroll the browser screen to a specific section of a web page. The agent has the ability to push a web page to the caller. Verizon will provide the capability for an agent to transfer control of a collaborative browsing session to another agent and log all collaborative interactions between the agent and caller.

6.1.2.2.6 NBCC Email Response Management (ERM) Capability

The NBCC shall provide an email response management (ERM) that shall assign a tracking ID to each email and route email communications from the public to the Agent based on the Customer specified business rules. The ERM shall provide the following minimum capabilities:

1. *Auto response,*
2. *Automatic acknowledgement,*
3. *Email classification and prioritization*
4. *Email routing based upon business rules*

5. *Filtering capability*
6. *Content analysis and knowledge base for suggested and personalized responses*
7. *Management reports*
8. *Multiple language support (English and Spanish)*
9. *Real time exception reports*

Bidder shall describe its NBCC Email Response Management capability.

Bidder understands the Requirement and shall meet or exceed it? Yes X No _____

Description:

The Verizon NBCC will provide an email response management (ERM) that assigns a tracking ID to each email and route email communications from the public to the Agent based on the Customer specified business rules. The ERM will provide the following capabilities:

1. Auto response
2. Automatic acknowledgement
3. Email classification and prioritization
4. Email routing based upon business rules
5. Filtering capability
6. Content analysis and knowledge base for suggested and personalized responses; Verizon can integrate with Customer Relationship Management and Knowledge Base solutions.
7. Management reports
8. Multiple language support (English and Spanish)
9. Real time exception reports

Verizon's Contact Center Solution (CCS) portfolio supports intelligent delivery of contacts of various media types, including: voice, email, and chat. Inherent in CCS's skills-based routing system is the ability to provide several skill groups per agent working in a multimedia skill. The skills are then assigned to agents. Agents can be assigned multiple skills with various media types.

CCS can log and track email activity based on a number of filters (from, to, date, etc.) in the contact history report within CCS Central.

Based on the skill, an email is assigned the 'auto suggest' requirement and can be accomplished through CCS agent scripting. When the email is presented to the

agent, another window with possible answers can be popped to the agent (answers configurable) where the agent can copy / paste potential answers into the email response.

CCS's multimedia functionality allows the agent to receive and respond to incoming emails. They can be queued in conjunction with incoming phone calls. Attachments can be supported.

- All Agents have inherent email capabilities. Agents can receive and reply to email messages.
- CCS utilizes email as an inbound channel but is not the email system.
- CCS has the ability to analyze incoming email for skills based routing decisions.
- CCS has the ability to route email based on skill and proficiency.
- Through the CCS Studio tool, auto acknowledgement based on content analysis can be completed using the "send email" and parse action icons.

Similar to Voice logging, the CCS solution has the ability to log and track email activity through the CCS Reports 2.0 Business Intelligence tool.

Through Agent Scripting, CCS also has the ability to provide the agent responses based on the email content (which would be categorized to a unique skill group). The agent would then copy and paste applicable answers into email field.

- CCS has the ability to email the chat transcript to an email address supplied by the customer
- Similar to Voice recording, the CCS solution has the ability to log and track chat and email transcripts which can be found in the VCC Central Contact history report.

CCS's email routing solution can auto-respond to an email based on certain criteria or certain words within an email. Contact Center Solution supports the following languages:

- English
- Spanish
- Portuguese (Brazilian)
- French
- German
- Russia
- Japanese
- Chinese

■ Korean

6.1.2.2.7 NBCC Workforce Management (WFM) System

The NBCC shall provide a workforce management (WFM) system that automates forecasting and scheduling calculations based upon real time and historical contact center data. The WFM system shall enable Customers to effectively schedule resources, accurately forecast call volumes and analyze/review performance statistics for single or multiple sites and blended applications. The WFM system shall provide the following minimum capabilities:

- 1. Forecasting staffing needs including agents skills, skill levels and shifts*
- 2. Forecast contact volumes and workload – overall call volume by contact channel*
- 3. Provide agent scheduling and create optimized agent schedules by shift and skill*
- 4. Report schedule adherence – real time tracking, alerting and graphical reporting of agent adherence to their individual schedule.*
- 5. Reporting – Provide comprehensive historical, real-time management and exception reports. Reports shall include totals and summary information.*

Bidder shall describe its NBCC Workforce Management System capability.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

The Verizon NBCC provides a workforce management (WFM) system that automates forecasting and scheduling calculations based upon real time and historical contact center data. The WFM system enables Customers to effectively schedule resources, accurately forecast call volumes and analyze/review performance statistics for single or multiple sites and blended applications. The WFM system provides the following capabilities:

1. Forecast staffing needs including agents skills, skill levels and shifts
2. Forecast contact volumes and workload – overall call volume by contact channel
3. Provide agent scheduling and create optimized agent schedules by shift and skill
4. Report schedule adherence – real time tracking, alerting and graphical reporting of agent adherence to their individual schedule.
5. Reporting – Provide comprehensive historical, real-time management and exception reports. Reports shall include totals and summary information.

The Contact Center Solution Workforce Management solution provides you with an intuitive desktop solution for managing and planning your contact center activities and ensures that your contact center will deliver the ultimate in customer service.

Forecasting and scheduling, the core software client module of the WFM solution, offers:

- Advanced forecasting and scheduling tools to meet your customer service goals.
- An easy-to-use interface that leverages advanced technology for rapid schedule building.
- Flexible forecasting and scheduling based on your contact center rules and needs.
- Contact Center Solution management.
- Seamless integration with your ACD (automated call distributor).
- Queue- and group-level performance analysis and monitoring with easy-to-read graphs.
- Robust employee management tools.

These features are available through an easy-to-use Windows interface designed to make all levels in the contact center more productive.

Benefits of Workforce Management

- Forecast calls and workload to determine staffing requirements
- Create optimal schedules to improve customer satisfaction and agent performance
- Monitor agent adherence
- Respond during the day with intra-day management capabilities
- Manage contact center to improve performance through operational metrics

The workforce management (WFM) solution uses its forecasting and scheduling capabilities to drive efficiency and the most optimum staffing and service levels. One of the top objectives of the scheduling engine is to meet the service level.

WFM provides considerable flexibility allowing users input appropriate information to come up with the most accurate forecasts across multiple queues and media.

Forecasting is achieved through selecting, combining, and/or altering historical data stored in the system. Forecasts are created to reflect contact behavior across 15 minute increments.

The components of the contact behavior are Contact Volume and Average Handle Time against a service level requirement. Required service levels are entered into the solution via the Service Goals module.

Contact Center Solution workforce management provides real-time adherence screens available in Pulse.

This adherence activity is refreshed every minute and allows you to see what the agents are scheduled to be doing, what they actually are doing, and the variance between the two.

You can also approve exceptions by agent and group.

Our workforce management solution offers up-to-the-minute monitoring and tracking of the agent's adherence to their schedule via the Adherence Module.

Found within the Tracking Module, Advanced Adherence tracks schedule adherence across all contact channels, covering front and back office activities, including phone (aux code states), e-mail, and chat, sorting mail, and special projects.

Workforce Management is provided via the Contact Center Solution workforce management solution, which leverages Verint technology.

Verizon provides cloud based Workforce Management Applications that include intuitive desktop solutions for managing and planning your contact center activities and ensures that your contact center will deliver the ultimate in customer service.

Forecasting and scheduling, the core software client module of the WFM solution, offers:

- State-of-the-art forecasting and scheduling tools designed to meet your customer service goals.
- An easy-to-use interface that leverages advanced technology for rapid schedule building.
- Flexible forecasting and scheduling based on your contact center rules and needs.
- Seamless integration with your ACD (automated call distributor).
- Robust employee management tools.

These features are available through an easy-to-use Windows interface designed to make all levels in the contact center more productive.

The WFM solution uses its forecasting and scheduling capabilities to drive efficiency and the most optimum staffing and service levels. One of the top objectives of the scheduling engine is to meet the service level.

WFM provides considerable flexibility allowing users input appropriate information to come up with the most accurate forecasts across multiple queues and media.

Forecasting is achieved through selecting, combining, and/or altering historical data stored in the system. Forecasts are created to reflect contact behavior across 15-minute increments.

The components of the contact behavior are Contact Volume and Average Handle Time against a service Level requirement. Required service levels are entered into the solution via the Service Goals module.

WFM provides real-time adherence screens. Found within the Tracking Module, Advanced Adherence tracks schedule adherence across all contact channels covering front and back office activities including phone (aux code states), e-mail, and chat, sorting mail, faxes, and special projects.

This adherence activity is refreshed every minute and allows you to see what the agents are scheduled to be doing, what they actually are doing, and the variance between the two.

6.1.2.2.8 NBCC Automated Preview Outbound Dialing

The NBCC shall provide a preview dialer that provides automated preview outbound dialing. The preview dialer shall support either centralized or distributed contact center environments. The preview dialer shall automatically initiate domestic and international outbound calls. The preview dialer shall allow agents to preview the customer record and decide whether or not to skip to the next contact before the call is placed. The preview dialer shall include the option of allowing the outbound call to be placed from the agent's phone rather than from the dialer. Performance reports for the preview dialer shall be available to the Customers. Real time (within 15 seconds) and historical reports shall be available to the Customer at campaign and agent level. This feature works with outbound agent only – not inbound.

Bidder shall describe its NBCC Automated Outbound Preview Dialing capability.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

The Verizon NBCC will provide a preview dialer that provides automated preview outbound dialing. The preview dialer will support either centralized or distributed contact center environments. The preview dialer shall automatically initiate domestic and international outbound calls. The preview dialer will allow agents to preview the customer record and decide whether or not to skip to the next contact before the call is placed.

The preview dialer shall include the option of allowing the outbound call to be placed from the agent's phone rather than from the dialer. Performance reports for the preview dialer shall be available to the Customers. Real time (within 15 seconds) and historical reports shall be available to the Customer at campaign and agent level. This feature works with outbound agent only – not inbound.

Verizon's Cloud Contact center provides the follow outbound calling options.

- Agent initiated dialing – agents will now be able to use the dialing pad on the agent interface to call a customer back
- Preview dialing – Combines automotive dialing benefits with the ability for an agent to preview the contact and elect to accept or decline the call

- Progressive – customers can upload lists and have Virtual Contact Center present an agent with a screen pop while a customer is immediately called
- Message Lay Down – customers can have the system reach out to a customer and offer them an automated message or the option to transfer to a live agent
- The integration of outbound and inbound call handling is accomplished by agent blending and business rules. Reporting is available in both real time and historical views.

6.1.2.2.9 NBCC Automated Predictive Outbound Dialing

The NBCC shall provide a predictive dialer that provides for predictive outbound dialing. The predictive dialer shall capture real time statistics from the call queue and, using algorithms, dial more numbers than there are agents maximizing agent utilization while not exceeding the configured maximum abandoned call rate. The predictive dialer shall integrate with centralized or distributed contact center environments. The predictive dialer shall automatically initiate domestic and international outbound calls. The predictive dialer shall have the capability to transfer to agent or to IVR for self service depending on the detected call result. The predictive dialer shall have the capability to detect busy, ring/no answer, answering machine and FAX. Performance reports for the predictive dialer shall be available to the Customers. Real time (within 15 seconds) and historical reports shall be available to the Customer at campaign and agent level. This feature works with outbound agent only – not inbound.

Bidder shall describe its NBCC Automated Predictive Outbound Dialing capability.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

The NBCC will provide a predictive dialer that provides for predictive outbound dialing. The predictive dialer will capture real time statistics from the call queue and, using algorithms, dial more numbers than there are agents maximizing agent utilization while not exceeding the configured maximum abandoned call rate. The predictive dialer shall integrate with centralized or distributed contact center environments. The predictive dialer shall automatically initiate domestic and international outbound calls.

The predictive dialer shall have the capability to transfer to agent or to IVR for self-service depending on the detected call result. The predictive dialer shall have the capability to detect busy, ring/no answer, answering machine and FAX. Performance reports for the predictive dialer shall be available to the Customers. Real time (within 15 seconds) and historical reports shall be available to the Customer at campaign and agent level. This feature works with outbound agent only – not inbound.

6.1.2.2.10 NBCC Voice Callback

The NBCC shall provide for the ability to allow a Customer contact utilizing the voice media channel the option of not remaining on the phone and instead receive a callback when it is their place in queue or at a scheduled time.

Bidder shall describe its NBCC Voice Callback capability.

Bidder understands the Requirement and shall meet or exceed it? Yes X No _____

Description:

The Verizon NBCC will provide for the ability to allow a Customer contact utilizing the voice media channel the option of not remaining on the phone and instead receive a callback when it is their place in queue or at a scheduled time. This is included in as part of the Verizon NBCC solution.

6.1.2.2.11 NBCC Advanced Score Card/Advanced Quality Management

The NBCC shall provide for quality management. The solution shall include role based customizable scorecards derived from predefined key performance indicators (KPI's) or user defined KPI's. The solution shall include reporting capability that allows managers to review results or identify trends at either the group or agent level.

Bidder shall describe its NBCC Quality Management capability.

Bidder understands the Requirement and shall meet or exceed it? Yes X No _____

Description:

The Verizon NBCC will provide for quality management with the Advanced Score Card/ Advanced Quality Management Basic option. The solution shall include role based customizable scorecards derived from predefined key performance indicators (KPI's) or user defined KPI's. The solution shall include reporting capability that allows managers to review results or identify trends at either the group or agent level. Expanded Functionality is also available as an enhancement to these requirements with Quality Management Advanced which include Role Based Customizable Scorecard, Real Time Monitoring and Evaluation.

6.1.2.2.12 NBCC Screen Capture

The NBCC shall provide for screen capture. Screen captures shall be associated with the call recording described in 6.1.2.2.4 when an agent is handling a call. The solution shall provide synchronized playback of screen captures and audio recordings. The solution shall integrate with the quality management solution identified in 6.1.2.2.11 to facilitate scoring of agents.

Bidder shall describe its NBCC Screen Capture capability.

Bidder understands the Requirement and shall meet or exceed it? Yes X No _____

Description:

The NBCC will provide for screen capture. Screen captures shall be associated with the call recording described in 6.1.2.2.4 when an agent is handling a call. The solution shall provide synchronized playback of screen captures and audio recordings. The solution shall integrate with the quality management solution identified in 6.1.2.2.11 to facilitate scoring of agents. The Contact Center Solution

Quality Management Basic provides for this functionality. Enhancements to this functionality can be provided with Quality Management Advanced.

6.1.2.2.13 NBCC Blended Agent

The Contractor shall provide NBCC Blended Agent. This feature adds the predictive dialing capability described in 6.1.2.2.9 or the preview dialing capability described in 6.1.2.2.8 to inbound agent described in 6.1.2.3.7.1.

Bidder shall describe its NBCC Blended Agent capability.

Bidder understands the Requirement and shall meet or exceed it? Yes X No _____

Description:

Verizon will provide NBCC Blended Agent. This feature adds the predictive dialing capability described in 6.1.2.2.9 or the preview dialing capability described in 6.1.2.2.8 to inbound agent described in 6.1.2.3.7.1.

Table 6.1.2.2.a – Network Based Contact Center (NBCC) General Features

	Feature Name	Feature Description	Meets or Exceeds? Y/ N	Bidder's Product Identifier
1	NBCC Web Call Back	Web call back functionality as described in Section 6.1.2.2.1. Includes zero hours of application development.	Y	NBWC0000
	Bidder's Description: Verizon will provide Web call back functionality as described in Section 6.1.2.2.1. Includes zero hours of application development.			
2	NBCC Real Time Text Chat Capability	Real time chat functionality as described in Section 6.1.2.2.3. Includes zero hours of application development.	Y	NBRT0000
	Bidder's Description: Verizon will provide Real time chat functionality as described in Section 6.1.2.2.3. Includes zero hours of application development.			
3	NBCC Digital Recording Capability	Digital recording functionality as described in Section 6.1.2.2.4. Includes zero hours of application development.	Y	NBDR0000
	Bidder's Description: Verizon will provide Digital recording functionality as described in Section 6.1.2.2.4. Includes zero hours of application development.			

Table 6.1.2.2.a – Network Based Contact Center (NBCC) General Features (continued)				
	Feature Name	Feature Description	Meets or Exceeds? Y/ N	Bidder's Product Identifier
4	NBCC Digital Recording – Storage - Gigabyte	Storage for the digital recording functionality as described in Section 6.1.2.2.4.	Y	NBDS0000
	Bidder's Description: Verizon will provide storage for the digital recording functionality as described in Section 6.1.2.2.4.			
5	NBCC Collaborative Browsing Capabilities	Collaborative browsing functionality as described in Section 6.1.2.2.5. Includes zero hours of application development.	Y	NBCB0000
	Bidder's Description: Verizon will provide Collaborative browsing functionality as described in Section 6.1.2.2.5. Includes zero hours of application development.			
6	NBCC Email Response Management (ERM) Capability	ERM functionality as described in Section 6.1.2.2.6. Includes zero hours of application development.	Y	NBEM0000
	Bidder's Description: Verizon will provide ERM functionality as described in Section 6.1.2.2.6. Includes zero hours of application development.			
7	NBCC Workforce Management - (WFM) System	WFM functionality as described in Section 6.1.2.2.7. Includes zero hours of application development.	Y	NBWM0000
	Bidder's Description: Verizon will provide WFM functionality as described in Section 6.1.2.2.7. Includes zero hours of application development. Works in conjunction with NBCC advanced outbound application usage.			
8	NBCC Automated Preview Outbound Dialing	Preview outbound dialing functionality as described in Section 6.1.2.2.8. Includes zero hours of application development.	Y	NBAP0001
	Bidder's Description: Verizon will provide Outbound dialing functionality as described in Section 6.1.2.2.8. Includes zero hours of application development. Works in conjunction with NBCC advanced outbound application usage.			

Table 6.1.2.2.a – Network Based Contact Center (NBCC) General Features (continued)				
	Feature Name	Feature Description	Meets or Exceeds? Y/ N	Bidder's Product Identifier
9	NBCC Automated Predictive Outbound Dialing	Predictive outbound dialing functionality as described in 6.1.2.2.9. Includes zero hours of application development.	Y	NBAP0002
	Bidder's Description: Verizon will provide Predictive outbound dialing functionality as described in 6.1.2.2.9. Includes zero hours of application development.			
10	NBCC Voice Callback	Voice callback functionality as described in 6.1.2.2.10. Includes zero hours of application development.	Y	NBVC0000
	Bidder's Description: Verizon will provide Voice callback functionality as described in 6.1.2.2.10. Includes zero hours of application development.			
11	NBCC Quality Management	NBCC Quality Management functionality as described in 6.1.2.2.11. Includes zero hours of application development.	Y	NBQM0000
	Bidder's Description: Verizon will provide NBCC Quality Management functionality as described in 6.1.2.2.11. Includes zero hours of application development.			
12	NBCC Screen Capture	Screen capture functionality as described in Section 6.1.2.2.12. Includes zero hours of application development.	Y	NBSC0000
	Bidder's Description: Verizon will provide Screen capture functionality as described in Section 6.1.2.2.12. Includes zero hours of application development.			
13	NBCC Blended Agent	Blended agent functionality as described in 6.1.2.2.13. Includes zero hours of application development.	Y	NBBA0000
	Bidder's Description: Verizon will provide Blended agent functionality as described in 6.1.2.2.13. Includes zero hours of application development.			

The Contractor may offer additional Unsolicited NBACD agent package features in Table 6.1.2.2.b.

Table 6.1.2.2.b Unsolicited Network Based Contact Center (NBCC) General Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis	NBRM0001
	<p>Bidder's Product Description:</p> <p>NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis include features of NBCC ERM capabilities plus additional advanced functionality for Customer Relationship Management (CRM) and Knowledge Base (KB). This provides for advanced analysis provided in a Cloud based Software as a Service (SaaS). The solution has inherent capabilities for email response including the ability to add chat and social monitoring and response. The routing for these channels is controlled by the configurable business rules and can be customized for each customer. The business rules enable routing to a group or queue. Agents would typically pull these interactions out of a queue to respond, or they could be delivered to an agent or group of agents based on pre-defined criteria. The amount of transactions an agent can have in their personal queue can be controlled by the System Administrator. Verizon provides managed solutions that will span across capabilities such as:</p> <ul style="list-style-type: none"> • Social Media, Web and Mobile Assisted Services (chat, social) • Self Service (Customer Portals, Social Communities) • Mobile Customer Support • Case Management and Guided Agent Assistance (CRM) 		
2	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Implementation Package	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Implementation Package	NBRM0002
	<p>Bidder's Product Description:</p> <p>NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Implementation Package provides for one time set up for the NBCC Email Response Management Capability Customer Relationship and Knowledge Based defined environment not to exceed 100 hours. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.</p>		

Table 6.1.2.2.b Unsolicited Network Based Contact Center (NBCC) General Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
3	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Support – Additional One Time Support	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Support – Additional One Time Support	NBER0000
	Bidder's Product Description: NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Support –One Time Support is an additional 20 hours to NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Implementation Package. . Additional one time support will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.		
4	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Support – Ongoing Support	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Support – Ongoing Support	NBOS0000
	Bidder's Product Description: NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Support – Ongoing Support provides for on-going technical and business application maintenance support for the Advanced ERM capabilities defined for the each environment where Customer Relationship and Knowledge Based analysis is provided not to exceed 20 hours per month. Ongoing support will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.		
5	NBCC Workforce Management System Advanced Service	NBCC Workforce Management System Advanced Service	NBAS0000
	Bidder's Product Description: NBCC Workforce Management System Advanced Service includes the features of NBCC Workforce Management System with enhancements to include: <ul style="list-style-type: none"> ▪ Forecasting staffing needs including quality scores, preferences, and rank. In addition, the ability to track intra-day trends against forecast and take action quickly ▪ Provide agent support across multichannel including inbound/outbound phone and blended phone/email/chat. 		

Table 6.1.2.2.b Unsolicited Network Based Contact Center (NBCC) General Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
	<ul style="list-style-type: none"> ▪ Augmented Reporting with the ability to drill directly to recorded interactions ▪ Reporting – Provide employees with views into projected periods of under- / overstaffing, enabling them to request blocks of voluntary time off, or overtime that aligns with their individual skills and proficiencies. 		
	NBCC Workforce Management System Advanced Service Implementation Package	NBCC Workforce Management System Advanced Service Implementation Package	NWMS0000
6	<p>Bidder's Product Description:</p> <p>NBCC Workforce Management System Advanced Service Implementation Package provides for one time set up for the NBCC Workforce Management System Advanced Environment not to exceed 20 hours. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.</p> <p>NBCC Workforce Management System Advanced Service Implementation Package also includes:</p> <ul style="list-style-type: none"> • Forecast and scheduling training • Four day session for up to 10 attendees at Verizon-designated location • Application administration training – 1 day for up to 10 attendees at Verizon designated location • Management and measure training – 3 day for up to 10 attendees at Verizon designated location • E-learning: 10 hours of Professional Services consultation and configuration • E-learning: 1 day of configuring lessons, course content behavior, setting training priorities, assigning roles, and creating organizations for application administration and 1 day of catalog overview, adding lessons, and understanding scoring for supervisors and managers • Advanced Scorecard implementation: 10 hours of Professional services consultation and configuration • Advanced Scorecard Education: 1.5 days of performance management data flows, source mapping, scorecard setup, source measuring, and objective setting for application administrators and managers and .5 day of application overview, viewing scorecards, understanding goals and adding assessments/notes for supervisors, managers, and end users • Unit of NRC measure per environment based on scope of work 		

Table 6.1.2.2.b Unsolicited Network Based Contact Center (NBCC) General Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
7	NBCC Workforce Management System Optimization Service	NBCC Workforce Management System Optimization Service	NBOP0000
	<p>Bidder's Product Description:</p> <p>NBCC Workforce Management System Optimization Service includes the features of NBCC Workforce Management System and NBCC Workforce Management System Advanced with enhancements to include:</p> <ul style="list-style-type: none"> ▪ Premier Scorecards provides the base scorecard plus the ability to edit KPI's, and select additional/pre-built KPI's. ▪ eLearning – Lesson Management includes: <ul style="list-style-type: none"> – Displays assignments, lesson priorities and duration, and completion deadlines – Allows managers to assign, deliver, and track training – Enables End Users to access training, review their learning history, monitor their progress, and develop competencies ▪ Strategic Planner includes: <ul style="list-style-type: none"> – “What-If” scenario tool for long range planning (greater than 12 months) – Enables users to analyze long-range staffing, service levels and revenue scenarios in week, month, quarter, annual or longer formats 		
8	NBCC Workforce Management System Optimization Implementation Package	NBCC Workforce Management System Optimization Implementation Package	NWMO0000
	<p>Bidder's Product Description:</p> <p>NBCC Workforce Management System Optimization Implementation Package provides for one time set up for the NBCC Workforce Management System Optimization Environment not to exceed 10 hours. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.</p> <p>NBCC Workforce Management System Optimization Implementation Package also includes:</p> <ul style="list-style-type: none"> • Application administration: Including configuring settings, establishing rules, customizing the Inbox and managing the application • Forms administration: Includes the building and designing of evaluation forms in the Forms designed tools • Coaching: includes settings, creating coaching sessions, managing & editing sessions, viewing sessions, scheduling sessions and optimizing scheduled sessions • Includes 20 hours of Professional Services via a statement of work. The professional service includes consultation, creation of the solution design statement of work and 		

Table 6.1.2.2.b Unsolicited Network Based Contact Center (NBCC) General Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
		implementation of the design statement of work <ul style="list-style-type: none"> • Forecast and scheduling training • Four day session for up to 10 attendees at Verizon-designated location • Application administration training – 1 day for up to 10 attendees at Verizon designated location • Management and measure training – 3 day for up to 10 attendees at Verizon designated location • 	
9	NBCC Workforce Management System Optimization Advanced Service	NBCC Workforce Management System Optimization Advanced Service	NBOA0000
	Bidder's Product Description: NBCC Workforce Management System Optimization Advanced Service includes the features of NBCC Workforce Management System, NBCC Workforce Management System Advanced and NBCC Workforce Management System Optimization Service with enhancements to include <ul style="list-style-type: none"> ▪ Unified Evaluation and Playback Workspace provides the ability for Supervisors to perform evaluations without having to toggle between systems and screens. 		
10	NBCC Workforce Management System Optimization Advanced Implementation Package	NBCC Workforce Management System Optimization Advanced Implementation Package	NWMA0000
	Bidder's Product Description: NBCC Workforce Management System Optimization Advanced Implementation Package provides the following: <ul style="list-style-type: none"> ▪ Application administration: Including configuring settings, establishing rules, customizing the Inbox and managing the application ▪ Forms administration: Includes the building and designing of evaluation forms in the Forms designed tools ▪ Coaching: includes settings, creating coaching sessions, managing & editing sessions, viewing sessions, scheduling sessions and optimizing scheduled sessions ▪ E-learning: 10 hours of Professional Services configuration ▪ E-learning: 1 day of configuring lessons, course content behavior, setting training priorities, assigning roles, and creating organizations for application administration and 1 day of catalog overview, adding lessons, and understanding scoring for supervisors and managers 		

Table 6.1.2.2.b Unsolicited Network Based Contact Center (NBCC) General Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
		<ul style="list-style-type: none"> ▪ Advanced Scorecard implementation: 10 hours of Professional services configuration ▪ Advanced Scorecard Education: 1.5 days of performance management data flows, source mapping, scorecard setup, source measuring, KPI setup and objective setting for application administrators and managers and .5 day of application overview, viewing scorecards, understanding goals and adding assessments/notes for supervisors, managers, and end users ▪ Advanced Scorecard KPI Integration: setup of scorecard points to receive incoming KPIs, configuring of file watcher and FTP server, and ongoing maintenance of FTP resources 	
	NBCC Advanced Score Card/Advanced Quality Management	NBCC Advanced Score Card/Advanced Quality Management	NASC0000
11	<p>Bidder's Product Description:</p> <p>NBCC Advanced Score Card/Advanced Quality Management Integration provides for additional features to NBCC Quality Management. The additional features include the following:</p> <ul style="list-style-type: none"> ▪ Enables up to five (5) additional key performance indicators beyond the three included with Quality Management ▪ Smart Inbox™ delivers recorded interactions directly to the desktop based on user defined criteria ▪ Ability to interface specific recording and adherence screens for enhanced adherence tracking ▪ Ability to automatically trigger eLearning assignments for targeted training ▪ Forms Builder/Evaluation Forms <ul style="list-style-type: none"> • Initial Setup for NBCC Advanced Score Card/Advanced Quality Management not to exceed 35 hours including Example QM forms and Set-up of 2 forms. 		
	NBCC Workforce Management System Echo Survey	NBCC Workforce Management System Echo Survey	NWME0001
12	<p>Bidder's Product Description:</p> <p>NBCC Workforce Management System Echo Survey is an enhancement to Work Force Management provides a tool that delivers a customer service survey immediately following a contact allowing the customer to leave comments regarding their experience which will be made available to agents and administrators in near real time</p>		

Table 6.1.2.2.b Unsolicited Network Based Contact Center (NBCC) General Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
13	NBCC Workforce Management System Echo Survey Complete Results	NBCC Workforce Management System Echo Survey Complete Results	NWME0002
	Bidder's Product Description: NBCC Workforce Management System Echo Survey Complete Results is an enhancement to Work Force Management is per Survey results analysis. This report is provided per completed survey.		
14	NBCC Hiring	NBCC Hiring	NBHR0000
	Bidder's Product Description: NBCC Hiring enhancement to the Work Force Management provides a customized job hiring system providing development of up to two job models. <ul style="list-style-type: none"> ▪ Customized-branded portal for delivery of assessments ▪ API's for ease of integration into HR systems ▪ Remote assessment capabilities ▪ Supports multiple assessments ▪ Job models can be customized ▪ Review analysis of Job models ▪ Manager reports. 		
15	NBCC Hiring Additional Candidate	NBCC Hiring Additional Candidate	NHAC0000
	Bidder's Product Description: NBCC Hiring Additional Candidate is an enhanced feature to add additional candidate.. Development of up to two job models. A job model is a collection of traits and behaviors (or lack thereof) that correlates with effective employees in a given position. Job models are created by analyzing the profiles of the most successful employees in a given position within a company and/or industry. New job candidates are then assessed for traits and behaviors which are evaluated for compatibility/fit for the target position's job model.		
16	NBCC Screen Capture Customer Premium Network Interface	NBCC Screen Capture Customer Premium Network Interface	NSCP0000
	Bidder's Product Description: NBCC Screen Capture Customer Premium Network Interface collection and retention for extended database.. Screen recording delivers recordings to a server optionally residing on the End User premises and provides the ability to capture information associated with optional applications such as Customer Relationship Management Tools.. NBCC Screen Capture Customer Premium Network Interface Service will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.		

Table 6.1.2.2.b Unsolicited Network Based Contact Center (NBCC) General Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
17	NBCC Progressive Dialing	NBCC Progressive Dialing	NPRD0000
	Bidder's Product Description: NBCC Progressive Dialing allows the agent to initiate a manual outbound call when not handling an inbound interaction and offers agent productivity while limiting the risk of abandoning. Works in conjunction with NBCC advanced outbound application usage.		
18	NBCC Advanced Outbound Application Usage	NBCC Advanced Outbound Application Usage	NBAO0000
	Bidder's Product Description: NBCC Advanced Outbound Application Usage provides bandwidth support for premier outbound functionality including NBCC Automated Preview Outbound Dialing, NBCC Automated Predictive Outbound Dialing, and NBCC Progressive Dialing. Unit of measure is per environment per minute.		

6.1.2.3 NETWORK BASED AUTOMATIC CALL DISTRIBUTOR (NBACD)

The Contractor shall provide the capability for a network call queue (a single queue or multiple queues according to Customer needs) to manage the intelligent routing and distribution of contacts from all of the Bidder's offered NBCC multimedia channels such as voice, email, FAX and a Customer website.

The intelligent routing and distribution of contacts shall be determined according to the real time operating status of the Customer's contact center and their specified business rules. The Customer business rules can be based upon parameters such as media type, real time status of the contact center, call profile, call content and agent skills. Bidder shall describe its NBACD offering.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

Verizon will provide the capability for a network call queue (a single queue or multiple queues according to Customer needs) to manage the intelligent routing and distribution of contacts from all of the offered NBCC multimedia channels such as voice, email, FAX and a Customer website.

The intelligent routing and distribution of contacts are determined according to the real time operating status of the Customer's contact center and their specified business rules. The Customer business rules can be based upon parameters such as media type, real time status of the contact center, call profile, call content and agent skills.

Verizon's Hosted (Cloud) Network Based Call Distributor automatically answers calls as they arrive in the system; places calls in a holding queue until agents become available; distributes calls to maintain an even level of activity among agents; and provides timely management information about the system's status. This service provides a comprehensive, managed, network-routing solution that intelligently routes multimedia transactions, such as voice, e-mail, chat, and web collaboration for contact centers. Intelligent contact routing give customers with multiple contact centers the power to operate as one virtual enterprise.

6.1.2.3.1 NBCC Interoperability

The NBACD shall interoperate with all of the Customer's NBCC contact center communication channels such as their Internet website, email, voice and FAX.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

6.1.2.3.2 Queue Status

The NBACD shall provide the capability to inform the caller of the queue status including the caller's estimated wait time in queue when a queue threshold exceeds a Customer specified threshold. This can also include an option for announcing the caller's expected wait time prior to entering the queue. The Contractor shall provide Customers with the ability to change recorded announcements.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

6.1.2.3.3 Music On Hold

The NBACD shall provide the capability to transmit and deliver music on hold (or recordings) to the originating caller. The music on hold source can be Contractor or Customer provided according to Customer needs.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

6.1.2.3.4 Service Observation - Voice

The NBACD shall t provide service observation. Service observation provides Customer authorized personnel with the capability to monitor the NBACD agents and agent groups for call quality. Service observation shall provide options for silent monitoring and three-way audio conferencing. Service observation shall be made available for monitoring both local and remote agents and support local and remote observers. Service observation shall be secure and available only to authorized Customer designated individuals. Service observation shall integrate with the preview and predictive dialers described in Section 6.1.2.2.

Bidder shall describe its service observation feature.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

Description:

The Verizon NBACD will provide service observation, which provides Customer authorized personnel with the capability to monitor the NBACD agents and agent

groups for call quality. Service observation will provide options for silent monitoring and three-way audio conferencing. Service observation will be made available for monitoring both local and remote agents and support local and remote observers. Service observation will be secure and available only to authorized Customer designated individuals. ***Service observation shall integrate with the preview and predictive dialers described in Section 6.1.2.2.***

Through the Contact Center supervisor desktop service observation is supported. Supervisors will be able to monitor the agents and agent groups for call quality. Through the supervisor desktop silent monitoring and three-way audio conferencing is enabled. The service observation function is enabled for both local and remote agents. The service observation function is secure and available only to authorized personnel.

6.1.2.3.5 NBACD Management

The NBACD shall provide the Customer with the capability to manage its specific network queue, call routing algorithms, contact center agent profiles and reports. The NBACD shall enable authorized Customer designated individuals to perform both real time and scheduled changes. The NBACD management system shall provide the following minimum administrative capabilities:

1. *An audit trail and change log history.*
2. *Authentication with password protection for authorized administrators.*
3. *Ability to perform scheduled and real time changes.*
4. *Ability to view the Customer NBCC configuration.*
5. *Ability to manage and upload greetings and prompts.*

Bidder shall describe its NBACD management feature.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

The Verizon NBACD will provide the Customer with the capability to manage its specific network queue, call routing algorithms, contact center agent profiles and reports. The NBACD enables authorized Customer designated individuals to perform both real time and scheduled changes. The Verizon NBACD management system will provide the following administrative capabilities:

1. An audit trail and change log history.
2. Authentication with password protection for authorized administrators.
3. Ability to perform scheduled and real time changes.
4. Ability to view the Customer NBCC configuration.

5. Ability to manage and upload greetings and prompts.

This will include an annual report with monthly summaries and totals for all categories of NBACD management information for all data elements that can be totaled. The reports will be available on demand or on a scheduled basis.

Verizon's Hosted (Cloud) contact center portfolio includes a web-based administration and management tool for contact center managers. After login, you can modify the properties of agents, teams, stations, scripts, points of contact (i.e., toll-free numbers, emails, chats), and other entities from a single interface. Since it is accessible via the internet, authorized personnel can access it remotely.

Administration of Contact Center Solution, powered by inContact, is accomplished through a web app known as Contact Center Solution Central and a client that works through your internet connection, known as Contact Center Solution Studio:

- **Contact Center Solution Central.** A web-based administration and management tool for contact center managers. After login, you can modify the properties of agents, teams, stations, scripts, points of contact (i.e., toll-free numbers, emails, chats), and other entities from a single interface. Since it is accessible via the internet, authorized personnel can access it remotely.
- **Contact Center Solution Studio.** A rapid application development tool with a visual drag-and-drop programming interface for creating or modifying contact handling processes. Using this tool, custom IVR and skills-based routing applications can be created.

Entire contact handling processes can be built that do everything from check for open and play a specific message, to asking the caller for some kind of identifier input in order to more intelligently process the call.

Contact Center Solution Studio is the starting point for creating the user application and can be accessed remotely. These applications can be accessed regardless of location, and provide complete control of your Contact Center Solution Business Unit.

6.1.2.3.6 NBACD Monitoring and Reporting Requirements

The NBACD shall provide historical reports and real time statistics with a unified view of all the communication channel activity and performance within the contact center across a single site, multiple sites (if applicable) and enterprise wide at a given time. This shall include, but is not limited to, reporting on the queue, agent/skill levels, and agent groups. Both summary and detail reports shall be provided. Reporting archive data shall be available for a minimum of one (1) year. The NBACD shall provide remote access electronic exporting of reporting data, in standard file format (e.g. CSV) to Customer applications (i.e. spreadsheets, databases).

Bidder understands the Requirement and shall meet or exceed it? Yes X No _____

6.1.2.3.6.1 Historical Reporting

The NBACD shall provide half hourly, hourly, daily, weekly, monthly, quarterly, annual (Fiscal Year or Calendar Year according to Customer needs) and ad hoc historical reports. This shall include an annual report with monthly summaries and totals for all categories of NBACD management information for all data elements that can be totaled. The reports shall be available on demand or on a scheduled basis.

The NBACD historical reports shall include:

- 1. Agent availability – shall include the identification of agents and the length of time signed into NBACD queues;*
- 2. Agent availability summary – shall include the identification of agents, number of calls handled by an agent, the total time for handling calls, average time spent on a call, the maximum time spent on a call and the minimum time spent on a call;*
- 3. All queue activity – shall include the number of calls offered to an NBACD queue, how many of the offered calls were answered and how many of the offered calls were abandoned by the caller;*
- 4. Handled calls in queue – shall include the number of calls handled by a queue, the average caller wait time before call was answered and the maximum time callers waited for their call to be answered;*
- 5. Abandoned call summary – shall include the number of calls abandoned when unanswered by a queue, the average wait time for a call to be abandoned and the longest time a caller waited before abandoning the call;*
- 6. Abandoned calls – shall include the time a call was offered to a queue and the duration of the call before it was abandoned;*
- 7. Agent call details – shall include the calls that an agent has handled, the identification of the agent, the queues the agent was logged into, the start/end times of the call handled by the agent and the details of the caller;*
- 8. Agent group activity – shall include report details by agent group; and,*
- 9. Dialed number activity – shall include report details by the primary listed directory number dialed by the caller.*

Bidder shall describe its historical reporting capability.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

The Verizon NBACD will provide half hourly, hourly, daily, weekly, monthly, quarterly, annual (Fiscal Year or Calendar Year according to Customer needs) and ad hoc historical reports. This will include an annual report with monthly summaries and totals for all categories of NBACD management information for all data elements that can be totaled. The reports will be available on demand or on a scheduled basis.

The NBACD historical reports will include:

1. Agent availability – identification of agents and the length of time signed into NBACD queues;
2. Agent availability summary – identification of agents, number of calls handled by an agent, the total time for handling calls, average time spent on a call, the maximum time spent on a call and the minimum time spent on a call;
3. All queue activity – the number of calls offered to an NBACD queue, how many of the offered calls were answered and how many of the offered calls were abandoned by the caller;
4. Handled calls in queue – the number of calls handled by a queue, the average caller wait time before call was answered and the maximum time callers waited for their call to be answered;
5. Abandoned call summary – the number of calls abandoned when unanswered by a queue, the average wait time for a call to be abandoned and the longest time a caller waited before abandoning the call;
6. Abandoned calls – the time a call was offered to a queue and the duration of the call before it was abandoned;
7. Agent call details – the calls that an agent has handled, the identification of the agent, the queues the agent was logged into, the start/end times of the call handled by the agent and the details of the caller;
8. Agent group activity – report details by agent group; and,
9. Dialed number activity –report details by the primary listed directory number dialed by the caller.

The NBCC historical and real-time report output can be exported to standard formats such as .csv to provide format conformity with standard reporting packages or data analysis tools.

Currently we do not purge historical data.

For clients who need to archive critical data for extended periods, they can store it at our facilities (for a nominal storage charge), or they can have us send the data (usually via FTP) so they can store it indefinitely.

NBCC has several reporting tools that you can use to analyze a contact center's performance. inTouch, CallDetail, and Central reports provide various analytical reports for identifying trends and tracking KPIs historically and in real-time for all calls routed through NBCC.

Key features:

- Real time and historical reporting tools directly integrated with the ACD and IVR products. All agent activity (login/logout, state changes, and call activity) is logged and available for real-time and historical reporting.
- Ability to access, filter, and report on 111 metrics that apply to your contact center.
- NBCC Reports 2.0 allows drill down into the data. Ability to build, save, and export custom reports.
- Access to reports is permission driven, and reports can only be viewed if the user has the right credentials.
- Security on applications, which you have access to, includes passwords and the encryption of links to NBCC.
- With inTouch, the real time reporting engine, access is allowed in five levels: None, Real-Time, Historical, Custom Reports, and Full Access. With the exceptions of no access and full access, a permission level can have any combination of the real, historical, or custom reports.
- Reports available to a user from Reports 2.0 are based on the security profile permissions for the user.

6.1.2.3.6.2 Real Time Monitoring and Reporting

The NBACD shall provide the Customer with access to graphical, real time reporting of agent, call and queue statistics in addition to agent status. The real time reporting shall monitor performance and identify all interactions (voice, email, FAX and web) by contact channel. The reports shall include summaries and totals (where applicable).

The agent statistics shall include:

1. *Identification of agent;*
2. *The status of the agent; and,*
3. *The total time the agent has had that status.*

The call statistics shall include:

1. *Identification of caller;*
2. *Identification of agent handling the call;*
3. *The queue to which the call was assigned;*
4. *The status of the call;*
5. *The wait time of the call; and,*
6. *The time agent has handled the call.*

The queue statistics shall include:

1. *The total number of agents logged into a queue;*
2. *The total number of idle agents in the queue;*
3. *The total number of agents not available to take a call;*
4. *The total number of calls in the queue; and,*
5. *The average wait time of callers in the queue.*

The statistics shall be reportable by queue.

Bidder shall describe its real time monitoring and reporting compatibility

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

Description:

The Verizon NBACD will provide the Customer with access to graphical, real time reporting of agent, call and queue statistics in addition to agent status. The real time reporting monitors performance and identify all interactions (voice, email, FAX and web) by contact channel. The reports will include summaries and totals (where applicable).

Agent statistics include:

1. Identification of agent;
2. The status of the agent; and,
3. The total time the agent has had that status.

Call statistics include:

1. Identification of caller;
2. Identification of agent handling the call;
3. The queue to which the call was assigned;
4. The status of the call;
5. The wait time of the call; and,
6. The time agent has handled the call.

Queue statistics include:

1. The total number of agents logged into a queue;
2. The total number of idle agents in the queue;

3. The total number of agents not available to take a call;
4. The total number of calls in the queue; and,
5. The average wait time of callers in the queue.

The statistics will be reportable by queue.

Verizon's Hosted (Cloud) Contact Center portfolio includes a powerful reporting tool that gives you access to the information you need in a customizable display format.

- View summarized data in charts, graphs and grids
- Drill down into data for more detail
- Fast performance and responsive user interface
- Create and save custom reports
- Choose from list of over 100 metrics
- Specify start/end dates and times
- Bookmark applied filters for easy recall
- Industry standard metric calculations (ICMI)
- Report dictionary (definitions and formulas)
- Mix and match filters
- Export to Excel with a single click

Monitoring and Reports

- **Real-Time reports.** These display in real-time the data about agents, the states the agents are in, the number of agents who are in each state, detailed information about contacts, and current queue information.

The inTouch menu opens when you right-click the inTouch icon in the Windows system taskbar. These reports are run in real-time and are updated from the Internet every five seconds.

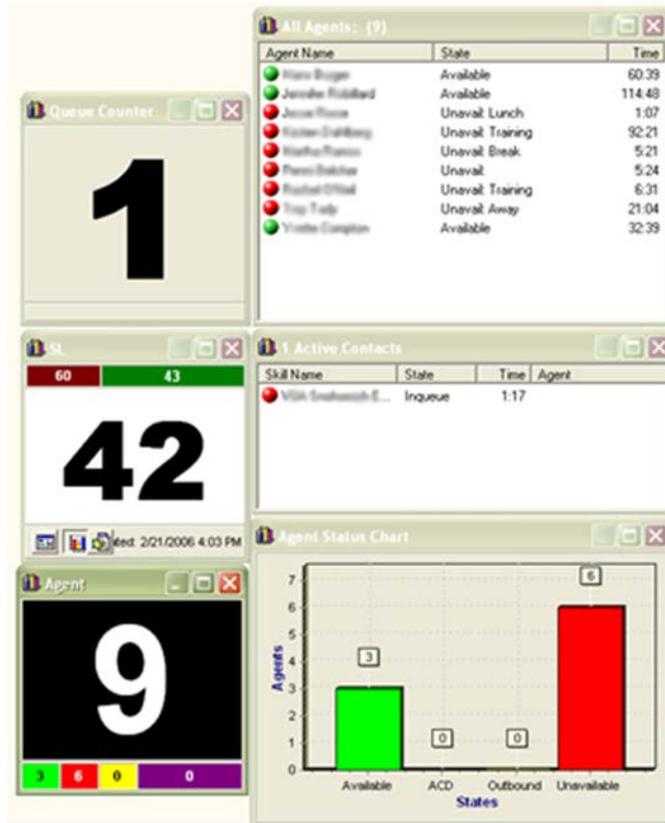
The following real-time reports are available:

- Agent Count by State
- Agent Counter
- Agent List
- Contact List
- Contacts States by Skill
- Queue Counter

- Queue Trend
- Service Level
- **All Agents.** This allows you to view agents that are logged in and their current state. The colored box next to each agent indicates their state: red agents are unavailable, green agents are available, purple means an agent is handling an ACD contact, and yellow designates an outbound call.

By right-clicking this report, you can filter the list by team or agent. You can also change the appearance of the report or bring up the Agent Zoom.

- **Queue Counter.** This report is a basic numerical display of the calls in queue. You can resize the report as needed. (Often, this report is sized to the full screen and displayed in the contact center as a live queue counter for agents.) You can filter the queue counter by media, campaign, and skill, or you can display the number in queue or longest wait in queue.
- **SL.** This report shows the percentage of calls answered in the specified time (Service Level Threshold) for each skill. You can filter the report by campaign and skill.
- **Active Contacts.** This report shows a list of current active contacts and details about each one. This report shows the skill of each contact, the state of the contact, time spent in the current state, the agent handling the contact, the contact's total time in the network, and campaign and media type:
 - Yellow contacts are in a pre-queue state (i.e., navigating an IVR.)
 - Red contacts are in queue, routing to agents, or have requested a call back.
 - Green contacts are active with an agent (and include hold time).
 - Blue contacts are post agent contacts (i.e., transferred calls or contacts routed into the network after speaking to an agent).
- **Agent.** This is a numerical display of the total agents working and how many agents are in each state. This report can be filtered by team.
- **Agent Status Chart.** This real-time bar chart shows the total number of agents in each state for your business. (Names were blurred to preserve agent privacy.)



6.1.2.3.7 NBACD Packages

6.1.2.3.7.1 NBACD Basic Agent Package

The Basic Agent Package shall be provisioned on a concurrent agent basis and includes the following features:

1. **Agent Inbound Line** - Receives calls from the contact center Listed Directory Numbers (LDNs);
2. **Agent Status** – Allows the agent to activate/deactivate the position including ready, wrap up, log off;
3. **Multiple Queue Options** - Agent can simultaneously log in to a specified or unlimited number of queues;
4. **Remote Agent Capability** – Ability to route calls to telephone numbers outside the contact center;
5. **Position ID** - Agent Position ID identifies a specific agent;
6. **Call Present** - Agent answers contact center calls without pressing a key;
7. **Incoming Call Queue** - Incoming calls wait/queue when all agents busy; the call is directed to the first available agent;

8. *Agent Priority Call Transfer - Allows an agent to conference/transfer incoming contact center call to another agent's line;*

9. *Emergency Alert - Gives agent ability to immediately conference a supervisor or recorder to a call; and,*

10. *Call Source Identification – Displays calling number on agent Equipment.*

Bidder shall describe its NBACD Basic Agent Package.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

Description:

The Basic Agent Package will include the following features:

1. Agent Inbound Line - Receives calls from the Call Center Listed Directory Numbers (LDNs);
2. Agent Status – Allows the agent to activate/deactivate the position including ready, wrap up, log off;
3. Multiple Queue Options - Agent can simultaneously log in to a specified or unlimited number of queues;
4. Remote Agent Capability – Ability to route calls to telephone numbers outside the call center;
5. Position ID - Agent Position ID identifies a specific agent;
6. Call Present - Agent answers Call Center calls without pressing a key;
7. Incoming Call Queue - Incoming calls wait/queue when all agents busy; the call is directed to the first available agent;
8. Agent Priority Call Transfer - Allows an agent to conference/transfer incoming Call Center call to another agent's line;
9. Emergency Alert - Gives agent ability to immediately conference a supervisor or recorder to a call; and,
10. Call Source Identification – Displays calling number on agent Equipment.

The Contractor shall offer the NBACD Basic Agent Package features detailed in Table 6.1.2.3.7.1.a.

Table 6.1.2.3.7.1.a Network Based Automatic Call Distributor (NBACD) Basic Agent Package

	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Basic Agent Package - Agents	Basic Software package as described above.	Y		ABAP0000
	Bidder's Description: Verizon will provide basic software package as described above.				
2	Basic Agent Package - Desktop Server	Contractor hosted server that supports the Basic Agent Package above. Does not include redundancy.	Y		BAPD0000
	Bidder's Description: Verizon will provide Contractor hosted server that supports the Basic Agent Package above. Does not include redundancy.				
3	Abandon Call Clearing	Removes calls from the contact center queue when the caller abandons: - while waiting in queue (or) - after call is presented to agent.	Y		ABAC0000
	Bidder's Description: Verizon will remove calls from the Call Center queue when the caller abandons: - while waiting in queue				
4	Automatic Overflow	Allows Customer to specify where new incoming calls overflow.	Y		ABAO0000
	Bidder's Description: Verizon will allow Customer to specify where new incoming calls overflow.				
5	Call Priority	Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs.	Y		ABCP0000
	Bidder's Description: Verizon will provide service where Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs.				
6	Night Service	Activated for entire contact center when all agent positions logoff. Automatically forwards incoming calls.	Y		ANSV0000
	Bidder's Description: Verizon will activate for entire Call Center when all agent positions logoff. Automatically forwards incoming calls.				

Table 6.1.2.3.7.1.a Network Based Automatic Call Distributor (NBACD) Basic Agent Package (continued)					
	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
7	Overflow Scan	Scans up to four (4) other contact centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied.	Y		ABOS0000
	Bidder's Description: Verizon will scan up to four (4) other Call Centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied.				
8	Ring Threshold	Reroutes call when agent does not answer after a predetermined amount of time.	Y		ABRT0000
	Bidder's Description: Verizon will reroute calls when agent does not answer after a predetermined amount of time.				
9	Call Delay /Forced Announcement	Provides recorded announcement(s) to callers when all agents are busy or the contact center is in Night Service mode.	Y		CDFA0000
	Bidder's Description: Verizon will provide recorded announcement(s) to callers when all agents are busy or the Call Center is in Night Service mode.				
10	Queue Status	Indication when queue thresholds are exceeded. Separate from telephone sets, this data will be provided to a wall mounted display or a workstation.	Y		AQST0000
	Bidder's Description: Verizon will provide indication when queue thresholds are exceeded. Separate from telephone sets, this data will be provided to a wall mounted display or a workstation.				
11	Agent Queue Status Display	Provides agents status of call queue. Shows either: number of calls in queue, or amount of time oldest call in queue.	Y		AQSD0000
	Bidder's Description: Verizon will provide agents status of call queue. Shows either: number of calls in queue, or amount of time oldest call in queue.				
12	Called Number Display	Displays the dialed contact center directory number on agent Equipment.	Y		CLND0000
	Bidder's Description: Verizon will display the dialed Call Center directory number on agent Equipment.				

Table 6.1.2.3.7.1.a Network Based Automatic Call Distributor (NBACD) Basic Agent Package (continued)					
	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
13	Call Tracking	Allows agent to indicate type of call being processed by pressing tracking key and entering a code ("account code").	Y		CLTK0000
	Bidder's Description: Verizon will allow agent to indicate type of call being processed by pressing tracking key and entering a code ("account code").				
14	Controlled Access to PSTN/Switched Network	Outbound dialing permission from total restriction to unrestricted access to the public network.	Y		CNTA0000
	Bidder's Description: Verizon will provide outbound dialing permission from total restriction to unrestricted access to the public network.				
15	Supervised Call Transfer – Off Net	Allows an agent to transfer a call to any ten (10) digit phone number not serviced by the NBCC, to remain on the line after the transfer until the agent disconnects, and for the caller to remain connected with the transferred party after the agent disconnects.	Y		SCTO0000
	Bidder's Description: Verizon will allow an agent to transfer a call to any ten (10) digit phone number not serviced by the NBCC, to remain on the line after the transfer until the agent disconnects, and for the caller to remain connected with the transferred party after the agent disconnects.				

The Contractor may offer additional Unsolicited NBACD agent package features in Table 6.1.2.3.7.1.b.

Table 6.1.2.3.7.1.b Unsolicited Network Based Automatic Call Distributor (NBACD) Agent Package

Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	NBACD Universal Capacity Queue Port	NBACD Universal Capacity Queue Port	UCQP0000
	<p>Bidder's Product Description: NBACD Universal Capacity Queue Port is an enhancement to the agent port queue, which is included with the base agent. Universal Capacity Queue Port provides additional blended queue capacity if required for inbound call queues.</p> <ul style="list-style-type: none"> ○ Baseline universal capacity queue port capacity is determined on Agents in conversation state. One queue port is available for each agent in active conversation state. ○ Baseline universal capacity queue port capacity provides a queue depth equal to one. <p>NBACD universal capacity queue port capacity allows customer to augment capacity greater than baseline queue port capacity.</p>		
2	NBACD Enhanced Agent	NBACD Enhanced Agent	EAGN0000
<p>Bidder's Product Description: NBACD Enhanced Agent includes:</p> <ul style="list-style-type: none"> ▪ • 1 ACD Agent ▪ • 1 Campaign Dialer Agent ▪ • 1 Universal Port – Used for IVR, voice, but does not affect chat or email ▪ • 1 GB Data Storage and Management for storage of recordings, prompts, scripts, messages, files, and more. ▪ • Supervisor reporting ▪ • IVR programming toolset ▪ • CTI & Database Connectivity (Standard, Encrypted, VPN, FTP, Web Service, and HTML Connector) 			
3	NBACD Port Capacity	NBACD Port Capacity	PCPT0000
	<p>Bidder's Product Description: NBACD Port Capacity is a single port provided to the NBACD application for IVR and IVR self-service interactions.</p> <ul style="list-style-type: none"> • Baseline port capacity is determined on confirmed agents plus configured supervisor.. • Port consumption includes <ul style="list-style-type: none"> ○ Callers in active communication with IVR and IVR Self-Service Applications. ○ Calls receiving IVR prompts ○ Contacts leaving voice messages or receiving automated messages via IVR or Self-Service Applications. • NBACD port capacity allows customer to augment capacity greater than baseline port capacity. 		

6.1.2.3.7.2 NBACD Basic Supervisor's Package

The Basic Supervisor's Package shall include all of the features from the Basic Agent's Package as well as the following features:

- 1. Call Agent - Allows supervisor to directly call an agent by pressing a single key and includes the ability to interrupt an active call;*
- 2. Observe Agent – Allows supervisor to listen to conversation between the agent and the caller as described in Section 6.1.2.3.4;*
- 3. Supervisor Answer Agent – Allows supervisor to answer Call Supervisor calls from an agent by pressing a key;*
- 4. Answer Emergency - Allows supervisor to answer emergency calls on an "Emergency" key when an agent's "Emergency" key is pressed; and,*
- 5. Supervisor Chat Monitoring – Allows supervisor to observe and engage in chat sessions.*

Bidder shall describe its NBACD Basic Supervisor's Package.

Bidder understands the Requirement and shall meet or exceed it? Yes X No _____

Description:

The Basic Supervisor's Package will include all of the features from the Basic Agent's Package as well as the following features:

1. Call Agent - Allows supervisor to directly call an agent by pressing a single key and includes the ability to interrupt an active call;
2. Observe Agent – Allows supervisor to listen to conversation between the agent and the caller as described in Section 6.1.2.3.4;
3. Supervisor Answer Agent – Allows supervisor to answer Call Supervisor calls from an agent by pressing a key;
4. Answer Emergency - Allows supervisor to answer emergency calls on an "Emergency" key when an agent's "Emergency" key is pressed;
5. Supervisor Chat Monitoring – Allows supervisor to observe and engage in chat sessions.

The Contractor shall offer the NBACD Supervisor's Package features detailed in Table 6.1.2.3.7.2.a.

Table 6.1.2.3.7.2.a Network Based Automatic Call Distributor (NBACD) Supervisor’s Package

	Feature Name	Feature Description	Meets or Exceeds?		Bidder’s Product Identifier
			Y	N	
1	Basic Supervisor’s Package	Basic Supervisor’s Package Software as described above.	Y		SPVP0000
	Bidder’s Description: Verizon will provide Basic Supervisor’s Package Software as described above.				
2	Additional Supervisor Positions	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one (1) per 20 agents.)	Y		SPVA0000
	Bidder’s Description: Verizon will provide additional supervisor for supervisor group. (For each Supervisor package over the minimum of one (1) per 20 agents.)				
3	Controlled Overflow	Allows a supervisor to direct new contact center calls to an overflow route.	Y		CNTO0000
	Bidder’s Description: Verizon will Allow a supervisor to direct new contact center calls to an overflow route.				
4	ACD Status Display	Supervisor(s) with display set can monitor contact center call status. Minimum Requirements - Queue Status Display shows: - Number of calls in incoming call queue and average time in queue - Total number of occupied agent positions (agents idle, active, or not ready)	Y		ACDS0000
	Bidder’s Description: Verizon will provide Supervisor(s) with display set can monitor contact center call status. Minimum Requirements - Queue Status Display shows: - Number of calls in incoming call queue and average time in queue - Total number of occupied agent positions (agents idle, active, or not ready)				
5	Position Status Display	Provides supervisor with visual indication of agent activity in real time.	Y		PSTD0000
	Bidder’s Description: Verizon will provide supervisor with visual indication of agent activity in real time.				

Table 6.1.2.3.7.2.a Network Based Automatic Call Distributor (NBACD) Supervisor's Package (continued)					
	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
6	Position Status Summary Display	Allows supervisor to quickly check status of the contact center. Supervisor can have multiple position status summary display keys to monitor multiple contact center Groups within their System. Minimum Requirements: Display indicates total number of agents: <ul style="list-style-type: none"> i. On contact center calls ii. On non contact center calls (on virtual number) iii. Idle (logged in and waiting for call) iv. Not ready (clerical status) logged off 	Y		PSTS0000
	Bidder's Description: Verizon will allow supervisor to quickly check status of the contact center. Supervisor can have multiple position status summary display keys to monitor multiple contact center Groups within their System. Minimum Requirements: Display indicates total number of agents: <ul style="list-style-type: none"> i. On contact center calls ii. On non contact center calls (on virtual number) iii. Idle (logged in and waiting for call) Not ready (clerical status) logged off				

The Contractor may offer additional Unsolicited NBACD supervisor's package features in Table 6.1.2.3.7.2.b.

Table 6.1.2.3.7.2.b Unsolicited Network Based Automatic Call Distributor (NBACD) Supervisor's Package Features

	Feature Name	Feature Description	Bidder's Product Identifier
1			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

6.1.2.3.7.3 NBACD System Administrator Software Package

The System Administrator Software Package shall include the following features:

1. *Provides "real time" display of agent and call activity by contact center, by queue, by agent group, or network wide. Display is easily customized to show desired information;*
2. *Activate or deactivate the entire contact center group or queues within the group;*
3. *Assign passwords to agents;*
4. *Increase or decrease number of agents;*
5. *Increase or decrease the number of queues;*
6. *Move agent(s) to another contact center agent group within the System;*
7. *Control queues by changing the queue slots, queue size, and maximum wait time;*
8. *Change overflow routes and ring thresholds; and,*
9. *Change password levels of supervisors into System.*

Bidder shall describe its NBACD System Administrator Package, including the minimum Hardware Requirements for the System Administrator Software Package.

Bidder understands the Requirement and shall meet or exceed it? Yes X No _____

Description:

The System Administrator Software Package will include the following features:

1. Provide "real time" display of agent and call activity by Call Center, by queue, by agent group, or network wide. Display is easily customized to show desired information;
2. Activate or deactivate the entire Call Center group or queues within the group;

3. Assign passwords to agents;
4. Increase or decrease number of agents;
5. Increase or decrease the number of queues;
6. Move agent(s) to another Call Center agent group within the System;
7. Control queues by changing the queue slots, queue size, and maximum wait time;
8. Change overflow routes and ring thresholds; and,
9. Change password levels of supervisors into System.

The Contractor shall offer the Network ACD System Administrator Package detailed in Table 6.1.2.3.7.3.a.

Table 6.1.2.3.7.3.a Network ACD System Administrator Software Package

	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	Basic Administrator's Package	Basic Administrator's Package Software as described above.	Y		BADP0000
	Bidder's Description: Verizon will provide Basic Administrator's Package Software as described above.				

The Contractor may offer additional unsolicited NBACD administrator software package features in Table 6.1.2.3.7.3.b.

Table 6.1.2.3.7.3.b Unsolicited Network ACD System Administrator Software Package

	Feature Name	Feature Description	Bidder's Product Identifier
1			
	Bidder's Product Description:		
2			
	Bidder's Product Description:		
3			
	Bidder's Product Description:		

6.1.2.4 NETWORK BASED INTERACTIVE VOICE RESPONSE (NBIVR) SYSTEM –

The Contractor shall provide a network based IVR solution that allows for automated interactions with telephone callers. The interactions shall occur at a minimum via pre-recorded voice prompts, touch-tone telephone keypad entry (DTMF), voice (speech) recognition and text-to-speech (TTS). The IVR solution functionality shall include the presentation of information and options, the gathering of responses, retrieval of information by telephone callers, the transfer of a telephone caller to the ACD identified in section 6.1.2.3 and the placement of outbound calls to deliver or gather information. The IVR solution shall include a usage based option. The usage charge shall be exclusive of any toll free network charges.

Bidder shall describe its NBIVR system offering.

Bidder understands the Requirement and shall meet or exceed it? Yes X No _____

Description:

Verizon will provide a network based IVR solution that allows for automated interactions with telephone callers. The interactions will occur at a minimum via pre-recorded voice prompts, touch-tone telephone keypad entry (DTMF), voice (speech) recognition and text-to-speech (TTS). The IVR solution functionality includes the presentation of information and options, the gathering of responses, retrieval of information by telephone callers, the transfer of a telephone caller to the ACD identified in section 6.1.2.3 and the placement of outbound calls to deliver or gather information. The IVR solution will include a usage based option. The usage charge will be exclusive of any toll free network charges.

Verizon's Interactive Voice Response (IVR) is a component of the Cloud Contact Center Portfolio of internetworking services, which tightly couples signaling and functionality from the Advanced Toll Free and IP networks to deliver the intelligent routing and call treatment.

Verizon's (IVR) service provides automated treatment and intelligent routing for inbound calls using a combination of callers' menu choices, originating automatic number identification (ANI), time of day, database look-ups, caller-entered digits, and/or destination labels provided by customer systems. IP IVR enables callers to reach the right resource the first time or to be transferred without having to make a new call. Hosted IVR is scalable, adapting to applications from simple menu routing to complex systems that require more advanced features. An endless variety of feature combinations is available to make sophisticated, unique, business solutions.

Interactive Voice Response (IVR)

IVR software (Interactive Voice Response) is an effective way to reduce costs and improve customer satisfaction. Well-designed IVR software enables callers to quickly get the results they need, whether it be through self-service or live-agent assistance. Contact Center Solution's hosted IVR software is easy to use and offers a robust drag-and-drop utility to create specialized call flows on-demand. This allows

customers to make on-the-fly adjustments so they can better meet the needs of their customers and call centers.

IVR - Visual Call Flow Development

Create and edit contact flows quickly and easily, providing a flexible solution to fit our customers business needs, without limitations imposed by equipment, software or vendors. The Contact Center Solution drag and drop tool make development and changes to call flows quick and easy without Professional Services involvement.

IVR – Basic Menu

Quickly build basic menu options that allow callers to enter DTMF tones to help route to secondary menus, queues, or directly to individual agents.

IVR – Database and CRM Connectivity

Integrate to data tables for account look ups or your customer database to help agents handle calls more effectively. A variety of CTI options are available so the IVR application can query external databases and CRM systems.

IVR - Reporting

Contact Center Solution will allow our customers to run reports to see the overall use of the IVR, where callers drop out, or get stuck. Further, a contact can be followed through the IVR to see what the navigated IVR path was for a specific customer during a specific call.

Contact Center Solution supports Automated Speech Recognition (ASR). Our ASR platform provides a rich feature capability and functionality that incorporates all of the normal IVR capabilities and makes them available via speech activation/recognition.

Speech enabled IVRs have the ability for caller input to be recognized at any point in the menu process. This allows for pre-selection of the option, rather than waiting for all options to be read before being allowed to make a response.

Contact Center Solution can speak any known variable as text-to-speech. There are up to 10 male and female voices available, and English and Spanish are supported.

6.1.2.4.1 Network Based

The NBIVR solution platform shall include all hardware and software necessary to run the NBIVR solution and shall reside in the Contractor's network.

Bidder shall describe its NBIVR system offering.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

The Verizon NBIVR solution platform will include all hardware and software necessary to run the NBIVR solution and shall reside in the Verizon network.

6.1.2.4.2 Multi-Platform Interface

The platform shall include the telephony interface, call processing, audio prompting, automatic speech recognition engine, text-to-speech engine and integration with VoiceXML web application servers (WAS). The NBIVR platform's speech browser shall utilize open standards. Communications between the NBIVR and the applications servers shall utilize open standards.

Bidder shall describe its Multi-Platform Interface offering.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

The platform will include the telephony interface, call processing, audio prompting, automatic speech recognition engine, text-to-speech engine and integration with VoiceXML web application servers (WAS). The NBIVR platform's speech browser will utilize open standards. Communications between the Verizon NBIVR and the applications servers use open standards.

6.1.2.4.3 IVR Standards

The IVR platform must be certified by the VoiceXML Forum for VoiceXML 2.0 and the NBIVR platform call control capabilities must be compliant with CCXML 1.0. The NBIVR platform shall be compliant with Session Initiated Protocol (SIP) and ENUM/DNS standards. The NBIVR platform shall support Secure Sockets Layer (SSL) encrypted IP sessions, be compliant with IP Security standards, support encrypted call initiation and RADIUS authentication.

The Contractor shall be compliant with Payment Card Industry Data Security Standard (PCI DSS) 2.0 if the NBIVR platform processes cardholder data subject to PCI DSS 2.0.

Bidder understands the Requirement and shall meet or exceed it? Yes No

6.1.2.4.4 Load Balancing and Redundancy

The NBIVR solution must utilize load balancing and automatic failover between components. The NBIVR solution platform shall be geographically distributed and calls shall be distributed across platform locations. The NBIVR platform shall utilize redundant components with a minimum of N+1 component redundancy.

Bidder understands the Requirement and shall meet or exceed it? Yes No

6.1.2.4.5 WAS Hosting

The NBIVR solution shall support the hosting of dedicated WAS(s) in the Contractor's network. The Contractor shall offer the hardware required for the WAS(s), or as an option, support the hosting of Customer provided dedicated WAS hardware. The Contractor shall offer shared hosting, including hardware, of the WAS(s).

Bidder shall describe its WAS Hosting offering.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

The NBIVR solution supports the hosting of dedicated WAS(s) in the Verizon network. Verizon will offer the hardware required for the WAS(s), or as an option, support the hosting of Customer provided dedicated WAS hardware. Verizon will offer shared hosting, including hardware, of the WAS(s).

There are several options to support the hosting of dedicated WAS(s) in the Verizon network.

For customer provided dedicated WAS hardware:

Colocation

Verizon multi-tenant environments offer highly secure and reliable carrier-neutral environments where customers can deploy the infrastructure required to meet the customer's business needs. Verizon's world-class datacenters are designed for non-stop operations and provide customers with the ability to subscribe to redundant power, cooling and network infrastructure that is maintained and monitored 24x7. Colocation will also help customers reduce the capital and operational expenses required to house and protect mission-critical applications and systems.

Our scalable colocation solutions allow you to upgrade space, connectivity and services as your requirements evolve.

For vendor provided dedicated WAS hardware:

Managed Hosting Services

- Hardware Procurement and Acquisition
- Hardware Installation, Configuration, and Testing
- Hardware Maintenance and Problem Resolution
- Software Procurement and Management
- Software Installation, Configuration, and Testing
- Server Performance and Availability Monitoring and Network Monitoring
- Standardized Server Builds
- Security Patch Evaluation and Deployment
- Problem Diagnosis and Resolution
- Customer retains secure Remote Access and Full Administration Privileges
- Daily Incremental and Weekly Full System and Content Back-Ups
- High-Performance Back-Up Architecture

Verizon's managed hosting environments are housed in our footprint of top-tier, fortress-style facilities providing the highest levels of physical security, power, environmental systems and control systems:

- Extensive and successful experience supporting clients with FIPS, NIST 800-53, PCI, HIPAA, ISO 27000, SAS70 Type II, HB 1386
- Hybrid capabilities enable Verizon managed hosting customers to leverage colocation services or cloud environments as needed

Our hosting service comes in three options:

- Verizon's Managed Hosting is powered by Infinistructure™, our next-generation utility computing solution. Working together with strategic technology partners including VMware, Cisco and HP, we've designed a managed infrastructure that offers revolutionary levels of flexibility and scalability for managed web hosting. Advanced virtualization technology allows for processing, memory and storage on demand. So you can purchase capacity as required for event-driven needs, optimize systems utilization and precisely align your infrastructure to your business needs.
- Verizon's Highly Managed Hosting service provides the highest levels of support and availability in the industry, built around an application-centric philosophy you simply won't find anywhere else, with application-level deep monitoring, return-to-service and code troubleshooting services. We include full support for leading database and application platforms and back our service up with meaningful service level agreements structured around custom business transaction monitors.
- Verizon's Custom Managed Services solutions are designed for customers with unique and complex demands. We approach each environment in a different way and apply services and people that will match the needs of SAP. Customers that subscribe to Verizon's Custom Managed Services typically have environments of 25 or more servers with unique hardware and operating system requirements.

6.1.2.4.6 NBIVR Applications

The Contractor shall offer customizable packaged NBIVR applications that can be modified by the Customer without the need for custom application development.

NBIVR platform shall support applications developed with any VoiceXML 2.1 compliant tools.

Bidder shall describe its customizable NBIVR applications.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

Verizon will offer customizable packaged NBIVR applications that can be modified by the Customer without the need for custom application development. The NBIVR platform supports applications developed with Studio a Web based scripting tool

IVR software (Interactive Voice Response) is an effective way to reduce costs and improve customer satisfaction. Well-designed IVR software enables callers to quickly get the results they need, whether it be through self-service or live-agent assistance. Virtual Contact Center's hosted IVR software is easy to use and offers a robust drag-and-drop utility to create specialized call flows on-demand. This allows customers to make on-the-fly adjustments so they can better meet the needs of their customers and call centers without Professional Services involvement.

IVR - Visual Call Flow Development

Create and edit contact flows quickly and easily, providing a flexible solution to fit our customers business needs, without limitations imposed by equipment, software or vendors. The Contact Center Solution drag and drop tool make development and changes to call flows quick and easy without Professional Services involvement.

CCS IVR utilizes Studio a thick client (locally installed) interface that allows the administrator to create the most basic or sophisticated call flow. This visual script creator allows you to build the call flows in advance, verify their functionality, and deploy in near real time to a production environment. This removes the technical challenges of building sophisticated call flows by allowing administrators to work with a graphical interface to build advanced call flows.

6.1.2.4.7 IVR Summary Reporting

The Contractor shall provide summary reporting that provides information on the caller, average call duration, caller opt out (transfer) and disposition of the calls within the IVR application on a daily, weekly and monthly basis.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

Verizon will provide summary reporting that provides information on the caller, average call duration, caller opt out (transfer) and disposition of the calls within the IVR application on a daily, weekly and monthly basis.

6.1.2.4.8 IVR Commercial Reports

Contractor shall provide any IVR reports that are available with its commercial offerings.

Bidder understands the Requirement and shall meet or exceed it? Yes No

Description:

IVR reports that are available with Verizon's solution include:

- Incoming Call Report, 30 Minute Summary
- Extended Disposition, Daily, Sorted by Call Extension
- Extended Disposition, Daily, Sorted by Description

-
- Extended Call Detail Report, Daily, Sorted by Extension
 - Incoming Calls, Hourly Summary
 - Incoming Calls, 10 Minute Summary
 - Extended Disposition, Daily, Sorted by Call Extension
 - Extended Disposition, Daily, Sorted by Description
 - Menu Selection, Daily, Sorted by Toll Free Number
 - Call Redirection, Hourly, Sorted by Toll Free Number
 - Call Redirection, Daily, Sorted by Toll Free Number
 - Extended Call Detail Report, Daily, Sorted by Extension
 - Announcement with Call Extension, Hourly Summary

■ **Incoming Calls, Weekly Summary by Day**

- Menu Selection, Weekly, Sorted by Toll Free Number
- Call Redirection, Weekly, Sorted by Toll Free Number
- Extended Disposition, Monthly, sorted by date
- Extended Disposition, Monthly, Sorted by Call Extension
- Extended Disposition, Monthly, Sorted by Description
- Extended Call Detail Report, Monthly, Sorted by Date
- Extended Call Detail Report, Monthly, Sorted by Extension
- Incoming Calls, Monthly Summary by Day
- Customer Application Summary
- Extended Disposition, Monthly, sorted by date
- Extended Disposition, Monthly, Sorted by Call Extension
- Extended Disposition, Monthly, Sorted by Description
- Menu Selection, Monthly, Sorted by Toll Free Number
- Call Redirection, Monthly, Sorted by Toll Free Number
- Extended Call Detail Report, Monthly, Sorted by Date
- Extended Call Detail Report, Monthly, Sorted by Extension
- Announcement with Call Extension, Monthly Summary

Contractor shall offer the NBIVR services and features detailed in Table 6.1.2.4.a.

Table 6.1.2.4.a Network Based Interactive Voice Response (NBIVR) Services and Features

	Feature Name	Feature Description	Meets or Exceeds?		Bidder's Product Identifier
			Y	N	
1	NBIVR Usage	Usage charge associated with the IVR platform.	Y		IVRU0000
	Bidder's Description: Verizon will provide usage charge associated with the IVR platform.				
2	NBIVR Usage – Speech Recognition	Usage charge associated with the IVR platform with speech recognition input.	Y		IVSR0000
	Bidder's Description: Verizon will provide usage charge associated with the IVR platform with speech recognition input.				
3	NBIVR Custom Environment	One-time charge to configure a custom IVR environment to support IVR applications. Shall include 100 hours of professional services to configure the custom environment.	Y		NBIV0000
	Bidder's Description: Verizon will provide a one-time charge to configure a custom IVR environment to support IVR applications. Shall include 100 hours of professional services to configure the custom environment.				

The Contractor may offer additional unsolicited NBIVR services and features in Table 6.1.2.4.b.

Table 6.1.2.4.b Unsolicited Network Based Interactive Voice Response (NBIVR) Services and Features

	Feature Name	Feature Description	Bidder's Product Identifier
1	HICR Enhanced Automatic Speech Recognition ASR	HICR Enhanced Automatic Speech Recognition ASR	CASR0000
	<p>Bidder's Product Description: HICR (Hosted Intelligent Contact Routing) Automated Speech Recognition (ASR) platform provides a rich feature capability and functionality that incorporates all of the normal IVR capabilities and makes them available via speech activation/recognition.</p> <ul style="list-style-type: none"> ▪ Speech recognition is includes advanced capabilities including Natural Language. ▪ Speech enabled IVRs have the ability for caller input to be recognized at any point in the menu process. This allows for pre-selection of the option, rather than waiting for all options to be read before being allowed to make a response. 		
2	HICR Advanced Activation - Basic Self Service IVR	HICR Advanced Activation - Basic Self Service IVR	CAAB0000
	<p>Bidder's Product Description: HICR Advanced Activation - Basic Self Service IVR is an enhancement that provides for IVR integration to customer hosted databases:</p> <ul style="list-style-type: none"> ▪ Adds data lookup to one internal hosted database table ▪ Up to 3 database "calls" (lookup only) 		
3	HICR Advanced Activation Self Service IVR Premium	HICR Advanced Activation Self Service IVR Premium	CAAP0000
	<p>Bidder's Product Description: HICR Advanced Activation Self Service IVR Premium provides for additional IVR integrations to customer databases:</p> <ul style="list-style-type: none"> ▪ Adds data lookup to one internal hosted database table ▪ Up to 3 database "calls" (lookup only) ▪ Adds integration to one external CRM/database ▪ Up to 3 database/Web Service "calls: 		

Table 6.1.2.4.b Unsolicited Network Based Interactive Voice Response (NBIVR) Services and Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
4	HICR Advanced Screen POP/Call Routing/ Named Agent	HICR Advanced Screen POP/Call Routing/ Named Agent	CASP0000
	<p>Bidder's Product Description: HICR Advanced Screen POP/Call Routing/ Named Agent is an enhancement to the HICR Routing Capabilities capacity to provide CRM Driven Screen Pop/Call Routing or Named Agent Routing:</p> <ul style="list-style-type: none"> ▪ Adds integration to one CRM solution to support a screen-pop or custom call routing ▪ Up to 3 web service "calls" (lookup only) <p>For Named Agent adds:</p> <ul style="list-style-type: none"> ▪ Enable routing to a named "Account Manager" type agents, backup agent or queue ▪ Integrate with a CRM to identify the Account Manager, not all external CRM solution supported. 		
5	HICR IVR with Standard Applications	HICR IVR with Standard Applications	ISTN0001
	<p>Bidder's Product Description: HICR Interactive Voice Response (IVR) Systems uses a human voice to present menu options to the caller. The caller can select an option using DTMF or the keypad on the telephone. Additional options include the deployment of self service or speech automated systems. Includes customized call flows and automated voice menus that gather call routing information and customer IDs and deliver pre-recorded announcements - instantly and without programming</p>		
6	HICR IVR with Standard Application Usage	HICR IVR with Standard Application Usage	ISTN0002
	<p>Bidder's Product Description: HICR IVR with Standard Application Usage is an enhancement to IVR services are Usage Based/MOU services.</p>		
7	NBIVR Open Hosted IVR	NBIVR Open Hosted IVR	OHVR0000
	<p>Bidder's Product Description: This advanced enhancement provides Open Hosted IVR functionality customer agency control via GUI interface of the development, test and production environment IVR applications. Provides customer the opportunity to utilize internal resources to manage applications while maintaining the scalability, security, and redundancy of Verizon's hosted platform. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>		

Table 6.1.2.4.b Unsolicited Network Based Interactive Voice Response (NBIVR) Services and Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
8	NBIVR IP Hosted Intelligent Contact Routing (HICR)-A	NBIVR IP Hosted Intelligent Contact Routing (HICR)-A	HICA0000
	Bidder's Product Description: NBIVR Hosted Intelligent Contact Routing (HICR) is a comprehensive, managed, network-routing solution that intelligently routes multimedia transactions, such as voice, e-mail, chat, and web collaboration for contact centers. Hosted ICR is based on software from Genesys Telecommunications Laboratories. Hosted ICR employs user-defined business rules, caller characteristics, data requested and provided by the caller, and data retrieved from contact center host computers (HostConnect) within the network. This enhanced functionality is provided by IP HICR IVR Routing to customize call routing capabilities. This feature may require Custom Application development charges. This is a custom application that requires specific development on a case by case basis as defined by a customer requirement. These services provide for the non-recurring costs associated with the implementation of IP Hosted Intelligent Contact Routing (HICR). NRC will apply on a per occurrence basis.		
9	NBIVR Menu Routing	NBIVR Menu Routing	MNRT0000
	Bidder's Product Description: NBIVR Menu Routing is an enhancement to allow the caller defined routing based on menu choice. Charged on a per call basis.		
10	NBIVR Message Announce	NBIVR Menu Routing Message Announce	MSAN0000
	Bidder's Product Description: NBIVR Menu Routing Message Announce is a custom enhancement that can be evoked by the customer during high utilization or to redirect traffic. This allows the caller to hear a pre-recorded announcement prior to, during or after the call is routed. Charged on a per call basis.		
11	NBIVR Announce Connect	NBIVR Announce Connect	ACNT0000
	Bidder's Product Description: Sometimes referred to as "whisper," NBIVR Announce Connect provides a customized message to the called party before the caller is connected. Charged on a per call basis. This is a feature of HICR platform.		
12	NBIVR Busy/No Answer Rerouting (BNAR)	NBIVR Busy/No Answer Rerouting (BNAR)	BSYN0000
	Bidder's Product Description: If a call reaches a busy signal or is not answered within a specified number of rings, BNAR automatically reroutes the call to a pre-specified alternate location or to a recording. Charged on a per call basis.		

Table 6.1.2.4.b Unsolicited Network Based Interactive Voice Response (NBIVR) Services and Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
13	NBIVR Take Back/SIP Refer Transfer	NBIVR Take Back/SIP Refer Transfer	TBRT0000
	Bidder's Product Description: NBIVR Take Back/SIP Refer Transfer allows the called party to transfer a call to another location <ul style="list-style-type: none"> ▪ Take Back and Transfer (TnT) is an Enhanced Call Routing (ECR) feature that is ordered with the application.. ▪ TnT can be invoked either by a person or by a VRU. ▪ Transfers are done with speed dialed numbers in a TnT database. The agent or Voice Response Unit (VRU) enters "*" and predetermined digits. The database is part of TnT with no additional charge. ▪ DTMF can be transferred along with the call. ▪ Charged on a per transaction basis. 		
14	NBIVR Caller Take Back	NBIVR Caller Take Back	CTBK0000
	Bidder's Product Description: NBIVR Caller Take Back allows a caller to return to the ECR menu to make additional call routing selections, or to access "hidden" menus not available during the initial selection process. Either the answering agent (GiveBack) or the caller (TakeBack) enters predefined digits (*plus one or two digits) and the caller is returned to the menu. Charged on a per transaction basis. Feature Identifier may require Custom Application Development.		
15	NBIVR Remote Audio Update	NBIVR Remote Audio Update	RMTA0000
	Bidder's Product Description: NBIVR Remote Audio Update is an enhancement that allows customers to make real-time (within 15 minutes) updates to their audio messages that callers hear. Using their assigned ID number and password, customers can dial into their application message and modify or review it. A setup charge and monthly recurring charge for access to the service will apply.		
16	NBIVR Foreign Language Recording (per language)	NBIVR Foreign Language Recording (per language)	FLNR0000
	Bidder's Product Description: NBIVR Foreign Language Recording (per language) is an enhanced call routing feature that provides the ability to translate IVR scripts and recordings into languages other than English.		
17	NBIVR Professional Voice Recording	NBIVR Professional Voice Recording	PROV0000
	Bidder's Product Description: NBIVR Professional Voice Recording enhancement provides for professional Voice Recording allows the development and recording of IVR scripts using professional voice talent. Monthly charges may apply on a per recording basis. This feature may require Custom Application development charges.		

Table 6.1.2.4.b Unsolicited Network Based Interactive Voice Response (NBIVR) Services and Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
18	NBIVR Call Router Reports per Package	NBIVR Call Router Reports per Package	CRRP0000
	Bidder's Product Description: NBIVR Call Router Reports per Package enhancement provides for call Router Reports include Daily Activity and Daily Call Profile Reports for Daily, Weekly, and Monthly Distribution to each Customer broken down by hour.		
19	NBIVR Custom Reports Package-M	NBIVR Custom Reports Package-M	CRPM0000
	Bidder's Product Description: NBIVR Custom Reports Package-M is an advanced custom Reports Package that provides application specific reporting capabilities. Monthly charges may apply on a per application basis. Change charge applies to modifying or updating custom report requirements. This feature may require Custom Application development charges.		
20	NBIVR Custom Reports Package-C	NBIVR Custom Reports Package-C	CRPC0000
	Bidder's Product Description: NBIVR Custom Reports Package-C is an advanced custom Reports Package that provides application specific reporting capabilities. Monthly charges may apply on a per application basis. Change charge applies to modifying or updating custom report requirements. This feature may require Custom Application development charges.		
21	NBIVR Database Lookups	NBIVR Database Lookups	DBLK0000
	Bidder's Product Description: NBIVR Database Lookups enhancement provides for additional Database Lookups are available with the Network Based IVR service. This feature may require Custom Application development charges.		
22	NBIVR Standard Database Routing	NBIVR Standard Database Routing	SDBR0000
	Bidder's Product Description: NBIVR Standard Database Routing enhancement enables calls to be routed automatically to the appropriate destination. Data fields contain information for use by the call processing application. Examples of data fields are DNIS outdial telephone number, message number, and password. Charged on a per call basis. This feature may require Custom Application development charges.		

Table 6.1.2.4.b Unsolicited Network Based Interactive Voice Response (NBIVR) Services and Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
23	NBIVR Network Database Routing	NBIVR Network Database Routing	NDBR0000
	Bidder's Product Description: NBIVR Network Database Routing is similar to Standard Database Routing, but can handle more complex databases. Network Database Routing provides customers with the ability to make real-time updates to their own database records. Using a touchtone phone, customers can add, delete or change application database records such as personal identification numbers, account numbers or zip codes for near real-time changes. Charged on a per call basis. This feature may require Custom Application development charges.		
24	HICR Web Application Content Development Implementation	HICR Web Application Content Development Implementation	WACD0000
	Bidder's Product Description: HICR Web Application Content Development Implementation enhancement provides Custom Web Application Content Development Implementation through Support Services for use with Web-based content.		
25	NBIVR Custom Application Development-N	NBIVR Custom Application Development-N	IVCA0000
	Bidder's Product Description: NBIVR Custom Application enhancement provides for custom application development via Professional Services for all IVR features and application enhancements. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		
26	NBIVR Custom Application Development-M	NBIVR Custom Application Development-M	IVCA0001
	Bidder's Product Description: NBIVR Custom Application Development-M enhancement provides for custom application development via Professional Services for all IVR features and application enhancements. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		

Table 6.1.2.4.b Unsolicited Network Based Interactive Voice Response (NBIVR) Services and Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
27	HICR Custom Identity Management Application Development-N	HICR Custom Identity Management Application Development-N	CIMA0000
	<p>Bidder's Product Description: HICR Custom Identity Management Application Development-N is an enhanced engagement that will provide Custom Application development via Professional Services and/or provide interface to Custom Identity Management Applications. Application development may include platform integration to Genesys, Verizon Business, MS Speech Server 2007 and Nuance. Supported databases may include MS SQL Server, Oracle DB, Oracle Internet Directory and IBM Tivoli Directory Server with DB2 and MS Active Directory and MS ADAM. This feature may require Custom Application development charges. SLA's will be defined in the customers Statement of Work (SOW). This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>		
28	NBIVR Custom Project Management-N	NBIVR Custom Project Management-N	IVCP0000
	<p>Bidder's Product Description: NBIVR Custom Project Management-N enhancement provides for Custom Project Management associated with a complex contact center IVR project deployment. One time charges include the initial set up of the project/program office.</p> <p>Custom Project Management may include the following roles or responsibilities:</p> <ul style="list-style-type: none"> • Technical Document Development • Advanced Project Director • Quality Assurance Manager • Application Development Manager • Enhanced Training Environments <p>Custom Project Management will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.</p> <p>IVR/ACD implementations are subject to the Managed Project Work requirements of Section B.6.2, Volume 1, SOW Business Requirements.</p>		

Table 6.1.2.4.b Unsolicited Network Based Interactive Voice Response (NBIVR) Services and Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
29	NBIVR Custom Project Management-M	NBIVR Custom Project Management-M	IVCP0001
	<p>Bidder's Product Description: NBIVR Custom Project Management-M enhancement provides for on-going Custom Project Management associated with a complex contact center IVR project deployment. Monthly recurring charges include the on-going support from the project/program office.</p> <p>Custom Project Management may include the following roles or responsibilities:</p> <ul style="list-style-type: none"> • Technical Document Development • Advanced Project Director • Quality Assurance Manager • Application Development Manager • Enhanced Training Environments <p>Custom Project Management will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.</p> <p>IVR/ACD implementations are subject to the Managed Project Work requirements of Section B.6.2, Volume 1, SOW Business Requirements.</p>		
30	NBIVR Custom Help Desk Services	NBIVR Custom Help Desk Services	CHDA0000
	<p>Bidder's Product Description: NBIVR Custom Help Desk Services enhancement provides for development of customized help desk services and ongoing support associated with Contact Center applications, deployment and ongoing operation. This feature may require Custom Application development charges. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.</p>		
31	NBIVR Quota Routing	NBIVR Quota Routing	IQRT0000
	<p>Bidder's Product Description: NBIVR Quota Routing enhancement provides the customer the ability to self-service manage the number of calls processed within a specified timeframe. Once the maximum number is reached, calls are either re-routed to another specified call center location or a call treatment message or busy signal is given as predetermined by the customer. This service provides for enhanced control over call routing strategies and provides the ability to provide call blocking thresholds when necessary.</p>		

Table 6.1.2.4.b Unsolicited Network Based Interactive Voice Response (NBIVR) Services and Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
	HICR Custom IWD	HICR Custom Intelligent Workload Distribution	NIWD0000
32	<p>Bidder's Product Description: HICR Custom Intelligent Workload Distribution optimizes the work streams that support your customers. By prioritizing, assigning and monitoring tasks based on business rules and employee skills, it helps you meet customer deadlines while improving efficiency Captures 'tasks' from multiple work sources, like workflow, claims or mortgage origination systems Out-of-the-box adapters for quick integration Adapters are bi-directional Define Business SLAs using business rules Intuitive user interface Automatically monitors tasks against SLAs and adjusts to ensure SLA Adherence Leverages the resource/skill awareness in Genesys Proactive assignment to right resource (push or pull) Manage across physical or logical locations – front-office, back-office, home agent, outsourcing partners Skills and proficiencies of back office team members Performance of individuals, groups and teams Task backlog for workforce planning Provides valuable insights into business performance Statistics can be used in Genesys CCPulse+, or existing 3rd party BI tools Compare against KPIs defined by business users</p>		
	HICR Custom WFM	HICR Custom Workforce Management Solution	NWFM0000
33	<p>Bidder's Product Description: HICR Custom Workforce Management Solution provides forecasts that are based on actual trends across all channels (Voice, Email, Chat, SMS, Social Media) and work items calculated on both immediate and deferred activities. Schedules with development plans, skills, and training are linked to a single interface for ease of access. Allowing for an unlimited numbers of hypothetical skill combinations, working rules, and skill prioritization without affecting any current configuration or schedule data, profiles ensure that the right skills are always available. Schedules, schedule trading, time-off management and real-time adherence data are all available on the web. Provides automated multi-site/multi-skill forecasting and intraday schedule re-optimization.</p>		

Table 6.1.2.4.b Unsolicited Network Based Interactive Voice Response (NBIVR) Services and Features (continued)			
	Feature Name	Feature Description	Bidder's Product Identifier
34	HICR Custom Skills Assessor	HICR Custom Skills Assessor	NCSA0000
	Bidder's Product Description: HICR Custom Skills Assessor allows companies to use a combination of online tests, self-assessment, and observational feedback to assess the level of agent skills across their contact centre. Agent skill levels are stored in a central skills database and can be combined with performance data from legacy systems, for example, CRM sales data, Learning Management System courses		
35	HICR Advance Integration Connector	HICR Advance Integration Connector	NBAI0000
	Bidder's Product Description: HICR Advance Integration Connector Enables the following types of advanced application: <ul style="list-style-type: none"> • An advanced agent desktop application which has agent-based interaction processing capabilities plus statistics and configuration capabilities associated with the agent and resources (queues, agent groups, etc.) he/she is associated with. • Any type of Contact Center Supervisor or manager desktop application. This application can have the following capabilities: <ul style="list-style-type: none"> o Resource (agent, queues) management and definition o Resource monitoring (real-time) o Routing Strategy tuning o Outbound campaign management • A customer/partner application which needs to access or modify (at the desktop) configuration data with the Genesys platform. 		

6.1.3 SERVICE LEVEL AGREEMENTS (SLA)

The Contractor shall provide Service Level Agreements (SLAs) as defined below. The intent of this section is to provide Customers, CALNET 3 CMO and the Contractor with requirements that define and assist in the management of the SLAs. This section includes the SLA formats, general requirements, stop clock conditions, and the Technical SLAs for the services identified in this solicitation.

6.1.3.1 SERVICE LEVEL AGREEMENT FORMAT

The Contractor shall adhere to the following format and include the content as described below for each Technical SLA added by the Contractor throughout the Term of the Contract:

1. *SLA Name - Each SLA Name must be unique;*
2. *Definition - Describes what performance metric will be measured;*
3. *Measurements Process - Provides instructions how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details shall include source of data and define the points of measurement within the system, application, or network;*

4. *Service(s) - All applicable Categories or Subcategories will be listed in each SLA;*
5. *Objective(s) – Defines the SLA performance goal/parameters; and,*
6. *Rights and Remedies*
 - a. *Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,*
 - b. *Monthly Aggregated Measurements: Rights and remedies are paid once during the bill cycle based on an aggregate of events over a defined period of time.*

The Contractor shall proactively apply an invoice credit or refund when an SLA objective is not met. CALNET SLA Rights and Remedies do not require the Customer to submit a request for credit or refund.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

6.1.3.2 TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES

Section 6.1.2 (NBCC Services) defines the technical requirements for each service. These requirements are the minimum parameters each Bidder must meet in order to qualify for Contract award. Upon Contract award the committed technical requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum parameters which the Contractor shall be held accountable for all rights and remedies throughout Contract Term.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

6.1.3.3 TWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR

There are two (2) methods in which CALNET 3 service failures or quality of service issues may be reported and Contractor trouble tickets opened: Customer reported or Contractor reported.

The first method of outage reporting results from a Customer reporting service trouble to the Contractor's Customer Service Center via phone call or opening of a trouble ticket using the on-line Trouble Ticket Reporting Tool (IFB STPD 12-001-B Business Requirements Section 9.4).

The second method of outage reporting occurs when the Contractor opens a trouble ticket as a result of network/system alarm or other method of service failure identification. In each instance the Contractor shall open a trouble ticket using the Trouble Ticket Reporting Tool (IFB STPD 12-001-B Business Requirements Section B.9.4) and monitor and report to Customer until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

6.1.3.4 BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS

Many of the Service Level Agreements described below include multiple objective levels – Basic, Standard and Premier. Bidders shall indicate one (1) specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

6.1.3.5 CONTRACTOR SLA MANAGEMENT PLAN

Within 90 calendar days of Contract award, the Contractor shall provide CALNET 3 CMO with a detailed SLA Management Plan that describes how the Contractor will manage the Technical SLAs for services in this IFB. The SLA Management plan shall provide processes and procedures to be implemented by the Contractor. The SLA Management Plan shall define the following:

1. *Contractor SLA Manager and supporting staff responsibilities;*
2. *Contractor's process for measuring objectives for each SLA. The process shall explain how the Contractor will continuously monitor and measure SLA performance to ensure compliance. The Contractor shall provide details describing how and what will be measured. Details should include source of data and define the points of measurement within the system, application, or network;*
3. *Creation and delivery of SLA Reports (IFB STPD 12-001-B Business Requirements Section B.9.5). The Contractor shall include a sample report in accordance with IFB STPD 12-001-B Business Requirements Section B.9.5 (SLA Reports) for the following: SLA Service Performance Report (IFB STPD 12-001-B Business Requirements Section B.9.5.1), SLA Provisioning Report (IFB-B Business Requirements Section B.9.5.2), and SLA Catastrophic Outage Reports (IFB STPD 12-001-B Business Requirements Section B.9.5.3). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET 3 CMO via the Private Oversight Website (IFB STPD 12-001-B Business Requirements Section B.9.2);*
4. *SLA invoicing credit and refund process;*
5. *Contractor SLA problem resolution process for SLA management and SLA reporting. The Contractor shall provide a separate process for Customers and CALNET 3 CMO; and,*
6. *Contractor SLA Manager to manage all SLA compliance and reporting. The Contractor shall include SLA Manager contact information for SLA inquiries and issue resolution for Customer and CALNET 3 CMO.*

Bidder understands the Requirement and shall meet or exceed it? Yes No _____

6.1.3.6 TECHNICAL SLA GENERAL REQUIREMENTS

The Contractor shall adhere to the following general requirements which apply to all CALNET 3 Technical SLAs (Section 6.1.3.8):

1. *With the exception of the Provisioning SLA, the total SLA rights and remedies for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Charges (TMRC). Services with usage charges shall apply the Average Daily Usage Charge (ADUC) in addition to any applicable TMRC rights and remedies;*
2. *If a circuit or service fails to meet one (1) or more of the performance objectives, only the SLA with the largest monthly Rights and Remedies will be credited to the Customer, per event;*

3. *The Contractor shall apply CALNET 3 SLAs and remedies for services provided by Subcontractors and/or Affiliates;*
4. *The Definition, Measurement Process, Objectives, and Rights and Remedies shall apply to all services identified in each SLA. If a Category or Subcategory is listed in the SLA, then all services under that Category or Subcategory are covered under the SLA. Exceptions must be otherwise stated in the SLA;*
5. *TMRC rights and remedies shall include the service, option(s), and feature(s) charges;*
6. *The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives;*
7. *The Contractor shall proactively credit all rights and remedies to the Customer within 60 calendar days of the trouble resolution date on the trouble ticket or within 60 calendar days of the Due Date on the Service Request for the Provisioning SLA;*
8. *To the extent that Contractor offers additional SLAs, or SLAs with more advantageous rights and/or remedies for same or similar services offered through tariffs, online service guides, or other similarly situated government contracts (Federal, State, County, City), the State will be entitled to the same rights and/or remedies therein. The Contractor shall present the SLAs to CALNET 3 CMO for possible inclusion via amendments;*
9. *The Contractor shall apply CALNET 3 SLAs and remedies to services provided in geographic areas which the Contractor has committed to provide service. ;*
10. *The election by CALNET 3 CMO of any SLA remedy covered by this Contract shall not exclude or limit CALNET 3 CMO's or any Customer's rights and remedies otherwise available within the Contract or at law or equity;*
11. *The Contractor shall apply rights and remedies when a service fails to meet the SLA objective even when backup or protected services provide Customer with continuation of services;*
12. *The Contractor shall act as the single point of contact in coordinating all entities to meet the State's needs for provisioning, maintenance, restoration and resolution of service issues or that of their Subcontractors, Affiliates or resellers under this Contract;*
13. *The Customer Escalation Process (IFB STPD 12-001-B Business Requirements Section B.3.4.2) and/or the CALNET 3 CMO Escalation Process (IFB STPD 12-001-B Business Requirements Section B.3.4.1) shall be considered an additional right and remedy if the Contractor fails to resolve service issues within the SLA objective(s);*
14. *Trouble reporting and restoration shall be provided 24x365 for CALNET 3 services;*
15. *SLAs apply 24x365 unless SLA specifies an exception;*
16. *Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID or Service ID in accordance with IFB STPD 12-001-B Business Requirements Section B.5.1 (Billing and Invoicing Requirements, #14);*
17. *The Contractor shall provide a CALNET 3 SLA Manager responsible for CALNET 3 SLA compliance. The SLA Manager shall attend regular meetings and be available*

upon request to address CALNET 3 CMO SLA oversight, report issues, and problem resolution concerns. The CALNET 3 SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;

18. The Contractor shall provide Customer and CALNET 3 CMO support for SLA inquiries and issue resolution; and,

19. Any SLAs and remedies negotiated between Contractor and third party service provider in territories closed to competition shall be passed through to the CALNET 3 Customer.

Bidder understands the Requirement and shall meet or exceed it? Yes No

6.1.3.7 TROUBLE TICKET STOP CLOCK CONDITIONS

The following conditions shall be allowed to stop the trouble ticket Outage Duration for CALNET 3 Contractor trouble tickets. The Contractor shall document the trouble ticket Outage Duration using the Stop Clock Condition (SCC) listed in Table 6.1.3.7 and include start and stop time stamps in the Contractor’s Trouble Ticket Reporting Tool (IFB STPD 12-001-B Business Requirements Section B.9.4) for each application of a SCC.

Note: The Glossary (SOW Appendix A) defines term “End-User” as the “individual within an Entity that is utilizing the feature or service provided under the Contract.”

Stop Clock Conditions are limited to the conditions listed in Table 6.1.3.7.

Table 6.1.3.7 – Stop Clock Conditions (SCC)

#	Stop Clock Condition (SCC)	SCC Definition
1	END-USER REQUEST	Periods when a restoration or testing effort is delayed at the specific request of the End-User. The SCC shall exist during the period the Contractor was delayed, provided that the End-User’s request is documented and time stamped in the Contractor’s trouble ticket or Service Request system and shows efforts are made to contact the End-User during the applicable Stop Clock period.
2	OBSERVATION	Time after a service has been restored but End-User request ticket is kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the Service has not been restored.
3	END-USER NOT AVAILABLE	Time after a service has been restored but End-User is not available to verify that the Service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor’s reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the Service has not been restored.

#	Stop Clock Condition (SCC)	SCC Definition
4	WIRING	Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor or any of its Subcontractors or Affiliates. If it is later determined the wiring is not the cause of failure, the SCC shall not apply.
5	POWER	Trouble caused by a power problem outside of the responsibility of the Contractor.
6	FACILITIES	Lack of building entrance Facilities or conduit structure that are the End-User's responsibility to provide.
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket several efforts to contact End-User for the following: a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information ; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.
9	APPLICATION	End-User software applications that interfere with repair of the trouble.
10	CPE	Repair/replacement of Customer Premise Equipment (CPE) not provided by Contractor if the problem has been isolated to the CPE. If determined later that the CPE was not the cause of the service outage, the CPE SCC will not apply.
11	NO RESPONSE	Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the Service has been restored as long as Contractor can provide documentation in the trouble ticket substantiating the communication from Contractor's technician.

#	Stop Clock Condition (SCC)	SCC Definition
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET 3 service. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs shall apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to the Maintenance SCC.
13	THIRD PARTY	Any problem or delay caused by a third party not under the control of Contractor, not preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Subcontractors and Affiliates shall be deemed to be under the control of Contractor with respect to the equipment, services, or Facilities to be provided under this Contract.
14	FORCE MAJEURE	Force Majeure events, as defined in the PMAC General Provisions - Telecommunications, Section 28 (Force Majeure).

Bidder understands the Requirement and shall meet or exceed it? Yes No

6.1.3.8 **TECHNICAL SERVICE LEVEL AGREEMENTS**

The Contractor shall provide and manage the following Technical SLAs.

6.1.3.8.1 **NBCC Service Outage (M-S)**

SLA Name: Contact Center Service Outage				
Definition: The loss of an NBCC service feature at a single End-User location. End-User location is defined as Contractor’s server or Customer’s Contact Center location.				
Measurement Process: The Outage Duration begins when an application alarm/other fault indicator is received by the Contractor from an outage-causing event or the opening of a trouble ticket by a Customer, or the Contractor, whichever occurs first. Upon notification from the Customer or application alarm, the Contractor shall compile a list for each End-User seat and feature at the End-User location for tracking and reporting of SLA rights and remedies. Each seat and feature is deemed out of service from the first notification until the Contractor determines all End-User seats and features are restored minus SCC. Any seat or feature reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.				
Service(s):				
NBCC Services				
Objective (s): The objective restoral time shall be:				
				Bidder's Objective Commitment (B, S or P)
	Basic (B)	Standard (S)	Premier (P)	
NBCC Service	≤ 6 hours	≤ 4 hours	≤ 2 hour	P
Rights and Remedies	Per Occurrence: 20 percent of the TMRC and two (2) days of ADUC, when usage applies, for each NBCC seat and service/feature impacted by the service failure.			
	Monthly Aggregated Measurements: N/A			

Bidder understands the Requirement and shall meet or exceed it? Yes X No _____

6.1.3.8.2 *Catastrophic Outage 2 (CAT 2) (M-S)*

SLA Name: Catastrophic Outage 2 (CAT 2)				
Definition: Failure of any part of the NBCC architecture components (hardware, software, interconnection of components) based on a common cause that results in a contact center service feature failure at more than one (1) contact center location.				
Measurement Process: The Outage Duration begins when a network/application alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer(s) or Contractor, whichever occurs first. Upon notification from the Customer(s) or network alarm, the Contractor shall compile a list for each End-User seat and service feature affected by the common cause for tracking and reporting of the SLA rights and remedies. Outage Duration shall be measured on a per-End-User seat and service feature basis from information recorded from the network equipment/system or Customer reported trouble ticket. Each End-User seat or service feature is deemed out of service from the first notification until the Contractor determines the End-User seat or service feature is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.				
Service(s):				
NBCC Services				
Objective (s): The objective restoral time shall be:				
				Bidder's Objective Commitment (B, S or P)
	Basic (B)	Standard (S)	Premier (P)	
NBCC Services	≤ 1 hour	≤ 30 minutes	≤ 15 minutes	P
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) days of ADUC when usage applies for each End-User service not meeting the committed objective for each CAT 2 fault.			
	Monthly Aggregated Measurements: N/A			

Bidder understands the Requirement and shall meet or exceed it? Yes No

6.1.3.8.3 *Catastrophic Outage 3 (CAT 3) (M-S)*

SLA Name: Catastrophic Outage 3 (CAT 3)					
Definition: The total loss of a Contractor's NBCC IVR and/or ACD service on a system wide basis.					
Measurement Process: The Outage Duration begins when a network alarm is received by the Contractor from an outage-causing event or the opening of a trouble ticket by the Customer(s) or Contractor, whichever occurs first. Upon notification from the Customer(s) or network alarm, the Contractor shall compile a list for each End-User seat and service feature affected by a common cause. Outage Duration shall be measured on a per-End-User seat and service feature basis from information recorded from the network equipment/system or trouble ticket. Each End-User seat and service feature is deemed out of service from the first notification until the Contractor determines the End-User seat and service feature is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.					
Service(s):					
NBCC ACD		NBCC IVR			
Objectives: The objective restoral time shall be:					
		Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
NBCC ACD and/or IVR	≤ 30 minutes	N/A	≤ 15 minutes	P	
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) days of ADUC, when usage applies for each End-User seat and service feature not meeting the committed objective for each CAT 3 fault.				
	Monthly Aggregated Measurements: N/A				

Bidder understands the Requirement and shall meet or exceed it? Yes X No _____

6.1.3.8.4 Excessive Outage (M-S)

SLA Name: Excessive Outage				
Definition: A service failure that remains unresolved for more than the committed objective level.				
Measurement Process: This SLA is based on trouble ticket Unavailable Time. The seat or service feature is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If Customer reports a service failure as unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.				
Service(s):				
NBCC Services				
Objective (s): The Unavailable Time objective shall not exceed:				
				Bidder's Objective Commitment (B, S or P)
	Basic (B)	Standard (S)	Premier (P)	
NBCC Services	16 hours	12 hours	8 hours	P
Rights and Remedies	Per Occurrence: 100 percent of the TMRC and ten (10) days of ADUC, when usage applies for each seat and service feature out of service for a period greater than the committed objective level. Upon request from the Customer or the CALNET 3 CMO, the Contractor shall provide a briefing on the excessive outage restoration.			
	Monthly Aggregated Measurements: N/A			

Bidder understands the Requirement and shall meet or exceed it? Yes X No _____

6.1.3.8.5 Notification

SLA Name: Notification	
Definition: The Contractor notification to CALNET 3 CMO and designated stakeholders in the event of a CAT 2 or CAT 3 failure, Contractor, Subcontractor or Affiliate network event, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET 3 End-Users or has the potential to impact services in a general or statewide area. The State understands initial information regarding the nature of the outage may be limited.	
Measurement Process: The Contractor shall adhere to the Network Outage Response requirements (IFB STPD 12-001-B Business Requirements Section B.3.3) and notify the CALNET 3 CMO and designated stakeholders for all CAT 2 and CAT 3 Outages or for network outages resulting in a significant loss of service. Notification objectives will be based on the start time of the outage failure determined by the opening of a trouble ticket or network alarm, whichever occurs first. For events based on information such as terrorist activity or natural disaster, the Contractor shall notify CALNET 3 CMO and designated stakeholder when information is available.	
Service(s): All Services	
<p>Objective (s): Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify CALNET 3 CMO and designated stakeholders using a method defined in IFB STPD 12-001-B Business Requirements Section B.3.3 (Network Outage Response).</p> <p>At 60 minute intervals, updates shall be given on the above mentioned failures via the method defined in IFB STPD 12-001-B Business Requirements Section B.3.3 (Network Outage Response).</p> <p>This objective is the same for Basic, Standard and Premier commitments.</p>	
Rights and Remedies	Per Occurrence: Senior Management Escalation
	Monthly Aggregated Measurements: N/A

Bidder understands the Requirement and shall meet or exceed it? Yes X No _____

6.1.3.8.6 Provisioning (M-S)

SLA Name: Provisioning		
<p>Definition: Provisioning shall include new services, moves, adds and changes completed by the Contractor on or before the due dates. The Provisioning SLA shall be based on committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor documented on the Contractor’s order confirmation notification or Contracted Service Project Work SOW in accordance with IFB STPD 12-001-B Business Requirements Section B.2.5.4 #7 (Provisioning and Implementation). The Contractor shall meet the committed interval dates or due date negotiated with the Customer. If the Customer agrees to a negotiated due date, the negotiated due date supersedes the committed interval. At the Customer’s discretion, if the scope of the Service Request(s) meets the Coordinated or Managed Project criteria, negotiated due dates will be established and documented in the Project Schedule per IFB STPD 12-001-B Business Requirements Section B.6 (Contracted Service Project Work).</p> <p>Provisioning SLAs have two (2) objectives:</p> <p>Objective 1: Individual Service Request; and</p> <p>Objective 2: Successful Install Monthly Percentage by Service Type.</p> <p>Note: Provisioning timelines include extended demarcation wiring, when appropriate.</p>		
<p>Measurement Process:</p> <p><u>Objective 1: Individual Service Request:</u> Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between Customer and Contractor. This objective requires the Contractor to meet the due date for each individual Service Request.</p> <p><u>Objective 2: Successful Install Monthly Percentage per service Type:</u> The Contractor shall sum all individual Service Requests per service, as listed below, meeting the objective in the measurement period (per month) and divide by the sum of all individual Service Requests due per service in the measurement period and multiply by 100 to equal the percentage of Service Requests installed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.</p>		
Service (Features must be installed in conjunction with the service except when listed below)	Committed Interval Calendar Days	Coordinated/Managed Project
NBCC Services	N/A	Coordinated/Managed Project

Objective (s):				
Objective 1: Individual Service Request: Service installed on or before the Committed Interval or negotiated due date.				
Objective 2: Successful Install Monthly Percentage per Service:				
				Bidder's Objective Commitment (S or P)
	Basic (B)	Standard (S)	Premier (P)	
NBCC Services	N/A	≥ 90%	≥ 95%	P
Rights and Remedies	Per Occurrence: Objective 1: Individual Service Requests: 50 percent of installation fee credited to Customer for any missed committed objective.			
	Monthly Aggregated Measurements: Objective 2: 100 percent of the installation fee credited to Customer for all Service Requests (per service type) that did not complete on time during the month if the Successful Install Monthly Percentage is below the committed objective.			

Bidder understands the Requirement and shall meet or exceed it? Yes No

6.1.3.8.7 Unsolicited Service Enhancement SLAs

All unsolicited service enhancements shall be considered a feature of the service, and therefore shall be included as such under the SLAs as defined in this Section.

Bidder understands the Requirement and shall meet or exceed it? Yes No

6.1.3.8.8 Proposed Unsolicited Offerings

The Contractor shall provide SLAs as defined in SLA Section 6.1.3 for each unsolicited offering determined by the CALNET 3 CMO not to be a feature of a service or a component of an unbundled service identified in the technical requirements. SLA tables shall be amended after Contract award to include all new unsolicited services.

Bidder understands the Requirement and shall meet or exceed it? Yes No

6.1.3.8.9 Contract Amendment Service Enhancement SLAs

All Contract amendment service enhancements shall be considered a feature of the service, therefore included as such under the SLAs as defined in this Section 6.1.3.8.

Bidder understands the Requirement and shall meet or exceed it? Yes No

