

INVITATION FOR BID  
IFB C4DNCS19  
Data Networks and Communications Services  
**CATEGORY 27 – STANDARD CONTACT  
CENTER SERVICES**

Verizon Business Services

Statement of Work

TECHNICAL REQUIREMENTS

10/27/2020

BAFO

Issued by:

STATE OF CALIFORNIA

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Procurement

PO Box 1810

Rancho Cordova, CA 95741

Disclaimer: The original PDF version and any subsequent addendums of the IFB released by the Procurement Official of this Bid remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions which constitute the Contract, the official State version of the IFB in its entirety shall take precedence.

## AMENDMENT LOG

Amendment #	Date	Amendment Description
7	06/15/21	Header – Inserted  Section 27.2 Modified eVAQ Section Reference  Table 27.2.2.a – Contact Center General Features– Modified Product ID.  Table 27.2.2.b – Unsolicited General Features – Modified Language.  Table 27.2.4.5.b – Unsolicited IVR Services and Features – Modified Language.
11	10/30/23	Updated Header with Amendment 11 content.  Table of Contents repagination  Table 27.2.2.b – Added new services
12	06/02/2024	Updated Header with Amendment 12 content.  Table of Contents repagination  Table 27.2.2.b – Unsolicited General Features, Added new services
17	08/19/2025	Updated Header with Amendment 17 content.  Table of Contents repagination  Table 27.2.2.b – Added new services
20	04/06/2026	Header updated to Amendment 20 content  Table of Contents repagination  Table 27.2.2.b added services

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## TECHNICAL REQUIREMENTS

### CATEGORY 27 – Standard Contact Center Services

#### 27.1 OVERVIEW

This Category 27 IFB C4DNCS19 (IFB) provides the State's solicitation for best value solutions for Standard Contact Center Services. This IFB also describes the technical requirements necessary to support the CALNET program requirements.

This IFB will be awarded to Bidders that meet the award criteria as described in IFB C4DNCS19 Part 1, Bid Evaluation. The CALNET Data Networks and Communications (DNCS) Contract(s) that result from the award of this IFB will be managed on a day-to-day basis by the CALNET Contractor Management Organization (CALNET CMO).

##### 27.1.1 Bidder Response Requirements

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

1. Example A (for responses that require confirmation that the Bidder understands and accepts the requirement):

**“Bidder understands this requirement and shall meet or exceed it? Choose an item.”**

Or,

2. Example B (for responses contained in Technical Feature and/or Service Tables):

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1					Choose an item.

##### 27.1.2 Designation of Requirements

All Technical Requirements specified in this IFB are Mandatory and must be responded to as identified in IFB Part 1, SOW Mandatory Technical Requirements by the Bidder. Additionally, some Mandatory requirements are “Mandatory-Scorable” and are designated as “(M-S)”.

Costs associated with services shall be included in the prices provided by the Bidder for the individual items included in the Category Cost Worksheets.

Items not listed in the Category Cost Worksheets will not be billable by the Contractor. If additional unsolicited items include the features described in this IFB and are not included as billable in the Category Cost Worksheets, the cost associated with the features shall not be included in the unsolicited price.

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

### 27.1.3 Pacific Time Zone

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

#### **Bidder understands the Requirement and shall meet or exceed it? Yes**

### 27.1.4 Contractor Reference – Single Engagement Limitations

Contractors shall provide qualifying references in Part 1 Exhibits, Exhibit 4.1 Corporate Experience Summary and References. Contractors with references less than \$1.5 million for a single engagement (as defined in Part 1 Exhibits, Exhibit 4.1) will be limited to engagements (single order) under \$1.5 million.

Each Contractor's single engagement limitations will be published in the CALNET Customer User Instructions and where deemed appropriate by the CALNET Contract Management Office (CMO).

#### **Bidder understands the Requirement and shall meet or exceed it? Yes**

## **27.2 CONTACT CENTER SERVICES**

### 27.2.1 General Requirements

Contractor shall provide a Contact Center solution that does not require major contact center components to reside on the Customer premise. The Contractor shall provide the necessary system components required for the Contact Center solution including but not limited to physical, logical or virtual hardware and software.

In accordance with General Provisions - eVAQ, Section 76 - Service Costs, all costs will include all elements necessary to configure an instance of working Service including activation, delivery, and training.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

Bidders shall provide one electronic copy of the architecture components and network for the Contact Center solution proposed for CALNET DNCS. Electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format. 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;
4. Network connections between architecture components; and,
5. Detail of the components available at each contact center.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

The Bidder's CALNET DNCS Contact Center solution descriptive text shall label and describe 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.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. Survivability – the ability to move calls to another geographic location in response to unanticipated incidents, disasters, or catastrophes.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. Redundancy – having one or more circuits, components and systems available in case of failure of a single circuit/component with automatic failover.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

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**

27.2.1.1 Load Balancing and Automatic Failover

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

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.1.2 Geographic Distribution

The Contact Center solution shall be geographically distributed and calls shall be distributed across contact center locations.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.1.3 Redundancy

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

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.1.4 ACD and IVR

The Contact Center solution shall include Automatic Call Distributor (ACD) as described in Section 27.2.3 and Interactive Voice Response (IVR) as described in Section 27.2.4.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.1.5 Virtual Contact Center Support

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

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.1.6 Intelligent Call Routing

The Contact Center solution 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.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.1.7 Network Queuing

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

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.1.8 ACD and IVR Integration

The Contractor shall provide ACD and IVR Services that integrate with the Contact Center Solution, as identified in this Technical SOW.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.2 Contact Center General Features

In addition to the basic Contact Center functionality requirements described above, the Contact Center solution shall include the following features.

27.2.2.1 Web Call Back

The Contact Center shall provide web call back functionality 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 understands the Requirement and shall meet or exceed it? Yes**

27.2.2.2 Web and SMS Text Chat

Contact Center solution shall provide the contact center agents the ability to engage in web and SMS text chat with callers directed from their website. The text chat shall provide the following minimum functionalities:

1. Archive text chat session (create transcripts);

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. Allow agents to manage multiple text chat sessions;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. Provide an automatic spell check option that is enabled when an agent is typing in an active session.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

### 27.2.2.3 Digital Recording

The Contact Center solution shall provide digital recording and monitoring of inbound/outbound voice calls.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

The Contractor shall offer the following minimum functionalities:

1. 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;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. Archive recordings;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. Playback of recording;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. Provide the ability for the recording of an agent to be activated and deactivated on demand;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

5. Remote monitoring and playback;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

6. Reporting (management and administrative);

**Bidder understands the Requirement and shall meet or exceed it? Yes**

7. Scheduled and random call recording;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

8. Selective recording (based on business rules); and,

**Bidder understands the Requirement and shall meet or exceed it? Yes**

9. This service shall be measured and charged in gigabyte increments.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

#### 27.2.2.4 Collaborative Browsing

The Contact Center solution shall provide collaborative browsing that includes:

1. Bidirectional sharing of web pages between the contact center agent and the caller;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. Enable a caller to request a co-browse session with a contact center agent;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. The agent shall have the capability to highlight text and scroll the browser screen to a specific section of a web page; and,

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. The agent shall have the capability to transfer control of a collaborative browsing session to another agent and log all collaborative interactions between the agent and caller.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

#### 27.2.2.5 Email Response Management (ERM)

The Contact Center solution shall provide 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 Contractor shall provide the following minimum ERM functionality:

1. Auto response;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. Automatic acknowledgement;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. Email classification and prioritization;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. Email routing based upon business rules;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

5. Ability to filter;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

6. Content analysis and knowledge base for suggested and personalized responses;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

7. Management reports;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

8. Multiple language support; and,

**Bidder understands the Requirement and shall meet or exceed it? Yes**

9. Real time exception reports.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

#### 27.2.2.6 Workforce Management (WFM) System

The Contact Center solution 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 Contractor shall provide the following minimum WFM system capabilities:

1. Forecasting staffing needs including agents skills, skill levels and shifts;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. Forecast contact volumes and workload – overall call volume by contact channel;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. Provide agent scheduling and create optimized agent schedules by shift and skill;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. Report schedule adherence – real time tracking, alerting and graphical reporting of agent adherence to their individual schedule; and,

**Bidder understands the Requirement and shall meet or exceed it? Yes**

5. Reporting – Provide comprehensive historical, real-time management and exception reports. Reports shall include totals and summary information.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.2.7 Automated Preview Outbound Dialing

The Contact Center solution shall provide a preview dialer that provides automated preview outbound dialing. The Contractor shall provide the following preview dialing features:

1. The preview dialer shall support either centralized or distributed contact center environments;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. The preview dialer shall automatically initiate domestic and international outbound calls;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. 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; and,

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. 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.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.2.8 Automated Predictive Outbound Dialing

The Contact Center shall provide a predictive dialer that provides for predictive outbound dialing. The Contractor shall provide the following predictive dialing features:

1. 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.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. The predictive dialer shall integrate with centralized or distributed contact center environments.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. The predictive dialer shall automatically initiate domestic and international outbound calls.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. The predictive dialer shall provide the ability to transfer to agent or to IVR for self-service depending on the detected call result.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

5. The predictive dialer shall provide the ability to detect busy, ring/no answer, answering machine and FAX.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

6. Performance reports for the predictive dialer shall be available to the Customers.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

7. 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 understands the Requirement and shall meet or exceed it? Yes**

#### 27.2.2.9 Voice Callback

The Contact Center solution provides the ability to allow a caller 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 understands the Requirement and shall meet or exceed it? Yes**

#### 27.2.2.10 Quality Management

The Contact Center solution 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 functionality that allows managers to review results or identify trends at either the Group or Agent level.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

### 27.2.2.11 Screen Capture

The Contact Center solution shall provide for screen capture. Screen captures shall be associated with the call recording 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 to facilitate scoring of agents.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

### 27.2.2.12 Blended Agent

The Contractor shall provide Contact Center Blended Agent. This feature adds the predictive dialing features described in 27.2.2.8 and/or the preview dialing features described in 27.2.2.7 to inbound agents.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

The Bidder shall offer the Contact Center General Features in Table 27.2.2.a.

**Table 27.2.2.a – Contact Center General Features**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Web Call Back	Web call back functionality as described.		CLWB0000	Yes
2	Web and SMS Text Chat	Web and SMS text chat functionality as described.		RTTC0000	Yes
3	Digital Recording	Digital recording functionality as described.		CCDR0000	Yes

<b>Line Item</b>	<b>Feature Name</b>	<b>Feature Description</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>	<b>Bidder's Product Identifier</b>	<b>Bidder Meets or Exceeds? Yes or No.</b>
4	Digital Recording-Storage-Gigabyte	Storage for the digital recording functionality as described.		CDRS0000	Yes
5	Collaborative Browsing	Collaborative browsing functionality as described.		CLBB0000	Yes
6	Email Response Management (ERM)	ERM functionality as described.		EMRM0000	Yes
7	Workforce Management (WFM) System	WFM functionality as described.		SWFM0000	Yes
8	Automated Preview Outbound Dialing	Preview outbound dialing functionality as described.		APOB0000	Yes
9	Automated Predictive Outbound Dialing	Predictive outbound dialing functionality as described.		APRB0000	Yes
10	Voice Callback	Voice callback functionality as described.		VCCB0000	Yes

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
11	Quality Management	Quality management functionality as described.		CAQM0000	Yes
12	Screen Capture	Screen capture functionality as described.		SCCA0000	Yes
13	Blended Agent	Blended agent functionality as described.		CBLA0000	Yes

The Contractor may offer additional Unsolicited General Features in Table 27.2.2.b

**Table 27.2.2.b – Unsolicited General Features**

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	CCGF Workforce Management System Pro Implementation	CCWP0000	CCGF Workforce Management System Pro Service Implementation Package provides for one time set up for the CCGF Workforce Management System Pro Environment. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Management System Pro Service Implementation Package also includes:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Business requirements session and documentation</li> <li>- Initial System Configuration</li> <li>- User acceptance testing</li> <li>- Additional web-based training included</li> <li>- Go live support</li> <li>- 2 weeks of Post Go Live Support</li> </ul>
2	CCGF Workforce Management System Pro Service	CMSP0000	<p>CCGF Workforce Management System Pro Service includes the features of CCGF Workforce Management System with enhancements to smaller environments to include:</p> <ul style="list-style-type: none"> <li>- Forecasting algorithms with discrete simulation technology to generate forecasts and staff plans that take into account exact, date-specific site and network routing rules as well as individual skills and skill levels</li> <li>- Forecasts can be generated up to 12 months to support any combination of service level, average speed of answer (ASA) or maximum occupancy goals</li> <li>- Forecast for omnichannel media types and skills including inbound, outbound, chat, email, and social media.</li> <li>- Utilizes profiles that enable users to create profiles for different skills along with their configured KPIs.</li> <li>- Provides the flexibility to accommodate virtually any scheduling methodology</li> <li>- Highly configurable parameters allow managers to define work rules, activities,</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			breaks, scheduling constraints, and the degrees of variability in a generated schedule.
3	CCGF Workforce Management System Advanced Implementation	CCWA0000	<p>CCGF Workforce Management System Advanced Service Implementation Package provides for one time set up for the CCGF Workforce Management System Advanced Environment. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Management System Advanced Service Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>- Integration with ACD with Initial System Configuration with Remote enablement, except where noted</li> <li>- 5 days public training for up to 4 customer users at the training center or Option for Training to be 5 days private training at customer's location</li> <li>- User acceptance testing,</li> <li>- Go live support, and 3 days of on-site follow up</li> <li>- 2 hour virtual best practices session before go live</li> <li>- 4 hours of virtual training on advanced practices</li> </ul>
4	CCGF Workforce Management System	CWMS0000	CCGF Workforce Management System Advanced Service includes the features of CCGF Workforce Management System and

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Advanced Service		<p>Workforce Management Pro with enhancements to align with medium sized and above environments. This service is recommended for sophisticated WFM deployments such as Quality Management or Screen Capture or anytime the number of agents configured for Workforce Managements exceeds large environments. Advanced features include:</p> <p>Scheduling</p> <ul style="list-style-type: none"> <li>- Service Target profiles (to the interval basis)</li> <li>- Occupancy/Shrinkage profiles (to the interval level)</li> </ul> <p>Time off/PTO - Vacation bidding</p> <p>Agent Portal</p> <ul style="list-style-type: none"> <li>- Availability</li> <li>- Vacation bidding</li> </ul> <p>Long term planning</p> <ul style="list-style-type: none"> <li>- Capacity planning</li> </ul>
5	CCGF Workforce Management Data Upload	CMND0000	<p>CCGF Workforce Management Data Upload provides a One-time historical import of contact data from 3rd party ACD for forecasting purposes. Contact data defined and imported by Verizon from customer completed Historical Contact Data Excel Workbook. Data upload effort includes;</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Manager will guide customer completion of Historical Contact Data Excel Workbook.</li> <li>- Import up to 1 million lines of historical contact data from the provided Workbook.</li> <li>- Each line represents one 15 minute period of time for a specific queue (contact type).</li> <li>- User Acceptance Testing of imported contact data.</li> </ul>
6	CCGF Workforce Management Workload Manager Implementation	CMNW0000	<p>CCGF Workforce Management Workload Manager Implementation Package provides for one time set up for the Workforce Management Workload Manager. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Management Workload Manager Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>- Initial System Configuration</li> <li>- User acceptance testing</li> <li>- Application training included with Workforce Management training</li> <li>- Go live support</li> <li>- Remote Enablement</li> </ul>
7	CCGF Workforce Management Workload Manager Service	CWFM0000	<p>CCGF Workforce Management Workload Manager is an add-on to the Workforce Advanced Option. Workforce Management Workload Manager provides additional functionality to include back</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>office transactions as well as forecasting and scheduling the resources who handle them. This service includes:</p> <ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level.</li> <li>- Forecasting, scheduling, and management for all types of back office transactions such as: voicemail, email, mail, web requests, chats video calls, claim processing, order fulfillment, and work order processing.</li> </ul>
8	CCGF Workforce Optimization Pro Implementation	CWOP0000	<p>CCGF Workforce Optimization Pro Implementation Package provides for one time set up for the Workforce Management Workload Manager. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Workforce Optimization Pro Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>- Initial Standard System Configuration</li> <li>- User acceptance testing</li> <li>- Go live support</li> <li>- 2 weeks of Post Go Live</li> </ul>
9	CCGF Workforce Optimization Pro Service	CWPR0000	<p>CCGF Workforce Optimization Pro includes the features of CCGF Workforce Management System Pro Service and CCGF Quality Management Pro Service with enhancements to smaller</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>environments. This service identifies the right agents and interactions for evaluation as well as capture feedback and share across peers and groups. Includes audio recording, encryption, as well as search and playback of recorded interactions. Provides forecasting, scheduling, and schedule adherence management as well as shift bidding and time off management.</p> <ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest number of users set up on the platform at any one time during the month. This includes Admin users.</li> <li>- Key product features &amp; components: <ul style="list-style-type: none"> <li>- Form Designer</li> <li>- Evaluation</li> <li>- Calibration</li> <li>- Dispute</li> <li>- Coaching</li> <li>- Dashboards</li> <li>- Quality Planner</li> <li>- Audio Recording (total or %-based)</li> <li>- Search</li> <li>- Playback</li> <li>- Encryption</li> <li>- Forecasting and Scheduling</li> <li>- Shift Bidding</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Time Off Management</li> <li>- Real-time adherence dashboard</li> <li>- Historical adherence report</li> </ul> <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent.</p> <p>Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.</p>
10	CCGF Quality Management Pro Implementation	CQMP0000	<p>This service is best suited for small environments.</p> <p>CCGF Quality Management Pro Implementation Package provides for one time set up for the CCGF Quality Management Pro. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Quality Management Pro Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>- Business requirements session and documentation</li> <li>- Initial Standard System Configuration</li> <li>- User acceptance testing</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Go live support</li> <li>- 2 weeks of Post Go Live Support</li> </ul> <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent.</p> <p>Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.</p>
11	CCGF Quality Management Pro Service	CQSR0000	<p>CCGF Quality Management Pro Service includes the features of CCGF Quality Management in addition to enhancements that include:</p> <ul style="list-style-type: none"> <li>- Agent self-evaluations, automated feedback and work flows in order to provide effective balance between operational requirements and agent empowerment.</li> <li>- Self assessments which allows as many evaluations as needed and are performed by the agent on their own interaction, using the evaluation form.</li> <li>- Calibrate agent scorecard forms and evaluations between agent and independent evaluators.</li> <li>- Coaching Package and Plans that consists of attachments that can be sent to agents for learning purposes.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Configured Users are billed based on highest number of users set up on the platform at any one time during the month.</li> <li>- Allows for configuration at a team level</li> <li>- Number of users can be configured for less than the number of agent licenses based on configuration per agent (e.g. % of contacts being recorded).</li> </ul> <p>This service is best suited for small environments.</p> <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent.</p> <p>Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.</p>
12	CCGF Quality Management Analytics PRO Implementation	CQMA0000	<p>CCGF Quality Management Analytics Pro Implementation Package provides for one time set up for the CCGF Quality Management Analytics Pro.</p> <p>Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.</p> <p>CCGF Quality Management Analytics Pro Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>- 1 hour of initial standard configuration</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- 4 hours of custom work designing categorization tailored to the customer's specific requirements.</li> </ul>
13	CCGF Quality Management Analytics PRO Service	CCQP0000	<p>CCGF Quality Management Analytics Pro Service includes the features of Quality Management Pro with enhancements to Analytics features to include:</p> <ul style="list-style-type: none"> <li>- To analyze and categorize 100% of interactions for all voice and text channels</li> <li>- Configured Users are billed based on the highest number of active users enabled during the month.</li> <li>- Key product features &amp; components:               <ul style="list-style-type: none"> <li>- Category Manager for creating your own categories</li> <li>- Pre-configured Categories available</li> <li>- Quality Planner including advanced sampling using analytics categories</li> <li>- Top Categories Display based on Analytics</li> <li>- Search includes analytics categories</li> <li>- Player tags</li> <li>- Form Designer/Evaluations/Calibration/Dispute processes</li> <li>- Coaching and Dashboards</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Audio Recording (total or %-based), Playback, Encryption</li> <li>- 1 GB of storage included per user</li> </ul> <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent.</p> <p>Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.</p>
14	CCGF Quality Management Advanced Implementation	CQMD0000	<p>CCGF Quality Management Advanced Implementation Package provides for one time set up for the CCGF Quality Management Advanced. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Quality Management Advanced Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>- Project &amp; Implementation Managers who oversee the project, business requirements, documentation</li> <li>- Integration with ACD and Initial System Standard Configuration with Remote enablement</li> <li>- 6 Quality Forms</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- 4 Business Analyzer Queries</li> <li>- 3 My Universe Pre-defined Templates</li> <li>- 4 customized reports</li> <li>- Quality Planner for a 3 days public training (up to 4 customer users) at the training center</li> <li>- User acceptance testing, Go live support, and Post go live follow up</li> </ul>
15	CCGF Quality Management Advanced Service	CCQA0000	<p>CCGF Quality Management Advanced Service includes the features of CCGF Quality Management and Quality Management Pro in addition to enhancements that include:</p> <ul style="list-style-type: none"> <li>- Automate evaluation to ensure consistency and improve efficiency</li> <li>- Select calls for evaluation based on agent performance or skill set</li> <li>- Listen to a specific call from within the reporting application</li> <li>- Report on-call evaluations</li> <li>- Modules: Evaluations &amp; calibration, Form Designer, Call Flow Analysis (CTI), Coaching, QM Reports, My Universe, Monitor, Dashboards and Quality Planner</li> <li>- Capture employee feedback, and share across peers/groups</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>This service is best suited for medium environments (150 agents) and above seats depending on complexity.</p> <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent.</p> <p>Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.</p>
16	CCGF Screen Capture Premium Advanced Implementation	CCCP0000	<p>Screen Capture Premium Pro Implementation Package provides for one time set up for the CCGF Screen Capture Premium Pro. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Screen Capture Premium Pro Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>- Business requirements session and documentation</li> <li>- Initial System Standard Configuration with Remote Enablement</li> <li>- User acceptance testing</li> <li>- Application training included with Quality Management training</li> <li>- Go live support</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
17	CCGF Screen Capture Premium Advanced Service	CSCP0000	<p>CCGF Screen Capture Premium Pro for medium and above environments. Includes the features of CCGF Screen Capture with enhancements to include:</p> <ul style="list-style-type: none"> <li>- The screen capture recording length can be pre-set.</li> <li>- For screen recording, you can also configure the percentage of voice calls that should include screen recordings.</li> <li>- When selecting screen recording, you can continue screen recording for up to 10 minutes after the call ends to capture the after call-related tasks (After Call Work).</li> <li>- Requires CCGF Quality Management Advanced Service as a prerequisite</li> <li>- Number of users can be configured for less than the number of CCGF Quality Management Advanced Service users based on configuration per agent.</li> </ul>
18	CCGF Workforce Management System Echo Survey	ECWM0000	<p>CCGF Workforce Management System Echo Survey is an enhancement to Work Force Management. It provides a tool that delivers a customer service survey immediately following a contact. It allows the customer to leave comments regarding their experience which will be made available to agents and administrators in near real time.</p>
19	CCGF Workforce Management	CECR0000	<p>CCGF Workforce Management System Echo Survey Complete Results is an</p>

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	System Echo Survey Complete Results		enhancement to Work Force Management. A survey results and analysis report is provided per completed survey.
20	Network Based Contact Center (CCGF) Agent Console for Salesforce	CNCC0000	<p>Agent Console for Salesforce</p> <ul style="list-style-type: none"> <li>- Enables intelligent contact routing so the call and caller information are delivered on a single, unified salesforce.com screen on the agent's desktop.</li> <li>- Integrated interface</li> <li>- ANI-based screen pops</li> <li>- Click-to-Dial (CTD)</li> <li>- DNIS scripts and custom screen pops</li> <li>- Handles voice and routing for salesforce cases</li> <li>- Automated call record creation in salesforce</li> <li>- Multi-tab/multi-browser support</li> </ul>
21	CCGF Agent for Oracle Service	CAOL0000	<p>CCGF Agent for Oracle Service</p> <ul style="list-style-type: none"> <li>- Agent plugin into the Oracle Service Cloud CRM application allowing a tight integration between the Oracle entities such as Contacts, Cases, and Tasks and the Platform data and products</li> <li>- Configured Users are billed based on the highest number of users set up on the platform at any one time during the month</li> <li>- Key product features &amp; components:</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Full Voice Channel capabilities including Personal Connection</li> <li>- Work Item routing</li> <li>- Chat Channel support</li> <li>- Oracle Service Cloud data mapping from all Contacts</li> <li>- Agent indicators &amp; Marquee messaging</li> <li>- Contact History</li> </ul>
22	Archived Storage	STRA0000	<p>Archived Storage provides cost-effective long-term storage for data archiving requirements.</p> <ul style="list-style-type: none"> <li>- Billed per GB stored</li> <li>- Key product features &amp; components:</li> <li>- Lower data storage costs by eliminating the need to implement and maintain a separate storage infrastructure for long-term storage requirements</li> <li>- Seamless data transfer from short-term to long-term storage</li> <li>- Auto purge data when it is no longer needed by defining "time to Live" based on the type of data stored</li> <li>- Scalable cloud infrastructure</li> <li>- State-of-the-art data encryption technology</li> </ul>
23	Retrieval Storage	CRST0000	<p>Retrieval Storage provides metadata-based search capabilities to locate and retrieve data from long-term storage.</p>

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			<ul style="list-style-type: none"> <li>- Billed per GB stored</li> <li>- Key product features &amp; components:               <ul style="list-style-type: none"> <li>- Comprehensive metadata search capabilities for easy retrieval</li> <li>- Helps to restore files into Active storage for analysis, audits and other needs</li> <li>- Duration for which files are to be taken off Long-Term can be specified during retrieval</li> </ul> </li> </ul>
24	Advanced Chat	ADCH0000	<p>Advanced Chat requires the mandatory Real Time Text Chat and layers on these additional features to include:</p> <ul style="list-style-type: none"> <li>- Embedded content</li> <li>- The feature is charged a maximum of one time per month when a user requests at least (1) cobrowse code in a month</li> <li>- no pop-up or pop-out</li> <li>- provides an enhanced customer experience with customized and automated web content shown as banners, vouchers, coupons, special offers, etc., as well as customized Dialog Boxes which behave as an embedded part of the company site</li> <li>-Mobile APIs</li> <li>- click to chat or request a callback from a mobile device</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Live Help Dialog</li> <li>- offer a live chat or callback</li> <li>- Web forms and surveys</li> <li>- Black list fields</li> <li>- Visual Guidance</li> <li>- Integrated Softphone WebRTC Voice and Video</li> <li>- Requires core product Chat &amp; Email</li> <li>- Those agents who use both cobrowse (where the agent requests a code) and Advanced Chat will be charged for both</li> </ul> <p>This feature requires an agent package. Enhanced Agent does not require the Real Time Text Chat as this component is included.</p>
25	Enhanced Collaborative Browsing Implementation	BWCL0000	Enhanced Collaborative Browsing Implementation is tuned for the specific option(s) selected but may include system provisioning, standard configuration and user administration.
26	Enhanced Collaborative Browsing Service	BRCS0000	Enhanced Collaborative browsing is in addition to Collaborative Browsing and enables agents to cobrowse & collaborate with customers while on any channel. The agent requests a code which is communicated to the Customer, who enters the code on the company web site

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>to initiate a cobrowse session. These enhanced features include:</p> <ul style="list-style-type: none"> <li>- The feature is charged a maximum of one time per month when a user requests at least (1) cobrowse code in a month</li> <li>- Dynamic contextual content share (text, docs, video, audio)</li> <li>- "Black list" specific fields on the site to protect sensitive data</li> <li>- Site Guidance – direct a customer to a new page (page push)</li> <li>- Visual Guidance – Highlight a part of the page to draw the customer's attention</li> <li>- Integrated Softphone WebRTC Voice and Video</li> </ul>
27	Advanced Chat, Proactive Chat and Cobrowse Bundle Implementation	AVNC0000	Advanced Chat, Proactive Chat and Cobrowse Bundle Implementation is tuned for the specific option(s) selected but may include system provisioning, standard configuration and user administration. Advanced Chat and Proactive Chat configuration includes (2) Skills/Competency Groups.
28	Advanced Chat, Proactive Chat and Cobrowse Bundle User Service	ACPB0000	Advanced Chat, Cobrowse and Proactive Chat Bundled package requires Real Time Text Chat for the Basic Agent package. This bundle includes the additional features as follows:

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			<ul style="list-style-type: none"> <li>- Provides advanced web analytics and a sophisticated rules engine to determine when customers are offered "Live Help". Triggers for live help can be based on time on site, browsing patterns, scoring, agent availability and more.</li> <li>- Key product features &amp; components of Proactive Chat Include:               <ul style="list-style-type: none"> <li>- Pre-Deployment Web Analytics – help to analyze web visitors to identify hot maps, high value customers, and target browsing patterns</li> <li>- Profiling - scoring individual visitors and their online behavior</li> <li>- Proactive Chat – uses the rules-based "Intelligence Engine" to selectively offer live help to visitors based on anything from business value to agent availability</li> <li>- Post-Deployment Web Analytics - measure and evaluate customer engagement performance post-engagement</li> </ul> </li> </ul>
29	Integrated Softphone - WebRTC	SFIR0000	<p>Integrated Softphone Web Real Time Communications (WebRTC) provides a user a Two-way voice connectivity between Agent and Contact Center platform using WebRTC protocol. It provides embedded communications as a seamless component of the Enhanced Agent application for inbound and outbound phone skills. The Integrated Softphone is fully integrated into the Enhanced Agent feature interface. The</p>

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			<p>Enhanced Agent Integrated Softphone differs from other softphone solutions because it allows you to accept or reject call delivery in the Agent interface.</p> <p>Web RTC is not a voice service and is used in conjunction with Enhanced Agent Seat to accept calls via a soft phone in the agent screen. This service is dependent upon the customer Internet Connection and does not support emergency calling. End users must make emergency calls via their own separate wireless/wireline device using their carrier's network.</p>
30	inView Performance Management Implementation	PRMI0000	<p>Verizon's standard Implementation and setup of inView Performance Management to include the following:</p> <ul style="list-style-type: none"> <li>- 3 dashboards built for director, supervisor and agent during implementation</li> <li>- Provisioning for supervisors and agents to access dashboard</li> <li>- Supporting the supervisors to enable customizing modules, dashboards, objectives, metrics, users, profiles, and security access</li> <li>- Two hour remote education</li> <li>- eLearning access and training guides</li> </ul>
31	inView Performance	VPRM0000	<p>inView Performance Management Service provides additional access for supervisors and agents to dashboards:</p>

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	Management Service		<p>Supervisors can customize modules, dashboards, objectives, metrics, users, profiles, and security access.</p> <p>inView can provide reporting on any statistic at any level of the business for any time frame. "Any Statistic" meaning not just ACD data but any data element that the business is using to track productivity and efficiency (e.g. CRM, ERP, etc.) This includes BU level all the way down to agents as well as Campaign level all the way down to POC. This reporting can be accessed remotely and is exportable with standard file format.</p> <p>inView can provide a variety of different "modules" or views into historical data. This includes but is not limited to charts, graphs, gauges, summaries, stack ranks, etc. Different views can be accessed with clicks of a button and custom work can be completed to conform to business needs. The historical statistics that can be reported on are as follows: Agent/Queue Availability and Activity, Handled/Abandoned calls, Agent/Dialer activity.</p> <p>Any metric can have a threshold tied to it for alerting purposes. Not only will the dashboard and colors change for alerting but email and push notifications can be scheduled.</p>

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32	inView Gamification	GGCN0000	<p>inView Gamification is an add-on to Inview Performance Management:</p> <p>Gamification uses a behavior-bases approach that encourages desired behaviors without supervisor involvement. It also enhances employee engagement.</p> <p>Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- Drive desired behaviors and increase autonomy and accountability by creating achievements, incentives, and challenges for agents to complete in order to earn coins, XP, and trophies.</li> </ul>
33	inView Coaching & Learning Management	CHNL0000	<p>inView Coaching and Learning Management is an add-on to inView Performance Management and includes:</p> <p>The ability to document and trigger coaching sessions, either automatically or ad-hoc, reduced supervisory burden and enables cost/benefit analysis of training efforts.</p> <p>Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- Setup metrics and objectives</li> <li>- Performance based on metrics will trigger coaching sessions and trainings</li> </ul>
34	Personal Connection Dialer Enhanced	PKAE0000	<p>Personal Connection Dialer for Enhanced Agent Implementation includes:</p> <ul style="list-style-type: none"> <li>- Provisioning of Dialer feature</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Agent Implementation		<ul style="list-style-type: none"> <li>- Assigned Implementation Consultant who remotely oversees the standard implementation end-to-end</li> <li>- 1-hour Business Requirements call that will serve as the basis for the Business Requirements Document (BRD). The Implementation Consultant will validate the configured software according to the BRD</li> <li>- Delivery of one custom Studio script.- Configuration of one campaign (skill)</li> <li>- Configuration of up to 50 Personal Connection users</li> <li>- Training provided with a combination of eLearning and remote WebEx courses</li> <li>- Implementation Consultant provides remote launch support during the day of the go live.</li> </ul>
35	Personal Connection Dialer Enhanced Agent Service	CDEA0000	<p>Personal Connection Dialer for Enhanced Agent includes:</p> <ul style="list-style-type: none"> <li>- Outbound dialing solution designed with patented technology that eliminates the awkward connection delay experienced by individuals targeted in predictive dialing outbound campaigns.</li> <li>- By eliminating the connection delay between the agent and the target party, the target party is less likely to hang up. This results in more conversations and thus improved effectiveness against the outbound campaign objectives.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Enhanced Agent includes campaign-based outbound dialing which is currently delivered using Personal Connection.</li> <li>- Includes up to two (2) outbound-only ports.</li> <li>- Users are billed based on the peak number Users assigned to an active Dialer skill.</li> <li>- The additional two (2) ports are calculated based on the peak number of allocated dialer ports utilized during the month. Any unused Configured Ports will be billed at the Universal Port cost.</li> </ul>
36	Inbound SMS Implementation	ISM10000	This one time charge is for the configuration of the customer's business unit to accept and route SMS messages to agents. As part of this implementation Verizon will configure scripting that will take the incoming SMS message and route it to the appropriately skilled agent, which includes working with the customer to define the appropriate agent skills for SMS.
37	Inbound SMS Application Setup	ISAS0000	This one time charge is for the procurement and initial configuration of the customers SMS application by the carrier.
38	Inbound SMS Application Platform	ISMP0000	Inbound SMS Application Platform, per Business Unit, which is a prerequisite to a short and/or long code (e.g. items below). The Inbound SMS feature is meant for patrons who wish to initiate an agent conversation via SMS. The following are the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>key product features and components to include:</p> <ul style="list-style-type: none"> <li>– 2,000 monthly messages included short/long code, carrier surcharges may apply. Messages do not roll over month to month.</li> </ul> <p>Supports sending of messages to US destinations only. Messages configured for any other destination will be rejected by the carrier.</p>
39	SMS Short Code Implementation	SHCI0000	<p>Short Message Service (SMS) Custom Short Code</p> <p>Provides premium dedicated (5 or 6 digit) service number, used in large scale mobile messaging. A custom short code is selected by the customer and must be verified for availability by the carrier. Used to initiate from and send messages to destinations in the United States only. This is a component of Inbound and/or Outbound SMS Messaging. This feature will apply for both inbound and/or outbound service.</p> <p>SMS Custom Short Code Implementation provides setup and establishment of a single SMS Custom Short Code for use on a per code basis. Customer will ensure that recipients have provided the requisite consent as may be necessary under the Telephone Consumer Protection Act or similar laws in the State.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
40	SMS Short Code Platform	SCDP0000	SMS Custom Short Code Platform has monthly charge per custom short code in use.
41	SMS Short Code Overage	SMGC0000	<p>SMS Short Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound.</p> <p>This service includes the following:</p> <ul style="list-style-type: none"> <li>- Service of sending an individual text message out from the Verizon Contact Center platform to a patron</li> <li>- Billed on a per message basis</li> <li>- Service has a customer initiated and auto response to customer opt out replies</li> <li>- Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.</li> </ul>
42	SMS Custom Short Code Implementation	SCDI0000	SMS Custom Short Code Implementation provides setup and establishment of a single SMS Custom Short Code for use on a per code basis.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
43	SMS Custom Short Code Platform	CUJM0000	SMS Custom Short Code Platform has monthly charge per custom short code in use.
44	SMS Custom Short Code Overage	SMEP0000	<p>SMS Custom Short Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound.</p> <p>This service includes the following:</p> <ul style="list-style-type: none"> <li>- Service of sending an individual text message out from the Verizon Contact Center platform to a patron</li> <li>- Billed on a per message basis</li> <li>- Service has a customer initiated and auto response to customer opt out replies</li> <li>- Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.</li> </ul>
45	SMS Long Code Implementation	SLCI0000	Provides dedicated, randomly assigned 10-digit telephone number that can carry limited traffic. Used to initiate from and

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>send messages to destinations in the United States only. This is a component of Inbound and/or Outbound SMS Messaging. This feature will apply for both inbound and/or outbound service.</p> <p>SMS Long Code Implementation provides setup and establishment of a single SMS Long Code for use on a per code basis. Customer will ensure that recipients have provided the requisite consent as may be necessary under the Telephone Consumer Protection Act or similar laws in the State.</p>
46	SMS Long Code User Platform	SLCU0000	SMS Long Code User Platform monthly charge per long code in use.
47	SMS Long Code Overage	SLNC0000	<p>SMS Long Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound.</p> <p>This service includes the following:</p> <ul style="list-style-type: none"> <li>- Service of sending an individual text message out from the Verizon Contact Center platform to a patron</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Billed on a per message basis</li> <li>- Service has a customer initiated and auto response to customer opt out replies</li> <li>- Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.</li> </ul>
48	SMS Toll Free Long Code Implementation	IMSL0000	<p>Provides dedicated toll free 10-digit service number randomly assigned. Used to initiate from and send messages to destinations in the United States only. Used with Inbound SMS only. This is a component of Inbound and/or Outbound SMS Messaging. This feature will apply for both inbound and/or outbound service.</p> <p>SMS Toll Free Long Code Implementation provides setup and establishment of a single SMS Toll Free Long Code for use on a per code basis.</p> <p>Customer will ensure that recipients have provided the requisite consent as may be necessary under the Telephone Consumer Protection Act or similar laws in the State.</p>
49	SMS Toll Free Long Code Platform	STLP0000	SMS Toll Free Long Code Platform monthly charge per Toll Free long code in use.
50	SMS Toll Free Long Code Overage	LMTF0000	SMS Toll Free Long Code Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound.</p> <p>This service includes the following:</p> <ul style="list-style-type: none"> <li>- Service of sending an individual text message out from the Verizon Contact Center platform to a patron</li> <li>- Billed on a per message basis</li> <li>- Service has a customer initiated and auto response to customer opt out replies</li> <li>- Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.</li> </ul>
51	Outbound SMS Campaign Implementation	IMTO0000	<p>Outbound SMS is used for contact centers to configure outbound applications to send messages to customers for campaigns including promotions, appointment reminders, and other notices for a broad audience.</p> <p>Outbound SMS Requires the following Components:</p> <ul style="list-style-type: none"> <li>- Outbound SMS Campaign Implementation</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Outbound SMS Application Setup</li> <li>- Outbound SMS Application Platform</li> <li>- Outbound SMS Per Message</li> <li>- Code (4 available Options) Short Code (Above) Custom Short (Above) Long Code (Above) Toll Free Long (Above).</li> </ul> <p>This one-time implementation is to add the long or short code(s) to the Verizon Contact Center system and setup a skill and message template for one campaign. Implementation includes training for supervisor or administrator on how to configure on SMS skill and message template.</p>
52	Outbound SMS Setup	OSIU0000	A one-time charge to setup a Business Unit for Outbound SMS in the carrier's system.
53	Outbound SMS Application Platform	OTAP0000	<p>Outbound SMS Application Platform, per Business Unit, which is a prerequisite to a short and/or long code (e.g. items above). The Proactive Outbound SMS feature is meant for a</p> <p>Customer who wants to initiate proactive messages to their patrons without involving an agent.</p> <p>The following are the key product features and components to include:</p> <ul style="list-style-type: none"> <li>- 10,000 monthly messages included; short/long code carrier surcharges may apply. Messages do not roll over month to month.</li> </ul>

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			<p>- Supports sending of messages to United States destinations only. Messages configured for any other destination will be rejected by the carrier.</p> <p>The following components are required to run at least one successful Outbound SMS Campaign to have at least one Personal Connection user (e.g. Enhanced Agent).</p>
54	Outbound SMS Message Overage	OSMG0000	<p>Outbound SMS Message Overage is per message pricing to send/receive an individual text message to/from the Verizon Contact Center platform for messages exceeding what is included with the monthly platform service charge (e.g. 10k outbound messages/2k inbound messages). Outbound messages include customer initiated and/or automated reply messages to customer opt out replies. Overage charges are a monthly consumption usage charge for each message above 2k messages inbound and 10k outbound.</p> <p>This service includes the following:</p> <ul style="list-style-type: none"> <li>- Service of sending an individual text message out from the Verizon Contact Center platform to a patron</li> <li>- Billed on a per message basis</li> <li>- Service has a customer initiated and auto response to customer opt out replies</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Service of receiving an individual text message in from a patron to the Verizon Contact Center platform.
55	Outbound Email Package for 100K or 1.5M Plan Implementation	PKNI0000	<p>Outbound Email Campaign Implementation</p> <p>Outbound Email provides the customer with the ability to set up and execute campaigns to send messages to customers for reasons including promotions, appointment reminders, and other frequent notices that might need to be sent to a broad audience. This utilizes Personal Connection (PC) to send one-way email messages to contacts in an email contact list. Every Enhanced Agent contains the Personal Connection User feature. This cannot be combined into the same calling list or cadence as PC voice or SMS contacts. Email can be sent without agent involvement to a list provided by the user and merged with a template. This is a distinct service from the ability to receive and reply to emails as a support channel.</p> <p>The Outbound Email Campaign requires the following components:</p> <ul style="list-style-type: none"> <li>- Outbound Email Campaign Implementation</li> <li>- Choice of a package size of either 100,000 (100K) or 1,500,000 (1.5M) messages per month</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>- Per message charges are assessed for overages above amount allocated in the customer's monthly plan.</p> <p>A one-time setup fee to build an email skill and template and configure the customer's email service information in the Verizon Contact Center system. Includes email configuration remote training for a customer administrator.</p>
56	Outbound Email Package 100K Plan	PYGX0000	The ability to send 100K within the monthly plan of outbound proactive agentless email messages.
57	Outbound Email Package 100K Plan Per Message Overage	OUCL0000	Overage charges apply for additional messages above the 100K plan email message plan.
58	Outbound Email Package 1.5M Plan	OJPK0000	The ability to send 1.5M within the monthly plan of outbound proactive agentless email messages.
59	Outbound Email Package 1.5M Plan Per Message Overage	PKOM0000	Overage charges apply for additional messages above the 1.5M plan email message plan.
60	CCGF Virtual Agent - Implementation Small	CGIS0000	The CCGF Digital Customer Experience (CX) product suite, delivered as a Contact Center SaaS cloud-hosted solution, is comprised of several main components that can operate independently or combined to address your solution needs. End users are looking to digital channels

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			<p>such as websites and social media channels to get answers to their questions or perform tasks, preferring self-service models as opposed to making a phone call to a contact center. CCGF Digital CX enables organizations to deploy scalable self-service options to deflect call volumes, as well as solutions to improve quality and efficiency of contact center agents to reduce call times. CCGF Digital CX is made up of the following main components including:</p> <p>CCGF Virtual Agent - A chatbot solution that can be deployed on multiple channels, enabling end user self-service using artificial intelligence to automate a conversation to answer questions and perform tasks on behalf of the organization.</p> <p>CCGF Knowledge Assist - An artificial intelligence driven knowledge management solutions enables contact center agents to locate information quickly and easily, reading from multiple data sources to compile the most relevant and up to date answers so agents can assist their customers.</p> <p>CCGF Live Agent - A live chat solution enables agents to connect directly to end users over digital channels including webchat, social messaging applications, mobile applications and Short Message Service (SMS).</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Social - A social media management solution set designed to help organizations retrieve posts made on public social media channels about their organization or other key topics and using artificial intelligence bring to the forefront the most relevant and actionable posts so digital teams can respond and manage their social media presence within a single application.</p> <p>CRM - A customer relationship management tool that enables contact centers to track customer interaction history with agents, open service tickets, and provides automation of data entry. CRM Quality Assurance - A CRM auditing solution that makes use of Artificial Intelligence to find common data entry errors within customer and case management platforms.</p> <p>Managed Services is included in within the monthly price, which offers CX expertise monitoring the use and performance of solutions, and recommending configuration adjustments to increase capabilities overtime (excluding integrations to third party systems, which would require Implementation Custom).</p> <p>Implementation is required to deploy each of the components (e.g. CCGF Virtual Agent, CCGF Knowledge Assist, etc.). Digital CX can be sold with other Contact Center services or as a standalone service.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Implementation is required to deploy a CCGF Virtual Agent, per business unit.</p> <p>Implementation size is determined by number of use cases (tasks or inquiry types for the CCGF Virtual Agent to perform), number of supported languages the CCGF Virtual Agent will communicate in, number of channels the CCGF Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement.</p> <p>CCGF Virtual Agent - Small Implementation includes:</p> <ul style="list-style-type: none"> <li>- Deployed on up to 3 channels</li> <li>- 1 supported language</li> <li>- Configuration of up to 20 use cases</li> <li>- Integration with external systems through Standard or Verizon Connectors only</li> </ul>
61	CCGF Virtual Agent - Implementation Medium	CGIM0000	<p>Implementation is required to deploy a CCGF Virtual Agent, per business unit.</p> <p>Implementation size is determined by number of use cases (tasks or inquiry types for the CCGF Virtual Agent to perform), number of supported languages the CCGF Virtual Agent will communicate in, number</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>of channels the CCGF Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement.</p> <p>CCGF Virtual Agent - Medium Implementation includes:</p> <ul style="list-style-type: none"> <li>- Deployed on up to 5 channels</li> <li>- Supported on up to 3 languages</li> <li>- Configuration of up to 60 use cases</li> </ul>
62	CCGF Virtual Agent - Implementation Large	CGIL0000	<p>Implementation is required to deploy a CCGF Virtual Agent, per business unit.</p> <p>Implementation size is determined by number of use cases (tasks or inquiry types for the CCGF Virtual Agent to perform, number of supported languages the CCGF Virtual Agent will communicate in, number of channels the CCGF Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement.</p>

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			<p>CCGF Virtual Agent - Large Implementation includes:</p> <ul style="list-style-type: none"> <li>- Deployed on up to 6 channels</li> <li>- Supported on up to 5 languages</li> <li>- Configuration of up to 90 use cases</li> </ul>
63	CCGF Virtual Agent Up to 100k sessions	CFVR0000	<p>The CCGF Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business unit. If the monthly included quantity is exceeded, a per session overage fee will be applied. A session is an interaction with a unique user on a single channel.</p> <p>This tier includes up to 100k sessions, and the per session overage fee is outlined in the CCGF Virtual Agent Over 100k sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation Package (small, medium, or large)</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Virtual Agent - Third- party API Up to 100k sessions</li> </ul>

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			- SMS/MMS
64	CCGF Virtual Agent Up to 500k sessions	VJKN0000	<p>The CCGF Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business unit. If the monthly included quantity is exceeded, a per session overage fee will be applied. A session is an interaction with a unique user on a single channel. This tier includes up to 500k sessions, and the per session overage fee is outlined in the CCGF Virtual Agent Over 500k sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation Package (small, medium, or large)</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- Third-party API</li> <li>- SMS/MMS</li> </ul>
65	CCGF Virtual Agent Up to 1M sessions	CFGA0000	<p>The CCGF Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business unit. If the monthly included quantity is exceeded, a per session overage fee will be applied. A session is an interaction with a unique user on a single channel. This tier</p>

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			<p>includes up to 1M sessions, and the per session overage fee is outlined in the CCGF Virtual Agent Over 1M sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation Package (small, medium, or large)</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- Third-party API</li> <li>- SMS/MMS</li> </ul>
66	CCGF Virtual Agent Overage Over 100k sessions	COVU0000	<p>CCGF Virtual Agent Overage - Over 100k sessions is required when ordering the CCGF Virtual Agent Up to 100k sessions feature, per business unit. Any sessions occurring within the month that exceed 100k sessions will be subject to the per session overage fee.</p> <p>Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 100k sessions</p>
67	CCGF Virtual Agent Overage Over 500k sessions	CLRO0000	<p>CCGF Virtual Agent Overage - Over 500k sessions is required when ordering the CCGF Virtual Agent Up to 100k sessions feature, per business unit. Any sessions occurring within the month that exceed</p>

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			<p>500k sessions will be subject to the per session overage fee.</p> <p>Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 500k session</p>
68	CCGF Virtual Agent Overage Over 1M sessions	CVRG0000	<p>CCGF Virtual Agent Overage - Over 1M sessions is required when ordering the CCGF Virtual Agent Up to 1M sessions feature, per business unit. Any sessions occurring within the month that exceed 100k sessions will be subject to the per session overage fee.</p> <p>Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 1M sessions</p>
69	CCGF Virtual Agent - Third-party API Up to 100k sessions	VTLC0100	<p>An optional add-on to the CCGF Virtual Agent, enterprise customers may elect to use third-party API as part of their CCGF Virtual Agent solution, per business unit. This may include third- party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply.</p> <p>Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 100k sessions</p> <p>CCGF Virtual Agent Overage Over 100k sessions</p>
70	CCGF Virtual Agent - Third-	VTLC0500	<p>An optional add-on to the CCGF Virtual Agent, enterprise customers may elect to use third-party API as part of their CCGF</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	party API Up to 500k sessions		<p>Virtual Agent solution, per business unit. This may include third- party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply.</p> <p>Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 500k sessions</p> <p>CCGF Virtual Agent Overage Over 500k sessions</p>
71	CCGF Virtual Agent - Third-party API Up to 1M sessions	TYAP0000	<p>An optional add-on to the CCGF Virtual Agent, enterprise customers may elect to use third-party API as part of their CCGF Virtual Agent solution, per business unit. This may include third- party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply.</p> <p>Dependencies: Implementation Package (small, medium, or large) CCGF Virtual Agent Up to 1M sessions</p> <p>CCGF Virtual Agent Overage Over 1M sessions</p>
72	CCGF Knowledge Assist - Implementation Standard Fixed Priced Implementation	KNWI0000	<p>CCGF Knowledge Assist</p> <p>Delivered as SaaS, cloud-hosted solution, this knowledge management solution enables agents' quick access to an organization's knowledge and data sources through a single interface as they are assisting customers. Knowledge Assist uses</p>

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			<p>Artificial Intelligence to compile responses to agent inquiries from system integrations, web-crawling (reading) of internal and external websites, and authored content. Agents can ask questions of Knowledge Assist using natural language without having to memorize specific search terms. Reporting provides administrators with insights on what agents are searching for and alerts them of gaps in the knowledge content.</p> <p>Implementation is required to deploy the CCGF Knowledge Assist platform, per business unit, and consist of the following activities:</p> <ul style="list-style-type: none"> <li>- Provision environment</li> <li>- Provide access credentials</li> <li>- Configuration and Integration services to customer systems</li> <li>- Training to customer administrators, content creators, and authors to pull in existing content and author new content</li> <li>- Testing and User Acceptance Testing plan</li> </ul>
73	CCGF Knowledge Assist 1 - 250 agents	KKS10250	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit.</p> <p>This is the price per user for 1- 250 agents ordered. Included in the monthly price is</p>

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			<p>managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <p>CCGF Knowledge Assist - Additional Languages</p>
74	CCGF Knowledge Assist 251-500 agents	KKS10500	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit.</p> <p>This is the price per user for 251-500 agents ordered.</p> <p>Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p>

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			CCGF Knowledge Assist - Additional Languages
75	CCGF Knowledge Assist 501-750 agents	KKS10750	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit.</p> <p>This is the price per user for 501-750 agents ordered.</p> <p>Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <p>CCGF Knowledge Assist - Additional Languages</p>
76	CCGF Knowledge Assist 751-1000 agents	KKS11000	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit.</p> <p>This is the price per user for 751-1000 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use</p>

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			<p>cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <p>CCGF Knowledge Assist - Additional Languages</p>
77	CCGF Knowledge Assist 1001-1500 agents	KKS11500	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit.</p> <p>This is the price per user for 1001-1500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <p>CCGF Knowledge Assist - Additional Languages</p>

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78	CCGF Knowledge Assist 1501-2500 agents	KKS12500	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit.</p> <p>This is the price per user for 1501-2500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <p>CCGF Knowledge Assist - Additional Languages</p>
79	CCGF Knowledge Assist 2501-5000 agents	KKS15000	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit.</p> <p>This is the price per user for 2501-5000 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and</p>

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			<p>recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <p>CCGF Knowledge Assist - Additional Languages</p>
80	CCGF Knowledge Assist 5001-7500 agents	KKS17500	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit.</p> <p>This is the price per user for 5001-7500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <p>CCGF Knowledge Assist - Additional Languages</p>
81	CCGF Knowledge Assist	KNS17501	<p>Provides access to the CCGF Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools,</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	7501 and up agents		<p>and reporting for the total quantity of agents ordered, per business unit.</p> <p>This is the price per user for 7501 and up agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <p>CCGF Knowledge Assist - Additional Languages</p>
82	CCGF Knowledge Assist - Additional Language Each additional language	KNAD0000	<p>Optionally, CCGF Knowledge Assist may be offered in additional languages for a per language per monthly fee, per business unit. CCGF Knowledge Assist is available in the following languages: English US, English UK, Spanish, French, French Canada, Portuguese, German, Italian, Dutch, Austrian, Polish, Hungarian, Greek, Chinese, and Korean.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- Implementation</li> <li>- CCGF Knowledge Assist</li> </ul>
83	CCGF Live Agent - Implementation	LSIM0000	Delivered as SaaS, cloud-hosted solution, this live chat solution enables agents to

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	Standard Fixed Priced Implementation		<p>connect directly to customers over digital channels including webchat, social messaging applications, mobile applications, and Short Message Service (SMS). Live agent supports textual chat communication, as well as voice and video over web real-time communications (Web RTC). It can optionally be paired with the CCGF Virtual Agent feature to serve as an escalation to a human agent to take over the interaction, while passing over full context of the CCGF Virtual Agent interaction to the human agent.</p> <p>Implementation is required to deploy the CCGF Live Agent platform, per business unit, and consist of the following activities:</p> <ul style="list-style-type: none"> <li>- Provision environment</li> <li>- Provide CCGF Live Agent widget for deployment/customization by Customer on end channels</li> <li>- Configuration and Integration services to customer systems</li> <li>- Configuration of routing rules</li> <li>- Training to customer administrators</li> <li>- Testing and User Acceptance Testing plan</li> </ul>
84	CCGF Live Agent Per connected channel type	LICH0000	CCGF Live Agent is an agent interface and web real-time communications (Web RTC) connection for an end user to interact with

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	(textual chat, voice, video)		<p>a human agent via chat, voice, or video as further described below.</p> <p>Customers can select to connect 1, 2, or 3 channel types of textual chat, voice, or video for a per connection type monthly fee, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- Implementation</li> <li>- CCGF Live Agent Text Per minute actual usage (when using textual chat)</li> <li>- CCGF Live Agent Voice Per minute actual usage (when using voice over WebRTC)</li> <li>- CCGF Live Agent Video Per minute actual usage (when using video over WebRTC)</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Live Agent Co-Browse</li> </ul>
85	CCGF Live Agent - Co-Browse Flat monthly	LAGF0000	<p>CCGF Live Agent Co-browse is an optional feature, and can be used with any of the CCGF Live Agent channels textual chat, voice, and video and provides the ability for a human agent to co-browse (screenshare) on website to assist end-users to navigate or perform a desired function.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- Implementation</li> <li>- CCGF Live Agent Per Connected Channel Type (minimum 1 channel)</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- CCGF Live Agent Text Per minute actual usage (when using textual chat)</li> <li>- CCGF Live Agent Voice Per minute actual usage (when using voice over WebRTC)</li> <li>- CCGF Live Agent Video Per minute actual usage (when using video over WebRTC)</li> </ul>
86	CCGF Live Agent - Text Per session actual usage	LVAU0000	<p>CCGF Live Agent used for textual chat on web applications, social messaging applications, or within a mobile application will incur per session usage charge, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- Implementation</li> <li>- CCGF Live Agent Per Connected Channel Type (textual chat enabled)</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- SMS/MMS</li> </ul>
87	CCGF Live Agent - Voice Per minute actual usage	LVCP0000	<p>CCGF Live Agent used for voice using WebRTC on web applications, social messaging applications, or within a mobile application will incur per minute usage charge, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- Implementation</li> <li>- CCGF Live Agent Per Connected Channel Type (voice enabled)</li> </ul>

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88	CCGF Live Agent - Video Per minute actual usage	LIAU0000	<p>CCGF Live Agent used for video using WebRTC on web applications, social messaging applications, or within a mobile application will incur per minute usage charge, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- Implementation</li> <li>- CCGF Live Agent Per Connected Channel Type (video enabled)</li> </ul>
89	CCGF Social - Implementation Standard Fixed Priced Implementation	SCFN0000	<p>CCGF Social Intelligence provides a listening and engagement module to bring together public consumer social media posts of interest, as defined by the organization across social media channels into a single dashboard. Using natural language processing, it provides sentiment tracking, identifies important influencers, associates, and trending alerts to the forefront so digital teams can route and manage large CCGF Social volumes to appropriate team members and engage constituents appropriately. CCGF Social Intelligence is required when ordering from Social product suite, while CCGF Social Command Center and CCGF Social Outbound Campaigns are optional add-ons.</p> <p>CCGF Social Command Center provides real-time aggregated data analysis of social posts, as configured by the organization, to provide insights on global trends, post-performance, geographical and other demographic details so data</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>teams can determine where, how, and what constituents feel about their organization.</p> <p>CCGF Social Outbound campaigns are used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns.</p> <p>Implementation is required to deploy CCGF Social Intelligence, CCGF Social Command Center, and CCGF Social Outbound Campaigns, per business unit. CCGF Social Intelligence and CCGF Social Command Center are a fixed priced standard implementation, while CCGF Social Outbound Campaigns is not included and will require a custom separate professional services engagement.</p> <p>Activities involved with the CCGF Social Intelligence/CCGF Social Command Center implementation include:</p> <ul style="list-style-type: none"> <li>- Provision environment</li> <li>- Provide access credentials</li> <li>- Configuration and Integration services to customer systems</li> <li>- Training to customer administrators, content creators, and authors to pull in existing content and author new content</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Testing and User Acceptance Testing plan
90	CCGF Social Intelligence up to 50K social posts	SCLN0050	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 50k public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
91	CCGF Social Intelligence up to 250K social posts	SCLN0250	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 250k public social media posts per month, per business unit.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
92	CCGF Social Intelligence up to 1M social posts	SCNL0001	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 1M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
93	CCGF Social Intelligence up to 5M social posts	SCNL0005	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 5M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
94	CCGF Social Intelligence up to 10M social posts	SCNL0010	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 10M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- CCGF Social Historical Data Analysis
95	CCGF Social Intelligence up to 15M social posts	SCNL0015	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 15M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
96	CCGF Social Intelligence up to 20M social posts	SCNL0020	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 20M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
97	CCGF Social Intelligence up to 30M social posts	SCNL0030	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 30M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
98	CCGF Social Intelligence up to 40M social posts	SCNL0040	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 40M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- Social Historical Data Analysis</li> </ul>
99	CCGF Social Intelligence up to 50M social posts	SCNL0050	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 50M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Social Historical Data Analysis
100	CCGF Social Intelligence up to 75M social posts	SCNL0075	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 75M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- Social Historical Data Analysis</li> </ul>
101	CCGF Social Intelligence up to 1B social posts	SCNB0000	<p>CCGF Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 1B public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
102	CCGF Social Command Center up to 50K social posts	CRCG0050	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
103	CCGF Social Command Center up to 250K social posts	CRCG0250	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
104	CCGF Social Command Center up to 1M social posts	SSCS0001	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
105	CCGF Social Command Center up to 5M social posts	SSCS0005	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
106	CCGF Social Command Center up to 10M social posts	SSCS0010	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- CCGF Social Historical Data Analysis
107	CCGF Social Command Center up to 15M social posts	SSCS0015	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
108	CCGF Social Command Center up to 20M social posts	SSCS0020	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
109	CCGF Social Command Center up to 30M social posts	SSCS0030	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
110	CCGF Social Command Center up to 40M social posts	SSCS0040	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
111	CCGF Social Command Center up to 50M social posts	SSCS0050	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
112	CCGF Social Command Center up to 75M social posts	SSCS0075	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
113	CCGF Social Command Center up to 1B social posts	SSCC0000	<p>CCGF Social Command Center is an optional add-on to CCGF Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post-performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for CCGF Social Intelligence for retrieval of social media posts, the CCGF Social Command Center</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Outbound Campaigns</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
114	CCGF Social Outbound Campaign up to 50K social posts	SNYO0050	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
115	CCGF Social Outbound Campaign up to 250K social posts	SNYO0250	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
116	CCGF Social Outbound	SOTM0001	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Campaign up to 1M social posts		<p>marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
117	CCGF Social Outbound Campaign up to 5M social posts	SOTM0005	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
118	CCGF Social Outbound Campaign up to 10M social posts	SOTM0010	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
119	CCGF Social Outbound Campaign up to 15M social posts	SOTM0015	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
120	CCGF Social Outbound	SOTM0020	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Campaign up to 20M social posts		<p>marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
121	CCGF Social Outbound Campaign up to 30M social posts	SOTM0030	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
122	CCGF Social Outbound Campaign up to 40M social posts	SOTM0040	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
123	CCGF Social Outbound Campaign up to 50M social posts	SOTM0050	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
124	CCGF Social Outbound	SOTM0075	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Campaign up to 75M social posts		<p>marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
125	CCGF Social Outbound Campaign up to 1B social posts	SOTB0001	<p>CCGF Social Outbound Campaigns is an optional add-on to CCGF Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for CCGF Social Intelligence and is a flat monthly add-on fee for CCGF</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Social Outbound Campaigns, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- CCGF Social Command Center</li> <li>- CCGF Social Historical Data Analysis</li> </ul>
126	CCGF Social Intelligence - Historical Data Analysis up to 1M social posts mined	CLHM0001	<p>An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> <li>- CCGF Social Command Center</li> </ul>
127	CCGF Social Intelligence - Historical Data Analysis up to 5M social posts mined	CLHM0002	<p>An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- CCGF Social Command Center
128	CCGF Social Intelligence - Historical Data Analysis up to 10M social posts mined	CLHM0003	<p>An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> <li>- CCGF Social Command Center</li> </ul>
129	CCGF Social Intelligence - Historical Data Analysis greater than 10M social posts mined	CLHM0004	<p>An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Social Intelligence Implementation</li> <li>- CCGF Social Intelligence</li> </ul>
130	CCGF Connector - Implementation Standard Fixed Priced Implementation	CSJF0000	<p>CCGF Connectors</p> <p>Provides a standard integration between the CCGF Digital CX features and third party or Verizon products and are charged by number of agents making use of the connector in any given month. Implementation is required if the connector will make use of voice or video via Integrated Softphone WebRTC.</p> <p>Implementation for connectors are required if the connector will make use of</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>the voice or video via Integrated Softphone WebRTC and will involve the following activities:</p> <ul style="list-style-type: none"> <li>- Apply the connector integration between CCGF Digital CX and third party or Verizon products</li> <li>- Provide widget for deployment/customization by Customer on end channels</li> <li>- Testing and User Acceptance Testing plan</li> </ul>
131	CCGF Standard Connectors Per Agent connected actual usage	CLSA0000	<p>Connectors provide a software integration between the CCGF Digital CX product features and 3rd party applications, as available.</p> <p>Dependencies:</p> <p>One of the following - CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CRM Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities</p> <p>The feature is charged a maximum of one time per month when a user requests at least (1) CCGF Standard Connectors in a month</p>
132	CCGF VZ Connectors Per Agent	CPVA0000	<p>Connectors provide a software integration between the CCGF Digital CX product features and the following Verizon product offerings:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	connected actual usage		<p>- Virtual Contact Center (VCC)</p> <p>Dependencies:</p> <p>One of the following - CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CRM</p> <p>Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities</p>
133	CCGF Connector - Voice Per minute actual usage	CCVC0000	<p>Optional, voice over Integrated Softphone WebRTC can be used to facilitate voice communication between agents and end users for a per minute usage charge.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- One of the following: CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CCGF CRM</li> <li>- Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities</li> <li>- Standard or Verizon Connector Per Agent</li> </ul>
134	CCGF Connector - Video Per minute actual usage	CCNV0000	<p>Optional, video over Integrated Softphone WebRTC can be used to facilitate video communication between agents and end users for a per minute usage charge.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- One of the following: CCGF Virtual Agent, CCGF Knowledge Assist, CCGF Live Agent, CCGF Social Intelligence, CCGF CRM</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>- Implementation if making use of voice/video via Integrated Softphone WebRTC capabilities</p> <p>- Standard or Verizon Connector Per Agent</p>
135	CCGF SMS - Implementation Per Code	CSMI0000	<p>CCGF Short Message Service (SMS)/CCGF Multimedia Message Service (MMS)</p> <p>SMS and MMS can optionally be used with the Virtual Agent, Live Agent, and/or Connector solutions to facilitate communication with end users over the SMS/MMS channel. A per SMS/MMS code implementation fee is required unless the Customer brings their own SMS/MMS code from a third party provider. Usage and operating charges apply as described in this section. This service is only available within the United States.</p> <p>Implementation for SMS/MMS is required if Verizon provides the SMS code for the customer and charged as a per SMS code.</p>
136	CCGF SMS - US-based Per SMS	CCGS0000	<p>Short Message Service (SMS) is only available within the United States, and charges a per SMS message inbound and outbound usage fee. End users may experience additional SMS charges separately by their cell phone provider.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Virtual Agent, CCGF Live Agent, or CCGF Connector</li> <li>- If Verizon provided SMS code, Implementation</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- SMS Operating Charge
137	CCGF MMS - US-based Per MMS	CCGM0000	<p>Multimedia Message Service (MMS) is only available within the United States, and charges a per MMS message inbound and outbound usage fee. End users may experience additional MMS charges separately by their cell phone provider.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Virtual Agent, CCGF Live Agent, or CCGF Connector</li> <li>- SMS - US-based</li> <li>- If Verizon provided SMS code, Implementation</li> <li>- MMS Operating Charge</li> </ul>
138	CCGF SMS/MMS Operating Charge Per SMS or MMS	CSMO0000	<p>A per SMS/MMS Operating Charge will apply for each inbound and outbound SMS/MMS</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CCGF Virtual Agent, CCGF Live Agent, or CCGF Connector</li> <li>- If Verizon provided SMS code, Implementation</li> <li>- SMS US-based</li> </ul>
139	CCGF CRM - Implementation Standard Fixed Priced Implementation	CCRI0000	<p>CCGF CRM</p> <p>CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, interaction history, helps guide agent</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>actions, and provides automation and simplification of common tasks and data entry.</p> <p>Implementation is required to deploy CRM, per business unit. Activities involved with the CRM implementation include:</p> <ul style="list-style-type: none"> <li>- Provision environment</li> <li>- Provide access credentials</li> <li>- Configuration and Integration services to customer systems</li> <li>- Training to customer administrators</li> <li>- Testing and User Acceptance Testing plan</li> </ul>
140	CCGF CRM 1 - 250 agents	CCGC0001	<p>CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- Data Center Geographic Redundancy</li> <li>- CRM Quality Assurance</li> </ul>
141	CCGF CRM 251 - 500 agents	CCGC0002	<p>CRM is a customer engagement CRM tool that allows contact center staff to quickly</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- Data Center Geographic Redundancy</li> <li>- CRM Quality Assurance</li> </ul>
142	CCGF CRM 501 - 750 agents	CCGC0003	<p>CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- Data Center Geographic Redundancy</li> <li>- CRM Quality Assurance</li> </ul>
143	CCGF CRM 751 and up agents	CCGC0004	<p>CRM is a customer engagement CRM tool that allows contact center staff to quickly</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:</p> <ul style="list-style-type: none"> <li>- Data Center Geographic Redundancy</li> <li>- CRM Quality Assurance</li> </ul>
144	CCGF CRM - Data Center Geographic Redundancy 1 - 250 agents	CCGR0001	<p>An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CRM Implementation</li> <li>- CRM</li> </ul>
145	CCGF CRM - Data Center Geographic Redundancy 251 -500 agents	CCGR0002	<p>An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CRM Implementation</li> <li>- CRM</li> </ul>
146	CCGF CRM - Data Center Geographic Redundancy 501 - 750 agents	CCGR0003	<p>An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CRM Implementation</li> <li>- CRM</li> </ul>
147	CCGF CRM - Data Center Geographic Redundancy 751 and up agents	CCGR0004	<p>An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CRM Implementation</li> <li>- CRM</li> </ul>
148	CCGF CRM Quality Assurance - Implementation	CAYC0000	<p>CCGF CRM Quality Assurance</p> <p>CRM Quality Assurance automates the auditing of CRM case data to help contact center teams generate clean, accurate customer data. It uses AI to identify and help address systemic issues such as</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>training weaknesses and under-performing agents, and integrates with the leading CRM solutions.</p> <p>Implementation is required to deploy CRM Quality Assurance, per business unit. Activities involved with the CRM Quality Assurance implementation include:</p> <ul style="list-style-type: none"> <li>- Provision environment</li> <li>- Provide access credentials</li> <li>- Configuration and Integration services to customer systems including CRM</li> <li>- Training to customer administrators</li> <li>- Testing and User Acceptance Testing plan</li> </ul>
149	CCGF CRM Quality Assurance - Up to 1 - 10,000 cases per month	CYQA0001	<p>The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CRM Quality Assurance Implementation</li> </ul>
150	CCGF CRM Quality Assurance - Up to 10,000 - 49,999 cases per month	CYQA0002	<p>The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CRM Quality Assurance Implementation</li> </ul>
151	CCGF CRM Quality	CYQA0003	<p>The CRM Quality Assurance feature is priced based on the number of cases the</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Assurance - Up to 50,000 - 99,999 cases per month		<p>system should review and check for potential data errors on a monthly basis, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CRM Quality Assurance Implementation</li> </ul>
152	CCGF CRM Quality Assurance - Up to 100,000 - 149,999 cases per month	CYQA0004	<p>The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CRM Quality Assurance Implementation</li> </ul>
153	CCGF CRM Quality Assurance - Up to 150,000 - 199,999 cases per month	CYQA0005	<p>The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CRM Quality Assurance Implementation</li> </ul>
154	CCGF CRM Quality Assurance - Up to 200,000 cases and up per month	CYQA0006	<p>The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- CRM Quality Assurance Implementation</li> </ul>
155	Feedback Management Voice of the	FMVC0000	Feedback Management VoC (Basic per BU)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Customer (VoC) (Basic) Implementation		<p>Feedback Management Platform provides single out-of-box post interaction survey that delivers in-depth out of box analytics and benchmarking capabilities</p> <p>-The VoC Basic option provides no customization to the out of box survey or reports.</p> <p>Implementation of Feedback Management VoC Basic for 1 channel (either of IVR, Email, Web Intercepts, or Chat)</p> <p>-Implementation includes:</p> <ul style="list-style-type: none"> <li>-Setup of an out of box single survey on one channel with corresponding reports</li> <li>-Unlimited access to online self-guided training</li> <li>-VoC Basic offers no customization</li> <li>-Billed as a one-time (non-recurring) charge</li> </ul>
156	Feedback Management VoC (Basic) - Per Survey	FMPR0000	<p>Feedback Management VoC (Basic per BU)</p> <p>Feedback Management Platform provides single out-of-box post interaction survey that delivers in-depth out of box analytics and benchmarking capabilities</p> <p>-The VoC Basic option provides no customization to the out of box survey or reports.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>-Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>-Ability to trigger Post Call Surveys Via channel (IVR, Email, Web Intercepts, Chat) depending on channel(s) purchased</li> <li>-Unlimited named users</li> <li>-1 channel is included</li> <li>-No Power User can be purchased as survey customization is not allowed</li> </ul> <p>Billed as a monthly recurring charge per contracted rate with up to 750 survey responses included.</p> <p>-Beyond the 750-response included, an Overage rate for each extra response is applied with the Feedback Management (Management) Additional Survey Response feature at contracted rate</p>
157	Feedback Management Additional Survey Response	FSRP0000	<p>Feedback Management Additional Survey Response</p> <p>The survey responses can be collected on any channel configured on the platform.</p> <p>-Key product features &amp; components:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>-Ability to use responses to create dashboards and reports for different roles</li> <li>-Ability to create alerts and notification on responses for close loop process</li> <li>-Export response out of the application using scheduled jobs or APIs</li> </ul> <p>-Billed monthly based on total number of survey's received for each channel beyond surveys included with the Feedback Management VoC (Basic or Agent) feature.</p>
158	Feedback Management VoC Enhanced - Implementation	FDMV0000	<p>Feedback Management VoC Provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities.</p> <p>Implementation of Feedback Management VoC for one channel (either IVR, Email, Web Intercepts, or Chat) is billed as a one-time (non-recurring) charge.</p> <p>-Implementation includes:</p> <ul style="list-style-type: none"> <li>-Setup of a single survey on one channel (additional channels incur additional non-recurring implementation charges per channel)</li> <li>-Configuring alerts, notifications &amp; escalation workflows</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>-Set up 2 dashboards</li> <li>-Provide 3 hours of training for Power Users on how to use and navigate the system</li> <li>-Power Users should complete the NPX platform training prior</li> </ul>
159	Feedback Management VoC Enhanced - Per User	FMVU0000	<p>Feedback Management VoC Provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities.</p> <ul style="list-style-type: none"> <li>- Key product features &amp; components:               <ul style="list-style-type: none"> <li>- Ability to survey via the following channels: (IVR, Email, SMS, Web Intercepts, Chat) depending on channel(s) implemented</li> <li>- Workflows to perform and measure follow-up actions</li> <li>- Ability to share dashboards and send PDF reports</li> <li>- Provides out-of-box advanced VoC analytics</li> </ul> </li> <li>- 1 Power User per BU is included</li> <li>- Billed monthly based on number of agents with responses during the month.</li> <li>- Includes 30 responses per agent across all channels per month. Overage rate is applied per Feedback Management</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Additional Survey Response at contracted rate</p> <ul style="list-style-type: none"> <li>- Must choose channel(s), ordered separately</li> <li>- Minimum 50 agent licenses must be purchased.</li> </ul>
160	Feedback Management Additional Channel Build	FCBA0000	<p>Feedback Management Additional Channel Build</p> <p>The managed services team will build the survey on selected survey channel</p> <ul style="list-style-type: none"> <li>- Build includes: 1 survey build on the new additional survey channel of choice (IVR, Email, Chat, Web Intercept)</li> <li>- Configure the dashboard for reporting</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
161	Feedback Management Additional Survey Build	FSBA0000	<p>Feedback Management Additional Survey Build</p> <p>The managed services team will build and additional survey</p> <ul style="list-style-type: none"> <li>- Build includes: <ul style="list-style-type: none"> <li>- 1 Survey build of choice (IVR, Email, Chat, Web Intercept) on existing channel</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Configure the dashboard for reporting</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
162	Feedback Management Speech to Text Implementation (per BU)	FSPN0000	<p>Feedback Management Speech to Text (per BU)</p> <p>Implementation of Feedback Management Speech to Text, billed as a one-time (non-recurring) charge, includes the Setup of IVR surveys that can have verbatims transcribed to text.</p>
163	Feedback Management Speech to Text (per BU)	FSTM0000	<p>Feedback Management Speech to Text (per BU)</p> <p>IVR surveys can have verbatims transcribed to text with Sentiment analysis applied to it.</p> <ul style="list-style-type: none"> <li>-Monthly recurring charge feature includes Up to 7500 transcribed responses before overage is applied</li> <li>-Overage beyond what is included will be billed monthly at the contracted rate for Feedback Management Additional Speech To Text Comments (per Survey)</li> </ul>
164	Feedback Management Additional	FSPT0000	Feedback Management Additional Speech To Text Comments (per Survey)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Speech To Text Comments		<p>IVR surveys can have verbatims transcribed to text with Sentiment analysis applied to it.</p> <ul style="list-style-type: none"> <li>- Ability to trigger alerts and notifications to specified people when a predefined criteria for a survey response is met.</li> <li>- Key words identified in the Speech to Text Transcription can be used in defining the alert criteria.</li> </ul> <p>Billed monthly based on total verbatim transcription responses beyond the 7500 included with the Feedback Management Speech to Text (per BU) monthly recurring charge.</p>
165	Feedback Management Text Analytics Implementation (per BU)	FTXN0000	<p>Feedback Management Text Analytics (per BU)</p> <p>Ability to use workflow logic for alert, notifications and escalation based on the context in the survey text comments</p> <p>Implementation of Feedback Management Automated Text Analytics is billed as a one-time (non-recurring) charge</p> <ul style="list-style-type: none"> <li>- Implementation includes:</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Setup and configuration of the automated Text Analytics Tags</li> <li>- Set up of the alerts, notification rules</li> <li>- Training for the power user on tag management</li> </ul>
166	Feedback Management Text Analytics (per BU)	FTXM0000	<p>Feedback Management Text Analytics (per BU)</p> <p>Ability to use workflow logic for alert, notifications and escalation based on the context in the survey text comments</p> <p>-Monthly recurring charge feature includes Up to 7500 text tagging comments before overage is applied</p> <p>-Overage beyond what is included will be billed monthly at the contracted rate for Feedback Management - Additional Text Analytics per (Email/pop up/Chat) Response text tagging comments feature</p>
167	Feedback Management - Additional Text Analytics per (Email/pop up/Chat) Response text tagging comments	FTNA0000	<p>Feedback Management - Additional Text Analytics per (Email/pop up/Chat) Response text tagging comments</p> <p>Billed monthly based on total Additional Text Analytics Tagging Comment beyond the 7500 included with the Feedback</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Management Text Analytics monthly recurring charge.
168	Feedback Management Auto Translate (per BU)	FMTR0000	<p>Feedback Management Auto Translate (per BU)</p> <p>Ability to translate the survey text comments from various languages supported by Google Translation API to English</p> <p>-Monthly recurring charge feature includes Up to 7500 response text comments before overage is applied</p> <p>-Overage beyond what is included will be billed monthly at the contracted rate for Feedback Management - Additional Auto Translate per (Email/pop up/Chat) Response text comment feature.</p>
169	Feedback Management - Additional Auto Translate per (Email/pop up/Chat) Response text comment	FTRA0000	<p>Feedback Management - Additional Auto Translate per (Email/pop up/Chat) Response text comment</p> <p>Billed monthly based on total Additional Auto Translate Response Text Comments beyond the 7500 included with the Feedback Management Auto Translate (per BU) monthly recurring charge.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
170	Feedback Management API Connector Implementation	FMCN0000	<p>Feedback Management API Connector</p> <p>Using the API Connector, the customer integrates Feedback Management with a single CRM application (either Salesforce or MS Dynamics).</p> <p>Implementation of CXone Feedback Management API Connector is billed as a one-time (non-recurring) charge</p> <p>- Implementation includes:</p> <ul style="list-style-type: none"> <li>- Professional Services help to configure the connector to a single CRM application</li> <li>- The customers IT will need to open the APIs to allow for the connection</li> </ul>
171	Feedback Management API Connector	FMCM0000	<p>Feedback Management API Connector</p> <p>Using the API Connector, the customer integrates Feedback Management with a single CRM application (either Salesforce or MS Dynamics).</p> <p>- Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- One way or two-way integration mapped to post-interaction survey</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Unlimited data transfer between the two systems (Feedback Management and the CRM)</li> <li>- Will require IT support to configure the API connector</li> <li>- Billed as monthly recurring charge per the contracted quantity and rate</li> </ul>
172	Feedback Management Additional Power User	FPWR000	<p>Feedback Management Additional Power User</p> <p>Feedback Management VoC per Agent includes 1 Power User.</p> <p>This additional Power User charge is Per configured Power User above the 1 included in Feedback Management VoC per agent.</p> <p>- note: Power Users are not available with Feedback Management VoC Basic.</p> <p>The power user will be able to create surveys and assign roles and permissions</p> <p>- Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- Ability to create surveys</li> <li>- Assign roles and permissions</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Build custom dashboard for all general users</li> <li>- Billed monthly per the contracted quantity and rate per each configured Power User.</li> </ul>
173	Feedback Management Additional Application Language English	FBKE0000	<p>Feedback Management Additional Application Language</p> <p>The platform comes with one default primary application language, this feature provides additional application languages, as needed</p> <p>Provides the option to configure the application to work in an additional different language based on user's preference</p> <p>-Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>-Ability to enable additional application language</li> <li>-Users can set their preferred application language</li> </ul> <p>-Billed monthly based on number of enabled application languages in the month</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
174	Feedback Management Additional Application Language Spanish	FBKS0000	Feedback Management Additional Application Language
175	Feedback Management Additional Application Language French	FBKF0000	Feedback Management Additional Application Language
176	Feedback Management Additional Application Language German	FBKG0000	Feedback Management Additional Application Language
177	Feedback Management Additional Application Language Japanese	FBKJ0000	Feedback Management Additional Application Language
178	Feedback Management Academy and Research Access	ACRA0000	Feedback Management Academy and Research Access  Provides access to the Benchmarks and Certification and training side of the platform

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>- Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- Access to the Annual benchmarks for Business-Business and Business-Consumer</li> <li>- NPX Education and Certification</li> <li>- NPS education</li> <li>- Billed as monthly recurring charge</li> </ul>
179	Virtual Call Back (VCB) - Mindful Professional Platform	CPRL0000	<p>Onboarding Fee - Provisioning of the service.</p> <ul style="list-style-type: none"> <li>• Provisioning of organization - admin user added</li> <li>• Getting Started Guide and Help Center</li> <li>• CBTs - 3 users/45 days</li> <li>• Dedicated Technical Resource for 30-day assistance - onboard, co-build and co-deploy</li> <li>• Provisioning of phone numbers</li> <li>• Business Review - at 30 days then quarterly</li> <li>• Best Practices Review</li> <li>• VHT Support - 24x7 for Requests/Trouble Tickets via email or phone</li> <li>• Test call up to three numbers, once per weekday</li> </ul>
180	Virtual Call Back (VCB) - Mindful Enterprise Platform	CLEN0000	<p>Onboarding Fee - Provisioning of service.</p> <ul style="list-style-type: none"> <li>• Provisioning of organization - admin user added</li> <li>• Getting Started Guide and Help Center</li> <li>• CBTs - 3 users/45 days</li> <li>• Dedicated Technical Resource for 45-day deployment - onboard, build, and test</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>• Provision of phone numbers</li> <li>• Business Review - at 30 days then quarterly</li> <li>• Best Practices Review</li> <li>• VHT Support - 24x7 for Requests/Trouble Tickets via email or phone</li> <li>• Test call up to three numbers, once per weekday</li> <li>• Management of system for one year including Moves, Adds, or Changes</li> </ul>
181	Virtual Call Back Commitment Plan – First Conversation	CLCP0000	Conversations are defined as a request for callback where the end customer chooses to receive a single callback. Includes one committed call back per month
182	Virtual Call Back Overage – Per Additional Conversation	CLOR0000	Conversations are defined as a request for callback where the end customer chooses to receive a single callback. Variable consumption charge for the number of call backs over the first committed call.
183	Pindrop - Inbound Anti-Fraud and Authentication (IAA) service	IASP0000	Pindrop – Commitment charge for inbound Anti-Fraud and Authentication (IAA) Service. Includes one committed call. Charged for one call.
184	Pindrop - Usage charge for IAA service	IAAU0000	Variable consumption charge for the number of calls over the first call.
185	Pindrop - Advisory service for IAA service	IAAI0000	Pindrop Advisory services are required to support Pindrop Inbound Anti-Fraud and Authentication Service (IAA)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Advisory Services enables Training, Consulting, Optimization and Insights capability.</p> <ul style="list-style-type: none"> <li>• Services Include               <ul style="list-style-type: none"> <li>○ Conference calls to discuss operationalization, Operation inquiries and documentation instruction</li> <li>○ Analysis based on accuracy monitoring and enhanced support calls.</li> <li>○ Three consulting sessions focused on design flow, integration and training.</li> <li>○ Monthly Accuracy Performance Reviews.</li> <li>○ Monthly Peer Benchmarking.</li> </ul> </li> </ul> <p>Customer's use of this service is limited to processing calls made to Customer-designated phone numbers intended for use by California residents and using the outputs from the services for each call processed directly available via the outbound APIs and/or standard export functionality for the services (such as the fraud risk score or authentication "score") solely for the Customer's internal business purposes of performing phone number fraud verification and/or authentication on the processed calls (e.g., not for credit decisioning purposes or to determine a consumer's eligibility for credit or insurance nor any other purpose rights), with such access and use taking place in California.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Customer will not manually enter and/or import any data into the services that would violate Payment Card Industry Data Security Standard (PCI DSS).</p> <p>Permitted use of the services includes collection, use, processing and retention of Customer and Customer's callers' personal information (and combination of that data with personal information from other clients) and the services outputs by Contractor, its subcontractors and subprocessors (1) as reasonably necessary to detect data security incidents, or protect against fraudulent or illegal activity, including as party of Contractor's "fraud database"; (2) for detecting security incidents and protecting against malicious, deceptive, fraudulent or illegal activity (including populating the fraud database); and (3) for assisting in the authentication of Customer's callers, as well as is reasonably necessary in support of any other valid processing purposes that are part of or relevant to the services.</p> <p>Permitted use of the services includes collection, use, recording, hosting, transmitting, processing and retention of (1) State Data as necessary to provide, maintain and support the services for Customer by Contractor; and (2) usage,</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>statistical, caller phone number and other log data and outputs to maintain, develop, manage, administer and improve Contractor's and its subcontractors and subprocessors' products and services, including the services, during and after the subscription term.</p> <p>For each call that Customer tags as fraud via the services, permitted use of State Data includes contribution of certain State Data and related outputs (e.g., phone number, metadata and fraud score) to a Contractor proprietary database that includes call data for confirmed fraud calls (i.e., the "fraud database") that is used by Contractor and the services to identify, monitor and track phone-based fraud and suspicious transactions or passively authenticating a caller for the benefit of Customer, Contractor's and its subcontractor's existing or future customers and other of Contractor's consortium members during and after the subscription term.</p> <p>The service includes the use, maintenance, disclosure and retention by Contractor and its subcontractors and subprocessors of aggregate data and deidentified data relating to Customer personal information or derived from the services for the purpose of providing the services, improving its and</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>their operations, and enhancing the features, functions, and performance of the services and general marketing purposes during and after the subscription term.</p> <p>Customer will, on behalf of itself and Contractor as its service provider, provide all consumer notices and disclosures and obtain consents in compliance with applicable laws with respect to all State Data and all outputs from the services. Examples of outputs created by the services include scoring metrics, data or reasons for a scoring metric provided by Contractor proprietary processes, including statistical and audio models, intended to predict the likelihood of a phone transaction being fraudulent or suspicious or from someone other than an authenticated caller), call heuristics, Toneprint™, Phoneprint™, DTMF, device features (such as digital signal data) call recordings and voice features that are derived by the services during and after analysis of a call.</p> <p>The services include the outputs, configurations and customizations and all customized reports, which are both proprietary and confidential to Contractor and its subcontractors and are all elements of Contractor's standard commercial offering of the services. Standard commercial offerings are not State Data, developments, derivative works and/or</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Work Product as those terms are used under the CALNET DNCS Contract and no portion of the services are specific or uniquely adapted to the Customer.
186	IPCC Media Forking	MIPC0000	Media Forking replicates call data which is securely sent to required advanced application providers. Media Forking is usage based and priced per minute.
187	Global Package - 6 Digital Omnichannel Agent - Implementation Fees	OMCI0000	<p>Global Package 6 Implementation Bundle cares for the deployment, configuration and training for ALL the feature functionality included with the appropriate Bundle selection with the initial deployment. NOTE: If customer elects to not implement certain included capabilities, the charge is not reduced, but they will have 30 business days after the initial cutover to request to additional deployment of the full functionality.</p> <p>Bundle Package implementations include the following:</p> <ul style="list-style-type: none"> <li>- Single Business Owner and single set of contact center requirements</li> <li>- Included 50 Users</li> <li>- - 50 Points of Contact</li> </ul> <p>20 Menu/Sub-Menu Options - Place in queue announcement only</p> <ul style="list-style-type: none"> <li>- English language support only</li> <li>- CXOne Audio Recording Advanced</li> <li>- Timeline to deploy 35 Business Days</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>- Online Customer Training via Verizon Customer Training and Development            - Single Go Live / Billing Activation Date            - 1 Cutover for each contact type            - Post Cutover Support 3 business days</p> <p>1 Call Center &amp; 5 Voice Agent packages are Voice only solutions. Implementation Non-recurring charge includes:            Implementation and setup of ACV/IVR Business Unit with Configured Users, as detailed above            Implementation and setup of CXone basic Audio Recording</p> <p>6 Digital Omnichannel Agent Packages includes everything from 1 Call Center Package/5 Voice Agent Package PLUS:            Implementation and setup of CXone Chat &amp; Email            1 hour per week of User Hub Admin training</p>
188	Global Package - 5 Voice Agent - Implementation Fees	GLPI0000	<p>Global Package 5 Implementation Bundle cares for the deployment, configuration and training for ALL the feature functionality included with the appropriate Bundle selection with the initial deployment. NOTE: If customer elects to not implement certain included capabilities, the charge is not reduced, but they will have 30 business days after the initial cutover to request to additional deployment of the full functionality.</p> <p>Bundle Package implementations include:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Single Business Owner and single set of contact center requirements</li> <li>- Included 25 Users</li> <li>- 25 Points of Contact</li> <li>- 3 Menu/Sub-Menu Options</li> <li>- Place in queue announcement only</li> <li>- English language support only</li> <li>- CXone Audio Recording - Timeline to deploy 20business days- Online Customer Training via Verizon Customer Training and Development</li> <li>- Single Go Live / Billing Activation Date</li> <li>- 1 Cutover for each contact type</li> <li>- Post Cutover Support 2 business days</li> </ul> <p>5 Voice Agent packages are Voice only solutions. Implementation Non-recurring charge includes: Implementation and setup of ACV/IVR Business Unit with Configured Users, as detailed above Implementation and setup of CXone basic Audio Recording</p>
189	Global Package Usage - Bundle User Concurrent - 6 Digital Omnichannel Agent	OMCN0000	<p>Global Package Usage accommodates variable consumption usage charges for VCC Global Package related features to include:</p> <p>Monthly Recurring Charges for the Global Package Bundle which combines VCC feature/functionality into one billing unit.</p> <p>Monthly Recurring Charge is a flat rate charge based on the number of committed users multiplied by the Global Package Usage - Bundle User rate. This</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>charge is a committed value that will bill monthly for the term of the agreement and is subject to an early termination penalty if cancelled before completion of term.</p> <p>Includes the functionality for the following features.</p> <p>Call Center Bundle includes:</p> <ul style="list-style-type: none"> <li>- Committed Configured User</li> <li>- 3 Universal Ports per billed user</li> <li>- 5GB of Storage per billed user</li> <li>- CXone Audio Recording</li> <li>- CXone MAX Integrated Softphone</li> </ul> <p>Core Package includes everything from 1 Call Center Package PLUS:</p> <ul style="list-style-type: none"> <li>-CXone Chat</li> <li>-CXone Email</li> </ul> <p>Essentials Package includes everything from 2 Core Package PLUS:</p> <ul style="list-style-type: none"> <li>-CXone Quality Management</li> <li>-CXone Screen Recording</li> </ul> <p>Advanced Package includes everything from 3 Essentials Package PLUS:</p> <ul style="list-style-type: none"> <li>-CXone Workforce Management</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>-CXone inView Performance Management</p> <p>Digital Includes:</p> <ul style="list-style-type: none"> <li>- Committed Configured User for digital chat/email/SMS/and social channels only, No voice</li> <li>- Unlimited Use of the following Digital Channels: CXone Chat, CXone Email, Digital First Chat, Digital First Email, Apple Apps Review, Apple Business Chat, Facebook, Google Business Messenger, Google Places, Google Play, Instagram, Line, LinkedIn, MS Teams, Slack, Telegram, Twitter, Viber, WhatsApp, YouTube, BYO Channel, and Instagram Direct</li> <li>- Use of the following Limited Digital Channels: Twitter (1 account); WhatsApp (1 number) WeChat (1 account)</li> <li>- Use of CXone Messaging SMS Channel, but SMS Codes (long, short, toll free) and the associated message rates vary by country and are sold separately.</li> <li>- Fair use policy: Not to exceed 50,000 messages, per agent, per month. Messages are defined as those routed by the system or subsequent responses by the agent.</li> <li>- 5GB of Storage per billed user</li> </ul> <p>-- NOTE: For the "Digital Agent" packages, Users are billed based on the highest number of active users set up on the platform at any one time during the</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>month.-</p> <ul style="list-style-type: none"> <li>which applies to Live Agents only – no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns</li> <li>Additional Universal Ports beyond the 3 per configured user count</li> <li>Report Viewer Users beyond the 10% of configured user count</li> <li>Additional Storage beyond the 5 gb per configured user count</li> <li>Archived Storage</li> <li>Retrieval Storage</li> </ul> <p>- Report Viewer licenses will be included with the Global Package Bundle at no charge for 10% of Configured Users on the platform during any given month.</p> <p>This usage charge will only be billed per additional Report Viewer users beyond that 10% count.</p> <ul style="list-style-type: none"> <li>- Report Viewer Users have the following Key product features &amp; components: <ul style="list-style-type: none"> <li>- Filtering / View filtering</li> <li>- Subscribe to reports scheduling ? (written as Receive emails from MicroStrategy Intelligence Server)</li> <li>- Reorder</li> <li>- Hierarchy reporting</li> <li>- Drill Down</li> <li>- Export to PDF, .mstr, Excel, HTML, etc.</li> <li>- Sort and pivot</li> <li>- Leverages native ODBC drivers to provide optimized connectivity to over forty RDBMS systems.</li> </ul> </li> </ul> <p>These connectors should also be</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>available to the Development and Architect users (noncommercial usage).</p> <ul style="list-style-type: none"> <li>- Authentication and authorization, including basic user authentication to log-in to the MicroStrategy analytics platform using MicroStrategy security product functionality</li> <li>- Maps visualization is included</li> </ul>
190	Global Package Usage - Bundle User Concurrent - 5 Voice Agent	GPBN0000	<p>Global Package Usage accommodates variable consumption usage charges for VCC Global Package related features to include:</p> <p>Monthly Recurring Charges for the Global Package Bundle which combines VCC feature/functionality into one billing unit.</p> <p>Monthly Recurring Charge is a flat rate charge based on the number of committed users multiplied by the Global Package Usage - Bundle User rate. This charge is a committed value that will bill monthly for the term of the agreement and is subject to an early termination penalty if cancelled before completion of term.</p> <p>Includes the functionality for the following features.</p> <p>Call Center Bundle includes:</p> <ul style="list-style-type: none"> <li>- Committed Configured User</li> <li>- 3 Universal Ports per billed user</li> <li>- 5GB of Storage per billed user</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- CXone Audio Recording</li> <li>- CXone MAX Integrated Softphone</li> </ul> <p>Core Package includes everything from 1 Call Center Package PLUS:</p> <ul style="list-style-type: none"> <li>-CXone Chat</li> <li>-CXone Email</li> </ul> <p>Essentials Package includes everything from 2 Core Package PLUS:</p> <ul style="list-style-type: none"> <li>-CXone Quality Management</li> <li>-CXone Screen Recording</li> </ul> <p>Advanced Package includes everything from 3 Essentials Package PLUS:</p> <ul style="list-style-type: none"> <li>-CXone Workforce Management</li> <li>-CXone inView Performance Management</li> </ul> <p>Digital Includes:</p> <ul style="list-style-type: none"> <li>- Committed Configured User for digital chat/email/SMS/and social channels only, No voice</li> <li>- Unlimited Use of the following Digital Channels: CXone Chat, CXone Email, Digital First Chat, Digital First Email, Apple Apps Review, Apple Business Chat, Facebook, Google Business Messenger,</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Google Places, Google Play, Instagram, Line, LinkedIn, MS Teams, Slack, Telegram, Twitter, Viber, WhatsApp, YouTube, BYO Channel, and Instagram Direct</p> <ul style="list-style-type: none"> <li>- Use of the following Limited Digital Channels: Twitter (1 account); WhatsApp (1 number) WeChat (1 account)</li> <li>- Use of CXone Messaging SMS Channel, but SMS Codes (long, short, toll free) and the associated message rates vary by country and are sold separately.</li> <li>- Fair use policy: Not to exceed 50,000 messages, per agent, per month. Messages are defined as those routed by the system or subsequent responses by the agent.</li> <li>- 5GB of Storage per billed user</li> </ul> <p style="padding-left: 40px;">-- NOTE: For the "Digital Agent" packages, Users are billed based on the highest number of active users set up on the platform at any one time during the month.-</p> <ul style="list-style-type: none"> <li style="padding-left: 40px;">which applies to Live Agents only – no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns</li> <li style="padding-left: 40px;">Additional Universal Ports beyond the 3 per configured user count</li> <li style="padding-left: 40px;">Report Viewer Users beyond the 10% of configured user count</li> <li style="padding-left: 40px;">Additional Storage beyond the 5 gb per configured user count</li> <li style="padding-left: 40px;">Archived Storage</li> <li style="padding-left: 40px;">Retrieval Storage</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>- Report Viewer licenses will be included with the Global Package Bundle at no charge for 10% of Configured Users on the platform during any given month.</p> <p>This usage charge will only be billed per additional Report Viewer users beyond that 10% count.</p> <p>- Report Viewer Users have the following Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- Filtering / View filtering</li> <li>- Subscribe to reports scheduling ? (written as Receive emails from MicroStrategy Intelligence Server)</li> <li>- Reorder</li> <li>- Hierarchy reporting</li> <li>- Drill Down</li> <li>- Export to PDF, .mstr, Excel, HTML, etc.</li> <li>- Sort and pivot</li> <li>- Leverages native ODBC drivers to provide optimized connectivity to over forty RDBMS systems.</li> </ul> <p>These connectors should also be available to the Development and Architect users (noncommercial usage).</p> <ul style="list-style-type: none"> <li>- Authentication and authorization, including basic user authentication to log-in to the MicroStrategy analytics platform using MicroStrategy security product functionality</li> <li>- Maps visualization is included</li> </ul>
191	VCC Usage - Optional Add On - FedRAMP	FRMC0000	VCC Usage * Optional Add On * FedRAMP Moderate * Concurrent Users This is an incremental charge to the Global Package

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Moderate - Concurrent - Concurrent User(s)		Bundle users for having Virtual Contact Center on a FedRAMP Certified data center cluster. The quantity of these FedRAMP users will match the quantity of the billed Global Package Bundle users.
192	VCC Usage - Optional Add on - FedRAMP Moderate - Unique - Unique User(s)	FRMN0000	VCC Usage * Optional Add On * FedRAMP Moderate * Unique Users This is an incremental charge to the Global Package Bundle users for having Virtual Contact Center on a FedRAMP Certified data center cluster. The quantity of these FedRAMP users will match the quantity of the billed Global Package Bundle users.
193	VCC Assistance On-Demand	FRNA0000	<p>VCC Assistance On-Demand. (VCCAOD) service provides a customer with real-time access to inContact's Professional Services consultants for rapid assistance. This service is generally intended for quick changes where time is of the essence and the change can be completed in less than one hour.</p> <p>VCCAOD is consumption base per unit and a unit is measured as 15 minutes.</p> <p>Note that some changes require collaboration with other departments within inContact and would not be eligible for completion through PS On-Demand.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Upon answering the VCCAOD call the inContact representative will ensure the caller is authorized to make changes to that account. Service is currently available Monday through Friday, 6:00am - 6:00pm Mountain Time, excluding major holidays.</p> <p>The nature of VCCAOD is an instant resource to the customer who agrees to pay related VCCAOD fees. inContact does not require a formal order from Reseller to deliver the VCCAOD service. When VCCAOD is used by a customer, related fees will be charged to Reseller through standard invoicing and billing processes.</p> <p>In the case a customer disputes Reseller for VCCAOD fees, inContact will supply service details to Reseller. In the event that customers or Reseller disputes fees for VCCAOD services rendered without satisfactory remedy, inContact reserves the right to discontinue VCCAOD services for one or more customers at any time.</p>
194	VCC USER * CONCURRENT	NKGCC0000	<p>Sales restricted to existing customers, for migration purposes only.</p> <p>The User feature carries both a flat Monthly Recurring charge, based upon a committed number of users, as well as a variable consumption charge for the number users logged in beyond the committed amount.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- The Unique Logged in Agent measures the number of agents (or supervisors) who login to the ACD / Dialer platform at any point, for any duration, during the billing interval. Each Unique logged in user includes:               <ul style="list-style-type: none"> <li>- 1 ACD Agent</li> <li>- Support for "omnichannel" interactions including Voice, chat, email, callback, voicemail</li> <li>- 1 Campaign Dialer Agent (For a selected station, the agent can operate either as an ACD agent or as a dialer agent at any given time. Initial availability of campaign dialing functionality requires a Dialer Implementation.)</li> <li>- 1 Universal Port - Used for IVR and voice, but does not affect chat or email</li> <li>- 1 GB Data Storage and Management for storage of recordings, prompts, scripts, messages, files, and more.</li> <li>- Includes access to call monitoring and call conferencing</li> <li>- Accounts support FTP or SFTP delivery of call recordings</li> <li>- Supervisor reporting</li> <li>- ACD / IVR programming toolset (i.e., inContact Studio)</li> <li>- Agent Scripting</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>The Concurrent Agent license measures the number of agents simultaneously logged into the ACD platform during the billing interval. Each simultaneously logged in user includes:</p> <ul style="list-style-type: none"> <li>- 1 ACD Agent (enabled for voice only transactions)</li> <li>- Support for "omnichannel" interactions including only Voice, callback, voicemail -- email/chat are available for extra cost</li> <li>- 1 Universal Port - Used for IVR and voice</li> <li>- Includes access to call monitoring and call conferencing</li> <li>- Accounts support FTP or SFTP delivery of call recordings</li> <li>- Supervisor reporting</li> <li>- ACD / IVR programming toolset (i.e., inContact Studio)</li> <li>- Agent Scripting</li> </ul>
195	E911 Service Usage	CESU0000	E911 Service enables users in the United States to dial 911 emergency services from within the VCC User Console. When a 911 call is placed, this usage charge applies.
196	Integration Non-Recurring * CXone Agent * CRM Configuration Platform PS	CXNR0000	<p>Professional Services Hours required for custom CRM setup or custom workflows.</p> <ul style="list-style-type: none"> <li>- Billed as a one-time (non-recurring) charge</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
197	Integration Monthly-Recurring * CXone Agent * CXone Agent Configuration Platform	CNAI0000	<p>CXone Agent Configuration Platform allows connections to multiple CRM instances connecting to packaged workflows as well as custom workflows.</p> <ul style="list-style-type: none"> <li>- Workflows can be used to search, retrieve, create, and update CRM records/objects for the authenticated CRMs and deliver the information gathered from the CRMs into the CXone Agent and CXone Integrated Agent applications.</li> <li>- Workflows will also be able to open the records or objects into the CRM as a screen pop based on the information searched.</li> <li>- Billing monthly based on per Business Unit enablement.</li> </ul>
198	Integration Usage * CXone Agent * CRM Integration	CNRI0000	<p>CXone Agent CRM Integration connects the CXone Agent Configuration Platform to the CXone Agent applications allowing the users access information from the configured packaged and custom workflows.</p> <ul style="list-style-type: none"> <li>- Allows users to retrieve and access workflow data from all CXone Agent applications (CXone Agent, CXone Integrated Agent, CXone Embedded Agent, CXone Agent for Teams)</li> <li>- Channel and product agnostic which can easily be integrated with any CRM.</li> <li>- Billed based per configured agent that have the Agent Integration option.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
199	VCC Usage - Required Add-On - CXone Recording Export - Concurrent	VCXU0000	<p>For CXone Recording Export Playback API, there is no additional charge for playback and/or download of up to 5% of the total interactions (i.e., calls) recorded during a particular month.</p> <p>- For interactions (whether entire calls or call segments) that are played back and/or downloaded in excess of 5% of the total interactions recorded during a month, the Customer will be charged per interaction played back and/or downloaded.</p> <p>*The following applies to Customers using the Secure External Access (SEA) feature to download CXone recorded media:</p> <p>- For all interactions (whether entire interactions or interaction segments) that are downloaded by the Customer using the SEA feature, the Customer will be charged per interaction downloaded.</p>
200	VCC Usage - Required Add-On - Digital Foundation Messages – 100 Message Block(s)	VCFU0000	<p>Per message charge for all non-agent, non-CXone applications: e.g., Google, Amazon, BYO Bots, third-party survey, outbound notifications from CRM/third-party apps.</p> <p>- Usage billing for all messages other than agent messages, Smart Assist, Bot Builder, Guide, Personal Connection and Feedback Manager.</p> <p>- Billed at Contracted Rate per 100 message block</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Customer will only be billed for usage during a billing period. If there is no usage, there will be no usage charges.</li> </ul>
201	CXone Pro WFO Usage - QM Pro - Screen Recording – Configured User(s)	VCXW0000	<p>CXone Pro Screen Recording</p> <ul style="list-style-type: none"> <li>- Provides capture of screen activity on the agent desktop while the agent handles a phone interaction. (Screen recording must be associated with voice recording.)</li> <li>- Configured Users are billed based on the highest number of active users, enabled at the employee profile level, set up on the platform, associated with this product item, at any one time during the month.</li> <li>- Key product features &amp; components:               <ul style="list-style-type: none"> <li>- Screen Recording (total or %-based)</li> <li>- Search</li> <li>- Playback</li> <li>- Encryption</li> </ul> </li> </ul>
202	CXone Pro WFO Non-Recurring - QM Pro - Screen Recording Implementation - Instance(s)	VCXW0001	<p>CXone Pro Screen Recording</p> <ul style="list-style-type: none"> <li>- Provides capture of screen activity on the agent desktop while the agent handles a phone interaction. (Screen recording must be associated with voice recording.)</li> <li>- QM Pro - Screen Recording - Configured User(s) (Cat #27 Product ID VCXW0000) are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the month.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Key product features &amp; components:               <ul style="list-style-type: none"> <li>- Screen Recording (total or %-based)</li> <li>- Search</li> <li>- Playback</li> <li>- Encryption</li> </ul> </li> <li>Implementation of CXone Screen Recording</li> <li>- Billed as a one-time (non-recurring) charge</li> <li>- Implementation includes:               <ul style="list-style-type: none"> <li>- Implementation manager who oversees the project from start to finish</li> <li>- Business requirements session and documentation</li> <li>- Initial System Configuration</li> <li>- Application Overview</li> <li>- User acceptance testing</li> <li>- Go live support</li> <li>- 2 weeks of Post Go Live Support</li> </ul> </li> </ul>
203	Virtual Agent Self Service Non-Recurring - Cloud Turn-by-Turn Transcription - Implementation - Instance(s)	VCVA0000	<p>Implementation of CXone Cloud Turn-by-Turn Transcription Service including registration of 3rd party pre-integrated Text to Speech (TTS) cloud offerings</p> <p>Consultation and requirements documentation</p> <p>Basic setup/error handling</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>PS hours not to exceed 8 hours</p> <p>Does not include any scripting after the initial Streaming Transcription registration and enablement into the script established</p> <p>For additional support beyond this package, Customer must purchase other PS packages, for scripting, APIs, etc..</p> <p>This feature enables a pre-integrated Cloud Self Service Transcription solution into a customer's CXone Virtual Agent Hub (VAH) including selecting a language &amp; voice and then enabling within a script flow.</p>
204	Knowledge Projection Non-Recurring - Enlighten AutoSummary - Implementation - Instance(s)	KMMF0000	<p>Virtual Agent Self Service Enlighten AutoSummary Implementation.</p> <p>This feature/service may utilize GenAI features/functionality.</p>
205	Knowledge Projection Non-Recurring - Enlighten - AI Routing Implementation - Instance(s)	KMMF0001	<p>Implementation Package includes the integration of CXone Enlighten AI Routing on customer's CXone instance.</p> <p>The scope of services is comprised of the following categories of work:</p> <p>Requirements gathering and planning; Implementation; and testing and deployment.</p> <p>This feature/service may utilize GenAI features/functionality.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
206	Knowledge Projection Non-Recurring - Enlighten Autopilot – Knowledge Implementation - Instance(s)	KMMF0002	<p>Package includes the implementation of Enlighten Autopilot Knowledge on the customer's CXone instance. Billed as a one-time charge. The scope of services is comprised of the following categories of work:</p> <ul style="list-style-type: none"> <li>- Requirements Gathering and Planning</li> <li>- Implementation</li> <li>- Testing and Deployment</li> <li>- Project Management</li> <li>- Configuration of up to three (3) Expert CX Advanced users</li> <li>- Basic import up to 3,500 articles to Expert in HTML structure. Excludes SEO, accessibility optimization, and image acceleration as articles are created to populate Autopilot Knowledge experience not consumer-facing or employee-facing experience.</li> <li>- Set up the bot</li> <li>- Configuration of Autopilot Knowledge skill from Skill Store</li> <li>- Integration script configuration (API authentication, response format, etc.)</li> <li>- Bot personalization (name, welcome message, avatar, etc.)</li> <li>- Set up one digital channel of customer's choice</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Configure routing to make bot up and running on chosen digital channel</li> </ul> <p>Note: This does not include set up and core branding of Expert site.</p> <p>This feature/service may utilize GenAI features/functionality.</p>
207	Knowledge Projection Non-Recurring - Enlighten Autopilot – Knowledge Expert CX Impl - Instance(s)	KMMF0003	<p>Package includes the implementation of Enlighten Autopilot Knowledge on customer's CXone instance. Billed as a one-time charge. The scope of services is comprised of the following categories of work:</p> <ul style="list-style-type: none"> <li>- Requirements Gathering and Planning</li> <li>- Implementation</li> <li>- Testing and Deployment</li> <li>- Project Management Expert:</li> <li>- 1 site configuration</li> <li>- Single Idp SSO configured</li> <li>- Single integration configure (example - CRM, MAX, SF Service Cloud)</li> <li>- Configuration of up to three (3) Expert CX users</li> <li>- Basic import up to 750 articles</li> <li>- Core branding of Expert site</li> <li>- Set up of the bot</li> <li>- Configuration of "Autopilot Knowledge" skill from Skill Store</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Integration script configuration (API authentication, response format, etc.)</li> <li>- Bot personalization (name, welcome message, avatar, etc.)</li> <li>- Set up one digital channel of customer's choice</li> <li>- Configure routing to make bot up and running on chosen digital channel</li> </ul> <p>This feature/service may utilize GenAI features/functionality.</p>
208	Knowledge Projection Non-Recurring - Enlighten Copilot For Agents - Implementation - Instance(s)	KMMF0004	<p>Package includes the implementation of Enlighten Copilot for Agents on customer's CXone instance. Billed as a one-time charge. The scope of services is comprised of the following categories of work:</p> <ul style="list-style-type: none"> <li>- Requirements gathering and planning</li> <li>- Implementation</li> <li>- Up to 10 scripts modified to support Agent Copilot</li> <li>- Configuration of up to five (5) users of "CXone Expert Advanced Employee Experience (EX) (per Configured User)"</li> <li>- Testing and Deployment</li> <li>- Project Management</li> <li>- Basic import up to 3,500 articles to Expert. Excludes SEO, accessibility optimization, and image acceleration as articles are created to populate Copilot experience.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			This feature/service may utilize GenAI features/functionality.
209	Knowledge Projection Non-Recurring - Enlighten XO – Integrated Implementation - Instance(s)	KMMF0005	Implementation of Enlighten XO - Billed as a one-time non-recurring charge  This feature/service may utilize GenAI features/functionality.
210	Knowledge Projection Monthly Recurring - Enlighten Autopilot - Knowledge - BU Instance(s)	KMMF0006	Enlighten Autopilot Knowledge (per BU) includes first 50,000 sessions handled each month. Every Session over the limit is billed as addition with per session price. Requires Enlighten Autopilot Knowledge (per session) Enlighten Autopilot Knowledge (per BU) includes first 50,000 sessions handled each month. Every session over the limit is billed as addition with per session price  This feature/service may utilize GenAI features/functionality.
211	Knowledge Projection Usage - Enlighten Autopilot - Knowledge – per Session(s)	KMMF0011	Enlighten Autopilot Knowledge (per session) is triggered and billed monthly as addition only when BU is over 50,000 monthly session limit that is included in Enlighten Autopilot Knowledge (per BU). Required for Enlighten Autopilot Knowledge (per BU)  This feature/service may utilize GenAI features/functionality.
212	Knowledge Projection Usage - Enlighten AutoSummary -	KMMF0007	Enlighten AutoSummary automates Agent Notetaking with the power of AI.  - Automatically summarize interactions in real time to reduce time spent taking post-

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Summaries - Summaries		<p>interaction notes and increase consistency of account history.</p> <ul style="list-style-type: none"> <li>- Available for the following languages: English.</li> <li>- Available for the following channels: voice, digital channels. Email not supported.</li> <li>- Users are billed based on the total number of summarized interactions in the month.</li> <li>- Presented to Agents in softphone UI for review.</li> </ul> <p>This feature/service may utilize GenAI features/functionality.</p>
213	Knowledge Projection Usage - Enlighten - Real-Time Interaction Guidance - Configured User(s)	KMMF0008	<p>Guide the agent on specific soft-skill behavior changes required to maximize CSAT for the current interaction in Real-Time.</p> <ul style="list-style-type: none"> <li>- Only available in English</li> <li>- Configured Users are billed based on the highest number of active Users set up on the platform at any one time during the month.</li> </ul> <p>This feature/service may utilize GenAI features/functionality.</p>
214	Knowledge Projection Usage - Enlighten - CSAT Agent Behavior Use Case -	KMMF0009	<p>Machine Learning models focused on agent behaviors associated with CSAT (Customer Satisfaction), applied to Customer interactions to generate metrics</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Configured User(s)		<p>allowing measurement of these (often subjective) behaviors.</p> <p>- billed based on Enlighten enabled application with highest number of associated Enlighten licenses</p> <p>This feature/service may utilize GenAI features/functionality.</p>
215	Knowledge Projection Usage - Enlighten - AI Routing - Unique User(s)	KMMF0010	<p>Unique Enlighten AI Routing Users are billed based on the total number of Baseline Enlighten AI routing Users or distinct Enlighten AI Routing Users in the applicable month, whichever is greater. Key product features &amp; components</p> <p>- Uses AI to evaluate all available data sources, including customer communication preferences and agent performance history, and make the best possible customer agent connection. Aligns routing strategies to business goals by optimizing for the tenant's metric(s). Reports on the improvement achieved in the tenant-identified target metric(s). Requires CXone Enlighten AI Routing Implementation (Cat #27 Product ID KMMF0001). No Minimum Quantity Required. User Hub only</p> <p>This feature/service may utilize GenAI features/functionality.</p>
216	Knowledge Projection Usage - Enlighten Copilot For	KMMF0012	<p>Agent Copilot is an assistance tool for agents that amplifies their ability to respond more quickly and accurately. Agent Copilot leverages AI to monitor voice and</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Agents - Sessions - per Session(s)		<p>digital interactions with customers in real-time to offer automated, relevant insights and suggestions. Customer sentiment, interaction summary, and suggested responses are generated from the content of the interaction using AI. Suggested responses may also be generated using Expert knowledge content. Enlighten Agent Copilot includes the following:</p> <ul style="list-style-type: none"> <li>- Expert knowledge repository</li> <li>- Auto-generated "next-best response" with behavioral suggestions</li> <li>- Auto-generated "next-best response" from Expert knowledge</li> <li>- Auto-generated answers from Expert knowledge articles</li> <li>- Suggested real-time knowledge article links and images</li> <li>- Real-time interaction summary</li> <li>- Real-time customer sentiment</li> <li>- Final interaction summary notes</li> <li>- Five (5) CXone Expert Advanced Employee Experience (EX) configured users.</li> </ul> <p>Agent Copilot pricing rate per session. A session includes up to 30 minutes of talk time with an agent (for phone) and up to 70 messages (for digital). Digital messages are discrete communication payloads (typically text and/or images) exchanged between an agent and customer. Requires: Enlighten Copilot for Agents</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Implementation (Cat #27 Product ID KMMF0005)</p> <p>This feature/service may utilize GenAI features/functionality.</p>
217	<p>Knowledge Projection Usage - Enlighten Copilot For Agents – Process Steps - per Session(s)</p>	KMMF0013	<p>Process Steps is an optional add-on product for Enlighten Copilot for Agents that presents agents with an itemized list of steps to use from knowledge base answers having content that can be described in steps.</p> <p>This feature/service may utilize GenAI features/functionality.</p>
218	<p>Knowledge Projection Usage - Enlighten Autopilot - Voice - Call(s)</p>	KMMF0014	<p>Enlighten Autopilot virtual Voice agent with Enlighten XO which helps build smarter self-service applications using automatically generated insights from agent-assisted interactions. Usage is billed per call for the month.</p> <p>-A call is defined as a voice connection that performs a defined workflow to either complete a task or route to the appropriate agent.</p> <p>-This feature is for voice usage only and includes the Transcription &amp; Text To Speech components but requires the SIP Connections.</p> <p>-Design and development of the custom Autopilot virtual agent application is a Services engagement and not included within the usage pricing. Note: This version of Autopilot includes Enlighten XO.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Retention period for Enlighten XO data limited to 92 days. Pre-Requisite:</p> <ul style="list-style-type: none"> <li>- Autopilot Enlighten XO Implementation (Cat #27 Product ID KMMF0005)</li> </ul> <p>Requires:</p> <ul style="list-style-type: none"> <li>- SIP Trunk (Cat #29 Product ID SSET0000 or SVBT0000)</li> <li>- SIP Trunk Setup (QTY must match SIP Trunk)</li> </ul> <p>This feature/service may utilize GenAI features/functionality.</p>
219	<p>Knowledge Projection Usage - Enlighten Autopilot - Digital – per session(s)</p>	KMMF0015	<p>Enlighten Autopilot virtual digital agent with Enlighten XO which helps build smarter self-service applications using automatically generated insights from digital agent-assisted interactions Usage is billed per digital session for the month. For example, if 500,000 digital sessions per month, this feature quantity will be billed at 500,000. -A digital session is defined as an interaction that performs a defined workflow to either complete a task or route to the appropriate agent with a max of 24 hours with a second or third digital session when an exchange occurs in next 24 hours. -This SKU is for digital session usage only. -Design and development of the custom Autopilot Bot application is a Services engagement and not included within the usage pricing.</p> <p>Note: This version of Autopilot includes Enlighten XO. Retention period for Enlighten XO data limited to 92 days." Pre-Requisite:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>- Autopilot Enlighten XO Implementation (Cat #27 Product ID KMMF0005)</p> <p>Requires:</p> <p>- Professional Service Hours (Cat #28 Product ID TPPH0000)</p> <p>- CXone Virtual Agent Hub Registration Implementation Services (Cat #27 Product ID VAHI0000)</p> <p>This feature/service may utilize GenAI features/functionality.</p>
220	<p>Knowledge Projection Usage</p> <p>- Enlighten Autopilot - FedRAMP without XO Voice</p> <p>- Call(s)</p>	KMMF0016	<p>Enlighten Autopilot for voice provides Conversational Virtual Agent voice experience. Usage is billed per call for the month.</p> <p>-A call is defined as a voice connection that performs a defined workflow to either complete a task or route to the appropriate agent -This feature is for voice usage only and includes the Transcription &amp; Text To Speech components but requires the SIP Connections.</p> <p>-Design and development of the custom Autopilot virtual agent application is a Services engagement and not included within the usage pricing.</p> <p>Note: This version of Autopilot does NOT include Enlighten XO. Requires:</p> <p>- SIP Trunk (Cat #29 Product ID SSET0000 or SVBT0000)</p> <p>- SIP Trunk Setup (QTY must match SIP trunk)</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			This feature/service may utilize GenAI features/functionality.
221	Knowledge Projection Usage - Enlighten Autopilot - FedRAMP without XO Digital - per Session(s)	KMMF0017	<p>Enlighten Autopilot Digital provides Conversational Virtual Agent chat experience. -Usage is billed per digital session for the month. For example, if 100,000 digital sessions per month, this feature quantity will be billed at 100,000.</p> <p>-A digital session is defined as an interaction that performs a defined workflow to either complete a task or route to the appropriate agent with a max of 24 hours with a second or third digital session when an exchange occurs in next 24 hours.</p> <p>-This feature is for digital session usage only.</p> <p>-Design and development of the custom Autopilot Bot application is a Services engagement and not included within the usage pricing. Note: This version of Autopilot does NOT include Enlighten XO." Requires:</p> <ul style="list-style-type: none"> <li>- Professional Service Hours (Cat #28 Product ID TPPH0000)</li> <li>- CXone Virtual Agent Hub Registration Implementation Services (Cat #27 Product ID VAHI0000)</li> </ul> <p>This feature/service may utilize GenAI features/functionality.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
222	Knowledge Projection Usage - Enlighten Autopilot - International Voice - Call(s)	KMMF0018	<p>Enlighten Autopilot International for voice provides conversational Virtual Agent voice experience, configured to use the intents generated by AI models of Enlighten XO.</p> <p>A call is defined as a voice connection that performs a defined workflow to either complete a task or route to the appropriate agent. This feature is for voice usage only and includes the Transcription &amp; Text To Speech components but requires the SIP Connections. -Design and development of the custom Autopilot virtual agent application is a Services engagement and not included within the usage pricing Note: This version of Autopilot includes Enlighten XO. Retention period for Enlighten XO data limited to 92 days." Pre-Requisite:</p> <ul style="list-style-type: none"> <li>- Autopilot Enlighten XO Implementation (Cat #27 Product ID KMMF0005)</li> </ul> <p>Requires:</p> <ul style="list-style-type: none"> <li>- SIP Trunk (Cat #29 Product ID SSET0000 or SVBT0000)</li> <li>- SIP Trunk Setup (QTY must match SIP Trunk)</li> </ul> <p>This feature/service may utilize GenAI features/functionality.</p>
223	Knowledge Projection Usage - Enlighten Autopilot - International	KMMF0019	<p>Enlighten Autopilot International Digital provides Conversational Virtual Agent chat experience is configured to use the intents generated by purpose-built AI models of Enlighten XO</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Digital - per Session(s)		<p>-A digital session is defined as an interaction that performs a defined workflow to either complete a task or route to the appropriate agent with a max of 24 hours with a second or third session when an exchange occurs in next 24 hours. This feature is for digital session usage only.</p> <p>-Design and development of the custom Autopilot Bot application is a Services engagement and not included within the usage pricing. Note: This version of Autopilot includes Enlighten XO. Retention period for Enlighten XO data limited to 92 days." Pre-Requisite:</p> <ul style="list-style-type: none"> <li>- Autopilot Enlighten XO Implementation (Cat #27 Product ID KMMF0005)</li> </ul> <p>Requires:</p> <ul style="list-style-type: none"> <li>- Professional Service Hours (Cat #28 Product ID TPPH0000)</li> <li>- CXone Virtual Agent Hub Registration Implementation Services (Cat #27 Product ID VAHI0000)</li> </ul> <p>This feature/service may utilize GenAI features/functionality.</p>
224	Knowledge Projection Usage - Enlighten Autopilot - International without XO Voice - Call(s)	KMMF0020	<p>Enlighten Autopilot for voice provides Conversational Virtual Agent voice experience.</p> <p>-A call is defined as a voice connection that performs a defined workflow to either complete a task or route to the appropriate agent.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>-This feature is for voice usage only and includes the Transcription &amp; Text To Speech components but requires the SIP Connections. Design and development of the custom Autopilot virtual agent application is a services engagement and not included within the usage pricing.</p> <p>Note: This version of Autopilot does NOT include Enlighten XO. Requires:</p> <ul style="list-style-type: none"> <li>- SIP Trunk (Cat #29 Product ID SSET0000 or SVBT0000)</li> <li>- SIP Trunk Setup (QTY must match SIP Trunk)</li> </ul> <p>This feature/service may utilize GenAI features/functionality.</p>
225	<p>Knowledge Projection Usage - Enlighten Autopilot - International without XO Digital - per Session(s)</p>	KMMF0021	<p>Enlighten Autopilot International without XO for Digital provides Conversational Virtual Agent chat experience -Usage is billed per digital session for the month. For example, if 500,000 digital sessions per month, the quantity will be billed at 500,000.</p> <p>-A digital session is defined as an interaction that performs a defined workflow to either complete a task or route to the appropriate agent with a max of 24 hours with a second or third digital session when an exchange occurs in next 24 hours. This feature is for digital session usage only.</p> <p>-Design and development of the custom Autopilot Bot application is a services engagement and not included within the usage pricing.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Note: This version of Autopilot does NOT include Enlighten XO. Requires:</p> <ul style="list-style-type: none"> <li>- Professional Service Hours (Cat #28 Product ID TPPH0000)</li> <li>- CXone Virtual Agent Hub Registration Implementation Services (Cat #27 Product ID VAHI0000)</li> </ul> <p>This feature/service may utilize GenAI features/functionality.</p>
226	Global Package Usage - Add On - Business Intelligence Report Viewer	VCGP0011	<p>Business Intelligence Report Viewer User License will be included at no charge for 10% of Configured Users on the platform during any given month. Customer will only be billed per additional user beyond 10%.</p> <ul style="list-style-type: none"> <li>- Key product features &amp; components: <ul style="list-style-type: none"> <li>- Filtering / View filtering</li> <li>- Subscribe to reports scheduling – (written as Receive emails from MicroStrategy Intelligence Server)</li> <li>- Reorder</li> <li>- Hierarchy reporting</li> <li>- Drill Down</li> <li>- Export to PDF, .mstr, Excel, HTML, etc.</li> <li>- Sort and pivot</li> <li>- Leverages native ODBC drivers to provide optimized connectivity to over forty RDBMS systems. These connectors should</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>also be available to the Development and Architect users (noncommercial usage).</p> <ul style="list-style-type: none"> <li>- Authentication and authorization, including basic user authentication to log-in to the MicroStrategy analytics platform using MicroStrategy security product functionality</li> <li>- Maps visualization is included</li> </ul>
227	Virtual Agent Self Service Non-Recurring * Virtual Agent Hub * Registration Implementation (per Instance)	VAHI0000	<p>Non-Recurring charges to implement the Virtual Agent Self Service-related features.</p> <ul style="list-style-type: none"> <li>- The Virtual Agent Hub (VAH) Registration Implementation includes the following to interface with a customer provided BOT: <ul style="list-style-type: none"> <li>- 5 hours of Consultation</li> <li>- 5 hours of Basic setup/error handling</li> <li>- 3 hours of Instance setup</li> <li>- 2 hours of Intent branch configuration per branch. This effort does not include any scripting after the intent has been declared and route established</li> </ul> </li> <li>- The BOT is not included.</li> </ul>
228	VCC Training Non-Recurring - Virtual Training Credit Bundle - 25 Credits - Instance(s) - Online	VCTB0025	<p>VCC Training Non-Recurring * Virtual Training Credit Bundle * 25 Credits Bundle of 25 Training Units Training units to be used towards tuition at any scheduled live public training event. (subject to class availability) Units expire after 1 year. Billed as an upfront one-time (non-recurring) charge.</p>

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
229	VCC Training Non-Recurring - Virtual Training Credit Bundle - 50 Credits - Instance(s) - Online	VCTB0050	VCC Training Non-Recurring * Virtual Training Credit Bundle * 50 Credits Bundle of 50 Training Units Training units to be used towards tuition at any scheduled live public training event. (subject to class availability) Units expire after 1 year. Billed as an upfront one-time (non-recurring) charge.
230	VCC Training Non-Recurring - Virtual Training Credit Bundle - 100 Credits - Instance(s) - Online	VCTB0100	VCC Training Non-Recurring * Virtual Training Credit Bundle * 100 Credits Bundle of 100 Training Units Training units to be used towards tuition at any scheduled live public training event. (subject to class availability) Units expire after 1 year. Billed as an upfront one-time (non-recurring) charge.
231	VCC Training Non-Recurring - Virtual Training Credit Bundle - 250 Credits - Instance(s) - Online	VCTB0250	VCC Training Non-Recurring * Virtual Training Credit Bundle * 250 Credits Bundle of 250 Training Units Training units to be used towards tuition at any scheduled live public training event. (subject to class availability) Units expire after 1 year. Billed as an upfront one-time (non-recurring) charge.
232	VCC Training Non-Recurring - Virtual Training Credit Bundle - 500 Credits - Instance(s) - Online	VCTB0500	VCC Training Non-Recurring * Virtual Training Credit Bundle * 500 Credits Bundle of 500 Training Units Training units to be used towards tuition at any scheduled live public training event. (subject to class availability) Units expire after 1 year.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Billed as an upfront one-time (non-recurring) charge.
233	CXone Data Share - Connection & Data Access (1M Interactions)	VCDS0001	<p>VCC Monthly Recurring * CXone Data Share * Connection and Data Access is a Monthly connection fee for CXone Data Share.</p> <ul style="list-style-type: none"> <li>- Includes 1 million interactions</li> <li>- Billed as monthly recurring charge</li> </ul>
234	CXone Data Share Consulting	VCDS0002	<p>VCC Usage * CXone Data Share * Consulting (per instance) is an Initial 1-hour introductory session to demo how to pull the similar set of over Data Share that they are currently pulling over API.</p> <p>Consulting will also include:</p> <ul style="list-style-type: none"> <li>- feature overview / walkthrough of sample SQL query</li> <li>- understanding the relationships in DB tables/views etc.</li> <li>- walkthrough of a sample API method</li> <li>- review of documentation and running APIs</li> <li>- follow up Q&amp;A</li> </ul> <p>Not in scope:</p> <ul style="list-style-type: none"> <li>- building of any software solution, SQL query, including BYOC, for the customer or partner</li> <li>- installation, configuration or providing access for the customer Data Share/Snowflake environment</li> <li>- Hosting code</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
235	VCC Usage * CXone Data Share * Snowflake Processing (per Credit)	VCDS0003	CXone Data Share Snowflake Processing provides customers the capability to securely export data out of CXone. - Billed per credit consumed
236	VCC Usage * CXone Data Share * Interactions Overage (per 2000 Interactions Blocks)	VCDS2000	VCC Usage * CXone Data Share * Interactions Overage (per 2000 Interactions Blocks) This is a consumption usage charge for the Overage of count of interactions generated per month over the 1 million interactions included with the CXone Data Share - Connection & Data Access (1M Interactions) - Billed per 2,000 message blocks in excess of 1m interactions included
237	VCC Non-Recurring – CXone Data Share – Professional Service Hours – Hour(s)	VCDS0004	VCC Non-Recurring * CXone Data Share * Professional Service Hours Professional Services Hours used for CXone Data Share. - Billed as a one-time (non-recurring) charge.
238	CXone Messaging Non-Recurring * Digital * Chat Implementation	VCCX0001	Billed as a one-time (non-recurring) charge. Implementation includes: - Setup and configuration of up to (5) Digital First Chat Channels for Standard Live-chat and Asynchronous Messaging. - Covers setting up of a chat channel and configuration of up to 3 skills and 3 workflows and 1 Studio Script.  Does not include:

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			<ul style="list-style-type: none"> <li>- Custom css and JS API work</li> <li>- OAuth setup on DFO side</li> <li>- Custom development work to add buttons, custom forms or other interactive content not covered by Chat interface (needs to be covered by SOW)</li> <li>- Custom script in Workflow Automation</li> <li>- Custom Condition in Workflow Automation</li> </ul>
239	CXone Messaging Non-Recurring * Digital * Email Implementation	VCCX0002	Billed as a one-time (non-recurring) charge - Implementation includes: - Setup and configuration of up to (5) Digital First Email accounts for Email Messages and their attachments.
240	CXone Messaging Usage * Digital * Add-on User (per Configured User)	VCCX0003	Includes ACD Configured Agent, 3 Universal Ports, CXone Audio Recording Basic - 1 User License - Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. - 3 Universal Port - Used for IVR Call Monitoring - Virtual queue - Agent Scripting - Text to Speech - Call conferencing (long distance charges apply) - Monitor, Coach, and Barge functionality  Additional features and services included with this contract: - Contact Center all-inclusive reporting IVR programming toolset

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector)</li> <li>- 24 x 7 Network Operations Center monitoring</li> <li>- Redundant servers in Software as a Service model</li> <li>- Standard technical support</li> <li>- Product maintenance and enhancement releases</li> <li>- NICE Dojo with the latest eLearning product courses</li> <li>- Online documentation and help</li> </ul> <p>CXone Audio Recording Basic:</p> <ul style="list-style-type: none"> <li>- Basic Audio Recording (total or %-based)</li> <li>- Basic Playback</li> <li>- Encryption</li> </ul>
241	Genesys Cloud - User - User 1 - Unique	GCAS0001	<p>Named User. Includes Genesys Cloud Communicate User functionality. Adds contact center functionality such as ACD queuing and routing for calls and callbacks. Predictive/priority/agentless outbound dialing, inbound/outbound blending, script designer, dual-channel call recording, supervisory reporting, and analytics. Adds Ability to sync contacts and accounts from Salesforce into External Contacts.</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</p> <ul style="list-style-type: none"> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>
242	Genesys Cloud - User Overage - User 1 - Unique	GCAS0002	Overage charge is per seat pricing
243	Genesys Cloud - Upgrade - User 1 - Unique - Digital - Upgrade II	GCAS0003	Named upgraded user. Must have existing Genesys Cloud User 1 license(s). This part provides access to digital channels: Email, Chat, SMS and Messaging (Web Messaging, 3rd Party Messaging and Open Messaging) when combined with a Genesys Cloud User 1 license.
244	Genesys Cloud - Upgrade - User 1 - Unique - WEM - Upgrade II	GCAS0004	Named upgraded user. Must have existing Genesys Cloud User 1 license(s). This part only provides access to WEM functionality available in Genesys Cloud User 3 license. Allows users to participate in or administer advanced workforce engagement capabilities, including screen recording,

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			evaluations, surveys, and workforce management.
245	Genesys Cloud - Upgrade Overage - User 1 - Unique - Digital - Upgrade II	GCAS0005	Overage charge is per seat pricing
246	Genesys Cloud - Upgrade Overage - User 1 - Unique - WEM - Upgrade II	GCAS0006	Overage charge is per seat pricing
247	Genesys Cloud - IVR Fair Usage	GCAS0007	<p>Charge is per minute</p> <p>You can use up to the <i>fair use</i> amounts allocated by each of the licenses consumed per month. In the case of add-ons, the base license tier and applicable add-ons are summed together. Fair use allocations are based upon the greater of your commit or your actual usage within a month. If you exceed your provided allocation in a month, you are billed an overage charge.</p>
248	Genesys Cloud - Data Storage Fair Usage	GCAS0008	<p>Charge is per GB</p> <p>You can use up to the <i>fair use</i> amounts allocated by each of the licenses consumed per month. In the case of add-ons, the base license tier and applicable add-ons are summed together. Fair use allocations are based upon the greater of your commit or your actual usage within a</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			month. If you exceed your provided allocation in a month, you are billed an overage charge.
249	Genesys Cloud - API Fair Usage	GCAS0009	<p>Charges for organizations exceeding the provided allocation of API requests given monthly.</p> <p>You can use up to the <i>fair use</i> amounts allocated by each of the licenses consumed per month. In the case of add-ons, the base license tier and applicable add-ons are summed together. Fair use allocations are based upon the greater of your commit or your actual usage within a month. If you exceed your provided allocation in a month, you are billed an overage charge.</p>
250	Genesys Cloud - BYOC Cloud Usage	GCAS0010	Charges for organizations exceeding the provided allocation of BYOC Cloud minutes given monthly.
251	Genesys Cloud - BYOT Usage - Rate A	GCAS0011	<p>Third Party Product Bring Your Own Technology allows customers to leverage an array of third-party integrations capabilities. BYOT Rate A is applied when 3rd party text-to-speech (TTS) solutions are used.</p> <p>Examples: Acapela Voice as a Service TTS, Amazon Polly TTS, Google Cloud Text-to-Speech, Nuance Vocalizer TTS, Speech Morphing TTS, and Microsoft Azure Cognitive Services Text-To-Speech</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
252	Genesys Cloud - BYOT Usage - Rate B	GCAS0012	<p>Third Party Product Bring Your Own Technology allows customers to leverage an array of third-party integrations capabilities. BYOT Rate B is applied for each transaction by Strategic Partner chat bot solutions.</p> <p>Examples: Amazon Lex Chat, Amazon Lex Message, Google Dialogflow Chat, Google Dialogflow Message, and Nuance Mix Message</p>
253	Genesys Cloud - BYOT Usage - Rate C	GCAS0013	<p>Third Party Product Bring Your Own Technology allows customers to leverage an array of third-party integrations capabilities. BYOT Rate C is applied for each minute Strategic Partner voice bot solutions are utilized.</p> <p>Examples: Amazon Lex Voice, Amazon Lex V2 Voice, Google Dialogflow Voice, and Nuance Mix Voice</p>
254	Genesys Cloud - BYOT Usage - Rate D	GCAS0014	<p>Third Party Product Bring Your Own Technology allows customers to leverage an array of third-party integrations capabilities. BYOT Rate D is applied for each transaction by 3rd Party chat bot solutions.</p> <p>Example: Genesys Bot Connector for Messaging</p>
255	Genesys Cloud - BYOT Usage - Rate E	GCAS0015	<p>Third Party Product Bring Your Own Technology allows customers to leverage an array of third-party integrations capabilities. BYOT Rate E is applied for each minute audio solutions are utilized.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Examples: Microsoft Azure Cognitive Services Speech to Text, Google Cloud Speech-to-Text Services, and Audio Connector
256	Genesys Cloud-Messenger-WhatsApp Recurring Charge	GCAS0016	Monthly recurring charge per configured WhatsApp integration/number  Billed for both inbound and outbound usage
257	Genesys Cloud-Messenger-WhatsApp	GCAS0017	Third-party messaging conversation rates (A conversation is defined as any number of interactions (one or many) between a unique end customer account and a message platform during the billing cycle.)  Billed for both inbound and outbound usage
258	Genesys Cloud-Messenger-Twitter Direct	GCAS0018	Third-party messaging conversation rates (A conversation is defined as any number of interactions (one or many) between a unique end customer account and a message platform during the billing cycle.)  Billed for both inbound and outbound usage
259	Genesys Cloud-Messenger-Line	GCAS0019	Third-party messaging conversation rates (A conversation is defined as any number of interactions (one or many) between a unique end customer account and a message platform during the billing cycle.)  Billed for both inbound and outbound usage

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260	Genesys Cloud-Messenger-Instagram Direct Message	GCAS0020	Third-party messaging conversation rates (A conversation is defined as any number of interactions (one or many) between a unique end customer account and a message platform during the billing cycle.)  Billed for both inbound and outbound usage
261	Genesys Cloud-Messenger-Facebook	GCAS0021	Third-party messaging conversation rates (A conversation is defined as any number of interactions (one or many) between a unique end customer account and a message platform during the billing cycle.)  Billed for both inbound and outbound usage
262	Genesys Cloud-SMS-Recurring Charge-Rate Class A	GCAS022	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: United States and Canada
263	Genesys Cloud-SMS-Recurring Charge-Rate Class B	GCAS0023	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Australia, Austria, Belgium, Chile, Croatia, Czech Republic, Denmark, Estonia, Germany, Hungary, Ireland, Israel, Lithuania, Netherlands, Niue, Poland, Puerto Rico, Spain, Switzerland, and United Kingdom
264	Genesys Cloud-SMS-Recurring Charge-Rate Class C	GCAS0024	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Brunei, Central Africa, Italy, and Virgin Islands, U.S.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
265	Genesys Cloud-SMS-Recurring Charge-Rate Class D	GCAS0025	<p>Monthly recurring charge for the usage of a Genesys Cloud Voice DID number</p> <p>Examples: Cook Islands, Equatorial Guinea, Guernsey, Hong Kong, Malaysia, Norfolk Island, Thailand, Turkey, and United Arab Emirates</p>
266	Genesys Cloud-SMS-Recurring Charge-Rate Class E	GCAS0026	<p>Monthly recurring charge for the usage of a Genesys Cloud Voice DID number</p> <p>Examples: Bahrain, DR Congo, Greenland, Jersey JE, Liechtenstein, Portugal, and Singapore</p>
267	Genesys Cloud-SMS-Recurring Charge-Rate Class F	GCAS0027	<p>Monthly recurring charge for the usage of a Genesys Cloud Voice DID number</p> <p>Examples: Bahamas, China, Costa Rica, Denmark, Montserrat, Netherlands Antilles, Poland, Portugal, Puerto Rico, Singapore, and South Korea</p>
268	Genesys Cloud-SMS-Recurring Charge-Rate Class G	GCAS0028	<p>Monthly recurring charge for the usage of a Genesys Cloud Voice DID number</p> <p>Examples: Angola, Australia, Czech Republic, Lithuania, Seychelles, Taiwan, Tajikistan, and Tonga</p>
269	Genesys Cloud-SMS-Recurring Charge-Rate Class H	GCAS0029	<p>Monthly recurring charge for the usage of a Genesys Cloud Voice DID number</p> <p>Examples: Brazil, Greece, Hong Kong, India, Macau, Malta, Mexico, Namibia, Norway, South Africa, Sweden, and Syria</p>
270	Genesys Cloud-SMS-Recurring	GCAS0030	<p>Monthly recurring charge for the usage of a Genesys Cloud Voice DID number</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Charge-Rate Class I		Examples: Chile, Dominican Republic, Falkland Islands, Guam, Ireland, Luxembourg, Micronesia, and Switzerland
271	Genesys Cloud-SMS-Recurring Charge-Rate Class J	GCAS0031	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Iceland, Kiribati, Latvia, Macedonia, Moldova, Nicaragua, Romania, Solomon Islands, and Uruguay
272	Genesys Cloud-SMS Outbound Message-Rate Class A	GCAS0032	Outbound SMS message fees  Examples: United States and Canada
273	Genesys Cloud-SMS Outbound Message-Rate Class B	GCAS0033	Outbound SMS message fees  Examples: Australia, Austria, Belgium, Chile, Croatia, Czech Republic, Denmark, Estonia, Germany, Hungary, Ireland, Israel, Lithuania, Netherlands, Niue, Poland, Puerto Rico, Spain, Switzerland, and United Kingdom
274	Genesys Cloud-SMS Outbound Message-Rate Class C	GCAS0034	Outbound SMS message fees  Examples: Brunei, Central Africa, Italy, and Virgin Islands, U.S.
275	Genesys Cloud-SMS Outbound Message-Rate Class D	GCAS0035	Outbound SMS message fees  Examples: Cook Islands, Equatorial Guinea, Guernsey, Hong Kong, Malaysia, Norfolk Island, Thailand, Turkey, and United Arab Emirates

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
276	Genesys Cloud-SMS Outbound Message-Rate Class E	GCAS0036	Outbound SMS message fees  Examples: Bahrain, DR Congo, Greenland, Jersey JE, Liechtenstein, Portugal, and Singapore
277	Genesys Cloud-SMS Outbound Message-Rate Class F	GCAS0037	Outbound SMS message fees  Examples: Bahamas, China, Costa Rica, Denmark, Montserrat, Netherlands Antilles, Poland, Portugal, Puerto Rico, Singapore, and South Korea
278	Genesys Cloud-SMS Outbound Message-Rate Class G	GCAS0038	Outbound SMS message fees  Examples: Angola, Australia, Czech Republic, Lithuania, Seychelles, Taiwan, Tajikistan, and Tonga
279	Genesys Cloud-SMS Outbound Message-Rate Class H	GCAS0039	Outbound SMS message fees  Examples: Brazil, Greece, Hong Kong, India, Macau, Malta, Mexico, Namibia, Norway, South Africa, Sweden, and Syria
280	Genesys Cloud-SMS Outbound Message-Rate Class I	GCAS0040	Outbound SMS message fees  Examples: Chile, Dominican Republic, Falkland Islands, Guam, Ireland, Luxembourg, Micronesia, and Switzerland
281	Genesys Cloud-SMS Outbound Message-Rate Class J	GCAS0041	Outbound SMS message fees  Examples: Iceland, Kiribati, Latvia, Macedonia, Moldova, Nicaragua, Romania, Solomon Islands, and Uruguay
282	Genesys Cloud-SMS Outbound Message-Rate Class K	GCAS0042	Outbound SMS message fees  Examples: Albania, Argentina, Bosnia and Herzegovina, Cuba, Cyprus, Faroe Islands, Finland, France, Germany, Guinea-Bissau,

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Italy, Japan, Mauritania, San Marino, Sao Tome and Principe, Slovakia, and Spain
283	Genesys Cloud-SMS Outbound Message-Rate Class L	GCAS0043	Outbound SMS message fees  Examples: Afghanistan, Botswana, Croatia, East Timor, Estonia, Hungary, Ivory Coast, Netherlands, Paraguay, Peru, Turkmenistan, and Venezuela
284	Genesys Cloud-SMS Outbound Message-Rate Class M	GCAS0044	Outbound SMS message fees  Examples: Austria, Colombia, El Salvador, Eritrea, New Zealand, Palau, Saudi Arabia, Swaziland, and Tuvalu
285	Genesys Cloud-SMS Outbound Message-Rate Class N	GCAS0045	Outbound SMS message fees  Examples: Anguilla, Antigua and Barbuda, Aruba, Belgium, French Guiana, Gibraltar, and Montenegro
286	Genesys Cloud-SMS Outbound Message-Rate Class O	GCAS0046	Outbound SMS message fees  Examples: American Samoa, Andorra, Armenia, Barbados, Bermuda, Bolivia, Bulgaria, Burkina Faso, Cambodia, Cayman Islands, Djibouti, Dominican, Ecuador, Gambia, Guadeloupe, Guinea, Honduras, Israel, Kenya, Malaysia, Marshall Islands, Martinique, Oman, Panama, Slovenia, St. Kitts & Nevis, St. Lucia LC, Togo, Turks & Caicos, Ukraine, and Vietnam
287	Genesys Cloud-SMS Long Code-Recurring	GCAS0047	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: United States and Canada

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Charge-Rate Class A		
288	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class B	GCAS0048	<p>Monthly recurring charge for the usage of a Genesys Cloud Voice DID number</p> <p>Examples: Australia, Austria, Belgium, Chile, Croatia, Czech Republic, Denmark, Estonia, Germany, Hungary, Ireland, Israel, Lithuania, Netherlands, Niue, Poland, Puerto Rico, Spain, Switzerland, and United Kingdom</p>
289	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class C	GCAS0049	<p>Monthly recurring charge for the usage of a Genesys Cloud Voice DID number</p> <p>Examples: Brunei, Central Africa, Italy, and Virgin Islands, U.S.</p>
290	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class D	GCAS0050	<p>Monthly recurring charge for the usage of a Genesys Cloud Voice DID number</p> <p>Examples: Cook Islands, Equatorial Guinea, Guernsey, Hong Kong, Malaysia, Norfolk Island, Thailand, Turkey, and United Arab Emirates</p>
291	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class E	GCAS0051	<p>Monthly recurring charge for the usage of a Genesys Cloud Voice DID number</p> <p>Examples: Bahrain, DR Congo, Greenland, Jersey JE, Liechtenstein, Portugal, and Singapore</p>
292	Genesys Cloud-SMS Long Code-Recurring	GCAS0052	<p>Monthly recurring charge for the usage of a Genesys Cloud Voice DID number</p> <p>Examples: Bahamas, China, Costa Rica, Denmark, Montserrat, Netherlands Antilles,</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Charge-Rate Class F		Poland, Portugal, Puerto Rico, Singapore, and South Korea
293	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class G	GCAS0053	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Angola, Australia, Czech Republic, Lithuania, Seychelles, Taiwan, Tajikistan, and Tonga
294	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class H	GCAS0054	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Brazil, Greece, Hong Kong, India, Macau, Malta, Mexico, Namibia, Norway, South Africa, Sweden, and Syria
295	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class I	GCAS0055	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Chile, Dominican Republic, Falkland Islands, Guam, Ireland, Luxembourg, Micronesia, and Switzerland
296	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class J	GCAS0056	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Iceland, Kiribati, Latvia, Macedonia, Moldova, Nicaragua, Romania, Solomon Islands, and Uruguay
297	Genesys Cloud-SMS Inbound Message-Rate Class A	GCAS0057	Inbound SMS message fees  Examples: United States and Canada
298	Genesys Cloud-SMS Inbound	GCAS0058	Inbound SMS message fees  Examples: Australia, Austria, Belgium, Chile, Croatia, Czech Republic, Denmark, Estonia,

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Message-Rate Class B		Germany, Hungary, Ireland, Israel, Lithuania, Netherlands, Niue, Poland, Puerto Rico, Spain, Switzerland, and United Kingdom
299	Genesys Cloud-SMS Inbound Message-Rate Class C	GCAS0059	Inbound SMS message fees  Examples: Brunei, Central Africa, Italy, and Virgin Islands, U.S.
300	Genesys Cloud-SMS Inbound Message-Rate Class D	GCAS0060	Inbound SMS message fees  Examples: Cook Islands, Equatorial Guinea, Guernsey, Hong Kong, Malaysia, Norfolk Island, Thailand, Turkey, and United Arab Emirates
301	Genesys Cloud-SMS Inbound Message-Rate Class E	GCAS0061	Inbound SMS message fees  Examples: Bahrain, DR Congo, Greenland, Jersey JE, Liechtenstein, Portugal, and Singapore
302	Genesys Cloud-MMS Outbound Message – Toll Free-Canada	GCAS0062	Outbound MMS message fees
303	Genesys Cloud-MMS Outbound Message – Toll Free-United States	GCAS0063	Outbound MMS message fees
304	Genesys Cloud-MMS Outbound Message - Short Code-United States	GCAS0064	Outbound MMS message fees

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
305	Genesys Cloud-MMS Outbound Message - Local-Canada	GCAS0065	Outbound MMS message fees
306	Genesys Cloud-MMS Outbound Message - Local-United States	GCAS0066	Outbound MMS message fees
307	Genesys Cloud-MMS Inbound Message - Toll Free-Canada	GCAS0067	Inbound MMS message fees
308	Genesys Cloud-MMS Inbound Message - Toll Free-United States	GCAS0068	Inbound MMS message fees
309	Genesys Cloud-MMS Inbound Message - Short Code-United States	GCAS0069	Inbound MMS message fees
310	Genesys Cloud-MMS Inbound Message - Local-Canada	GCAS0070	Inbound MMS message fees
311	Genesys Cloud-MMS Inbound Message - Local-United States	GCAS0071	Inbound MMS message fees

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
312	Genesys Cloud-SMS Short Code Inbound Message-United Kingdom	GCAS0072	Inbound SMS message fees
313	Genesys Cloud-FTEU Short Code Outbound Message-United States	GCAS0073	Outbound FTEU message fees
314	Genesys Cloud-SMS Short Code Outbound Message-Canada	GCAS0074	Outbound SMS message fees
315	Genesys Cloud-FTEU Short Code Inbound Message-Canada	GCAS0075	Inbound FTEU message fees
316	Genesys Cloud-FTEU Short Code - Set up-United States	GCAS0076	Non-recurring charge of the provisioning of a FTEU Short Code
317	Genesys Cloud-SMS Short Code Inbound Message-Canada	GCAS0077	Non-recurring charge of the provisioning of a Standard Short Code SMS
318	Genesys Cloud-SMS Short Code Set up-Canada	GCAS0078	Non-recurring charge of the provisioning of a Standard Short Code SMS

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
319	Genesys Cloud-SMS Short Code Outbound Message-United Kingdom	GCAS0079	Outbound SMS message fees
320	Genesys Cloud-SMS Short Code Inbound Message-United States	GCAS0080	Inbound SMS message fees
321	Genesys Cloud-SMS Short Code Set up-United Kingdom	GCAS0081	Non-recurring charge of the provisioning of a Standard Short Code SMS
322	Genesys Cloud-FTEU Short Code - Set up-Canada	GCAS0082	Non-recurring charge of the provisioning of a Standard FTEU Short Code
323	Genesys Cloud-SMS Short Code Outbound Message-United States	GCAS0083	Outbound SMS message fees
324	Genesys Cloud-MMS Short Code - Set up-United States	GCAS0084	Non-recurring charge of the provisioning of a Standard Short Code MMS
325	Genesys Cloud-FTEU Short Code Inbound Message-United States	GCAS0085	Inbound FTEU message fees

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
326	Genesys Cloud-FTEU Short Code Outbound Message-Canada	GCAS0086	Outbound FTEU message fees
327	Genesys Cloud-SMS Short Code Set up-United States	GCAS0087	Non-recurring charge of the provisioning of a Standard Short Code SMS
328	Genesys Cloud - SMS Short Code Quarterly Recurring Charge-Vanity-Canada	GCAS0088	Quarterly SMS Short Code Charge
329	Genesys Cloud - SMS Short Code Quarterly Recurring Charge-Vanity-United States	GCAS0089	Quarterly SMS Short Code Charge
330	Genesys Cloud - SMS Short Code Quarterly Recurring Charge-Random-United Kingdom	GCAS0090	Quarterly SMS Short Code Charge
331	Genesys Cloud - SMS Short Code Quarterly Recurring Charge-	GCAS0091	Quarterly SMS Short Code Charge

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Random-United States		
332	Genesys Cloud - Basic Transcription Fair Usage	GCAS0092	<p>Charges for organizations exceeding the provided allocation of Transcription minutes given monthly.</p> <p>You can use up to the <i>fair use</i> amounts allocated by each of the licenses consumed per month. In the case of add-ons, the base license tier and applicable add-ons are summed together. Fair use allocations are based upon the greater of your commit or your actual usage within a month. If you exceed your provided allocation in a month, you are billed an overage charge.</p>
333	Genesys Cloud - User - User 2 - Concurrent	GCAS0093	<p>Concurrent user version of Genesys Cloud CX 2 License. Includes Genesys Cloud CX 1 Features and functionality. Adds omni-channel routing for web messaging, chat, email, SMS/Messaging Services, digital outbound campaigns, customer journey, screen recording, quality evaluations, workforce management manual scheduling, supervisory reporting, and analytics</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store,</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</p> <ul style="list-style-type: none"> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</li> <li>• Contractor can suspend the Cloud Services or stop information from</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</p> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>
334	Genesys Cloud - User Overage - User 2 - Concurrent	GCAS0094	Overage charge is per seat pricing
335	Genesys Cloud - Upgrade - User 2 - Concurrent - WEM - Upgrade I	GCAS0095	Concurrent upgraded user. Must have existing Genesys Cloud User 2 license(s). This part only provides access to WEM functionality available in Genesys Cloud User 3 license. Allows users to participate in or administer advanced workforce engagement capabilities, including speech & text analytics, gamification, workforce management, customer satisfaction surveys, coaching, development, and feedback modules.
336	Genesys Cloud - Upgrade Overage - User 2	GCAS0096	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	- Concurrent - WEM - Upgrade I		
337	Genesys Cloud - User - User 1 - Concurrent	GCAS0097	<p>Concurrent user version of Genesys Cloud User 1 License. Includes Genesys Cloud Communicate User functionality. Adds contact center functionality such as ACD queuing and routing for calls and callbacks. Predictive/priority/ agentless outbound dialing, inbound/outbound blending, script designer, dual-channel call recording, supervisory reporting, and analytics. Adds Ability to sync contacts and accounts from Salesforce into External Contacts.</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted;</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>• Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			always follow privacy laws. Customer Data will be handled according to all applicable laws.
338	Genesys Cloud - User - User 3 - Concurrent	GCAS0098	<p>Concurrent user version of Genesys Cloud User 3 License. Includes Genesys Cloud User 2 Features and functionality. Adds advanced workforce management features of speech &amp; text analytics, gamification, workforce management, customer satisfaction surveys, coaching, development, and feedback modules.</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>• Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
339	Genesys Cloud - User - User 3 - Unique	GCAS0099	<p>Named User. Includes Genesys Cloud User 2 Features and functionality. Adds advanced workforce management features of speech &amp; text analytics, gamification, workforce management, customer satisfaction surveys, coaching, development, and feedback modules.</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>• Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>
340	Genesys Cloud - User - Digital Only User 2 - Unique	GCAS0100	Named User. Includes omnichannel routing for web messaging, chat, email, SMS/Messaging Services, digital outbound campaigns, customer journey, screen recording, quality evaluations, workforce

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>management manual scheduling, supervisory reporting, and analytics</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>• Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>
341	Genesys Cloud - User - Digital Only User 3 - Concurrent	GCAS0101	<p>Concurrent User. Includes Genesys Cloud User 2 User Features and functionality. Adds advanced workforce management features of speech &amp; text analytics, gamification, workforce management, customer satisfaction surveys, coaching, development, and feedback modules.</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Customer's internal business purposes during the Subscription Term.</p> <ul style="list-style-type: none"> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>
342	Genesys Cloud - User - Digital Only User 3 - Unique	GCAS0102	<p>Named User. Includes Genesys Cloud User 2 Features and functionality. Adds advanced workforce management features of speech &amp; text analytics, gamification, workforce management, customer satisfaction surveys, coaching, development, and feedback modules.</p> <ul style="list-style-type: none"> <li>Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store,</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</p> <ul style="list-style-type: none"> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</li> <li>• Contractor can suspend the Cloud Services or stop information from</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</p> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>
343	Genesys Cloud - User Overage - User 1 - Concurrent	GCAS0103	Overage charge is per seat pricing
344	Genesys Cloud - User Overage - User 3 - Concurrent	GCAS0104	Overage charge is per seat pricing
345	Genesys Cloud - User Overage - User 3 - Unique	GCAS0105	Overage charge is per seat pricing
346	Genesys Cloud - User Overage - Digital Only User 2 - Unique	GCAS0106	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
347	Genesys Cloud - User Overage - Digital Only User 3 - Concurrent	GCAS0107	Overage charge is per seat pricing
348	Genesys Cloud - User Overage - Digital Only User 3 - Unique	GCAS0108	Overage charge is per seat pricing
349	Genesys Cloud - Upgrade - User 1 - Concurrent - Digital - Upgrade II	GCAS0109	Concurrent user version of Genesys Cloud User 1 Digital Add-On II. Must have existing Genesys Cloud User 1 Concurrent User License(s). This part provides access to digital channels: Email, Chat, SMS and Messaging (Web Messaging, 3rd Party Messaging and Open Messaging) when combined with a Genesys Cloud User 1 Concurrent license.
350	Genesys Cloud - Upgrade - User 1 - Concurrent - WEM - Upgrade II	GCAS0110	Concurrent upgraded user. Must have existing Genesys Cloud User 1 license(s). This part only provides access to WEM functionality available in Genesys Cloud User 3 license. Allows users to participate in or administer advanced workforce engagement capabilities, including screen recording, evaluations, surveys, and workforce management.
351	Genesys Cloud - Upgrade Overage - User 1 - Concurrent - Digital - Upgrade II	GCAS0111	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
352	Genesys Cloud - Upgrade Overage - User 1 - Concurrent - WEM -Upgrade II	GCAS0112	Overage charge is per seat pricing
353	Genesys Cloud - Add On - Bring Your Own Carrier (BYOC) Cloud Commitment - Unique	GCAS0113	Genesys BYOC Cloud Commit - represents a total monetary commit (USD \$) for BYOC Cloud usage.
354	Genesys Cloud — Add On - Genesys Cloud - Native Agent Assist (Digital Only) - Unique	GCAS0114	Genesys Agent Assist automatically surfaces relevant Knowledge Articles in real-time to agents during digital interactions to reduce the time and frustration of searching through knowledge bases, improve first contact resolution, and ensure a better overall agent and customer experience.
355	Genesys Cloud — Add On - Genesys Cloud - Native Agent Assist (Digital Only) - Concurrent	GCAS0115	Concurrent User Version. Genesys Agent Assist automatically surfaces relevant Knowledge Articles in real-time to agents during digital interactions to reduce the time and frustration of searching through knowledge bases, improve first contact resolution, and ensure a better overall agent and customer experience.
356	Genesys Cloud — Add On - Genesys Cloud - Native Agent Assist (Voice and Digital) - Unique	GCAS0116	Genesys Agent Assist automatically surfaces relevant Knowledge Articles in real-time to agents during voice and digital interactions to reduce the time and frustration of searching through knowledge bases, improve first contact resolution, and

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			ensure a better overall agent and customer experience.
357	Genesys Cloud – Add On - Genesys Cloud - Native Agent Assist (Voice and Digital) - Concurrent	GCAS0117	Concurrent User Version. Genesys Agent Assist automatically surfaces relevant Knowledge Articles in real-time to agents during voice and digital interactions to reduce the time and frustration of searching through knowledge bases, improve first contact resolution, and ensure a better overall agent and customer experience.
358	Genesys Cloud – Add On - AI Tokens - Unique	GCAS0118	AI Experience Tokens is a collection of products that bring together multiple artificial intelligence (AI) disciplines into a single offer. Your organization can consume AI Experience tokens as you use Genesys AI products.
359	Genesys Cloud – Add On - CX Cloud from Genesys and Salesforce - Unique	GCAS0119	CX Cloud from Genesys and Salesforce is an AI-powered customer experience and relationship management solution between Genesys and Salesforce. The solution delivers a unified workspace in Service Cloud with enterprise contact center and workforce engagement management (WEM) capabilities from Genesys Cloud CX, making agent and supervisor jobs more seamless.
360	Genesys Cloud – Add On - CX Cloud from Genesys and	GCAS0120	Concurrent User Version. CX Cloud from Genesys and Salesforce is an AI-powered customer experience and relationship management solution between Genesys and Salesforce. The solution delivers a

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Salesforce - Concurrent		unified workspace in Service Cloud with enterprise contact center and workforce engagement management (WEM) capabilities from Genesys Cloud CX, making agent and supervisor jobs more seamless.
361	Genesys Cloud – Add On - Microsoft Teams Integration - Concurrent	GCAS0121	Concurrent version. Integrating Genesys Cloud with Microsoft Teams to provide Directory and Contact Info sync between the two platforms. Genesys Cloud based agents will be able to see presence and transfer calls to Teams-based business users through Genesys Cloud's native call transfer workflows and click-to-dial.
362	Genesys Cloud – Add On - Microsoft Teams Integration - Unique	GCAS0122	Integrating Genesys Cloud with Microsoft Teams to provide Directory and Contact Info sync between the two platforms. Genesys Cloud based agents will be able to see presence and transfer calls to Teams-based business users through Genesys Cloud's native call transfer workflows and click-to-dial.
363	Genesys Cloud – Add On - ServiceNow - Unique	GCAS0123	Pay for logged in user. Best for predictable agent staffing at the best available price. The ServiceNow Connector for Genesys Cloud integrates the Genesys Cloud Solution with the ServiceNow application (both classic UI or the new Agent Workspace). Via a simple click contact center agents can access incident management data and hence provide for a more informed service, make more informed decisions, and ultimately increase

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			the productivity of the agent and the satisfaction of the customer.
364	Genesys Cloud – Add On - Salesforce - Concurrent	GCAS0124	Concurrent User Version. CX Cloud from Genesys and Salesforce is an AI-powered customer experience and relationship management solution between Genesys and Salesforce. The solution delivers a unified workspace in Service Cloud with enterprise contact center and workforce engagement management (WEM) capabilities from Genesys Cloud CX, making agent and supervisor jobs more seamless.
365	Genesys Cloud – Add On - Salesforce - Unique	GCAS0125	CX Cloud from Genesys and Salesforce is an AI-powered customer experience and relationship management solution between Genesys and Salesforce. The solution delivers a unified workspace in Service Cloud with enterprise contact center and workforce engagement management (WEM) capabilities from Genesys Cloud CX, making agent and supervisor jobs more seamless.
366	Genesys Cloud – Add On - Dynamics 365 Connector - Unique	GCAS0126	The Dynamics Connector for Genesys Cloud integrates the Genesys Cloud Solution with Dynamics 365. Via a simple click contact center agents can access customer relationship data and hence provide for a more informed service, make more informed decisions, and ultimately increase the productivity of the agent and the satisfaction of the customer. The connector leverages call data to access

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			the right Dynamics information whether an account, a contact, or a case. The information can be visualized via Dynamics forms and views. The information is rapidly retrieved and supports the agent as soon as the call is assigned.
367	Genesys Cloud - – Add On - Dynamics 365 Connector - Concurrent	GCAS0127	The Dynamics Connector for Genesys Cloud integrates the Genesys Cloud Solution with Dynamics 365. Via a simple click contact center agents can access customer relationship data and hence provide for a more informed service, make more informed decisions, and ultimately increase the productivity of the agent and the satisfaction of the customer. The connector leverages call data to access the right Dynamics information whether an account, a contact, or a case. The information can be visualized via Dynamics forms and views. The information is rapidly retrieved and supports the agent as soon as the call is assigned.
368	Genesys Cloud - – Add On - Oracle Connector Add-on - Concurrent	GCAS0128	Oracle Service Cloud Connector for PureCloud is the out of the box solution for seamless integration between Genesys PureCloud and the Oracle Service Cloud solution, embedding PureCloud inside the CRM user interface using PureCloud Embeddable Framework.
369	Genesys Cloud - – Add On - Oracle	GCAS0129	Oracle Service Cloud Connector for PureCloud is the out of the box solution for seamless integration between Genesys PureCloud and the Oracle Service Cloud solution, embedding PureCloud

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Connector Add-on - Unique		inside the CRM user interface using PureCloud Embeddable Framework.
370	Genesys Cloud - – Add On - Universal CRM Connector Add- On - Unique	GCAS0130	Universal CRM Connector Add-On is the out of the box solution for seamless integration between Genesys PureCloud and the industry leading CRM solutions, embedding PureCloud inside the CRM user interface using PureCloud Embeddable Framework.
371	Genesys Cloud - – Add On - Universal CRM Connector Add- On - Concurrent	GCAS0131	Universal CRM Connector Add-On is the out of the box solution for seamless integration between Genesys PureCloud and the industry leading CRM solutions, embedding PureCloud inside the CRM user interface using PureCloud Embeddable Framework.
372	Genesys Cloud - – Add On - Dialog Engine - Voice - Unique	GCAS0132	Build native bots within Architect and then integrate them into Architect call, chat, and message flows. This process unifies the bot and flow authoring experience for administrators, flow authors, and contact center managers. Genesys supports third-party TTS engines.
373	Genesys Cloud - – Add On - Dialog Engine - Digital - Unique	GCAS0133	Build native bots within Architect and then integrate them into Architect call, chat, and message flows. This process unifies the bot and flow authoring experience for administrators, flow authors, and contact center managers. Genesys supports third-party TTS engines.

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
374	Genesys Cloud – Add On - Custom Basic IVR - Per Minute	GCAS0134	This charge is used for billing customers for IVR Basic consumption.
375	Genesys Cloud – Add On Overage- Genesys Cloud - Native Agent Assist (Digital Only) - Unique	GCAS0135	Overage charge is per seat pricing
376	Genesys Cloud – Add On Overage- Genesys Cloud - Native Agent Assist (Digital Only) - Concurrent	GCAS0136	Overage charge is per seat pricing
377	Genesys Cloud – Add On Overage- Genesys Cloud - Native Agent Assist (Voice and Digital) - Unique	GCAS0137	Overage charge is per seat pricing
378	Genesys Cloud – Add On Overage- Genesys Cloud - Native Agent Assist (Voice and	GCAS0138	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Digital) - Concurrent		
379	Genesys Cloud – Add On Overage- AI Tokens - Unique	GCAS0139	Overage charge is per seat pricing
380	Genesys Cloud – Add On Overage- CX Cloud from Genesys and Salesforce - Unique	GCAS0140	Overage charge is per seat pricing
381	Genesys Cloud – Add On Overage- CX Cloud from Genesys and Salesforce - Concurrent	GCAS0141	Overage charge is per seat pricing
382	Genesys Cloud – Add On Overage- Microsoft Teams Integration - Concurrent	GCAS0142	Overage charge is per seat pricing
383	Genesys Cloud – Add On Overage- Microsoft Teams	GCAS0143	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Integration - Unique		
384	Genesys Cloud – Add On Overage-ServiceNow - Unique	GCAS0144	Overage charge is per seat pricing
385	Genesys Cloud – Add On Overage-Salesforce - Concurrent	GCAS0145	Overage charge is per seat pricing
386	Genesys Cloud – Add On Overage-Salesforce - Unique	GCAS0146	Overage charge is per seat pricing
387	Genesys Cloud – Add On Overage-Dynamics 365 Connector - Unique	GCAS0147	Overage charge is per seat pricing
388	Genesys Cloud – Add On Overage-Dynamics 365 Connector - Concurrent	GCAS0148	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
389	Genesys Cloud – Add On Overage- Oracle Connector Add-on - Concurrent	GCAS0149	Overage charge is per seat pricing
390	Genesys Cloud – Add On Overage- Oracle Connector Add-on - Unique	GCAS0150	Overage charge is per seat pricing
391	Genesys Cloud – Add On Overage- Universal CRM Connector Add-On - Unique	GCAS0151	Overage charge is per seat pricing
392	Genesys Cloud – Add On Overage- Universal CRM Connector Add-On - Concurrent	GCAS0152	Overage charge is per seat pricing
393	Genesys Cloud – Add On Overage- Dialog Engine - Voice - Unique	GCAS0153	Overage charge is per seat pricing
394	Genesys Cloud – Add On Overage- Dialog Engine - Digital - Unique	GCAS0154	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
395	Genesys Cloud – Add On Overage- Custom Basic IVR – Per Minute	GCAS0155	This charge is used for billing customers for IVR Basic consumption.
396	Genesys Cloud - Quick Start - CX Cloud Quickstart Enablement	GCAS0156	The CX Cloud quickstart enablement add-on includes consulting on successfully deploying CX Cloud and consists of pre-requisite confirmation, package installation, post installation configuration of your Salesforce and Genesys Cloud org, quality assurance testing, go live support and project management. This package is designed for all customers that desire to implement any components of CX Cloud. This package does not include any additional requirements that may be discovered during the implementation of the solution. Additional scope can be purchased separately through Genesys Professional Services.
397	Genesys Cloud - United States Only Support License	GCAS0157	US-Only Support ensures that all support cases will be handled by Product Support agents based in the US.
398	Genesys Cloud - United States Only Support - Overage	GCAS0158	Overage charge is per seat pricing
399	Genesys Cloud – User – User 2 - Unique	GCAS0159	Named User. Includes omnichannel routing for web messaging, chat, email, SMS/Messaging Services, digital outbound campaigns, customer journey, screen

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>recording, quality evaluations, workforce management manual scheduling, supervisory reporting, and analytics</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>
400	Genesys Cloud - User - Digital Only User 2 - Concurrent	GCAS0160	<p>Concurrent User. Includes omnichannel routing for web messaging, chat, email, SMS/Messaging Services, digital outbound campaigns, customer journey, screen recording, quality evaluations, workforce management manual scheduling, supervisory reporting, and analytics</p> <ul style="list-style-type: none"> <li>Contractor may use and access the service and Materials solely for</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Customer's internal business purposes during the Subscription Term.</p> <ul style="list-style-type: none"> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>
401	Genesys Cloud - User Overage - User 2 - Unique	GCAS0161	Overage charge is per seat pricing
402	Genesys Cloud - User Overage - Digital Only User 2 - Concurrent	GCAS0162	Overage charge is per seat pricing
403	Genesys Cloud - Upgrade - User 2 - Unique - WEM - Upgrade I	GCAS0163	Named upgraded user. Must have existing Genesys Cloud CX 2 license(s). This part only provides access to WEM functionality available in Genesys Cloud CX 3 license. Allows users to participate in or administer advanced workforce engagement

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			capabilities, including screen recording, evaluations, surveys, and workforce management.
404	Genesys Cloud - Upgrade Overage - User 2 - Unique - WEM - Upgrade I	GCAS0164	Overage charge is per seat pricing
405	Genesys Cloud - Additional Users - Communicate User	GCAS0165	Includes Genesys Cloud Collaborate User functionality. Adds IP/PBX telephony operations. Includes soft phone, ad-hoc conferencing, ad-hoc recording, auto-attendant, IVR, and voicemail.
406	Genesys Cloud - Additional Users - Communicate Stand-alone Phone License(s)	GCAS0166	Stand-alone phone with an extension assigned. Typically used for conference rooms and lobby phones.
407	Genesys Cloud - Genesys Cloud - Additional Users Overage - Communicate User	GCAS0167	Overage charge is per seat pricing
408	Genesys Cloud - Genesys Cloud - Additional Users Overage - Communicate Stand-alone Phone	GCAS0168	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
409	Genesys Cloud – Add On - Wallboard Device - Initial	GCAS0169	A dedicated Wallboard-only license exclusively for viewing of Performance Dashboards in PureCloud. When configuring more than one Wallboard-only license, the first one configured is at no cost.
410	Genesys Cloud – Add On - Wallboard Device - Additional	GCAS0170	A dedicated Wallboard-only license exclusively for viewing of Performance Dashboards in PureCloud. When configuring more than one Wallboard-only license, the first one configured is at no cost.
411	Genesys Cloud – Add On - Zoom Phone Integration - Concurrent	GCAS0171	Concurrent version. Integrating Genesys Cloud with Zoom Meetings will enable business and back-office users to easily create, join, and invite others to Zoom video meetings as well as view their Zoom meetings schedules directly within the Genesys Cloud user experience.
412	Genesys Cloud – Add On - Zoom Phone Integration - Unique	GCAS0172	Integrating Genesys Cloud with Zoom Meetings will enable business and back-office users to easily create, join, and invite others to Zoom video meetings as well as view their Zoom meetings schedules directly within the Genesys Cloud user experience.
413	Genesys Cloud – Add On Overage-Wallboard Device - Initial	GCAS0173	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
414	Genesys Cloud – Add On Overage- Zoom Phone Integration - Concurrent	GCAS0174	Concurrent version. Integrating Genesys Cloud with Zoom Phone to provide Directory and Contact Info sync between the two platforms. Genesys Cloud based agents will be able to see presence and transfer calls to Zoom Phone-based business users through Genesys Cloud's native call transfer workflows and click-to-dial.
415	Genesys Cloud – Add On Overage- Zoom Phone Integration - Unique	GCAS0175	Integrating Genesys Cloud with Zoom Phone to provide Directory and Contact Info sync between the two platforms. Genesys Cloud based agents will be able to see presence and transfer calls to Zoom Phone-based business users through Genesys Cloud's native call transfer workflows and click-to-dial.
416	Genesys Cloud - Training Subscription	GCAS0176	Genesys Cloud - Training Subscription
417	Genesys Cloud - Quick Start - Softphone CRM Connector Quickstart	GCAS0177	Softphone provided Enablement Package providing up to 40 hours of Activation Quick Start delivered by remote resources. Provides out of the box configuration with the CRM including knowledge transfer. Does not include customer specific customization for the CRM.
418	Genesys Cloud - User - Digital Only User 2 - Unique- FedRAMP	GCFR0001	Named User. Includes omnichannel routing for web messaging, chat, email, SMS/Messaging Services, digital outbound campaigns, customer journey, screen recording, quality evaluations, workforce

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>management manual scheduling, supervisory reporting, and analytics</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>
419	Genesys Cloud - User - Digital Only User 2 - Concurrent- FedRAMP	GCFR0002	<p>Concurrent User. Includes omnichannel routing for web messaging, chat, email, SMS/Messaging Services, digital outbound campaigns, customer journey, screen recording, quality evaluations, workforce management manual scheduling, supervisory reporting, and analytics</p> <ul style="list-style-type: none"> <li>Contractor may use and access the service and Materials solely for</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Customer's internal business purposes during the Subscription Term.</p> <ul style="list-style-type: none"> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>
420	Genesys Cloud - User Overage - Digital Only User 2 - Unique-FedRAMP	GCFR0003	Overage charge is per seat pricing
421	Genesys Cloud - User Overage - Digital Only User 2 - Concurrent-FedRAMP	GCFR0004	Overage charge is per seat pricing
422	Genesys Cloud - IVR Fair Usage FedRAMP	GCFR0005	<p>Charge is per minute</p> <p>You can use up to the <i>fair use</i> amounts allocated by each of the licenses</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>consumed per month. In the case of add-ons, the base license tier and applicable add-ons are summed together. Fair use allocations are based upon the greater of your commit or your actual usage within a month. If you exceed your provided allocation in a month, you are billed an overage charge.</p>
423	Genesys Cloud - Data Storage Fair Usage FedRAMP	GCFR0006	<p>Charge is per GB</p> <p>You can use up to the <i>fair use</i> amounts allocated by each of the licenses consumed per month. In the case of add-ons, the base license tier and applicable add-ons are summed together. Fair use allocations are based upon the greater of your commit or your actual usage within a month. If you exceed your provided allocation in a month, you are billed an overage charge.</p>
424	Genesys Cloud - API Fair Usage FedRAMP	GCFR0007	<p>Charges for organizations exceeding the provided allocation of API requests given monthly.</p> <p>You can use up to the <i>fair use</i> amounts allocated by each of the licenses consumed per month. In the case of add-ons, the base license tier and applicable add-ons are summed together. Fair use allocations are based upon the greater of your commit or your actual usage within a month. If you exceed your provided allocation in a month, you are billed an overage charge.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
425	Genesys Cloud - BYOC Cloud Usage FedRAMP	GCFR0008	Charges for organizations exceeding the provided allocation of BYOC Cloud minutes given monthly.
426	Genesys Cloud - BYOT Usage - Rate A FedRAMP	GCFR0009	<p>Third Party Product Bring Your Own Technology allows customers to leverage an array of third-party integrations capabilities. BYOT Rate A is applied when 3rd party text-to-speech (TTS) solutions are used.</p> <p>Examples: Acapela Voice as a Service TTS, Amazon Polly TTS, Google Cloud Text-to-Speech, Nuance Vocalizer TTS, Speech Morphing TTS, and Microsoft Azure Cognitive Services Text-To-Speech</p>
427	Genesys Cloud - BYOT Usage - Rate B FedRAMP	GCFR0010	<p>Third Party Product Bring Your Own Technology allows customers to leverage an array of third-party integrations capabilities. BYOT Rate B is applied for each transaction by Strategic Partner chat bot solutions.</p> <p>Examples: Amazon Lex Chat, Amazon Lex Message, Google Dialogflow Chat, Google Dialogflow Message, and Nuance Mix Message</p>
428	Genesys Cloud - BYOT Usage - Rate C FedRAMP	GCFR0011	Third Party Product Bring Your Own Technology allows customers to leverage an array of third-party integrations capabilities. BYOT Rate C is applied for each minute Strategic Partner voice bot solutions are utilized.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Examples: Amazon Lex Voice, Amazon Lex V2 Voice, Google Dialogflow Voice, and Nuance Mix Voice
429	Genesys Cloud - BYOT Usage - Rate D FedRAMP	GCFR0012	Third Party Product Bring Your Own Technology allows customers to leverage an array of third-party integrations capabilities. BYOT Rate D is applied for each transaction by 3rd Party chat bot solutions.  Example: Genesys Bot Connector for Messaging
430	Genesys Cloud - BYOT Usage - Rate E FedRAMP	GCFR0013	Third Party Product Bring Your Own Technology allows customers to leverage an array of third-party integrations capabilities. BYOT Rate E is applied for each minute audio solutions are utilized.  Examples: Microsoft Azure Cognitive Services Speech to Text, Google Cloud Speech-to-Text Services, and Audio Connector
431	Genesys Cloud-Messenger-WhatsApp Recurring Charge FedRAMP	GCFR0014	Monthly recurring charge per configured WhatsApp integration/number  Billed for both inbound and outbound usage
432	Genesys Cloud-Messenger-WhatsApp FedRAMP	GCFR0015	Third-party messaging conversation rates (A conversation is defined as any number of interactions (one or many) between a unique end customer account and a message platform during the billing cycle.)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Billed for both inbound and outbound usage
433	Genesys Cloud-Messenger-Twitter Direct FedRAMP	GCFR0158	Third-party messaging conversation rates (A conversation is defined as any number of interactions (one or many) between a unique end customer account and a message platform during the billing cycle.)  Billed for both inbound and outbound usage
434	Genesys Cloud-Messenger-Line FedRAMP	GCFR0016	Third-party messaging conversation rates (A conversation is defined as any number of interactions (one or many) between a unique end customer account and a message platform during the billing cycle.)  Billed for both inbound and outbound usage
435	Genesys Cloud-Messenger-Instagram Direct Message FedRAMP	GCFR0017	Third-party messaging conversation rates (A conversation is defined as any number of interactions (one or many) between a unique end customer account and a message platform during the billing cycle.)  Billed for both inbound and outbound usage
436	Genesys Cloud-Messenger-Facebook FedRAMP	GCFR0018	Third-party messaging conversation rates (A conversation is defined as any number of interactions (one or many) between a unique end customer account and a message platform during the billing cycle.)  Billed for both inbound and outbound usage

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437	Genesys Cloud-SMS-Recurring Charge-Rate Class A FedRAMP	GCFR0019	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: United States and Canada
438	Genesys Cloud-SMS-Recurring Charge-Rate Class B FedRAMP	GCFR0020	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Australia, Austria, Belgium, Chile, Croatia, Czech Republic, Denmark, Estonia, Germany, Hungary, Ireland, Israel, Lithuania, Netherlands, Niue, Poland, Puerto Rico, Spain, Switzerland, and United Kingdom
439	Genesys Cloud-SMS-Recurring Charge-Rate Class C FedRAMP	GCFR0021	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Brunei, Central Africa, Italy, and Virgin Islands, U.S.
440	Genesys Cloud-SMS-Recurring Charge-Rate Class D FedRAMP	GCFR0022	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Cook Islands, Equatorial Guinea, Guernsey, Hong Kong, Malaysia, Norfolk Island, Thailand, Turkey, and United Arab Emirates
441	Genesys Cloud-SMS-Recurring Charge-Rate Class E FedRAMP	GCFR0023	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Bahrain, DR Congo, Greenland, Jersey JE, Liechtenstein, Portugal, and Singapore
442	Genesys Cloud-SMS-Recurring	GCFR0024	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Charge-Rate Class F FedRAMP		Examples: Bahamas, China, Costa Rica, Denmark, Montserrat, Netherlands Antilles, Poland, Portugal, Puerto Rico, Singapore, and South Korea
443	Genesys Cloud-SMS-Recurring Charge-Rate Class G FedRAMP	GCFR0025	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Angola, Australia, Czech Republic, Lithuania, Seychelles, Taiwan, Tajikistan, and Tonga
444	Genesys Cloud-SMS-Recurring Charge-Rate Class H FedRAMP	GCFR0026	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Brazil, Greece, Hong Kong, India, Macau, Malta, Mexico, Namibia, Norway, South Africa, Sweden, and Syria
445	Genesys Cloud-SMS-Recurring Charge-Rate Class I FedRAMP	GCFR0027	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Chile, Dominican Republic, Falkland Islands, Guam, Ireland, Luxembourg, Micronesia, and Switzerland
456	Genesys Cloud-SMS-Recurring Charge-Rate Class J FedRAMP	GCFR0028	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Iceland, Kiribati, Latvia, Macedonia, Moldova, Nicaragua, Romania, Solomon Islands, and Uruguay
457	Genesys Cloud-SMS Outbound Message-Rate Class A FedRAMP	GCFR0029	Outbound SMS message fees  Examples: United States and Canada

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
458	Genesys Cloud-SMS Outbound Message-Rate Class B FedRAMP	GCFR0030	Outbound SMS message fees  Examples: Australia, Austria, Belgium, Chile, Croatia, Czech Republic, Denmark, Estonia, Germany, Hungary, Ireland, Israel, Lithuania, Netherlands, Niue, Poland, Puerto Rico, Spain, Switzerland, and United Kingdom
459	Genesys Cloud-SMS Outbound Message-Rate Class C FedRAMP	GCFR0031	Outbound SMS message fees  Examples: Brunei, Central Africa, Italy, and Virgin Islands, U.S.
460	Genesys Cloud-SMS Outbound Message-Rate Class D FedRAMP	GCFR0032	Outbound SMS message fees  Examples: Cook Islands, Equatorial Guinea, Guernsey, Hong Kong, Malaysia, Norfolk Island, Thailand, Turkey, and United Arab Emirates
461	Genesys Cloud-SMS Outbound Message-Rate Class E FedRAMP	GCFR0033	Outbound SMS message fees  Examples: Bahrain, DR Congo, Greenland, Jersey JE, Liechtenstein, Portugal, and Singapore
462	Genesys Cloud-SMS Outbound Message-Rate Class F FedRAMP	GCFR0034	Outbound SMS message fees  Examples: Bahamas, China, Costa Rica, Denmark, Montserrat, Netherlands Antilles, Poland, Portugal, Puerto Rico, Singapore, and South Korea
463	Genesys Cloud-SMS Outbound Message-Rate	GCFR0035	Outbound SMS message fees  Examples: Angola, Australia, Czech Republic, Lithuania, Seychelles, Taiwan, Tajikistan, and Tonga

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Class G FedRAMP		
464	Genesys Cloud-SMS Outbound Message-Rate Class H FedRAMP	GCFR0036	Outbound SMS message fees  Examples: Brazil, Greece, Hong Kong, India, Macau, Malta, Mexico, Namibia, Norway, South Africa, Sweden, and Syria
465	Genesys Cloud-SMS Outbound Message-Rate Class I FedRAMP	GCFR0037	Outbound SMS message fees  Examples: Chile, Dominican Republic, Falkland Islands, Guam, Ireland, Luxembourg, Micronesia, and Switzerland
466	Genesys Cloud-SMS Outbound Message-Rate Class J FedRAMP	GCFR0038	Outbound SMS message fees  Examples: Iceland, Kiribati, Latvia, Macedonia, Moldova, Nicaragua, Romania, Solomon Islands, and Uruguay
467	Genesys Cloud-SMS Outbound Message-Rate Class K FedRAMP	GCFR0039	Outbound SMS message fees  Examples: Albania, Argentina, Bosnia and Herzegovina, Cuba, Cyprus, Faroe Islands, Finland, France, Germany, Guinea-Bissau, Italy, Japan, Mauritania, San Marino, Sao Tome and Principe, Slovakia, and Spain
468	Genesys Cloud-SMS Outbound Message-Rate Class L FedRAMP	GCFR0040	Outbound SMS message fees  Examples: Afghanistan, Botswana, Croatia, East Timor, Estonia, Hungary, Ivory Coast, Netherlands, Paraguay, Peru, Turkmenistan, and Venezuela
469	Genesys Cloud-SMS Outbound Message-Rate	GCFR0041	Outbound SMS message fees

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Class M FedRAMP		Examples: Austria, Colombia, El Salvador, Eritrea, New Zealand, Palau, Saudi Arabia, Swaziland, and Tuvalu
470	Genesys Cloud-SMS Outbound Message-Rate Class N FedRAMP	GCFR0042	Outbound SMS message fees  Examples: Anguilla, Antigua and Barbuda, Aruba, Belgium, French Guiana, Gibraltar, and Montenegro
471	Genesys Cloud-SMS Outbound Message-Rate Class O FedRAMP	GCFR0043	Outbound SMS message fees  Examples: American Samoa, Andorra, Armenia, Barbados, Bermuda, Bolivia, Bulgaria, Burkina Faso, Cambodia, Cayman Islands, Djibouti, Dominican, Ecuador, Gambia, Guadeloupe, Guinea, Honduras, Israel, Kenya, Malaysia, Marshall Islands, Martinique, Oman, Panama, Slovenia, St. Kitts & Nevis, St. Lucia LC, Togo, Turks & Caicos, Ukraine, and Vietnam
472	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class A FedRAMP	GCFR0044	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: United States and Canada
473	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class B FedRAMP	GCFR0045	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Australia, Austria, Belgium, Chile, Croatia, Czech Republic, Denmark, Estonia, Germany, Hungary, Ireland, Israel, Lithuania, Netherlands, Niue, Poland, Puerto Rico, Spain, Switzerland, and United Kingdom

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
474	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class C FedRAMP	GCFR0046	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Brunei, Central Africa, Italy, and Virgin Islands, U.S.
475	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class D FedRAMP	GCFR0047	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Cook Islands, Equatorial Guinea, Guernsey, Hong Kong, Malaysia, Norfolk Island, Thailand, Turkey, and United Arab Emirates
476	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class E FedRAMP	GCFR0048	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Bahrain, DR Congo, Greenland, Jersey JE, Liechtenstein, Portugal, and Singapore
477	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class F FedRAMP	GCFR0049	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Bahamas, China, Costa Rica, Denmark, Montserrat, Netherlands Antilles, Poland, Portugal, Puerto Rico, Singapore, and South Korea
478	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class G FedRAMP	GCFR0050	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Angola, Australia, Czech Republic, Lithuania, Seychelles, Taiwan, Tajikistan, and Tonga

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
479	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class H FedRAMP	GCFR0051	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Brazil, Greece, Hong Kong, India, Macau, Malta, Mexico, Namibia, Norway, South Africa, Sweden, and Syria
480	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class I FedRAMP	GCFR0052	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Chile, Dominican Republic, Falkland Islands, Guam, Ireland, Luxembourg, Micronesia, and Switzerland
481	Genesys Cloud-SMS Long Code-Recurring Charge-Rate Class J FedRAMP	GCFR0053	Monthly recurring charge for the usage of a Genesys Cloud Voice DID number  Examples: Iceland, Kiribati, Latvia, Macedonia, Moldova, Nicaragua, Romania, Solomon Islands, and Uruguay
482	Genesys Cloud-SMS Inbound Message-Rate Class A FedRAMP	GCFR0054	Inbound SMS message fees  Examples: United States and Canada
483	Genesys Cloud-SMS Inbound Message-Rate Class B FedRAMP	GCFR0055	Inbound SMS message fees  Examples: Australia, Austria, Belgium, Chile, Croatia, Czech Republic, Denmark, Estonia, Germany, Hungary, Ireland, Israel, Lithuania, Netherlands, Niue, Poland, Puerto Rico, Spain, Switzerland, and United Kingdom
484	Genesys Cloud-SMS Inbound Message-Rate	GCFR0056	Inbound SMS message fees  Examples: Brunei, Central Africa, Italy, and Virgin Islands, U.S.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Class C FedRAMP		
485	Genesys Cloud-SMS Inbound Message-Rate Class D FedRAMP	GCFR0057	Inbound SMS message fees  Examples: Cook Islands, Equatorial Guinea, Guernsey, Hong Kong, Malaysia, Norfolk Island, Thailand, Turkey, and United Arab Emirates
486	Genesys Cloud-SMS Inbound Message-Rate Class E FedRAMP	GCFR0058	Inbound SMS message fees  Examples: Bahrain, DR Congo, Greenland, Jersey JE, Liechtenstein, Portugal, and Singapore
487	Genesys Cloud-MMS Outbound Message – Toll Free-Canada FedRAMP	GCFR0059	Outbound MMS message fees
488	Genesys Cloud-MMS Outbound Message – Toll Free-United States FedRAMP	GCFR0060	Outbound MMS message fees
489	Genesys Cloud-MMS Outbound Message - Short Code-United States FedRAMP	GCFR0061	Outbound MMS message fees
490	Genesys Cloud-MMS Outbound Message - Local-	GCFR0062	Outbound MMS message fees

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Canada FedRAMP		
491	Genesys Cloud-MMS Outbound Message - Local-United States FedRAMP	GCFR0063	Outbound MMS message fees
492	Genesys Cloud-MMS Inbound Message - Toll Free-Canada FedRAMP	GCFR0064	Inbound MMS message fees
493	Genesys Cloud-MMS Inbound Message - Toll Free-United States FedRAMP	GCFR0065	Inbound MMS message fees
494	Genesys Cloud-MMS Inbound Message - Short Code-United States FedRAMP	GCFR0066	Inbound MMS message fees
495	Genesys Cloud-MMS Inbound Message - Local-Canada FedRAMP	GCFR0067	Inbound MMS message fees
496	Genesys Cloud-MMS Inbound Message - Local-	GCFR0068	Inbound MMS message fees

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	United States FedRAMP		
497	Genesys Cloud-SMS Short Code Inbound Message-United Kingdom FedRAMP	GCFR0069	Inbound SMS message fees
498	Genesys Cloud-FTEU Short Code Outbound Message-United States FedRAMP	GCFR0070	Outbound FTEU message fees
499	Genesys Cloud-SMS Short Code Outbound Message-Canada FedRAMP	GCFR0071	Outbound SMS message fees
500	Genesys Cloud-FTEU Short Code Inbound Message-Canada FedRAMP	GCFR0072	Inbound FTEU message fees
501	Genesys Cloud-FTEU Short Code - Set up-United States FedRAMP	GCFR0073	Non-recurring charge of the provisioning of a FTEU Short Code

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
502	Genesys Cloud-SMS Short Code Inbound Message-Canada FedRAMP	GCFR0074	Non-recurring charge of the provisioning of a Standard Short Code SMS
503	Genesys Cloud-SMS Short Code Set up-Canada FedRAMP	GCFR0075	Non-recurring charge of the provisioning of a Standard Short Code SMS
504	Genesys Cloud-SMS Short Code Outbound Message-United Kingdom FedRAMP	GCFR0076	Outbound SMS message fees
505	Genesys Cloud-SMS Short Code Inbound Message-United States FedRAMP	GCFR0077	Inbound SMS message fees
506	Genesys Cloud-SMS Short Code Set up-United Kingdom FedRAMP	GCFR0078	Non-recurring charge of the provisioning of a Standard Short Code SMS
507	Genesys Cloud-FTEU Short Code - Set up-Canada FedRAMP	GCFR0079	Non-recurring charge of the provisioning of a Standard FTEU Short Code

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
508	Genesys Cloud-SMS Short Code Outbound Message-United States FedRAMP	GCFR0080	Outbound SMS message fees
509	Genesys Cloud-MMS Short Code - Set up-United States FedRAMP	GCFR0081	Non-recurring charge of the provisioning of a Standard Short Code MMS
510	Genesys Cloud-FTEU Short Code Inbound Message-United States FedRAMP	GCFR0082	Inbound FTEU message fees
511	Genesys Cloud-FTEU Short Code Outbound Message-Canada FedRAMP	GCFR0083	Outbound FTEU message fees
512	Genesys Cloud-SMS Short Code Set up-United States FedRAMP	GCFR0084	Non-recurring charge of the provisioning of a Standard Short Code SMS
513	Genesys Cloud - SMS Short Code Quarterly Recurring Charge-Vanity-Canada FedRAMP	GCFR0085	Quarterly SMS Short Code Charge

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
514	Genesys Cloud - SMS Short Code Quarterly Recurring Charge-Vanity-United States FedRAMP	GCFR0086	Quarterly SMS Short Code Charge
515	Genesys Cloud - SMS Short Code Quarterly Recurring Charge-Random-United Kingdom FedRAMP	GCFR0087	Quarterly SMS Short Code Charge
516	Genesys Cloud - SMS Short Code Quarterly Recurring Charge-Random-United States FedRAMP	GCFR0088	Quarterly SMS Short Code Charge
517	Genesys Cloud - Basic Transcription Fair Usage FedRAMP	GCFR0089	<p>Charges for organizations exceeding the provided allocation of Transcription minutes given monthly.</p> <p>You can use up to the <i>fair use</i> amounts allocated by each of the licenses consumed per month. In the case of add-ons, the base license tier and applicable add-ons are summed together. Fair use allocations are based upon the greater of your commit or your actual usage within a month. If you exceed your provided</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			allocation in a month, you are billed an overage charge.
518	Genesys Cloud - User - User 1 - Concurrent-FedRAMP	GCFR0090	<p>Concurrent user version of Genesys Cloud User 1 License. Includes Genesys Cloud Communicate User functionality. Adds contact center functionality such as ACD queuing and routing for calls and callbacks. Predictive/priority/ agentless outbound dialing, inbound/outbound blending, script designer, dual-channel call recording, supervisory reporting, and analytics. Adds Ability to sync contacts and accounts from Salesforce into External Contacts.</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted;</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>• Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			always follow privacy laws. Customer Data will be handled according to all applicable laws.
519	Genesys Cloud - User - User 2 - Unique-FedRAMP	GCFR0091	<p>Named User. Includes omnichannel routing for web messaging, chat, email, SMS/Messaging Services, digital outbound campaigns, customer journey, screen recording, quality evaluations, workforce management manual scheduling, supervisory reporting, and analytics</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>• Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
520	Genesys Cloud - User - User 3 - Concurrent-FedRAMP	GCFR0092	<p>Concurrent user version of Genesys Cloud User 3 License. Includes Genesys Cloud User 2 Features and functionality. Adds advanced workforce management features of speech &amp; text analytics, gamification, workforce management, customer satisfaction surveys, coaching, development, and feedback modules.</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>• Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>
521	Genesys Cloud - User - User 3 - Unique-FedRAMP	GCFR0093	Named User. Includes Genesys Cloud User 2 Features and functionality. Adds advanced workforce management features of speech & text analytics,

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			gamification, workforce management, customer satisfaction surveys, coaching, development, and feedback modules.
522	Genesys Cloud - User - Digital Only User 3 - Concurrent-FedRAMP	GCFR0094	<p>Concurrent User. Includes Genesys Cloud User 2 User Features and functionality. Adds advanced workforce management features of speech &amp; text analytics, gamification, workforce management, customer satisfaction surveys, coaching, development, and feedback modules.</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>• Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>

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523	Genesys Cloud - User - Digital Only User 3 - Unique-FedRAMP	GCFR0095	<p>Named User. Includes Genesys Cloud User 2 Features and functionality. Adds advanced workforce management features of speech &amp; text analytics, gamification, workforce management, customer satisfaction surveys, coaching, development, and feedback modules.</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>• Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>
524	Genesys Cloud - User Overage - User 1 - Concurrent-FedRAMP	GCFR0096	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
525	Genesys Cloud - User Overage - User 2 - Unique-FedRAMP	GCFR0097	Overage charge is per seat pricing
526	Genesys Cloud - User Overage - User 3 - Concurrent-FedRAMP	GCFR0098	Overage charge is per seat pricing
527	Genesys Cloud - User Overage - User 3 - Unique-FedRAMP	GCFR0099	Overage charge is per seat pricing
528	Genesys Cloud - User Overage - Digital Only User 3 - Concurrent-FedRAMP	GCFR0100	Overage charge is per seat pricing
529	Genesys Cloud - User Overage - Digital Only User 3 - Unique-FedRAMP	GCFR0101	Overage charge is per seat pricing
530	Genesys Cloud - Upgrade - User 2 - Unique - WEM - Upgrade I FedRAMP	GCFR0102	Named upgraded user. Must have existing Genesys Cloud CX 2 license(s). This part only provides access to WEM functionality available in Genesys Cloud CX 3 license. Allows users to participate in or administer advanced workforce engagement capabilities, including screen recording, evaluations, surveys, and workforce management.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
531	Genesys Cloud - Upgrade - User 1 - Concurrent - Digital - Upgrade II FedRAMP	GCFR0103	Concurrent user version of Genesys Cloud User 1 Digital Add-On II. Must have existing Genesys Cloud User 1 Concurrent User License(s). This part provides access to digital channels: Email, Chat, SMS and Messaging (Web Messaging, 3rd Party Messaging and Open Messaging) when combined with a Genesys Cloud User 1 Concurrent license.
532	Genesys Cloud - Upgrade - User 1 - Concurrent - WEM - Upgrade II FedRAMP	GCFR0104	Concurrent upgraded user. Must have existing Genesys Cloud User 1 license(s). This part only provides access to WEM functionality available in Genesys Cloud User 3 license. Allows users to participate in or administer advanced workforce engagement capabilities, including screen recording, evaluations, surveys, and workforce management.
533	Genesys Cloud - Upgrade Overage - User 2 - Unique - WEM - Upgrade I FedRAMP	GCFR0105	Overage charge is per seat pricing
534	Genesys Cloud - Upgrade Overage - User 1 - Concurrent - Digital - Upgrade II FedRAMP	GCFR0106	Overage charge is per seat pricing
535	Genesys Cloud - Upgrade Overage - User 1	GCFR0107	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	- Concurrent - WEM - Upgrade II FedRAMP		
536	Genesys Cloud - Additional Users - Collaborate User FedRAMP	GCFR0108	Genesys Cloud Collaborate refers to the collaboration features available within the Genesys Cloud platform, specifically within its FedRAMP-compliant region.
537	Genesys Cloud - Additional Users - Communicate User FedRAMP	GCFR0109	Includes Genesys Cloud Collaborate User functionality. Adds IP/PBX telephony operations. Includes soft phone, ad-hoc conferencing, ad-hoc recording, auto-attendant, IVR, and voicemail.
538	Genesys Cloud - Additional Users - Communicate Stand-alone Phone FedRAMP	GCFR0110	Stand-alone phone with an extension assigned. Typically used for conference rooms and lobby phones.
539	Genesys Cloud - Genesys Cloud - Additional Users Overage - Collaborate User FedRAMP	GCFR0111	Overage charge is per seat pricing
540	Genesys Cloud - Genesys Cloud - Additional Users Overage - Communicate User FedRAMP	GCFR0112	Overage charge is per seat pricing
541	Genesys Cloud - Genesys Cloud - Additional Users	GCFR0113	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Overage - Communicate Stand-alone Phone FedRAMP		
542	Genesys Cloud – Add On - Genesys Cloud - Native Agent Assist (Digital Only) - Unique FedRAMP	GCFR0114	Genesys Agent Assist automatically surfaces relevant Knowledge Articles in real-time to agents during digital interactions to reduce the time and frustration of searching through knowledge bases, improve first contact resolution, and ensure a better overall agent and customer experience.
543	Genesys Cloud – Add On - Genesys Cloud - Native Agent Assist (Digital Only) - Concurrent FedRAMP	GCFR0115	Concurrent User Version. Genesys Agent Assist automatically surfaces relevant Knowledge Articles in real-time to agents during digital interactions to reduce the time and frustration of searching through knowledge bases, improve first contact resolution, and ensure a better overall agent and customer experience.
544	Genesys Cloud – Add On - CX Cloud from Genesys and Salesforce - Unique FedRAMP	GCFR0116	CX Cloud from Genesys and Salesforce is an AI-powered customer experience and relationship management solution between Genesys and Salesforce. The solution delivers a unified workspace in Service Cloud with enterprise contact center and workforce engagement management (WEM) capabilities from Genesys Cloud CX, making agent and supervisor jobs more seamless.
545	Genesys Cloud – Add On - CX Cloud from	GCFR0117	Concurrent User Version. CX Cloud from Genesys and Salesforce is an AI-powered customer experience and relationship

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Genesys and Salesforce - Concurrent FedRAMP		management solution between Genesys and Salesforce. The solution delivers a unified workspace in Service Cloud with enterprise contact center and workforce engagement management (WEM) capabilities from Genesys Cloud CX, making agent and supervisor jobs more seamless.
546	Genesys Cloud – Add On - Genesys Cloud - Native Agent Assist (Voice and Digital) - Unique FedRAMP	GCFR0118	Genesys Agent Assist automatically surfaces relevant Knowledge Articles in real-time to agents during voice and digital interactions to reduce the time and frustration of searching through knowledge bases, improve first contact resolution, and ensure a better overall agent and customer experience.
547	Genesys Cloud – Add On - Genesys Cloud - Native Agent Assist (Voice and Digital) - Concurrent FedRAMP	GCFR0119	Concurrent User Version. Genesys Agent Assist automatically surfaces relevant Knowledge Articles in real-time to agents during voice and digital interactions to reduce the time and frustration of searching through knowledge bases, improve first contact resolution, and ensure a better overall agent and customer experience.
548	Genesys Cloud – Add On - AI Experience Bundle (Digital Only) - Unique FedRAMP	GCFR0120	AI Experience Tokens is a collection of products that bring together multiple artificial intelligence (AI) disciplines into a single offer. Your organization can consume AI Experience tokens as you use Genesys AI products.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
549	Genesys Cloud – Add On - ServiceNow - Unique FedRAMP	GCFR0121	Pay for logged in user. Best for predictable agent staffing at the best available price. The ServiceNow Connector for Genesys Cloud integrates the Genesys Cloud Solution with the ServiceNow application (both classic UI or the new Agent Workspace). Via a simple click contact center agents can access incident management data and hence provide for a more informed service, make more informed decisions, and ultimately increase the productivity of the agent and the satisfaction of the customer.
550	Genesys Cloud – Add On - ServiceNow - Concurrent FedRAMP	GCFR0122	Pay for logged in user. Best for predictable agent staffing at the best available price. The ServiceNow Connector for Genesys Cloud integrates the Genesys Cloud Solution with the ServiceNow application (both classic UI or the new Agent Workspace). Via a simple click contact center agents can access incident management data and hence provide for a more informed service, make more informed decisions, and ultimately increase the productivity of the agent and the satisfaction of the customer.
551	Genesys Cloud – Add On - Enhanced TTS Wavenet Voice - Unique FedRAMP	GCFR0123	Genesys Enhanced TTS Wavenet Voice is a text-to-speech (TTS) feature in Genesys Cloud that converts text into natural-sounding speech

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
552	Genesys Cloud – Add On - Enhanced TTS Standard Voice - Unique FedRAMP	GCFR0124	Genesys Enhanced Text-to-Speech (TTS) Standard Voice is a feature within Genesys Cloud that converts text into natural-sounding language
553	Genesys Cloud – Add On - Custom Basic IVR - Per Minute FedRAMP	GCFR0125	This charge is used for billing customers for IVR Basic consumption.
554	Genesys Cloud – Add On - Dialog Engine - Voice - Unique FedRAMP	GCFR0126	Build native bots within Architect and then integrate them into Architect call, chat, and message flows. This process unifies the bot and flow authoring experience for administrators, flow authors, and contact center managers. Genesys supports third-party TTS engines.
555	Genesys Cloud – Add On - Dialog Engine - Digital - Unique FedRAMP	GCFR0127	Build native bots within Architect and then integrate them into Architect call, chat, and message flows. This process unifies the bot and flow authoring experience for administrators, flow authors, and contact center managers. Genesys supports third-party TTS engines.
556	Genesys Cloud – Add On Overage- Genesys Cloud - Native Agent Assist (Digital Only) - Unique FedRAMP	GCFR0128	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
557	Genesys Cloud – Add On Overage- Genesys Cloud - Native Agent Assist (Digital Only) - Concurrent FedRAMP	GCFR0129	Overage charge is per seat pricing
558	Genesys Cloud – Add On Overage- CX Cloud from Genesys and Salesforce - Unique FedRAMP	GCFR0130	Overage charge is per seat pricing
559	Genesys Cloud – Add On Overage- CX Cloud from Genesys and Salesforce - Concurrent FedRAMP	GCFR0131	Overage charge is per seat pricing
560	Genesys Cloud – Add On Overage- Genesys Cloud - Native Agent Assist (Voice and Digital) - Unique FedRAMP	GCFR0132	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
561	Genesys Cloud – Add On Overage- Genesys Cloud - Native Agent Assist (Voice and Digital) - Concurrent FedRAMP	GCFR0133	Overage charge is per seat pricing
562	Genesys Cloud – Add On Overage- AI Experience Bundle (Digital Only) - Unique FedRAMP	GCFR0134	Overage charge is per seat pricing
563	Genesys Cloud – Add On Overage- ServiceNow – Unique FedRAMP	GCFR0135	Overage charge is per seat pricing
564	Genesys Cloud – Add On Overage- ServiceNow – Concurrent FedRAMP	GCFR0136	Overage charge is per seat pricing
565	Genesys Cloud – Add On Overage- Enhanced TTS Wavenet Voice – Unique FedRAMP	GCFR0137	Overage charge is per seat pricing

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
566	Genesys Cloud – Add On Overage- Enhanced TTS Standard Voice – Unique FedRAMP	GCFR0138	Overage charge is per seat pricing
567	Genesys Cloud – Add On Overage- Custom Basic IVR - Per Minute FedRAMP	GCFR0139	Overage charge is per seat pricing
568	Genesys Cloud – Add On Overage- Dialog Engine - Voice – Unique FedRAMP	GCFR0140	Overage charge is per seat pricing
569	Genesys Cloud – Add On Overage- Dialog Engine - Digital – Unique FedRAMP	GCFR0141	Overage charge is per seat pricing
570	Genesys Cloud Sandbox - BYOC FedRAMP	GCFR0142	Charge is per seat
571	Genesys Cloud - Add On - BYOC Cloud Commitment - Unique FedRAMP	GCFR0143	Overage charge is per seat pricing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
572	Genesys Cloud – Add On Overage- Salesforce - Concurrent FedRAMP	GCFR0144	Overage charge is per seat pricing
573	Genesys Cloud – Add On Overage- Predictive Engagement Events - Unique FedRAMP	GCFR0145	Overage charge is per seat pricing
574	Genesys Cloud – Add On Overage- Skype for Business WebSDK - Unique FedRAMP	GCFR0146	Overage charge is per seat pricing
575	Genesys Cloud – Add On Overage- BYOC Cloud Commitment - Unique FedRAMP	GCFR0147	Overage charge is per seat pricing
576	Genesys Cloud - User - User 1 - Unique-FedRAMP	GCFR0148	Named User. Includes Genesys Cloud Communicate User functionality. Adds contact center functionality such as ACD queuing and routing for calls and callbacks. Predictive/priority/agentless outbound dialing, inbound/outbound blending, script designer, dual-channel call recording, supervisory reporting, and

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>analytics. Adds Ability to sync contacts and accounts from Salesforce into External Contacts.</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>others; Use the Materials to provide services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>
577	Genesys Cloud - User Overage - User 1 - Unique-FedRAMP	GCFR0149	Overage charge is per seat pricing
578	Genesys Cloud - Upgrade - User 1 - Unique - Digital	GCFR0150	Named upgraded user. Must have existing Genesys Cloud User 1 license(s). This part provides access to digital channels: Email, Chat, SMS and Messaging (Web Messaging, 3rd Party Messaging and Open

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	- Upgrade II FedRAMP		Messaging) when combined with a Genesys Cloud User 1 license.
579	Genesys Cloud - Upgrade - User 1 - Unique - WEM - Upgrade II FedRAMP	GCFR0151	Named upgraded user. Must have existing Genesys Cloud User 1 license(s). This part only provides access to WEM functionality available in Genesys Cloud User 3 license. Allows users to participate in or administer advanced workforce engagement capabilities, including screen recording, evaluations, surveys, and workforce management.
580	Genesys Cloud - Upgrade Overage - User 1 - Unique - Digital - Upgrade II FedRAMP	GCFR0152	Overage charge is per seat pricing
581	Genesys Cloud - Upgrade Overage - User 1 - Unique - WEM - Upgrade II FedRAMP	GCFR0153	Overage charge is per seat pricing
582	Genesys Cloud - User - User 2 - Concurrent- FedRAMP	GCFR0154	Concurrent user version of Genesys Cloud CX 2 License. Includes Genesys Cloud CX 1 Features and functionality. Adds omni-channel routing for web messaging, chat, email, SMS/Messaging Services, digital outbound campaigns, customer journey, screen recording, quality evaluations, workforce management manual

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			<p>scheduling, supervisory reporting, and analytics</p> <ul style="list-style-type: none"> <li>• Contractor may use and access the service and Materials solely for Customer's internal business purposes during the Subscription Term.</li> <li>• Customer owns all Customer Data. Customer gives Contractor a limited license to access, process, store, transmit, and use the Customer Data as needed to operate the Cloud Services and meet its obligations. Contractor will not rent or sell Customer Data.</li> <li>• Customer will not, and will not allow others to: Sell, rent, share, or give the Materials to anyone else except as allowed herein; Make copies, translations, or similar products from the Cloud Services, or use the Materials in ways not permitted; Copy, take apart, or reverse engineer any part of the Cloud Services; Use the Materials to compete with Contractor or help someone else do so; Remove or change any ownership notices on the Materials; Do anything that could harm Contractor's rights in the Materials; Break any laws; Use the Cloud Services to harm, harass, or defame anyone, or cause damage; Share results of performance or testing of the Cloud Services with others; Use the Materials to provide</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>services like hosting or outsourcing to others (except Customer's Affiliates and contractors); Send viruses or harmful code; Perform unauthorized security testing; Overload or damage the Cloud Services or interfere with others using them.</p> <ul style="list-style-type: none"> <li>Contractor can suspend the Cloud Services or stop information from being sent if it reasonably believes the law is being broken or if there is an urgent security risk.</li> </ul> <p>Customer Data will stay in the AWS Region chosen by Customer during the Subscription Term. Contractor will not move Customer Data to another AWS Region without Customer's written consent. Customer Data may be accessed outside the chosen AWS Region only to provide the Services, such as for maintenance, support, or troubleshooting, and Contractor must always follow privacy laws. Customer Data will be handled according to all applicable laws.</p>
583	Genesys Cloud - User Overage - User 2 - Concurrent- FedRAMP	GCFR0155	Overage charge is per seat pricing
584	Genesys Cloud - Upgrade - User 2 - Concurrent -	GCFR0156	Concurrent upgraded user. Must have existing Genesys Cloud User 2 license(s). This part only provides access to WEM functionality available in Genesys Cloud User 3 license. Allows users to participate in

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	WEM - Upgrade I FedRAMP		or administer advanced workforce engagement capabilities, including speech & text analytics, gamification, workforce management, customer satisfaction surveys, coaching, development, and feedback modules.
585	Genesys Cloud - Upgrade Overage - User 2 - Concurrent - WEM - Upgrade I FedRAMP	GCFR0157	Overage charge is per seat pricing
586	Additional Universal Ports	NVCC0001	<p>Additional Universal Ports.</p> <ul style="list-style-type: none"> <li>- A universal port is a measure of the maximum number of simultaneous phone calls permitted for an inContact Business Unit.</li> <li>- One universal port supports the ability to handle one voice-related (phone) contact</li> <li>- A universal port can be used for inbound calls (for IVR, ACD, or "pass-through" transfers) or outbound calls (agent-requested dials, dialer / callback / or other system generated dials, or the outbound leg of call transfers)</li> <li>- One universal port is included with each unique logged in agent / supervisor (and with each Concurrent Agent license).</li> </ul> <p>Additional "stand-alone" ports may be required to properly support activities such as ACD queuing, IVR-only implementations (where no unique logged in agents / supervisors have been purchased), or</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			campaign dialing programs (such as predictive dialing) where more the number of simultaneous calls often exceeds the number of unique logged in agents / supervisors.
587	Agent for Salesforce Integrated Softphone	NVCC0002	Agent for Salesforce Integrated Softphone provides a fully integrated browser softphone experience within Salesforce It provides 2-way voice service between an SFDC Agent and the VCC platform
588	Analytics Monthly Recurring - Interaction Analytics - Data Ingest API - per 100K record bucket	NVCC0003	<p>A Data Ingest API for CXone Interaction Analytics customers</p> <ul style="list-style-type: none"> <li>- Billed monthly per every 100K records used with overage charge, per contracted rate, per additional record beyond 100K</li> <li>- Key product features &amp; components: <ul style="list-style-type: none"> <li>- Ability to obtain analytic insights for non-inContact ACD data</li> <li>- Ingest and analyze business data which includes survey data, CRM data, third party email, third party chat data, and more</li> <li>- Conduct all text analytics (sentiment analysis, entity and event detection, categorization) for customer business within the CXone Interaction Analytics application</li> <li>- Additional records beyond 100K are charged as usage per record at contracted rate (on Analytics Usage * Interaction Analytics * Additional Data Ingest Records beyond 100K)</li> <li>- Customers are required to do their own implementation</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
589	Analytics Non-Recurring - Insights - Self Service Analytics Impl - Instance(s)	NVCC0004	Implementation of Insights – Self Service Analytics - Billed as a one-time (non-recurring) charge
590	Analytics Non-Recurring - Insights - Self Service Analytics PS Hours - Hour(s)	NVCC0005	Custom scope required to determine number of PS Hours - Billed as a one-time (non-recurring) charge
591	Analytics Non-Recurring - Interaction Analytics - Additional Language Implementation - Instance(s)	NVCC0006	Implementation of an additional language for CXone Interaction Analytics, CXone QM Advanced/Premium or tenants with BOTH CXone IA & QMA/QMP with a similar design to the English configuration - An initial survey is done to identify Skill ID and Skill name for the additional language - Application is turned up for the additional language, the additional language widget and blank category set (IA only) template for the customer to customize categories for the language - Billed per additional language
592	Analytics Non-Recurring - Interaction Analytics - Advanced Implementation - Instance(s)	NVCC0007	Implementation and setup of CXone Interaction Analytics Advanced. - Billed as a one-time (non-recurring) charge Implementation includes: - Initial survey designed to identify customer's primary business case analytics platform - Application turnup of company profile configuration- Includes Auto-Discovery

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
593	Analytics Non-Recurring - Interaction Analytics - Advanced Level Up Implementation - Instance(s)	NVCC0008	<p>Implementation of CXone Interaction Analytics Advanced for current CXone Interaction Analytics customers who are upgrading to Advanced.</p> <ul style="list-style-type: none"> <li>- Billed as a one-time (non-recurring) charge</li> </ul> <p>Implementation includes:</p> <ul style="list-style-type: none"> <li>- Enables Auto-Discovery</li> </ul>
594	Analytics Non-Recurring - Interaction Analytics - Basic Implementation - Instance(s)	NVCC0009	<p>Omnichannel Analytics</p> <p>A robust speech analytics tool that allows users to search recorded calls for keywords and phrases, provides sentiment analysis, trending, and word clouds</p> <ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest number of users configured to dynamic address books at any one time during the month.</li> <li>- Key product features &amp; components include: <ul style="list-style-type: none"> <li>- Call recording, call playback, and call searching</li> <li>- Call tagging</li> <li>- Custom queries</li> <li>- Sentiment analysis and trend analysis</li> </ul> </li> </ul> <p>Omnichannel Analytics offer a choice of Implementation package, Basic or Advanced:</p> <p>Basic Implementation includes:</p> <ul style="list-style-type: none"> <li>- Remote Build Requirements Session to plan out users, tags, and review initial standard phrases</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>- Implementation includes:</p> <ul style="list-style-type: none"> <li>- 6-10 hours of services</li> <li>-Initial survey designed to identify customer's primary business case analytics platform</li> <li>-Application turnup of company profile configuration</li> <li>- Initial training <ul style="list-style-type: none"> <li>- 2 hours eLearning</li> <li>- 2 hours remote training to create users, tags, and custom phrases</li> </ul> </li> <li>- 1 hour follow up Q&amp;A post go live</li> </ul> <p>Advanced Implementation also includes:</p> <ul style="list-style-type: none"> <li>- Application turnup of company profile configuration- Includes Auto-Discovery</li> </ul>
595	Analytics Non-Recurring - Interaction Analytics - Omnichannel Interaction Analytics - Pro Services - Customer Success Program - Instance(s)	NVCC0010	<p>Omnichannel Interaction Analytics - Pro Services - Customer Success Program provides remote, structured Product &amp; Practice Expert (PPE) assistance with categorization, company profile, dashboards, and other customizations designed to support the customer's defined business case for use of Omnichannel Interaction Analytics. The program is engaged 30 days after completion of Omnichannel Interaction Analytics training to allow clients exposure and experience with the analytics tool.</p> <p>The Customer Success Program includes:</p> <ul style="list-style-type: none"> <li>- Up to 12 hours of remote PPE support</li> <li>- 4 hours of Q&amp;A with PPE</li> </ul>

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			<ul style="list-style-type: none"> <li>- 1 hour per month Customer Success check-in session with PPE for first three months - post engagement</li> <li>- Additional PPE days are available at cost</li> </ul>
596	Analytics Non-Recurring - Interaction Analytics - Premium Implementation - Instance(s)	NVCC0011	<p>Implementation and setup of CXone Interaction Analytics Advanced.</p> <ul style="list-style-type: none"> <li>- Billed as a one-time (non-recurring) charge</li> </ul> <p>Implementation includes:</p> <ul style="list-style-type: none"> <li>- Initial survey designed to identify customer's primary business case analytics platform</li> <li>- Application turnup of company profile configuration- Includes Auto-Discovery- Includes Enlighten</li> </ul>
597	Analytics Non-Recurring - Interaction Analytics - Premium Level Up Implementation - Instance(s)	NVCC0012	<p>Implementation of CXone Interaction Analytics Advanced for current CXone Interaction Analytics or CXone Interaction Analytics Advanced customers who are upgrading to Premium.</p> <ul style="list-style-type: none"> <li>- Billed as a one-time (non-recurring) charge</li> </ul> <p>Implementation includes:</p> <ul style="list-style-type: none"> <li>- Enables Auto-Discovery</li> <li>- Enables Enlighten</li> </ul>
598	Analytics Non-Recurring - NEVA - Analytics Setup - Instance(s)	NVCC0013	<p>Analytics Non-Recurring * NEVA * Setup</p> <p>Cloud Base install includes the APA software configuration for both a single Prod environment and a single Lab environment, plus ITP and supporting customer go-live on Prod.</p> <ul style="list-style-type: none"> <li>- The configuration and testing include all clusters, as well as a single user import and client SW rollout support</li> </ul>

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			- Billed as a one-time (non-recurring) charge
599	Analytics Non-Recurring - NEVA - Disc Dir Delivery - Routine Find - Instance(s)	NVCC0014	Analytics Non-Recurring * NEVA * Disc Dir Delivery - Routine Find Fact finding workshops, data analysis, routine discovery and F&R readout, including Customer BA shadowing, Administrator and Business Analyst online Dojo trainings (if enablement is in scope). - Billed as a one-time (non-recurring) charge
600	Analytics Non-Recurring - NEVA - Setup - Instance(s)	NVCC0015	Analytics Non-Recurring * NEVA * Setup Cloud Base install includes the APA software configuration for both a single Prod environment and a single Lab environment, plus ITP and supporting customer go-live on Prod. - The configuration and testing include all clusters, as well as a single user import and client SW rollout support - Billed as a one-time (non-recurring) charge
601	Analytics Non-Recurring - NEVA - SM Automation Cntr of Excellence - Instance(s)	NVCC0016	Analytics Non-Recurring * NEVA * Sm Automation Cntr of Excellence Center of Excellence (CoE) is a team, a shared facility or an entity that provides leadership, governance, best practices, research, support and/or training for a focus area – in this case - Automation Solutions. - NICE will provide the Customer with consultancy, training coaching and support to establish such team,

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			<p>going through a coached delivery of a production level automation and achieving self-sufficiency</p> <ul style="list-style-type: none"> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
602	<p>Analytics Non-Recurring - NEVA - Solution Development (per day) - Instance(s)</p>	NVCC0017	<p>Analytics Non-Recurring * NEVA * Solution Development (per day)</p> <p>Development and delivery of the automation/guidance solution that includes project management, business analyst, developer, etc. based on an agreed scope (e.g., number of automations, number of triggers, number of applications to integrate with, number of callouts, etc.).</p> <ul style="list-style-type: none"> <li>- The number of Solution Delivery packages required is based on the effort estimation by NICE services per the defined scope.</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
603	<p>Analytics Usage - Insights - Self Service Analytics - Concurrent User(s)</p>	NVCC0018	<p>Out of Box IVR visualizations and metrics for specific IVR paths defined in IVR Studio.</p> <ul style="list-style-type: none"> <li>- Out of Box IVR Visualizations and Metrics for up to 10 IVR paths.</li> <li>- Rank performance of IVR paths using metrics such as abandonment rates and time between paths</li> <li>- Visualize the IVR paths including where abandonments or transfer to agents most frequently occur</li> <li>- Concurrent Users are billed based on the highest number of users logged into the platform at any one time during the month.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
604	Analytics Usage - Insights - Self Service Analytics - Configured User(s)	NVCC0019	<p>Out of Box IVR visualizations and metrics for specific IVR paths defined in IVR Studio.</p> <ul style="list-style-type: none"> <li>- Out of Box IVR Visualizations and Metrics for up to 10 IVR paths.</li> <li>- Rank performance of IVR paths using metrics such as abandonment rates and time between paths</li> <li>- Visualize the IVR paths including where abandonments or transfer to agents most frequently occur</li> <li>- Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month.</li> </ul>
605	Analytics Usage - Insights - Self Service Analytics Events - 1M Events	NVCC0020	Analytics Usage - Insights - Self Service Analytics Events - 1M Events
606	Analytics Usage - Interaction Analytics - Additional Data Ingest Records beyond 100K - Record(s)	NVCC0021	Analytics Usage - Interaction Analytics - Additional Data Ingest Records beyond 100K - Record(s)
607	Analytics Usage - Interaction Analytics - Additional Extended Analysis Records beyond 500K - Record(s)	NVCC0022	Analytics Usage - Interaction Analytics - Additional Extended Analysis Records beyond 500K - Record(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
608	Analytics Usage - Interaction Analytics - Advanced - Configured User(s)	NVCC0023	<p>Analytics Usage * Interaction Analytics * Advanced (per Configured User) is A robust text analytics tool that automatically analyzes every voice, chat, and email interaction and gives customers detailed, quantifiable, actionable insights with Auto Discovery capabilities.</p> <ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest daily count of active users with custom attribute "can be analyzed" enabled.</li> </ul> <p>Available for the following languages:</p> <ul style="list-style-type: none"> <li>- English, International English, European French, Canadian French, Latin American Spanish, European Spanish, Brazilian Portuguese, German, Dutch</li> <li>- Note: availability of certain out-of-the-box features may vary by language.</li> </ul> <p>Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- CXone Enlighten CSAT Agent Behavior use case must be purchased separately.</li> <li>- Automatic analysis of every voice, email, and chat interaction</li> <li>- Automatic topic, category and trend discovery</li> <li>- Sentiment analysis</li> <li>- Integrated WAV Player and 100% call transcription</li> <li>- Keyword, phrase, and entity search</li> <li>- Powerful filtering capabilities</li> <li>- Multi-tenant, scalable cloud platform</li> <li>- Fully integrated with the CXone platform and SSO</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Additional features:</p> <ul style="list-style-type: none"> <li>- Auto Discovery is an AI driven application used with CXone Interaction Analytics that automatically organizes calls into suggested topics, identifies those topics that are not part of the CXone Interaction Analytics category library catalog and identifies anomalies within the topics. Phrases from the topics can be saved as new categories or used to update existing categories in Interaction Analytics for tracking.</li> <li>- Enlighten CSAT behavioral models can be viewed in Interaction Analytics with visualizations of how each agent scores for each behavior and overall score metrics. Customers will also have the benefit of combining the metrics data with the ability to filter using IA filters on top of their behavioral data, either at the widget level or dashboard level. The 9 behavioral metrics will also be included as part of the IA filters. CSAT use case must be purchased separately.</li> <li>- Enlighten Sales Effectiveness models can be viewed in Interaction Analytics with visualizations of how each agent scores for each sales behavior and overall metrics. Customers will also have the benefit of combining the metrics data with the ability to filter using IA filters on top of their sales effectiveness data, either at the widget level or dashboard level. The 10 sales behavioral metrics will also be included as</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>part of the IA filters. Sales Effectiveness use case must be purchased separately.</p> <ul style="list-style-type: none"> <li>- Enhance the Analytics program with AutoSummary enabled features includes Primary intent, main actions and outcomes</li> </ul> <p>Note: Auto Discovery, Enlighten models, and AutoSummary support English and International English only. AutoSummary supports voice only.</p>
609	Analytics Usage - Interaction Analytics - Advanced Level Up - Configured User(s)	NVCC0024	<p>Analytics Usage * Interaction Analytics * Advanced Level Up (per Configured User) is a level up from CXone Interaction Analytics to CXone Interaction Analytics Advanced.</p> <p>A robust text analytics tool that automatically analyzes every voice, chat, and email interaction and gives customers detailed, quantifiable, actionable insights with Auto Discovery capabilities.</p> <ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest daily count of active users with custom attribute "can be analyzed" enabled.</li> </ul> <p>Available for the following languages:</p> <ul style="list-style-type: none"> <li>- English, International English, European French, Canadian French, Latin American Spanish, European Spanish, Brazilian Portuguese, German, Dutch</li> <li>- Note: availability of certain out-of-the-box features may vary by language.</li> </ul> <p>Key product features &amp; components:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- CXone Enlighten CSAT Agent Behavior use case must be purchased separately.</li> <li>- Automatic analysis of every voice, email, and chat interaction</li> <li>- Automatic topic, category and trend discovery</li> <li>- Sentiment analysis</li> <li>- Integrated WAV Player and 100% call transcription</li> <li>- Keyword, phrase, and entity search</li> <li>- Powerful filtering capabilities</li> <li>- Multi-tenant, scalable cloud platform</li> <li>- Fully integrated with the CXone platform and SSO</li> </ul> <p>Additions features:</p> <ul style="list-style-type: none"> <li>- Auto Discovery is an AI driven application used with CXone Interaction Analytics that automatically organizes calls into suggested topics, identifies those topics that are not part of the CXone Interaction Analytics category library catalog and identifies anomalies within the topics. Phrases from the topics can be saved as new categories or used to update existing categories in Interaction Analytics for tracking.</li> <li>- Enlighten CSAT behavioral models can be viewed in Interaction Analytics with visualizations of how each agent scores for each behavior and overall score metrics. Customers will also have the benefit of combining the metrics data with the ability to filter using IA filters on top of their behavioral data, either at the widget level</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>or dashboard level. The 9 behavioral metrics will also be included as part of the IA filters. CSAT use case must be purchased separately.</p> <ul style="list-style-type: none"> <li>- Enlighten Sales Effectiveness models can be viewed in Interaction Analytics with visualizations of how each agent scores for each sales behavior and overall metrics. Customers will also have the benefit of combining the metrics data with the ability to filter using IA filters on top of their sales effectiveness data, either at the widget level or dashboard level. The 10 sales behavioral metrics will also be included as part of the IA filters. Sales Effectiveness use case must be purchased separately.</li> <li>- Enhance the Analytics program with AutoSummary enabled features includes Primary intent, main actions and outcomes</li> </ul> <p>Note: Auto Discovery, Enlighten models, and AutoSummary support English and International English only. AutoSummary supports voice only.</p>
610	Analytics Usage - Interaction Analytics - Multilingual - Configured User(s)	NVCC0025	Analytics Usage - Interaction Analytics - Multilingual - Configured User(s)
611	Analytics Usage - Interaction Analytics - Omnichannel -	NVCC0026	<p>Analytics Usage * Interaction Analytics * Omnichannel (per Configured User)</p> <p>A robust text analytics tool that automatically analyzes every voice, chat,</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Configured User(s)		<p>and email interaction and gives customers detailed, quantifiable, actionable insights with Auto Discovery capabilities.</p> <ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest daily count of active users with custom attribute "can be analyzed" enabled.</li> </ul> <p>Available for the following languages:</p> <ul style="list-style-type: none"> <li>- English, International English, European French, Canadian French, Latin American Spanish, European Spanish, Brazilian Portuguese, German, Dutch</li> <li>- Note: availability of certain out-of-the-box features may vary by language.</li> </ul> <p>Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- CXone Enlighten CSAT Agent Behavior use case must be purchased separately.</li> <li>- Automatic analysis of every voice, email, and chat interaction</li> <li>- Automatic topic, category and trend discovery</li> <li>- Sentiment analysis</li> <li>- Integrated WAV Player and 100% call transcription</li> <li>- Keyword, phrase, and entity search</li> <li>- Powerful filtering capabilities</li> <li>- Multi-tenant, scalable cloud platform</li> <li>- Fully integrated with the CXone platform and SSO</li> </ul> <p>Note: AutoSummary is available in English and International English Only. Available for voice only.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
612	Analytics Usage - Interaction Analytics - Premium - Configured User(s)	NVCC0027	<p>Analytics Usage * Interaction Analytics * Premium (per Configured User) is A robust text analytics tool that automatically analyzes every voice, chat, and email interaction and gives customers detailed, quantifiable, actionable insights with Auto Discovery capabilities.</p> <ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest daily count of active users with custom attribute "can be analyzed" enabled.</li> </ul> <p>Available for the following languages:</p> <ul style="list-style-type: none"> <li>- English, International English, European French, Canadian French, Latin American Spanish, European Spanish, Brazilian Portuguese, German, Dutch</li> <li>- Note: availability of certain out-of-the-box features may vary by language.</li> </ul> <p>Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- CXone Enlighten CSAT Agent Behavior use case must be purchased separately.</li> <li>- Automatic analysis of every voice, email, and chat interaction</li> <li>- Automatic topic, category and trend discovery</li> <li>- Sentiment analysis</li> <li>- Integrated WAV Player and 100% call transcription</li> <li>- Keyword, phrase, and entity search</li> <li>- Powerful filtering capabilities</li> <li>- Multi-tenant, scalable cloud platform</li> <li>- Fully integrated with the CXone platform and SSO</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
613	Analytics Usage - Interaction Analytics - Premium Level Up - Configured User(s)	NVCC0028	<p>Analytics Usage * Interaction Analytics * Premium Level Up (per Configured User) is a Level-Up from CXone Interaction Analytics to CXone Interaction Analytics Premium.</p> <p>A robust text analytics tool that automatically analyzes every voice, chat, and email interaction and gives customers detailed, quantifiable, actionable insights with Auto Discovery capabilities.</p> <ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest daily count of active users with custom attribute "can be analyzed" enabled.</li> </ul> <p>Available for the following languages:</p> <ul style="list-style-type: none"> <li>- English, International English, European French, Canadian French, Latin American Spanish, European Spanish, Brazilian Portuguese, German, Dutch</li> <li>- Note: availability of certain out-of-the-box features may vary by language.</li> </ul> <p>Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- CXone Enlighten CSAT Agent Behavior use case must be purchased separately.</li> <li>- Automatic analysis of every voice, email, and chat interaction</li> <li>- Automatic topic, category and trend discovery</li> <li>- Sentiment analysis</li> <li>- Integrated WAV Player and 100% call transcription</li> <li>- Keyword, phrase, and entity search</li> <li>- Powerful filtering capabilities</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Multi-tenant, scalable cloud platform</li> <li>- Fully integrated with the CXone platform and SSO</li>   <li>- Premium package includes all features in Advanced package.</li> </ul>
614	Analytics Usage - NEVA - Data Collection - Configured User(s)	NVCC0029	<p>Analytics Usage * NEVA * Data Collection (Per Configured User). Desktop Analytics data for revealing automation opportunities and productivity gaps.</p> <ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest monthly count of active users</li> </ul> <p>Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- Smart and rich collection of desktop data and user actions</li> <li>- PII protection configuration</li> </ul>
615	Analytics Usage - NEVA - Discover - Configured User(s)	NVCC0030	<p>Analytics Usage * NEVA * Discover (Per Configured User) is an AI based analytics product for revealing automation opportunities and productivity gaps.</p> <ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest monthly count of active users</li> </ul> <p>Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- Smart and rich collection of desktop data and user actions</li> <li>- PII protection configuration</li> <li>- ML algorithms for discovery</li> <li>- Easy to use process modeling interface for providing feedback to train the AI model</li> <li>- Analytics dashboards</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
616	Analytics Usage - NEVA - For Compliance - Configured User(s)	NVCC0031	<p>Analytics Usage * NEVA * For Compliance (Per Configured User) is A solution to help organizations to enforce compliance and ensure adherence to regulations.</p> <ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest monthly count of active users</li> </ul> <p>Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- Web based drag &amp; drop based authoring tool for building automations and guidance processes</li> <li>- Pre-built packages for automation and guidance of compliance related use cases. E.g., PCI compliance, adherence to regulations (GDPR), etc.</li> </ul>
617	Auto Attendant - Lite (Per Implementation)	NVCC0032	<p>Auto Attendant provides corporate directory management features and is a self-service call management solution for contact center agents and non-agent end-users.</p> <ul style="list-style-type: none"> <li>- Key Features include:</li> <li>- Seamless integration with the inContact ACD <ul style="list-style-type: none"> <li>- Transfer inbound callers without live intervention</li> <li>- Dial-by-name, Dial-by-extension, DNIS or company directory</li> <li>- Bulk upload</li> <li>- Auditing and logging of user and system events</li> <li>- Enhanced website access security</li> <li>- Automatic extension assignment</li> <li>- Out-of-office/unavailable call routing</li> </ul> </li> </ul> <p>NOTE: This application is subject to the following limitations</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- It bears the "inContact" brand. It cannot be co-branded or branded.</li> <li>- It is available only in English.</li> <li>- Billed based on the peak number of active users that log in to Auto Attendant during the month.</li> </ul>
618	Auto Attendant - Lite Per User	NVCC0033	Auto Attendant - Lite Per User
619	Automated Speech Recognition Action Bundle	NVCC0034	Implementation of Automated Speech Recognition includes the setup of up to 10 ASR functions within customer IVR scripting.
620	Automated Speech Recognition Minutes	NVCC0035	<p>Automated Speech Recognition Minutes.</p> <ul style="list-style-type: none"> <li>- inContact support directed-dialog ASR, meaning it accepts verbal input from a caller, converts the audio to a digital format, and then looks for a matching pattern based a defined list of acceptable responses.</li> <li>- A variety of common commands are natively supported (e.g., "yes/no, date, time, currency, numbers, and digits).</li> <li>- Users can also define custom lists of words against which spoken utterances are compared.</li> <li>- Billing is usage based and billed in six (6) second increments.</li> </ul>
621	Customized Call Handling	NVCC0036	Customized Call Handling is the Implementation of a Professional Services solution that allows agents to put an existing call on hold to handle an urgent (priority) call from the queue.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>- Billed as a one-time (non-recurring) charge</p> <p>Implementation includes:</p> <ul style="list-style-type: none"> <li>- Priority calls can be determined based on IVR selection, caller ID or dialed number.</li> <li>- The agent receives a message that there is an urgent call-in queue. The agent can hold the existing call and be routed the urgent call.</li> <li>- Once the urgent call is completed, agents can retrieve the held call from their personal queue or be routed the next highest priority call (depending on routing rules).</li> <li>- This does not include the ability to handle multiple voice calls simultaneously.</li> </ul>
622	CXone Messaging Monthly Recurring - Digital - Application - Instance(s)	NVCC0037	A monthly application license fee (per Business Unit) for CXone Messaging Inbound SMS
623	CXone Messaging Monthly Recurring - Digital - Per Add'l Twitter Account - Instance(s)	NVCC0038	CXone Messaging Monthly Recurring charges provide for the following: CXone Messaging Additional Account for Twitter
624	CXone Messaging Monthly	NVCC0039	CXone Messaging Monthly Recurring charges provide for the following:

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
	Recurring - Digital - Per Add'l WhatsApp Number - Instance(s)		CXone Messaging Additional Account for WhatsApp
625	CXone Messaging Non-Recurring - Apple Apps Review Implementation - Digital - Instance(s)	NVCC0040	Apple Apps Review Implementation for up to 5 Apple Apps Review for Reviews/comments
626	CXone Messaging Non-Recurring - Apple Business Chat Implementation - Digital - Instance(s)	NVCC0041	Apple Business Chat Implementation for up to 5 Apple Business Chat accounts for Messages
627	CXone Messaging Non-Recurring - BYOC Implementation - Digital - Instance(s)	NVCC0042	BYOC Implementation enables a customer to integrate and configure their own channel(s)
628	CXone Messaging Non-Recurring - Chat Implementation - Digital - Instance(s)	NVCC0043	Chat Implementation for up to 5 Digital First Chat Channels for standard live-chat and asynchronous messaging

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
629	CXone Messaging Non-Recurring - Email Implementation - Digital - Instance(s)	NVCC0044	Email Implementation for up to 5 Digital First Email accounts for email messages and their attachments
630	CXone Messaging Non-Recurring - Facebook Implementation - Digital - Instance(s)	NVCC0045	Facebook Implementation for up to 5 Facebook Pages for Facebook Messenger and Facebook Public Posts
631	CXone Messaging Non-Recurring - Google Places Implementation - Digital - Instance(s)	NVCC0046	Google Places Implementation for up to 5 Google Places for Reviews/comments
632	CXone Messaging Non-Recurring - Google Play Implementation - Digital - Instance(s)	NVCC0047	Google Play Implementation for up to 5 Google Plays for Reviews/comments
633	CXone Messaging Non-Recurring - Instagram Implementation -	NVCC0048	Instagram Implementation for up to 5 Instagram accounts for Public posts/comments

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Digital - Instance(s)		
634	CXone Messaging Non-Recurring - Line Implementation - Digital - Instance(s)	NVCC0049	Line Implementation for up to 5 Line accounts for Messaging
635	CXone Messaging Non-Recurring - LinkedIn Implementation - Digital - Instance(s)	NVCC0050	LinkedIn Implementation for up to 5 LinkedIn Pages for Direct Messages, Likes/comments
636	CXone Messaging Non-Recurring - Telegram Implementation - Digital - Instance(s)	NVCC0051	Telegram Implementation for up to 5 Telegram accounts for Direct Messages
637	CXone Messaging Non-Recurring - Twitter Implementation - Digital - Instance(s)	NVCC0052	Twitter Implementation for 1 Twitter account for Twitter Message and Twitter Public Posts

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
638	CXone Messaging Non-Recurring - WhatsApp Implementation - Digital - Instance(s)	NVCC0053	WhatsApp Implementation for 1 WhatsApp number for Messages
639	CXone Messaging Non-Recurring - YouTube Implementation - Digital - Instance(s)	NVCC0054	YouTube Implementation for up to 5 YouTube Channels for Comments
640	CXone Messaging Usage - Digital - Add-on User - Configured User(s)	NVCC0055	<p>CXone Messaging Usage - Digital - Add-on User enables one configured Digital Agent w/ Channels (no Phone/Voice).</p> <p>Users are billed based on the highest number of active users' setup/Enabled with Digital capability on the platform at any one time during the month.</p> <ul style="list-style-type: none"> <li>- Users include Agents, Supervisors, Managers, Administrators or any other users.</li> <li>- Applies to Live Agents only – no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns</li> <li>- Unlimited Digital Channels include: <ul style="list-style-type: none"> <li>- CXone Chat, CXone Email, Digital First Chat, Digital First Email, Apple Apps Review, Apple Business Chat, Facebook,</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Google Business Messenger, Google Places, Google Play, Instagram, Line, LinkedIn, Telegram, Twitter, WhatsApp, YouTube, and BYOC Channel Limited Digital Channels include: - Twitter (1 account) - WhatsApp (1 number) SMS Channel: - The right to use SMS is included in the CXone Messaging SMS options, but SMS Codes (long, short, toll free) and the associated message rates vary by country and are sold separately. - Channels are subject to regional availability. - See product specific terms for channel specific restrictions. - Fair use policy: Not to exceed 50,000 messages, per agent, per month. Messages are defined as those routed by the system or subsequent responses by the agent.</p>
641	CXone Messaging Usage - Digital - Add-on User ICB Email-Chat - Configured User(s)	NVCC0056	CXone Messaging Usage - Digital - Add-on User ICB Email-Chat -
642	CXone Pro WFO Monthly Recurring - WFM Pro - Workforce Management	NVCC0057	CXone Pro WFO Monthly Recurring - WFM Pro - Workforce Management SME Package - Instance(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	SME Package - Instance(s)		
643	CXone Pro WFO Non-Recurring - QM Pro - Audio Recording Implementation - Instance(s)	NVCC0058	<p>CXone Pro Audio Recording</p> <ul style="list-style-type: none"> <li>- Provides audio recording, encryption, as well as search and playback of recorded interactions</li> <li>- Configured Users are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the month</li> <li>- Key product features &amp; components: <ul style="list-style-type: none"> <li>- Audio Recording (total or %-based)</li> <li>- Search</li> <li>- Playback</li> <li>- Encryption</li> </ul> </li> </ul> <p>Implementation and setup of CXone Pro Audio Recording</p> <ul style="list-style-type: none"> <li>- Billed as a one-time (non-recurring) charge</li> <li>- Implementation includes: <ul style="list-style-type: none"> <li>- Implementation manager who oversees the project from start to finish</li> <li>- Business requirements session and documentation</li> <li>- Initial System Configuration</li> <li>- Setup of call recording based on business needs</li> <li>- Application Overview</li> <li>- User acceptance testing</li> <li>- Go live support</li> <li>- 2 weeks of Post Go Live Support</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
644	CXone Pro WFO Non-Recurring - QM Pro - Quality Management Advanced Implementation - Instance(s)	NVCC0059	Implementation of CXone Quality Management Analytics - Billed as a one-time (non-recurring) charge - Implementation includes: - 1 hour of initial configuration - 4 hours of custom work designing categorization tailored to the customer's specific Quality Management concerns
645	CXone Pro WFO Non-Recurring - QM Pro - Quality Management Advanced Level Up Implementation - Instance(s)	NVCC0060	Implementation of CXone Quality Management Analytics for current CXone Quality Management customers who are upgrading from CXone Quality Management to CXone Quality Management Analytics - Billed as a one-time (non-recurring) charge - Implementation includes: - 1 hour of initial configuration - 4 hours of custom work designing categorization tailored to the customer's specific Quality Management concerns
646	CXone Pro WFO Non-Recurring - QM Pro - Quality Management Implementation - Instance(s)	NVCC0061	CXone Pro WFO Non-Recurring * QM Pro * Quality Management Implementation and setup of CXone Quality Management and CXone Audio Recording - Billed as a one-time (non-recurring) charge - Implementation includes: - Implementation manager who oversees the project from start to finish - Business requirements session and documentation - Initial System Configuration

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- User acceptance testing</li> <li>- Go live support</li> <li>- 2 weeks of Post Go Live Support</li> </ul>
647	CXone Pro WFO Non-Recurring - QM Pro - Quality Management Premium Implementation - Instance(s)	NVCC0062	<p>Implementation and setup of CXone Quality Management Premium- Billed as a one-time (non-recurring) charge</p> <p>Implementation includes:</p> <ul style="list-style-type: none"> <li>- Implementation manager who oversees the project from start to finish</li> <li>- Business requirements session and documentation- Initial System Configuration</li> <li>-Up to 4 hours of custom work designing categorization tailored to the customer's specific Quality Management concerns</li> <li>- Enablement of Enlighten &amp; Reporting- Go live support- 2 weeks of Post Go Live Support</li> </ul>
648	CXone Pro WFO Non-Recurring - QM Pro - Quality Management Premium Level Up Implementation - Instance(s)	NVCC0063	<p>Implementation of CXone Quality Management Premium for current CXone Quality Management or CXone Quality Management Advanced customers who are upgrading to Premium</p> <ul style="list-style-type: none"> <li>- Billed as a one-time (non-recurring) charge</li> </ul> <p>Implementation includes:</p> <ul style="list-style-type: none"> <li>- 1 hour of initial configuration</li> <li>- Enablement of Enlighten &amp; Reporting</li> <li>- If upgrading from Quality Management</li> <li>- 4 hours of custom work designing categorization tailored to the customer's specific Quality Management concerns</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
649	CXone Pro WFO Non-Recurring - WFM Pro - Workforce Management Advanced Implementation - Instance(s)	NVCC0064	<p>Implementation and setup of CXone WFM</p> <ul style="list-style-type: none"> <li>- Billed as a one-time (non-recurring) charge</li> </ul> <p>Implementation includes:</p> <ul style="list-style-type: none"> <li>- Implementation manager who oversees the project from start to finish</li> <li>- Business requirements session and documentation</li> <li>- Initial System Configuration</li> <li>- User acceptance testing</li> <li>- Additional web-based training included</li> <li>- Auto-approval for time off requests based on requirements on the interval-level</li> <li>- Go-Live support</li> <li>- 2 weeks post Go-Live support</li> </ul>
650	CXone Pro WFO Non-Recurring - WFM Pro - Workforce Management Advanced Level Up Implementation - Instance(s)	NVCC0065	<p>Includes enablement of the following on when upgrading from CXone WFM to CXone WFM Advanced</p> <ul style="list-style-type: none"> <li>- Auto-approval for time off requests based on requirements on the interval-level</li> </ul>
651	CXone Pro WFO Non-Recurring - WFM Pro - Workforce Management Implementation - Instance(s)	NVCC0066	<p>CXone Pro Workforce Management</p> <ul style="list-style-type: none"> <li>- Provides forecasting, scheduling, and schedule adherence management. Intended for customers who need to generate forecasts for call volume only and generate the necessary agent schedules to handle the forecasted volume.</li> <li>- Configured Users are billed based on the highest number of active users set up on</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>the platform at any one time during the month. This includes Admin users.</p> <ul style="list-style-type: none"> <li>- Key product features &amp; components:               <ul style="list-style-type: none"> <li>- Forecasting and Scheduling</li> <li>- Intraday Management</li> <li>- Shift Bidding</li> <li>- Time Off Management</li> <li>- Reporting: Standard and Ad-Hoc</li> </ul> </li> </ul> <p>Implementation and setup of CXone WFM</p> <ul style="list-style-type: none"> <li>- Billed as a one-time (non-recurring) charge</li> <li>- Implementation includes:               <ul style="list-style-type: none"> <li>- Implementation manager who oversees the project from start to finish</li> <li>- Business requirements session and documentation</li> <li>- Initial System Configuration</li> <li>- User acceptance testing</li> <li>- Additional web-based training included</li> <li>- Go live support</li> <li>- 2 weeks of Post Go Live Support</li> </ul> </li> </ul> <p>Note: This requires the use of User Hub. User Hub is not an orderable feature, but an interface requirement which will not impact cost.</p> <p>Please review the requirements for use of User Hub on Insite</p> <p>NOTE: You must also order: CXone Pro Workforce Management Pro Training</p>
652	CXone Pro WFO Usage - QM Pro - Analytics Add-on	NVCC0067	'CXone Pro WFO Usage * QM Pro * Analytics Add-on for Packages with QM (per Concurrent User)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	for Packages with QM - Concurrent User(s)		<p>Level Up from CXone Quality Management to CXone Quality Management Advanced. Concurrent Users are billed based on the highest number of users logged into the platform at any one time during the month.</p> <p>Key product features &amp; components include:</p> <ul style="list-style-type: none"> <li>- Available for the following languages: English, International English, European French, Canadian French, Latin American Spanish, Brazilian Portuguese, German</li> <li>- Category Manager for creating your own categories</li> <li>- Out of the Box Categories available. Note: availability of certain out-of-the-box features may vary by language.</li> <li>- Quality Planner including advanced sampling using analytics categories</li> <li>- Top Categories Widget and Category Trend Widget</li> <li>- Search includes analytics categories</li> <li>- Player tags</li> <li>- Standard QM features: Form Designer/Evaluations/Calibration/Dispute processes</li> <li>- Coaching and Dashboards</li> <li>- Fully integrated with the CXone platform and SSO</li> </ul>
653	CXone Pro WFO Usage - QM Pro - Analytics Add-on for Packages with QM -	NVCC0068	CXone Pro WFO Usage provides for the variable consumption charges for CXone Pro WorkForce Optimization (WFM/QM) related features.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Configured User(s)		<p>This feature includes Analytics Add-on for Packages with QM. -- Level Up from CXone Quality Management to CXone Quality Management Advanced.</p> <ul style="list-style-type: none"> <li>- Analytics Add-on for Packages with QM provides the ability for existing CXonePro QM customers to add the QM Pro Analytics capabilities for an incremental charge on top of               <ul style="list-style-type: none"> <li>their existing QM user charge.</li> </ul> </li> <li>- Count of Analytics add-on users will match the count of billed QMPro users</li> <li>- Configured Users are billed based on the highest number of active user IDs enabled for "can be evaluated/coached" at any one time during the month.</li> <li>- Key product features &amp; components include:               <ul style="list-style-type: none"> <li>- Manager for creating your own categories</li> <li>- Out of the Box Categories available</li> <li>- Quality Planner including advanced sampling using analytics categories</li> <li>- Top Categories Widget and Category Trend Widget</li> <li>- Search includes analytics categories</li> <li>- Player tags</li> <li>- Form Designer/Evaluations/Calibration/Dispute processes</li> <li>- Coaching and Dashboards</li> </ul> </li> </ul>
654	CXone Pro WFO Usage - QM Pro - Audio Rec	NVCC0069	CXone Pro WFO Usage * QM Pro * Analytics Add-on for Packages with QM (per Concurrent User) is a "Level Up" from CXone

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Advanced Level Up - Concurrent User(s)		<p>Quality Management to CXone Quality Management Advanced.</p> <ul style="list-style-type: none"> <li>- Concurrent Users are billed based on the highest number of users logged into the platform at any one time during the month.</li> </ul> <p>Key product features &amp; components include:</p> <ul style="list-style-type: none"> <li>- Available for the following languages: English, International English, European French, Canadian French, Latin American Spanish, Brazilian Portuguese, German</li> <li>- Category Manager for creating your own categories</li> <li>- Out of the Box Categories available. Note: availability of certain out-of-the-box features may vary by language.</li> <li>- Quality Planner including advanced sampling using analytics categories</li> <li>- Top Categories Widget and Category Trend Widget</li> <li>- Search includes analytics categories</li> <li>- Player tags</li> <li>- Standard QM features: Form Designer/Evaluations/Calibration/Dispute processes</li> <li>- Coaching and Dashboards</li> <li>- Fully integrated with the CXone platform and SSO</li> </ul>
655	CXone Pro WFO Usage - QM Pro - Audio Rec Advanced Level Up - Configured User(s)	NVCC0070	<ul style="list-style-type: none"> <li>- Provides audio recording, encryption, as well as search and playback of recorded interactions.</li> <li>- Configured Users are billed based on the highest number of active users set up on</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>the platform, associated with this product item, at any one time during the month.</p> <ul style="list-style-type: none"> <li>- Key product features &amp; components:               <ul style="list-style-type: none"> <li>- Audio Recording (total or %-based)</li> <li>- Search</li> <li>- Playback</li> <li>- Encryption</li> </ul> </li> </ul>
656	CXone Pro WFO Usage - QM Pro - Audio Recording Advanced - Configured User(s)	NVCC0071	<ul style="list-style-type: none"> <li>- Provides audio recording, encryption, as well as search and playback of recorded interactions.</li> <li>- Configured Users are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the month.</li> <li>- Key product features &amp; components:               <ul style="list-style-type: none"> <li>- Audio Recording (total or %-based)</li> <li>- Search</li> <li>- Playback</li> <li>- Encryption</li> </ul> </li> </ul>
657	CXone Pro WFO Usage - QM Pro - Quality Management - Configured User(s)	NVCC0072	<ul style="list-style-type: none"> <li>- Identify the right agents and interactions for evaluation as well as capture feedback and share across peers and groups.</li> <li>- Configured Users are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the month.</li> <li>- Key product features:               <ul style="list-style-type: none"> <li>- Form Designer</li> <li>- Evaluation</li> <li>- Calibration</li> <li>- Dispute</li> <li>- Coaching</li> <li>- Dashboards</li> <li>- Quality Planner</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
658	CXone Pro WFO Usage - QM Pro - Quality Management Advanced - Configured User(s)	NVCC0073	<p>Combining the power of QM and Analytics to analyze and categorize 100% of interactions for all voice and text channels</p> <ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest number of active user IDs enabled for "can be evaluated/coached" at any one time during the month.</li> <li>- Key product features &amp; components include: <ul style="list-style-type: none"> <li>- Category Manager for creating your own categories</li> <li>- Out of the Box Categories available</li> <li>- Quality Planner including advanced sampling using analytics categories</li> <li>- Top Categories Widget and Category Trend Widget</li> <li>- Search includes analytics categories</li> <li>- Player tags</li> <li>- Form Designer/Evaluations/Calibration/Dispute processes</li> <li>- Coaching and Dashboards</li> </ul> </li> </ul>
659	CXone Pro WFO Usage - QM Pro - Quality Management Premium - Configured User(s)	NVCC0074	<ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest number of active users enabled for "can be evaluated/coached" at any one time during the month.</li> <li>- Key product features &amp; components include: <ul style="list-style-type: none"> <li>- Category Manager for creating your own categories</li> <li>- Out of the Box Categories available</li> <li>- Quality Planner including advanced sampling using analytics categories</li> <li>- Top Categories Widget and Category Trend Widget</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Search includes analytics categories</li> <li>- Player tags</li> <li>- Form</li> </ul> Designer/Evaluations/Calibration/Dispute processes <ul style="list-style-type: none"> <li>- Coaching and Dashboards</li> <li>- Enlighten BI CSAT Behavioral QM – Quality processes on 100% of interactions based on the Behavioral scores from Enlighten BI.</li> </ul> - CXone Enlighten CSAT Agent Behavior use case must be purchased separately.
660	CXone Pro WFO Usage - QM Pro - Quality Mgmt Premium Level Up - Concurrent User(s)	NVCC0075	CXone Pro WFO Usage * QM Pro * Quality Mgmt Premium Level Up (Per Concurrent User) <ul style="list-style-type: none"> <li>- Concurrent Users are billed based on the highest number of active users enabled for "can be evaluated/coached" at any one time during the month.</li> </ul> Key product features & components include: <ul style="list-style-type: none"> <li>- Available for the following languages: English, International English, European French, Canadian French, Latin American Spanish, Brazilian Portuguese, German</li> <li>- Category Manager for creating your own categories</li> <li>- Out of the Box Categories available. Note: availability of certain out-of-the-box features may vary by language.</li> <li>- Quality Planner including advanced sampling using analytics categories</li> <li>- Top Categories Widget and Category Trend Widget</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Search includes analytics categories</li> <li>- Player tags</li> <li>- Standard QM features: Form Designer/Evaluations/Calibration/Dispute processes</li> <li>- Coaching and Dashboards</li> <li>- Enlighten BI CSAT Behavioral QM - Quality process 100% of interactions based on the Behavioral scores from Enlighten BI</li> <li>- A CXone Enlighten CSAT Agent Behavioral use case must be purchased separately</li> <li>- Fully integrated with the CXone platform and SSO</li> </ul>
661	CXone Pro WFO Usage - QM Pro - Quality Mgmt Premium Level Up - Configured User(s)	NVCC0076	<p>This feature includes Quality Management Premium Level Up -- Level Up from CXone Quality Management to CXone Quality Management Premium.</p> <ul style="list-style-type: none"> <li>- Premium Level Up provides the ability for existing CXonePro QM customers to add the QM Pro Premium capabilities for an incremental charge on top of their existing QM user charge.</li> <li>- Count of Premium add-on users will match the count of billed QMPro users</li> <li>- Configured Users are billed based on the highest number of active user IDs enabled for "can be evaluated/coached" at any one time during the month.</li> </ul> <p>- Key product features &amp; components include:</p> <ul style="list-style-type: none"> <li>- Category Manager for creating your own categories</li> <li>- Out of the Box Categories available</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Quality Planner including advanced sampling using analytics categories</li> <li>- Top Categories Widget and Category Trend Widget</li> <li>- Search includes analytics categories</li> <li>- Player tags</li> <li>- Form Designer/Evaluations/Calibration/Dispute processes</li> <li>- Coaching and Dashboards</li> <li>- Enlighten BI CSAT Behavioral QM – Quality processes on 100% of interactions based on the Behavioral scores from Enlighten BI.</li> <li>- CXone Enlighten CSAT Agent Behavior use case must be purchased separately.</li> </ul>
662	CXone Pro WFO Usage - WFM Pro - Workforce Management - Configured User(s)	NVCC0077	<p>Provides forecasting, scheduling, and intraday management including automatic approvals, advanced scheduling, and EM Core mobile application.</p> <ul style="list-style-type: none"> <li>- Configured Agents are billed based on the highest daily count of active users with custom attribute "can be scheduled" enabled.</li> </ul> <p>Key product features:</p> <ul style="list-style-type: none"> <li>- Artificial Intelligence Forecasting supporting Inbound, Outbound, and deferrable work</li> <li>- Machine learning Multi Skill Scheduling</li> <li>- Intraday Real time adherence, and forecast to actual comparison with reforecasting</li> <li>- Time Off Management including partial day requests and auto-approvals</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- BI Reporting: Historical Adherence, and Time Utilization. Export of forecasts and schedules</li> <li>- CXone EM Core Mobile application</li> </ul>
663	CXone Pro WFO Usage - WFM Pro - Workforce Management Advanced - Configured User(s)	NVCC0078	Combining the power of QM and Analytics to analyze and categorize 100% of interactions for all voice and text channels - Configured Users are billed based on the highest number of active user IDs enabled for "can be evaluated/coached" at any one time during the month. - Key product features & components include: <ul style="list-style-type: none"> <li>- Category Manager for creating your own categories</li> <li>- Out of the Box Categories available</li> <li>- Quality Planner including advanced sampling using analytics categories</li> <li>- Top Categories Widget and Category Trend Widget</li> <li>- Search includes analytics categories</li> <li>- Player tags</li> <li>- Form Designer/Evaluations/Calibration/Dispute processes</li> <li>- Coaching and Dashboards</li> </ul>
664	CXone Pro WFO Usage - WFM Pro - Workforce Management Advanced Level Up - Concurrent User(s)	NVCC0079	CXone Pro WFO Usage * WFM Pro * WFM Advanced Level Up (per Concurrent User) Level Up from CXone Workforce Management to CXone Workforce Management Advanced. Provides forecasting, scheduling, and intraday management including automatic approvals, advanced scheduling, EM Core

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>mobile application, and interval level auto-approvals.</p> <ul style="list-style-type: none"> <li>- Concurrent Users are billed based on the highest number of users logged into the platform at any one time during the month.</li> </ul> <p>Key product features:</p> <ul style="list-style-type: none"> <li>- Artificial Intelligence Forecasting supporting Inbound, Outbound, and deferrable work</li> <li>- Machine learning Multi Skill Scheduling</li> <li>- Intraday Real time adherence, and forecast to actual comparison with reforecasting</li> <li>- Time Off Management including partial day requests and auto-approvals</li> <li>- BI Reporting: Historical Adherence, and Time Utilization. Export of forecasts and schedules</li> <li>- CXone EM Core Mobile application</li> <li>- Auto-approval for time off requests based on requirements on the interval-level to avoid understaffing the SU</li> </ul>
665	CXone Pro WFO Usage - WFM Pro - Workforce Management Advanced Level Up - Configured User(s)	NVCC0080	<p>Level Up from CXone Workforce Management to CXone Workforce Management Advanced. Provides forecasting, scheduling, and intraday management including automatic approvals, advanced scheduling, EM Core mobile application, and interval level auto-approvals.</p> <ul style="list-style-type: none"> <li>- Configured Agents are billed based on the highest number of active agents set up on the platform at any one time during the month for WFM.</li> </ul> <p>Key product features:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Artificial Intelligence Forecasting supporting Inbound, Outbound, and deferrable work</li> <li>- Machine learning Multi Skill Scheduling</li> <li>- Intraday Real time adherence, and forecast to actual comparison with reforecasting</li> <li>- Time Off Management including partial day requests and auto-approvals</li> <li>- BI Reporting: Historical Adherence, and Time Utilization. Export of forecasts and schedules</li> <li>- CXone EM Core Mobile application</li> <li>- Auto-approval for time off requests based on requirements on the interval-level to avoid understaffing the SU</li> </ul>
666	CX Support Package - 01 Basics - DSE Only	NVCC0081	<p>'CX Support Package is a monthly recurring charge to provide:</p> <ul style="list-style-type: none"> <li>- Designated support engineer for ongoing technical support guidance, advocacy and expertise.</li> <li>- Authorized contacts to engage with NICE inContact VCC Support (Basics Up to 5 contacts)</li> <li>- Engagement hours per month. (Basics-16)</li> <li>- Professional Services On-Demand for quick, simple, ad hoc/real-time adjustments to existing configurations or scripts.               <ul style="list-style-type: none"> <li>- Included PSOD hours per month. (Basics Up to 2)</li> <li>- Unused PSOD time expires at end of each month</li> </ul> </li> </ul>
667	Direct Data Access	NVCC0082	Direct Data Access (per business unit per month)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
668	Direct Data Access Per Implementation	NVCC0083	Direct Data Access Per Implementation
669	Feedback Management VoC Per User	NVCC0084	<p>Feedback Management VoC (Per User)</p> <p>Billed monthly per the minimum contracted ordered quantity and rate. If Agents exceed minimum contracted/ordered quantity, billing is then based on the highest number of agents with survey response, associated with this product item, at any one time during the month.</p> <ul style="list-style-type: none"> <li>· 1 Power User per BU is included</li> <li>· 30 responses per agent across all channels per month.</li> <li>· Overage rate is applied per Add'l Survey Response contracted rate beyond the 30 included per agent</li> <li>· Key product features &amp; components:</li> <li>· Ability to survey via the following channels: (IVR, Email, SMS, Web Intercepts, Link, DFO, Conversational, WhatsApp) depending on channel(s) implemented</li> <li>· Open APIs allow for quick connections to existing solutions</li> <li>· Workflows to perform and measure follow-up actions</li> <li>· Ability to share dashboards and send PDF reports</li> <li>· Provides out-of-box advanced VoC analytics</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
670	Feedback Management VoC (Basic) MRC	NVCC0085	Feedback Management VoC (Basic) MRC
671	Feedback Management VoC (Basic) NRC	NVCC0086	<p>Feedback Management VoC (Basic per BU)</p> <p>Feedback Management Platform provides single out-of-box post interaction survey that delivers in-depth out of box analytics and benchmarking capabilities</p> <ul style="list-style-type: none"> <li>-The VoC Basic option provides no customization to the out of box survey or reports.</li> </ul> <p>Implementation of Feedback Management VoC Basic for 1 channel (either of IVR, Email, Web Intercepts, or Chat)</p> <ul style="list-style-type: none"> <li>-Implementation includes: <ul style="list-style-type: none"> <li>-Setup of an out of box single survey on one channel with corresponding reports</li> <li>-Unlimited access to online self-guided training</li> <li>-VoC Basic offers no customization</li> <li>-Billed as a one-time (non-recurring) charge</li> </ul> </li> </ul>
672	Feedback Management VoC Implementation	NVCC0087	<p>Feedback Management VoC Provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities.</p> <p>Implementation of Feedback Management VoC for one channel (either IVR, Email, Web Intercepts, or Chat) is billed as a one-time (non-recurring) charge.</p> <ul style="list-style-type: none"> <li>-Implementation includes:</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>-Setup of a single survey on one channel (additional channels incur additional non-recurring implementation charges per channel)</li> <li>-Configuring alerts, notifications &amp; escalation workflows</li> <li>-Set up 2 dashboards</li> <li>-Provide 3 hours of training for Power Users on how to use and navigate the system</li> <li>-Power Users should complete the NPX platform training prior</li> </ul>
673	Feedback Mgmt - Add'l Auto Translate per (Email/pop up/Chat) Response text comment	NVCC0088	<p>Feedback Mgmt - Add'l Auto Translate per (Email/pop up/Chat) Response text comment</p> <p>Billed monthly based on total Additional Auto Translate Response Text Comments beyond the 7500 included with the Feedback Management Auto Translate (per BU) monthly recurring charge.</p>
674	Feedback Mgmt - Add'l Text Analytics per (Email/pop up/Chat) Response text tagging comments	NVCC0089	<p>Feedback Mgt - Add'l Text Analytics per (Email/pop up/Chat) Response text tagging comments</p> <p>Billed monthly based on total Additional Text Analytics Tagging Comment beyond the 7500 included with the Feedback Management Text Analytics monthly recurring charge.</p>
675	Feedback Mgmt Academy and Research Access	NVCC0090	Feedback Mgmt Academy and Research Access

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Provides access to the Benchmarks and Certification and training side of the platform</p> <ul style="list-style-type: none"> <li>- Key product features &amp; components:               <ul style="list-style-type: none"> <li>- Access to the Annual benchmarks for Business-Business and Business-Consumer</li> <li>- NPX Education and Certification</li> <li>- NPS education</li> <li>- Billed as monthly recurring charge per the contracted quantity and rate</li> </ul> </li> </ul>
676	Feedback Mgmt Add'l Application Language - English	NVCC0091	<p>Feedback Management Add'l Application Language</p> <p>Feedback Management VoC Supports 5 application languages – English, Spanish, French, German and Japanese The platform comes with one default primary application language, this feature provides additional application languages, as needed</p> <p>Provides the option to configure the application to work in an additional different language based on user's preference</p> <ul style="list-style-type: none"> <li>-Key product features &amp; components:               <ul style="list-style-type: none"> <li>-Ability to enable additional application language</li> <li>-Users can set their preferred application language</li> </ul> </li> <li>-Billed monthly based on number of enabled application languages in the month</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
677	Feedback Mgmt Addl Channel Build	NVCC0092	<p>Feedback Management Addl Channel Build</p> <p>The managed services team will build the survey on selected survey channel</p> <ul style="list-style-type: none"> <li>- Build includes: 1 survey build on the new additional survey channel of choice (IVR, Email, Chat, Web Intercept)</li> <li>- Configure the dashboard for reporting</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
678	Feedback Mgmt Add'l Power User	NVCC0093	<p>Feedback Mgmt Addl Power User</p> <p>Feedback Management VoC per Agent includes 1 Power User.</p> <p>This additional Power User charge is Per configured Power User above the 1 included in Feedback Management VoC per agent.</p> <ul style="list-style-type: none"> <li>- note: Power Users are not available with Feedback Management VoC Basic.</li> </ul> <p>The power user will be able to create surveys and assign roles and permissions</p> <ul style="list-style-type: none"> <li>- Key product features &amp; components: <ul style="list-style-type: none"> <li>- Ability to create surveys</li> <li>- Assign roles and permissions</li> <li>- Build custom dashboard for all general users</li> </ul> </li> <li>- Billed monthly per the contracted quantity and rate per each configured Power User.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
679	Feedback Mgmt Add'l Speech-To-Text Comments (per Survey)	NVCC0094	<p>Feedback Mgmt Add'l Speech-To-Text Comments (per Survey)</p> <p>IVR surveys can have verbatims transcribed to text with Sentiment analysis applied to it.</p> <ul style="list-style-type: none"> <li>- Ability to trigger alerts and notifications to specified people when a predefined criteria for a survey response is met.</li> <li>- Key words identified in the Speech to Text Transcription can be used in defining the alert criteria.</li> </ul> <p>Billed monthly based on total verbatim transcription responses beyond the 7500 included with the Feedback Management Speech to Text (per BU) monthly recurring charge.</p>
680	Feedback Mgmt Add'l Survey Build	NVCC0095	<p>Feedback Mgmt Add'l Survey Build</p> <p>The managed services team will build and additional survey</p> <ul style="list-style-type: none"> <li>- Build includes: <ul style="list-style-type: none"> <li>- 1 Survey build of choice (IVR, Email, Chat, Web Intercept) on existing channel</li> <li>- Configure the dashboard for reporting</li> </ul> </li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
681	Feedback Mgmt Add'l Survey Response	NVCC0096	<p>'Feedback Mgmt Add'l Survey Response</p> <p>The survey responses can be collected on any channel configured on the platform.</p> <ul style="list-style-type: none"> <li>-Key product features &amp; components: <ul style="list-style-type: none"> <li>-Ability to use responses to create dashboards and reports for different roles</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>-Ability to create alerts and notification on responses for close loop process</p> <p>-Export response out of the application using scheduled jobs or APIs</p> <p>-Billed monthly based on total number of survey's received for each channel beyond surveys included with the Feedback Management VoC (Basic or Agent) feature.</p>
682	Feedback Mgmt API Connector MRC	NVCC0097	Feedback Mgmt API Connector MRC
683	Feedback Mgmt API Connector NRC	NVCC0098	<p>Feedback Management API Connector Implementation</p> <p>Using the API connector, the customer integrates Feedback Management with a single CRM application (either Salesforce or MS Dynamics).</p> <p>The CRM is needed and would be purchased and installed separately.</p> <p>Implementation of CXone Feedback Management API Connector is billed as a one-time (non-recurring) charge</p> <p>- Implementation includes:</p> <ul style="list-style-type: none"> <li>- Professional Services help to configure the connector to a single CRM application.</li> <li>- Scripting work to Integrate with the CRM requires purchase of CRM Driven Screen Pop/Call Routing or needs to be scoped as PS Project Fee</li> </ul> <p>Hours</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>- The customers IT will need to open the APIs to allow for the connection</p>
684	Feedback Mgmt Auto Translate (per BU)	NVCC0099	<p>Feedback Management Auto Translate (per BU)</p> <p>Ability to translate the survey text comments from various languages supported by Google Translation API to English</p> <p>-Monthly recurring charge feature includes Up to 7500 response text comments before overage is applied</p> <p>-Overage beyond what is included will be billed monthly at the contracted rate for Feedback Mgt - Addl Auto Translate per (Email/pop up/Chat) Response text comment feature.</p>
685	Feedback Mgmt Channel - Chat	NVCC0100	<p>Feedback Management Channel</p> <p>Implementation of one channel is included with the implementation of the Feedback Management VoC (Basic or Per Agent). Additional channels can be deployed via Feedback Management Addl Channel Build feature.</p> <p>Chat channel Provides ability to survey via Chat</p> <p>-Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>-Ability to Survey Via Chat using survey links</li> <li>-Ability to manage survey logic</li> <li>-Ability to personalize the survey using tokens</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
686	Feedback Mgmt Channel - Email	NVCC0101	<p>Feedback Management Channel</p> <p>Implementation of one channel is included with the implementation of the Feedback Management VoC (Basic or Per Agent). Additional channels can be deployed via Feedback Management Addl Channel Build feature.</p> <p>Email channel Provides ability to survey via Email</p> <p>-Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>-Ability to Survey Via Email</li> <li>-Ability to skip invitation based on touch rules</li> <li>-Ability to manage survey logic</li> <li>-Ability to personalize the survey using tokens</li> </ul>
687	Feedback Mgmt Channel - IVR	NVCC0102	<p>Feedback Management Channel</p> <p>Implementation of one channel is included with the implementation of the Feedback Management VoC (Basic or Per Agent). Additional channels can be deployed via Feedback Management Addl Channel Build feature.</p> <p>IVR Channel Provides ability to survey via IVR</p> <p>-Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>-Ability to Survey Via IVR Channel</li> <li>-Ability to skip invitation based on touch rules</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
688	Feedback Mgmt Channel - Website Intercepts	NVCC0103	<p>Feedback Management Channel</p> <p>Implementation of one channel is included with the implementation of the Feedback Management VoC (Basic or Per Agent). Additional channels can be deployed via Feedback Management Addl Channel Build feature.</p> <p>Web Intercept channel Provides ability to survey via Website intercept</p> <p>-Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>-Ability to Survey Via Website intercept</li> <li>-Ability to control the launch logic</li> <li>-Ability to control the quota and touch rules</li> <li>-Ability to manage survey logic</li> <li>-Ability to personalize the survey using tokens</li> </ul>
689	Feedback Mgmt Speech to Text (per BU) MRC	NVCC0104	Feedback Mgmt Speech to Text (per BU) MRC
690	Feedback Mgmt Speech to Text (per BU) NRC	NVCC0105	<p>Feedback Management Speech to Text (per BU)</p> <p>Implementation of Feedback Mgt Speech to Text, billed as a one-time (non-recurring) charge, includes the Setup of IVR surveys that can have verbatims transcribed to text.</p>
691	Feedback Mgmt Text Analytics (per BU) MRC	NVCC0106	Feedback Mgmt Text Analytics (per BU) MRC

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
692	Feedback Mgmt Text Analytics (per BU) NRC	NVCC0107	<p>Feedback Management Text Analytics (per BU)</p> <p>Ability to use workflow logic for alert, notifications and escalation based on the context in the survey text comments</p> <p>Implementation of Feedback Management Automated Text Analytics is billed as a one-time (non-recurring) charge</p> <ul style="list-style-type: none"> <li>- Implementation includes: <ul style="list-style-type: none"> <li>- Setup and configuration of the automated Text Analytics Tags</li> <li>- Set up of the alerts, notification rules</li> <li>- Training for the power user on tag management</li> </ul> </li> </ul>
693	Global Package - 10 Digital Complete Suite - Implementation Fees	NVCC0108	Includes: 1 ACD/IVR Voice Agent, 1 Digital Agent, Digital Channels (CXone Chat and Email), 5GB Active Storage per User, 3 Ports per User
694	Global Package - 11 Mpower Suite - Implementation Fees	NVCC0109	Includes: 1 ACD/IVR Voice Agent, 1 Digital Agent, Digital Channels (CXone Chat and Email), 5GB Active Storage per User, 3 Ports per User
695	Global Package - 7 Digital Essentials Suite - Implementation Fees	NVCC0110	<p>Global Bundle Implementations Package cares for the deployment, configuration and training for ALL the feature functionality included with the appropriate Bundle selection with the initial deployment.</p> <p>NOTE: If customer elects to not implement certain included capabilities, the charge is</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>not reduced, but they will have 30 business days after the initial cutover to request to additional deployment of the full functionality.</p> <p>Setup and configuration of one or more call flows implemented in parallel for up to Two (2) groups of agents or customer LOB, administered by the same customer designated VCC Administrator(s), and put into production at the same time.</p> <p>Additional work groups or separate turnups or managed by more than one administrator group would be ordered with incremental Project Fee hours.</p> <p>7 Digital Essentials includes everything from 6 Digital Omnichannel Package PLUS: Implementation, setup and Training of CXone Quality Management Implementation and setup of CXone Screen Recording</p>
696	Global Package - 8 Digital Core Suite - Implementation Fees	NVCC0111	<p>Global Bundle Implementations Package cares for the deployment, configuration and training for ALL the feature functionality included with the appropriate Bundle selection with the initial deployment.</p> <p>NOTE: If customer elects to not implement certain included capabilities, the charge is not reduced, but they will have 30 business days after the initial cutover to request to additional deployment of the full functionality.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Setup and configuration of one or more call flows implemented in parallel for up to Three (3) groups of agents or customer LOB, administered by the same customer designated VCC Administrator(s), and put into production at or near the same time.</p> <p>8 Digital Core Suite Package (8DC) includes everything from 7 Digital Essentials Package PLUS:            Implementation, setup and Training of CXone Workforce Management            Implementation, setup and Training of CXone Performance Management (InView)            - QM/WFM/InView Performance Management may cutover at later times after the core platform            - Setup and configuration of one or more call flows implemented in parallel for up to Three (3) groups of agents or customer LOB, administered by the same customer designated VCC Administrator(s), and put into production at or near the same time.            Additional work groups or separate turnups or managed by more than one administrator group would be ordered with incremental Project Fee hours.</p>
697	Global Package - 9 Digital Only Agent - Implementation Fees	NVCC0112	<p>Global Bundle Implementations Package cares for the deployment, configuration and training for ALL the feature functionality included with the appropriate Bundle selection with the initial deployment.</p> <p>NOTE: If customer elects to not implement certain included capabilities, the charge is</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>not reduced, but they will have 30 business days after the initial cutover to request to additional deployment of the full functionality.</p> <p>Setup and configuration of one or more call flows implemented in parallel for a single group of agents or customer LOB, administered by the same customer designated VCC Administrator(s), and put into production at the same time.</p> <p>9 Digital is a Digital Only (chat/email/SMS/social channel, solution), no voice. Implementation non-recurring charge includes:</p> <p>Implementation and setup of ACD/IVR Business Unit with Configured Users, as detailed above;</p> <p>implementation of each selected digital channel requires separate order of specific channel implementation</p> <p>Additional work groups or separate turnups or managed by more than one administrator group would be ordered with incremental Project Fee hours.</p>
698	Global Package MRC - Bundle User Concurrent - 10 Digital Complete Suite - Concurrent User(s)	NVCC0113	Per Concurrent User
699	Global Package MRC - Bundle User Concurrent - 7 Digital	NVCC0114	Per Concurrent User

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Essentials Suite - Concurrent User(s)		
700	Global Package MRC - Bundle User Concurrent - 8 Digital Core Suite - Concurrent User(s)	NVCC0115	Per Concurrent User
701	Global Package MRC - Bundle User Concurrent - 9 Digital Only Agent - Concurrent User(s)	NVCC0116	Per Concurrent User
702	Global Package MRC - Bundle User Configured - 10 Digital Complete Suite - Configured User(s)	NVCC0117	Per Configured User
703	Global Package MRC - Bundle User Configured - 11 Mpower Suite - Configured User(s)	NVCC0118	Per Configured User

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
704	Global Package MRC - Bundle User Configured - 5 Voice Agent - Configured User(s)	NVCC0119	Per Configured User
705	Global Package MRC - Bundle User Configured - 6 Digital Omnichannel Agent - Configured User(s)	NVCC0120	Per Configured User
706	Global Package MRC - Bundle User Configured - 7 Digital Essentials Suite - Configured User(s)	NVCC0121	Per Configured User
707	Global Package MRC - Bundle User Configured - 8 Digital Core Suite - Configured User(s)	NVCC0122	Per Configured User
708	Global Package MRC - Bundle User Configured - 9 Digital Only Agent -	NVCC0123	Per Configured User

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Configured User(s)		
709	Global Package Usage - Add On - Additional Storage	NVCC0124	<p>Additional Storage.</p> <ul style="list-style-type: none"> <li>- File server disk space used by end users to store files such as call recordings and User-created files such as               <ul style="list-style-type: none"> <li>- Voice prompts</li> <li>- Scripts</li> <li>- Images</li> <li>- Log files</li> <li>- Voicemail</li> <li>- Scheduled Custom Reports</li> <li>- etc.</li> </ul> </li> <li>- Measured per peak number of gigabytes of disk space utilized during the billing interval LESS the number of Billed users for the billing interval. (One gigabyte of storage is included with the purchase of each "a la carte" Unique or Concurrent Logged In User, the Global Package Bundles include 5GB of storage per billed user)</li> </ul>
710	Global Package Usage - Add On - Additional Universal Port	NVCC0125	<p>Additional Universal Ports.</p> <ul style="list-style-type: none"> <li>- A universal port is a measure of the maximum number of simultaneous phone calls permitted for an inContact Business Unit.</li> <li>- One universal port supports the ability to handle one voice-related (phone) contact</li> <li>- A universal port can be used for inbound calls (for IVR, ACD, or "pass-through" transfers) or outbound calls (agent-requested dials, dialer / callback / or other</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>system generated dials, or the outbound leg of call transfers)</p> <ul style="list-style-type: none"> <li>- One universal port is included with each a la carte Unique logged in user and with each a la carte Concurrent User. Global Package Bundle Users get 3 ports per billed user.</li> </ul> <p>Additional "stand-alone" ports may be required to properly support activities such as ACD queuing, IVR-only implementations (where no unique logged in agents / supervisors have been purchased), or campaign dialing programs (such as predictive dialing) where more the number of simultaneous calls often exceeds the number of unique logged in agents / supervisors.</p> <ul style="list-style-type: none"> <li>- Measured per peak number of total ports configured (Port Limit) during the billing interval LESS the peak number of billed users for the billing interval. One universal port is included with the purchase of the "a la carte" Unique and Concurrent billing models and the Global Package Bundles include 3 ports per Billed (configured or concurrent) User.</li> </ul>
711	Global Package Usage - Add On - Archived Storage	NVCC0126	<p>Archived Storage.</p> <ul style="list-style-type: none"> <li>- Provides cost-effective long-term storage for data archiving requirements</li> <li>- Billed per GB stored</li> <li>- Key product features &amp; components:</li> <li>- Lower data storage costs by eliminating the need to implement and maintain a</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			separate storage infrastructure for long-term storage requirements - Seamless data transfer from short-term to long-term storage - Auto purge data when it is no longer needed by defining "time to Live" based on the type of data stored - Scalable cloud infrastructure - State-of-the-art data encryption technology
712	Global Package Usage - Add On - Retrieval Storage	NVCC0127	Retrieval Storage. - Provides metadata-based search capabilities to locate and retrieve data from long-term storage - Billed per GB stored - Key product features & components: - Comprehensive metadata search capabilities for easy retrieval - Helps to restore files into Active storage for analysis, audits and other needs - Duration for which files are to be taken off Long-Term can be specified during retrieval
713	Global Package Usage - Bundle User Concurrent - 10 Digital Complete Suite	NVCC0128	Per Concurrent User
714	Global Package Usage - Bundle User Concurrent - 5 Voice Agent	NVCC0129	Per Concurrent User

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
715	Global Package Usage - Bundle User Concurrent - 6 Digital Omnichannel Agent	NVCC0130	Per Concurrent User
716	Global Package Usage - Bundle User Concurrent - 7 Digital Essentials Suite	NVCC0131	Per Concurrent User
717	Global Package Usage - Bundle User Concurrent - 8 Digital Core Suite	NVCC0132	Per Concurrent User
718	Global Package Usage - Bundle User Concurrent - 9 Digital Only Agent	NVCC0133	Per Concurrent User
719	Global Package Usage - Bundle User Configured - 10 Digital Complete Suite	NVCC0134	Per Configured User
720	Global Package Usage - Bundle User Configured - 11 Mpower Suite	NVCC0135	Per Configured User

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
721	Global Package Usage - Bundle User Configured - 5 Voice Agent	NVCC0136	Per Configured User
722	Global Package Usage - Bundle User Configured - 6 Digital Omnichannel Agent	NVCC0137	Per Configured User
723	Global Package Usage - Bundle User Configured - 7 Digital Essentials Suite	NVCC0138	Per Configured User
724	Global Package Usage - Bundle User Configured - 8 Digital Core Suite	NVCC0139	Per Configured User
725	Global Package Usage - Bundle User Configured - 9 Digital Only Agent	NVCC0140	Per Configured User
726	iBenchmark - Expert	NVCC0141	<p>iBenchmark provides packaged reports and ACD Metrics and is available as a choice of either Lite or Expert.</p> <p>iBenchmark Lite is a free service providing a packaged report semi-annually including only ACD metrics plus an online readout of</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>customer results with a Benchmark Portal expert</p> <ul style="list-style-type: none"> <li>- Key product features &amp; components:               <ul style="list-style-type: none"> <li>- A packaged report semi-annually, reviewed with Benchmark Portal (BMP)</li> <li>- Access to the iBenchmark Portal to view Lite reports compared to industry</li> </ul> </li> </ul> <p>iBenchmark Expert provides an enhanced set of KPIs and planning tools including monthly updates of reports to allow continuous tracking, a monthly readout of results with a Benchmark Portal expert and an annual review of progress and setting goals for the next year plus emerging best practices.</p> <ul style="list-style-type: none"> <li>- Configured Users (agents or supervisors) are billed based on the highest number of users set up on the platform at any one time during the month.</li> <li>- Regardless of Seat License selected by customer, this product will always be billed per Configured User</li> <li>- Key product features &amp; components:               <ul style="list-style-type: none"> <li>- Packaged reports monthly</li> <li>- Monthly consulting meeting with iBenchmark Portal (BMP)</li> <li>- Annual review of progress and setting goals for the next year plus emerging best practices</li> <li>- Continuous access to the iBenchmark Portal to view Expert reports compared to your industry</li> <li>- BMP preferred client discounts on other BMP offerings</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
727	Inbound SMS Application Fee - United States of America MRC	NVCC0142	Inbound SMS Application Fee - United States of America
728	Inbound SMS Application Fee - United States of America NRC	NVCC0143	Inbound SMS Application Fee - United States of America
729	Inbound SMS Implementation	NVCC0144	Inbound SMS Implementation
730	Incoming SMS Long Code Overage - United States of America	NVCC0145	Incoming SMS Long Code Overage - United States of America
731	Incoming SMS Short Code Overage - United States of America	NVCC0146	Incoming SMS Short Code Overage - United States of America
732	inContact Agent for Oracle Service Cloud	NVCC0147	inContact Agent for Oracle Service Cloud
733	Integrated Softphone User	NVCC0148	Integrated Softphone User provides for Two-way voice connectivity between Agent and Virtual Contact Center platform using WebRTC (Web Real Time Communications) protocol. It provides embedded communications as a seamless component of the agent application for inbound and outbound phone skills. It allows agents to

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			<p>make clear web-based voice calls as an alternative to desktop Voice over IP (VOIP) softphones or hard phone alternatives with the same rich telephony features without leaving the browser. Integrated softphone is supported in MAX, Agent for SalesForce, and Agent for Oracle Service Cloud.</p> <p>The Integrated Softphone is fully integrated into the VCC MAX Interface. All voice communication controls are delivered via MAX. The MAX Integrated Softphone differs from other softphone solutions because it allows you to accept or reject call delivery in the Agent interface. This is possible because the voice path passes through Agent using the browser capabilities (WebRTC).</p> <p>- No separate downloaded softphones or desk-phones required.</p>
734	Integration MRC - CXone Agent - CRM Configuration Platform - BU Instance(s)	NVCC0149	Integration MRC - CXone Agent - CRM Configuration Platform - BU Instance(s)
735	Integration MRC - Interactions Hub Migration Svcs - Call Management up to 15m calls - BU Instance(s)	NVCC0150	<p>Integration Monthly Recurring * Interactions Hub Migration Svcs * Call Management up to 15m calls</p> <p>CXone Migrated calls is a solution to migrate calls from an external system (either of NICE or 3rd party) into CXone and Manage them through Interactions Hub. These calls become part of the CXone</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			suite, centrally managed by Interactions Hub and accessible in CXone applications.  - For Less than 15M calls -Billed as a monthly recurring charge - Sales of CXone Migrated Calls must be co-sold with NICE CXone to ensure customer needs and requirements are met.
736	Integration Non-Recurring - CXone Agent - CRM Configuration Platform PS - Instance(s)	NVCC0151	'Professional Services Hours required for custom CRM setup or custom workflows. - Billed as a one-time (non-recurring) charge
737	Integration Non-Recurring - CXone Open - Implementation addtl 500 devices - Instance(s)	NVCC0152	'CXone Open application-related implementation for additional 500 configured devices. Including: - Engineer time to configure devices
738	Integration Non-Recurring - CXone Open - Implementation up to 500 devices - Instance(s)	NVCC0153	'CXone Open Recording application-related implementation for up to 500 configured devices. Including: - Project management - Engineer time to configure devices and interfaces - Coordination with the customer and connectivity teams - Admin training for the CXone interface for both user and device admin

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739	Integration Non-Recurring - CXone Open - Ntwk Connectivity Setup Internet - Instance(s)	NVCC0154	'Network Connectivity setup over Open Internet for CXone Open Recording Advanced. Including: - SBC setup - SIP trunk establishment - IPsec tunneling for CTI
740	Integration Non-Recurring - CXone Open - Ntwk Connectivity Setup VPN - Instance(s)	NVCC0155	'VPN setup for CXone Open for CTI connectivity Including: - Coordination of VPN settings with the customer - Provisioning the VPN and setup routing
741	Integration Non-Recurring - Interactions Hub - Implementation Package - Instance(s)	NVCC0156	Integration Non-Recurring * Interactions Hub * Implementation Package CXone Interactions Hub implementation package for the application deployment. - Including project Manager and implementation hours. - Billed as a Non-Recurring Charge
742	Integration Non-Recurring - Interactions Hub Migration Svcs - Calls Up to 100M interactions - Instance(s)	NVCC0157	Integration Non-Recurring * Interactions Hub Migration Svcs * Calls Up to 100M interactions Services for Migrated Calls include extracting the data from the root system and injecting it into CXone, including monitoring and issue-fixing during the contract's first year.  - Services are charged monthly during the first year, including engineers and issue fixing during the project's first year.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
743	Integration Non-Recurring - Interactions Hub Migration Svcs - Calls Up to 10M interactions - Instance(s)	NVCC0158	<p>Integration Non-Recurring * Interactions Hub Migration Svcs * Calls Up to 10M interactions</p> <p>Services for Migrated Calls include extracting the data from the root system and injecting it into CXone, including monitoring and issue-fixing during the contract's first year.</p> <p>- Services are charged monthly during the first year, including engineers and issue fixing during the project's first year.</p>
744	Integration Non-Recurring - Interactions Hub Migration Svcs - Calls Up to 200M interactions - Instance(s)	NVCC0159	<p>Integration Non-Recurring * Interactions Hub Migration Svcs * Calls Up to 200M interactions</p> <p>Services for Migrated Calls include extracting the data from the root system and injecting it into CXone, including monitoring and issue-fixing during the contract's first year.</p> <p>- Services are charged monthly during the first year, including engineers and issue fixing during the project's first year.</p>
745	Integration Non-Recurring - Interactions Hub Migration Svcs - Calls Up to 20M interactions - Instance(s)	NVCC0160	<p>Integration Non-Recurring * Interactions Hub Migration Svcs * Calls Up to 20M interactions</p> <p>Services for Migrated Calls include extracting the data from the root system and injecting it into CXone, including monitoring and issue-fixing during the contract's first year.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>- Services are charged monthly during the first year, including engineers and issue fixing during the project's first year.</p>
746	<p>Integration Non-Recurring - Interactions Hub Migration Svcs - Calls Up to 400M interactions - Instance(s)</p>	NVCC0161	<p>Integration Non-Recurring * Interactions Hub Migration Svcs * Calls Up to 400M interactions Services for Migrated Calls include extracting the data from the root system and injecting it into CXone, including monitoring and issue-fixing during the contract's first year.</p> <p>- Services are charged monthly during the first year, including engineers and issue fixing during the project's first year.</p>
747	<p>Integration Non-Recurring - Interactions Hub Migration Svcs - Calls Up to 50M interactions - Instance(s)</p>	NVCC0162	<p>Integration Non-Recurring * Interactions Hub Migration Svcs * Calls Up to 50M interactions Services for Migrated Calls include extracting the data from the root system and injecting it into CXone, including monitoring and issue-fixing during the contract's first year.</p> <p>- Services are charged monthly during the first year, including engineers and issue fixing during the project's first year.</p>
748	<p>Integration Non-Recurring - WFO - ACD to 3rd Party WFM Impl - Instance(s)</p>	NVCC0163	<p>Implementation and setup of CXone with 3rd Party WFM CDR - Billed as a one-time (non-recurring) charge</p> <p>Implementation includes: - Creation of an API Application / Rest Credentials</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- SOAP Webservice to pull WFM Reports</li> <li>- Up to five CDRs (No customization)</li> <li>- REST API</li> <li>-Real-time agent state data feed</li> <li>- Up to 10 project hours</li> </ul>
749	Integration Usage - CXone Agent - CRM Integration - Configured User(s)	NVCC0164	<p>CXone Agent CRM Integration connects the CXone Agent Configuration Platform to the CXone Agent applications allowing the users access information from the configured packaged and custom workflows.</p> <ul style="list-style-type: none"> <li>- Allows users to retrieve and access workflow data from all CXone Agent applications (CXone Agent, CXone Integrated Agent, CXone Embedded Agent, CXone Agent for Teams)</li> <li>- Channel and product agnostic which can easily be integrated with any CRM.</li> <li>- Billed based per configured agent that have the Agent Integration option.</li> </ul>
750	Integration Usage - CXone Agent - Workflow Transaction Overage - Configured User(s)	NVCC0165	<p>Integration Usage * CXone Agent * Workflow Transaction Overage (per 1000 Transaction)</p> <p>Cost for every 1,000 transactions over the number allotted transactions based on the CXone Agent Configuration Platform.</p> <ul style="list-style-type: none"> <li>- Required for all CXone Agent Configuration Platform implementations.</li> </ul>
751	Integration Usage - CXone Open - Recording for 3rd party ACD - Configured User(s)	NVCC0166	<p>CXone Open Recording Advanced enables customers to keep their existing ACD (cloud or on-prem) and to benefit from CXone applications suite.</p> <p>The solution delivers:</p> <ul style="list-style-type: none"> <li>- Connectivity to one 3rd party ACD</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Voice call recording through CXone's native recording function</li> </ul>
752	Integration Usage - Interactions Hub - Data Policies - Interaction(s)	NVCC0167	Integration Usage * Interactions Hub * Data Policies (Per Interaction) is the CXone's application designed for managing compliance and risk interactions across both audio and digital channels. It offers valuable data insights, predictive capabilities, and customized actions.  <ul style="list-style-type: none"> <li>- Billed based on the total number of interactions in the month</li> </ul> Key Product Features: <ul style="list-style-type: none"> <li>- Ad-hoc bulk actions to minimize risk (e.g., interaction deletion, litigation hold, Playback lock, etc.)</li> <li>- Policies approval workflow with actions like interaction deletion, litigation hold, Playback lock, etc.</li> <li>- Available for digital, voice, assisted and non-assisted interactions</li> <li>- Adherence dashboard with risk insights</li> <li>- Actionable insights to allow mitigations</li> </ul>
753	Integration Usage - Interactions Hub Migration Svcs - Call Management above 15m calls – 1,000 Interaction(s)	NVCC0168	Integration Usage * Interactions Hub Migration Svcs * Call Management above 15M calls (Per 1000 Interactions) CXone Migrated calls is a solution to migrate calls from an external system (either of NICE or 3rd party) into CXone and Manage them through Interactions Hub. These calls become part of the CXone suite, centrally managed by Interactions

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Hub and accessible across all CXone applications.</p> <p>Charging will be based on the number of migrated interactions that are managed in CXone. Counting will be done monthly, and billing will be according to the maximum number of migrated interactions available in the system during this month.</p> <ul style="list-style-type: none"> <li>- For greater than 15M calls</li> <li>- Billed as a monthly recurring charge</li> <li>- Sales of CXone Migrated Calls must be co-sold with NICE CXone to ensure customer needs and requirements are met.</li> </ul>
754	Integration Usage - WFO - CXone ACD to 3rd Party WFM - Configured User(s)	NVCC0169	<p>Required to enable the integration between CXone ACD and a 3rd party WFM solution.</p> <ul style="list-style-type: none"> <li>- Billed based on ACD users</li> <li>- Offers the following ongoing features once enabled: <ul style="list-style-type: none"> <li>- Availability of interval-aggregated agent and queue ACD data</li> <li>- Availability of agent state events for real time adherence use.</li> <li>- Consumption of this data is the responsibility of the 3rd party WFM vendor</li> </ul> </li> </ul>
755	Knowledge Projection Monthly Recurring - Expert Services - Advanced Public FAQ Add-on - BU Instance(s)	NVCC0170	<p>Add-on for Web FAQ Portal</p> <ul style="list-style-type: none"> <li>- Provides limited self-serve on public web. Less than 500 pages public</li> <li>- Requires CXone Expert Advanced Employee Experience (EX) to be licensed as pre-requisite</li> <li>- Billed monthly per contracted quantity</li> </ul>

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756	Knowledge Projection Monthly Recurring - Expert Services - Customer Experience (CX) Suite - Portal(s)	NVCC0171	<p>Fully brandable self-service web experience for customers, partner or company internal use with ability to require authentication and restrict viewer access privileges.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>- 20 Named CXone Expert Advanced Employee Experience (EX) licenses</li> <li>- When used publicly, comes equipped with auto-scaling infrastructure for peak demand and security hardening against cyber attacks</li> <li>- When used publicly, auto optimizes for public search engine performance and audience capture via search engine queries</li> <li>- Billed monthly per contracted quantity</li> </ul> <p>*MAXIMUM QTY 5</p>
757	Knowledge Projection Monthly Recurring - Expert Services - Instant Translation - 4,000 Page Block(s)	NVCC0172	<ul style="list-style-type: none"> <li>- With CXone Expert's instant translation, customers can meet the needs of their emerging markets by extending knowledge wherever it is needed and serve markets they could never reach before by making it available immediately, anywhere.</li> <li>- Additionally, CXone Expert's instant translation tracks and reports on which languages are commonly requested, so customers can build insight into what is their total addressable market, usage and adoption, and help guide decision making around deploying language-specific Expert instances.</li> <li>- Billed monthly per BU.</li> </ul>

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			<ul style="list-style-type: none"> <li>- Each language translation is considered separately for the total pages translated.</li> <li>- A page is defined as 5,000 characters.</li> <li>- A page rate will apply per page exceeded beyond 4,000 included.</li> </ul>
758	Knowledge Projection Non-Recurring - Enlighten - RT Interaction Guidance Impl - Instance(s)	NVCC0173	<ul style="list-style-type: none"> <li>- The Real Time Interaction Guidance Implementation includes:               <ul style="list-style-type: none"> <li>- Up to 30 PS hours of Consulting, Basic Setup, and Error Handling.</li> <li>- For additional support beyond this package, Customer must purchase other PS packages for scripting, APIs, etc.2</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul> </li> </ul>
759	Knowledge Projection Non-Recurring - Expert Services - Additional Imports - Instance(s)	NVCC0174	<p>Up to 500 article imports</p> <ul style="list-style-type: none"> <li>- 1 article equals 1 HTML page</li> </ul> <p>NOTE: If article is not HTML and is on a standard file type like PDF or Word. The file will be converted to a single HTML page. If multiple pages are required, an agreed upon limit would be established.</p>
760	Knowledge Projection Non-Recurring - Expert Services - Additional Integration - Instance(s)	NVCC0175	<p>Single iframe integration configured (Example, CRM, MAX, SF Service Cloud)</p> <p>NOTE: External system must accept standard iframe.</p>
761	Knowledge Projection Non-Recurring - Expert Services - Advanced	NVCC0176	<ul style="list-style-type: none"> <li>- Quick Launch Implementation for CXone Expert Advanced (EX)</li> <li>- Includes import of knowledge data, branding, site configuration, roles and integration</li> </ul>

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	Employee Experience (EX) Implementation - Instance(s)		- Billed as a one-time non-recurring charge
762	Knowledge Projection Non-Recurring - Expert Services - Customer Experience (CX) Suite Implementation - Instance(s)	NVCC0177	<ul style="list-style-type: none"> <li>- Quick Launch Implementation for CXone Expert Customer Experience (CX) Suite</li> <li>- Includes import of knowledge data, branding, site configuration, roles and integration</li> <li>- Billed as a one-time non-recurring charge</li> </ul>
763	Knowledge Projection Non-Recurring - Guide - Professional Services - Hour(s)	NVCC0178	Professional Services for CXone Guide - Billed as a one-time non-recurring charge
764	Knowledge Projection Usage - Enlighten Autopilot Amelia - Digital - Call(s)	NVCC0179	Knowledge Projection Usage * Enlighten Autopilot Amelia * Digital (per session) with Enlighten XO which helps build smarter self-service applications using automatically generated insights from agent-assisted interactions.  -Usage is billed per session for the month. For example, if 100,000 sessions per month, this SKU quantity will be billed at 100,000.  -A digital session is defined as an interaction that performs a defined workflow to either complete a task or route to the appropriate agent with a max of 24

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			<p>hours with a second or third session when an exchange occurs in next 24 hours.</p> <p>-Design and development of the custom Autopilot virtual agent application is a Services engagement and not included within the usage pricing. Design and development of the custom Autopilot virtual agent application is a Services engagement and not included within the usage pricing.</p> <p>Note: This version of Autopilot includes Enlighten XO. Retention period for Enlighten XO data limited to 92 days.</p>
765	<p>Knowledge Projection Usage - Enlighten Autopilot Amelia - Voice - Call(s)</p>	NVCC0180	<p>Knowledge Projection Usage * Enlighten Autopilot Amelia * Voice (per call) with Enlighten XO which helps build smarter self-service applications using automatically generated insights from agent-assisted interactions. Requires SIP Connections.</p> <p>Usage is billed per call for the month. For example, if 100,000 calls per month, quantity will be billed at 100,000. A call is defined as a call that performs a defined workflow to either complete a task or route to the appropriate agent.</p> <p>For voice usage only includes the Autopilot's Transcription and TTS Service but requires the SIP Connections. Design and development of the custom SmartAssist Bot application is a Services</p>

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			<p>engagement and not included within the usage pricing.</p> <p>-Design and development of the custom Autopilot virtual agent application is a Services engagement and not included within the usage pricing. Design and development of the custom Autopilot virtual agent application is a Services engagement and not included within the usage pricing.</p> <p>Note: This version of Autopilot includes Enlighten XO. Retention period for Enlighten XO data limited to 92 days."</p>
766	Knowledge Projection Usage - Enlighten XO - Integrated - Standalone XO – 1,000 Interaction(s)	NVCC0181	Knowledge Projection Usage * Enlighten XO * Integrated - Standalone XO (Per 1,000 Interactions) helps build smart self-service applications fast, using automatically generated insights from agent-assisted interactions. - Assumes 3-year term, and 92-day retention.
767	Knowledge Projection Usage - Expert Services - Basic Employee Experience (EX) - Configured User(s)	NVCC0182	CXone Expert Basic (Standard) functionality includes: - Internal search with AI drill down functionality - Intuitive navigation paths for knowledge discovery - Basic feedback optionality and page voting - Individual user usage reporting - Integration with CRM, Case Management, Chat, Internal bot, IAM

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			<ul style="list-style-type: none"> <li>- Minimum 5 Advanced users are required for Administration and Knowledge Management</li> <li>- Billed monthly per contracted quantity</li> </ul>
768	Knowledge Projection Usage - Guide - Offer(s) - Offer(s)	NVCC0183	CXone Guide can be configured to anticipate where customers need assistance during the online journey and proactively guide the customer with content either from the knowledgebase or a web page. - Billed monthly based on total number of offers, with a minimum of 15,000 offers per month. - Allows access to proactive offers, tagging, advanced conditions and Guide reports - Required for Mobile SDK proactive offer. - An offer occurs when a rule proactively invites a customer, while on the website or mobile app, to engage with a digital asset such as content, bot, a business application or contact center agents. - Each offer is counted as one. Click throughs are not counted as additional separate offers.
769	Monthly Success Package - 01 CXsuccess Premier - TAM	NVCC0184	Monthly Success CXsuccess Packages (TAM) include: - 7x24x365 Technical Support via phone and online service site - Priority case handling - Authorized contacts to work with NICE CXone Services (5) - Designated experienced Technical Account Manager provides guidance, advocacy, best practice sharing and assistance in achieving business objectives

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			<ul style="list-style-type: none"> <li>- Engagement Hours per month (16)</li> <li>- TAMs are available M-F during normal business hours for your primary time zone</li> <li>- Extra on-site TAM visits (2,500) plus Travel &amp; Expenses</li> <li>- Professional Services On-Demand for quick, simple, ad hoc/real-time adjustments to existing configurations or scripts - (XP-3). Unused hours expire at end of month</li> <li>- Live webinars and NICE Dojo e-learning courses (free of charge)</li> <li>- Training at NICE CXone locations or your location at standard rates</li> </ul>
770	Named Agent Routing	NVCC0185	<p>Named Agent Routing provides the ability to route calls to specific agents as opposed to skills-based routing. This can be accomplished in a variety of ways including, but not limited to:</p> <ul style="list-style-type: none"> <li>· Routing calls to a specific agent based on the dialed number (DNIS)</li> <li>· Routing calls to specific agents based on custom information set up in the agent's user record or data provided by the customer</li> <li>· Integrate with customer's CRM to determine the agent associated with a specific phone number or account number</li> </ul> <p>Integrate with customer's CRM to route a caller to the last agent they spoke with. Note that not all CRM's are supported.</p>
771	NICE Employee Engagement Manager Integrated SSO	NVCC0186	<p>NICE Employee Engagement Manager Integrated SSO provides for:</p> <ul style="list-style-type: none"> <li>• Implementation of single sign on for a single EEM environment.</li> </ul>

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			<ul style="list-style-type: none"> <li>• Increase quantities for additional environments.</li> <li>• Billed as a one-time (non-recurring) charge</li> </ul>
772	NICE WFO Monthly Recurring - CXone AppLink - Playback Portal - Instance(s)	NVCC0187	Playback portal enables search & playback for NICE Legacy systems. Aimed for customers wishes to upgrade to Engage. Major benefits: <ul style="list-style-type: none"> <li>- Zero down time</li> <li>- Host up to 30 Legacy DBs</li> <li>- Access privileges per DB and group level</li> <li>- Archived calls forced deletion enforcement</li> <li>- Billed as a monthly recurring charge per BU</li> </ul>
773	NICE WFO Monthly Recurring - IEX WFM Integrated - Export Reports - Instance(s)	NVCC0188	NICE WFO Monthly Recurring - IEX WFM Integrated - Export Reports - Instance(s)
774	NICE WFO Monthly Recurring - IEX WFM Integrated - Import Files - Instance(s)	NVCC0189	NICE WFO Monthly Recurring - IEX WFM Integrated - Import Files - Instance(s)
775	NICE WFO Monthly Recurring - Playback Portal Integrated - MRC - BU Instance(s)	NVCC0190	NICE WFO Monthly Recurring - Playback Portal Integrated - MRC - BU Instance(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
776	NICE WFO Non-Recurring - CXone AppLink - DEF Implementation - Instance(s)	NVCC0191	'DEF Implementation for CXone AppLink includes: - Install DEF on customer Engage environment 1-3 DEF servers - DEF to connect to CXone via public internet - Up to 50 Business Data fields (to be selected by client) - - Billed as a one-time (non-recurring) charge
777	NICE WFO Non-Recurring - CXone AppLink - DEF Implementation Multi-Tenant - Instance(s)	NVCC0192	'DEF Implementation for Multi-Tenant CXone AppLink (per customer) includes: - Install DEF on customer Engage environment 1-3 DEF servers - DEF to connect to CXone via public internet - Up to 50 Business Data fields (to be selected by client) - Billed as a one-time (non-recurring) charge
778	NICE WFO Non-Recurring - CXone AppLink - Implementation - Instance(s)	NVCC0193	'CXone AppLink implementation includes: - Up to 20 Project Management Hours to support - Coordination of efforts between Customer and NICE resources as part of the overall project - Up to 15 Implementation Hours to support education and configuration of the following <ul style="list-style-type: none"> <li>- Users</li> <li>- Roles and Permissions</li> <li>-Views</li> <li>- Reporting</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Does not include Implementation on Engage Recording, DEF, CXone QM Products etc.</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
779	NICE WFO Non-Recurring - CXone AppLink - PS for Engage Cloud AppLink - Instance(s)	NVCC0194	'Comprehensive Training and Business Consulting Package for Engage/Compliance Center w/CXone AppLink <ul style="list-style-type: none"> <li>- Billed as a monthly recurring charge</li> </ul>
780	NICE WFO Non-Recurring - CXone AppLink - VRS for Engage/ Compliance Center - Instance(s)	NVCC0195	NICE WFO Non-Recurring * CXone AppLink * VRS for Engage/Compliance Center Comprehensive Business Consulting package designed to optimize organizational adoption and value realization. <ul style="list-style-type: none"> <li>- Billed as a one-time (non-recurring) charge.</li> </ul> Depending on the package sold, may include some or all of the following: <ul style="list-style-type: none"> <li>- Operational Assessment and Recommendations</li> <li>- Functional Design Guidance and Configuration Assistance</li> <li>- Application Training and User Launch Support</li> <li>- Change Management Guidance</li> <li>- Governance Design Guidance</li> <li>- Business Impact Measurements</li> <li>- Expert Advisory Access</li> </ul>

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781	NICE WFO Non-Recurring - Employee Engagement Manager - Integrated Implementation - Instance(s)	NVCC0196	NICE WFO Non-Recurring - Employee Engagement Manager - Integrated Implementation - Instance(s)
782	NICE WFO Non-Recurring - Employee Engagement Manager - Integrated RealTime Alerting Imp - Instance(s)	NVCC0197	NICE WFO Non-Recurring * Employee Engagement Manager * Integrated RealTime Alerting Imp Implementation and setup of Employee Engagement Manager Real-Time Alerting Integrated - Billed as a one-time (non-recurring) charge
783	NICE WFO Non-Recurring - IEX WFM Integrated - Data Upload - Instance(s)	NVCC0198	NICE WFO Non-Recurring * IEX WFM Integrated * Data Upload One-time historical import of contact data from 3rd party ACD for forecasting purposes. Contact data defined and imported by CXone from customer completed Historical Contact Data Excel Workbook. - Billed on a one-time (non-recurring) charge  Implementation includes: - Implementation Manager will guide customer completion of Historical Contact Data Excel Workbook. - Import up to 1 million lines of historical contact data from the provided Workbook.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Each line represents one 15-minute period of time for a specific queue (contact type).</p> <ul style="list-style-type: none"> <li>- User Acceptance Testing of imported contact data.</li> </ul>
784	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report Activity Detail - Instance(s)	NVCC0199	<p>NICE WFO Non-Recurring provides for implementation of the following reports, (Billed as a one-time non-recurring charge) require purchase NICE IEX WFM Integrated.</p> <p>The Export Reports (EX-R) also require purchase of NICE WFO Monthly Recurring Export Report (Per BU) Charge. The Import Reports (IM-P) also require purchase of NICE WFO Monthly Recurring Import Report (Per BU) Charge.</p> <p>The Export Reports all provide a Report Generation Timeframe of the Previous 7 days.</p> <p>Export Report Activity Detail</p> <ul style="list-style-type: none"> <li>- This export contains data from the ACD detailing all the activities an agent has performed during a user defined period</li> <li>- Report Generation Timeframe: Previous 7 days</li> <li>- Must also purchase NICE IEX WFM Integrated - Export Report (Per BU) MRC</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
785	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report	NVCC0200	<p>NICE WFO Non-Recurring - IEX WFM Integrated - Export Report Activity Summary - Instance(s)</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Activity Summary - Instance(s)		
786	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report Adherence Detail - Instance(s)	NVCC0201	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report Adherence Detail - Instance(s)
787	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report Adherence Summary - Instance(s)	NVCC0202	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report Adherence Summary - Instance(s)
788	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report Agent Information - Instance(s)	NVCC0203	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report Agent Information - Instance(s)
789	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report CT Active Forecast - Instance(s)	NVCC0204	Export Report CT Active Forecast - contains the data for each CT with an Active Forecast. - Report Generation Timeframe: 30 days - Must also purchase NICE IEX WFM Integrated - Export Report (Per BU) MRC - Billed as a one-time (non-recurring) charge

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
790	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report CT Results - Instance(s)	NVCC0205	Export Report CT Results - contains actual results by CT, including actual contacts received, actual contacts abandoned, actual service levels and more. - Report Generation Timeframe: Previous 7 days - Must also purchase NICE IEX WFM Integrated - Export Report (Per BU) MRC - Billed as a one-time (non-recurring) charge
791	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report CT ST Forecast - Instance(s)	NVCC0206	Export Report CT Short-term Forecast - contains the data for each CT with a Short-Term Forecast. - Report Generation Timeframe: 30 days - Must also purchase NICE IEX WFM Integrated - Export Report (Per BU) MRC -Billed as a one-time (non-recurring) charge
792	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report Export Agent - Instance(s)	NVCC0207	Export Report Export Agent - contains Agent Definition screen fields. - Report Generation Timeframe: Previous 7 days - Must also purchase NICE IEX WFM Integrated - Export Report (Per BU) MRC - Billed as a one-time (non-recurring) charge
793	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report MU Forecast - Instance(s)	NVCC0208	Export Report MU Forecast - contains the forecast requirements and open schedule data per MU. - Report Generation Timeframe: Next 7 days - Must also purchase NICE IEX WFM Integrated - Export Report (Per BU) MRC - Billed as a one-time (non-recurring) charge

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
794	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report MU Results - Instance(s)	NVCC0209	Export Report MU Results - contains the actual results by MU, including actual contacts handled, actual requirements, estimated staff, etc. - Report Generation Timeframe: Next 7 days - Must also purchase NICE IEX WFM Integrated - Export Report (Per BU) MRC - Billed as a one-time (non-recurring) charge
795	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report Schedule Detail - Instance(s)	NVCC0210	Export Report Schedule Detail - contains schedule data detailing all scheduled activities of agents over a user defined period. - Report Generation Timeframe: Previous 7 days - Must also purchase NICE IEX WFM Integrated - Export Report (Per BU) MRC - Billed as a one-time (non-recurring) charge
796	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report Schedule Summary - Instance(s)	NVCC0211	Export Report Schedule Summary - contains schedule data summarizing scheduled activities of agents over a user defined period. - Report Generation Timeframe: Previous 7 days - Must also purchase NICE IEX WFM Integrated - Export Report (Per BU) MRC - Billed as a one-time (non-recurring) charge
797	NICE WFO Non-Recurring - IEX WFM Integrated - Export Report Vacation	NVCC0212	Export Report Vacation Summary - contains the data from the Agent Vacation Summary or Agent Time Off Summary screen and can be exported in either XML format or text file format.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Summary - Instance(s)		<ul style="list-style-type: none"> <li>- Report Generation Timeframe: Previous 7 days</li> <li>- Must also purchase NICE IEX WFM Integrated - Export Report (Per BU) MRC</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
798	NICE WFO Non-Recurring - IEX WFM Integrated - Import File Forecast - Instance(s)	NVCC0213	<p>Import File Forecast</p> <ul style="list-style-type: none"> <li>- allows import of contact forecast data into NICE WFM for one or more Contact Types. Useful for WFM groups that cut and paste spreadsheet data into WFM Forecast screen.</li> <li>- Report Generation Timeframe: Next 7 days</li> <li>- Must also purchase NICE IEX WFM Integrated - Import File (Per BU) MRC</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
799	NICE WFO Non-Recurring - IEX WFM Integrated - Import File History - Instance(s)	NVCC0214	<p>Import File History</p> <ul style="list-style-type: none"> <li>- allows import of Contact Type (CT) historical data items from a standardized file. Reduces data entry time required to populate Queue history during DB build and when queues are defined. Can also be used as a data posting method to populate data from multimedia servers.</li> <li>- Report Generation Timeframe: Next 7 days</li> <li>- Must also purchase NICE IEX WFM Integrated - Import File (Per BU) MRC</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
800	NICE WFO Non-Recurring - IEX WFM Integrated -	NVCC0215	<p>Import File MU - For those with outsource partners, this import allows import of the number of scheduled people supplied for</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Import File MU - Instance(s)		<p>each interval of the day, giving an estate-wide view of your operations. Import MU Opens: can be used for collecting and displaying scheduled open data from outsource vendors, without the need to see the actual agent schedules driving the open values. The imported values are stored as "External" opens, separate from scheduled open values derived from the WFM Enterprise agent schedules.</p> <ul style="list-style-type: none"> <li>- Report Generation Timeframe: Previous 7 days</li> <li>- Must also purchase NICE IEX WFM Integrated - Import File (Per BU) MRC</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
801	NICE WFO Non-Recurring - IEX WFM Integrated - Import File Schedule Changes - Instance(s)	NVCC0216	<p>Import File Schedule Changes</p> <ul style="list-style-type: none"> <li>- allows you to import file schedule changes that automatically updates the agents schedule.</li> <li>- Report Generation Timeframe: Next 7 days</li> <li>- Must also purchase NICE IEX WFM Integrated - Import File (Per BU) MRC</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
802	NICE WFO Non-Recurring - IEX WFM Integrated - Import File Vacation Summary - Instance(s)	NVCC0217	<p>Import File Vacation Summary - allows import of agent vacation data into the Agent Vacation Summary/Agent Time Off Summary screen such as earned, debited, and carryover. This is useful if you have complex accrual rules.</p> <ul style="list-style-type: none"> <li>- Report Generation Timeframe: Previous 7 days</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>- Must also purchase NICE IEX WFM Integrated - Export Report (Per BU) MRC - Billed as a one-time (non-recurring) charge</p>
803	NICE WFO Non-Recurring - Integration – Add'l CXone ACD - Integrated IEX - Instance(s)	NVCC0218	<p>NICE WFO Non-Recurring * Integration * Addtl CXone ACD - Integrated IEX Project work to configure a customer's IEX WFM instance with any additional CXone ACDs beyond the first ACD. The WCX team will work in close coordination with the CXone team to enable the PUSH method data feed for historical files and exchange data with the CXone team to enable Real Time Adherence, among other configuration/data requirements.</p> <p>The WCX project team includes: - Project Manager - Delivery Solution Architect - Professional Services Engineer</p>
804	NICE WFO Non-Recurring - Integration - Engage with CXone ACD Impl - Instance(s)	NVCC0219	<p>NICE WFO Non-Recurring * Integration * Engage with CXone ACD Impl PS configuration work for NICE Engage on premises for recording purposes.</p>
805	NICE WFO Non-Recurring - Integration - M-F After hours work premium - Instance(s)	NVCC0220	<p>NICE WFO Non-Recurring * Integration * M-F After Hours work premium (Daily rate) Per After Hours evening or night, including both PM &amp; PSE efforts. Charged as a premium on top of daily rates or packages.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
806	NICE WFO Non-Recurring - Integration - NICE Advanced Services Daily - Instance(s)	NVCC0221	<p>NICE WFO Non-Recurring * Integration * NICE Advanced Services Daily NICE Advanced Services Developer/Engineer Services</p> <ul style="list-style-type: none"> <li>- Billed as a one-time (non-recurring) charge</li> <li>- The Advanced Services team consists of a global team of best-in-class engineers and developers who build custom integrations, BI dashboards &amp; reports, and other end-to-end solutions that dovetail with the NICE portfolio products according to the customer's business requirements.</li> <li>- They also perform other highly specialized tasks such as data migration, decommissioning of legacy/competitor's platforms via data ingestion, server merges/splits, comprehensive system health analyses, and much more.</li> </ul>
807	NICE WFO Non-Recurring - Integration - On-Prem Engage - Engage Connect - Instance(s)	NVCC0222	<p>NICE WFO Non-Recurring * Integration * On-Prem Engage - Engage Connect PS configuration work to enable an integration between the CXone ACD and NICE Engage on premises for recording purposes.</p>
808	NICE WFO Non-Recurring - Integration - Weekend Day work premium - Instance(s)	NVCC0223	<p>NICE WFO Non-Recurring * Integration * Weekend Day Work premium (Daily rate) Fee charged per Weekend Day, including both PM &amp; PSE efforts.</p> <ul style="list-style-type: none"> <li>- Charged as a premium on top of Engage Integration with CXone ACD Implementation.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
809	NICE WFO Usage - CXone AppLink - Compliance Center User - Configured User(s)	NVCC0224	NICE WFO Usage - CXone AppLink - Compliance Center User - Configured User(s)
810	NICE WFO Usage - CXone AppLink - Engage Cloud User - Configured User(s)	NVCC0225	NICE WFO Usage - CXone AppLink - Engage Cloud User - Configured User(s)
811	NICE WFO Usage - CXone AppLink - Teams Recording User - Configured User(s)	NVCC0226	NICE WFO Usage - CXone AppLink - Teams Recording User - Configured User(s)
812	NICE WFO Usage - CXone AppLink - User - Configured User(s)	NVCC0227	NICE WFO Usage - CXone AppLink - User - Configured User(s)
813	NICE WFO Usage - Employee Engagement Manager - Integrated Agent - Configured User(s)	NVCC0228	NICE WFO Usage - Employee Engagement Manager - Integrated Agent - Configured User(s)
814	NICE WFO Usage - Employee Engagement Manager -	NVCC0229	NICE WFO Usage - Employee Engagement Manager - Integrated Agent and Manager - Configured User(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Integrated Agent and Manager - Configured User(s)		
815	NICE WFO Usage - Employee Engagement Manager - Integrated Real Time Alerting - Configured User(s)	NVCC0230	NICE WFO Usage - Employee Engagement Manager - Integrated Real Time Alerting - Configured User(s)
816	NICE WFO Usage - IEX WFM Integrated - AI Forecasting - Configured User(s)	NVCC0231	NICE WFO Usage - IEX WFM Integrated - AI Forecasting - Configured User(s)
817	NICE WFO Usage - Integration - CXone ACD/IVR for Engage Connect - Concurrent User(s)	NVCC0232	NICE WFO Usage - Integration - CXone ACD/IVR for Engage Connect - Concurrent User(s)
818	NICE WFO Usage - Integration - CXone ACD/IVR for Engage Connect - Configured User(s)	NVCC0233	NICE WFO Usage - Integration - CXone ACD/IVR for Engage Connect - Configured User(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
819	NICE Workforce - 02 Advanced	NVCC0234	NICE Workforce - 02 Advanced Implementation
820	Onboarding Package - Complex 50+	NVCC0235	<p>Virtual Contact Center (VCC) implementation team (EM (Engagement Manager) commit; (Configuration Specialist) uses audio and web-based tools for end-to-end project management. Projects begin with a review of the process and proceeds to requirements gathering to determine the criteria and business rules needed to successfully configure the customer's contact center. Once the scope of the project is agreed upon, we work closely with the customer's designated administrator(s) to configure the call flow, providing training throughout the process. A 3-step testing process (Verizon/customer) follows to ensure the configuration is working as scoped. Online training resources are available for on-demand review and train-the-trainer training is provided for the customer's designated trainer(s). On the agreed upon go-live date, the implementation engagement manager coordinates cutover activities and validates call delivery to VCC agents. A monitoring period follows the cutover where the Implementation engagement manager remains engaged to address any post-cutover issues that may arise.</p> <p>- Remote Implementation Services Only - Included # of Users (C&gt;=50 users)</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- 1 contact center work group or multiple work groups utilizing same call flow</li> <li>- Contact Types - Voice, Chat, E-mail (C-all 3)</li> <li>- Menu/Submenu options (C-35)</li> <li>- Points of Contact (C-100)</li> <li>- English language only</li> <li>- Voice Recording (caller to agent)</li> <li>- Hands On VCC Admin training</li> <li>- 1 Agent and Supervisor Train the Trainer session (up to 6 participants)</li> <li>- Train the Trainer Agent exit Guides provided to the customer</li> <li>- Review of customer accepted Studio Scripts</li> <li>- Number of separate Cutovers Supported (C-2)</li> <li>- Post install support, # of business days (C-10 days)</li> </ul>
821	Onboarding Package - Easy 0 - 14	NVCC0236	<p>Virtual Contact Center (VCC) implementation team (EM (Engagement Manager) commit; (Configuration Specialist) uses audio and web-based tools for end-to-end project management. Projects begin with a review of the process and proceeds to requirements gathering to determine the criteria and business rules needed to successfully configure the customer's contact center. Once the scope of the project is agreed upon, we work closely with the customer's designated administrator(s) to configure the call flow, providing training throughout the process. A 3-step testing process (Verizon/customer) follows to ensure the configuration is</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>working as scoped. Online training resources are available for on-demand review and train-the-trainer training is provided for the customer's designated trainer(s). On the agreed upon go-live date, the implementation engagement manager coordinates cutover activities and validates call delivery to VCC agents. A monitoring period follows the cutover where the Implementation engagement manager remains engaged to address any post-cutover issues that may arise.</p> <ul style="list-style-type: none"> <li>- Remote Implementation Services Only</li> <li>- Included # of Users (E&lt; 15 Users)</li> <li>- 1 contact center work group or multiple work groups utilizing same call flow</li> <li>- Contact Types - Voice, Chat, E-mail (E-1)</li> <li>- Menu/Submenu options (E-10)</li> <li>- Points of Contact (E-25)</li> <li>- English language only</li> <li>- Voice Recording (caller to agent)</li> <li>- Hands On VCC Admin training</li> <li>- 1 Agent and Supervisor Train the Trainer session (up to 6 participants)</li> <li>- Train the Trainer Agent exit Guides provided to the customer</li> <li>- Review of customer accepted Studio Scripts</li> <li>- Number of separate Cutovers Supported (E-1)</li> <li>- Post install support, # of business days (E-2 day)</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
822	Onboarding Package - Moderate 15 - 49	NVCC0237	<p>Virtual Contact Center (VCC) implementation team (EM (Engagement Manager) commit; (Configuration Specialist) uses audio and web-based tools for end-to-end project management. Projects begin with a review of the process and proceeds to requirements gathering to determine the criteria and business rules needed to successfully configure the customer's contact center. Once the scope of the project is agreed upon, we work closely with the customer's designated administrator(s) to configure the call flow, providing training throughout the process. A 3-step testing process (Verizon/customer) follows to ensure the configuration is working as scoped. Online training resources are available for on-demand review and train-the-trainer training is provided for the customer's designated trainer(s). On the agreed upon go-live date, the implementation engagement manager coordinates cutover activities and validates call delivery to VCC agents. A monitoring period follows the cutover where the Implementation engagement manager remains engaged to address any post-cutover issues that may arise.</p> <ul style="list-style-type: none"> <li>- Remote Implementation Services Only</li> <li>- Included # of Users (M&lt;=50)</li> <li>- 1 contact center work group or multiple work groups utilizing same call flow</li> <li>- Contact Types - Voice, Chat, E-mail (M-choose 2)</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Menu/Submenu options (M-20)</li> <li>- Points of Contact (M-50)</li> <li>- English language only</li> <li>- Voice Recording (caller to agent)</li> <li>- Hands On VCC Admin training</li> <li>- 1 Agent and Supervisor Train the Trainer session (up to 6 participants)</li> <li>- Train the Trainer Agent exit Guides provided to the customer</li> <li>- Review of customer accepted Studio Scripts</li> <li>- Number of separate Cutovers Supported (M-1)</li> <li>- Post install support, # of business days (M-5 days)</li> </ul>
823	Onboarding Per Ordered User	NVCC0238	Onboarding Per User. In addition to the base Onboarding Package to deploy Virtual Contact Center, the Per User charge covers the implementation and configuration of the ordered Users.
824	Outbound SMS Application Fee - United States of America MRC	NVCC0239	<p>Outbound SMS Application Fee. A monthly maintenance fee per Business Unit, which is a prerequisite to a short and/or long code.</p> <p>The Proactive Outbound SMS feature is meant for a customer who wants to initiate proactive messages to their patrons without involving an agent.</p> <ul style="list-style-type: none"> <li>- A monthly carrier account maintenance fee per Business Unit, which is a prerequisite to a short and/or long code and the proactive Outbound SMS feature</li> <li>- Key Features:</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- 10,000 monthly messages included (short/long code carrier surcharges still apply).</li> <li>Messages do not roll over month to month</li> <li>- Supports sending of messages to US destinations only. Messaged configured for any other destination will be rejected by the carrier.</li> <li>- NOTE: The following components are required to run at least one successful Outbound SMS Campaign:               <ul style="list-style-type: none"> <li>- At least one Personal Connection user</li> <li>- Short code or long code</li> </ul> </li> </ul>
825	Outbound SMS Application Fee - United States of America NRC	NVCC0240	Outbound SMS Application Fee - United States of America NRC
826	Outbound SMS Campaign Implementation	NVCC0241	<p>Outbound SMS Campaign Implementation.</p> <ul style="list-style-type: none"> <li>- A one-time setup fee to add the long or short code(s) to the inContact System and setup a skill and message template for one campaign</li> <li>- Implementation includes training for supervisor or administrator on how to configure on SMS skill and message template</li> </ul>
827	Outgoing SMS Long Code Overage - United States of America	NVCC0242	<p>Outbound SMS Application Fee at least one of the following combinations</p> <p>SMS Long Codes(s) and Outgoing SMS Long Code Overage</p> <p>OR</p> <p>SMS Toll Free Long Code(s) and SMS Toll Free Long Code Overage</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
828	Outgoing SMS Short Code Overage - United States of America	NVCC0243	Outbound SMS Application Fee(s) AND at least one of the following combinations SMS Short Code(s) AND Outgoing SMS Short Code Overage OR SMS Custom Short Code(s) AND Outgoing SMS Short Code Overage
829	Performance Mgmt  Non-Recurring - inView - CRM Integration - Instance(s)	NVCC0244	Integration and setup of CXone Performance Management with a CRM - Billed as a one-time (non-recurring) charge - Implementation includes: - Up to 3 prebuilt dashboards/wallboards - Access turned on and roles set up -TTT sessions to customize to company specific use-case/setup and the ability to maintain - 2-hour remote education - eLearning access and training guides
830	Performance Mgmt  Non-Recurring - inView - CXone Digital Integration - Instance(s)	NVCC0245	NICE inContact CXone Performance Management - CXone Digital Integration - Integration of Digital First data sources into CXone Performance Management - Billed as a one-time (non-recurring) charge - For NICE inContact Cloud CXone only Customer must have CXone Performance Management
831	Performance Mgmt  Non-Recurring - inView - CXone QM Integration - Instance(s)	NVCC0246	NICE inContact CXone Performance Management - CXone QM Integration - Integration of CXone Quality Management data sources into CXone Performance Management - Billed as a one-time (non-recurring) charge

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- For NICE inContact cloud hosted only
832	Performance Mgmt Mngmnt Non-Recurring - inView - Non-CXone Direct DB Integration - Instance(s)	NVCC0247	- Direct integration for a non-CXone database - Billed as a one time one-time (non-recurring) charge - Integration includes: - Non inContact WFO, CRM, Salesforce, Direct Database Connection - Up to 40 Professional Services Hours
833	Performance Mgmt Mngmnt Non-Recurring - inView - Professional Services Hours - Hour(s)	NVCC0248	- Used for additional PS hours for CXone Performance Management - Billed as a one time one-time (non-recurring) charge - Features: - Alterations to existing integrations - Custom modifications to web services in a self-service integration - Custom connectors - Premise-based connectors to gather data - Typically used for integrations beyond 40 PS hours
834	Performance Mgmt Mngmnt Non-Recurring - inView - Standard ACD Integration - Instance(s)	NVCC0249	- Implementation and setup of CXone Performance Management - Billed as a one time one-time (non-recurring) charge - Implementation includes: - Up to 3 dashboards built for director, supervisor, or agent during implementation - Access for supervisors and agents to dashboard

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Supervisors can customize modules, dashboards, objectives, metrics, users, profiles, and security access</li> <li>- 2 hour2-hour remote education</li> <li>- eLearning access and training guides</li> </ul>
835	Performance Mgmt Mngmnt Usage - inView - Coaching and Learning Management - Concurrent - User(s)	NVCC0250	Performance Mgmt Mngmnt Usage - inView - Coaching and Learning Management - Concurrent - User(s)
836	Performance Mgmt Mngmnt Usage - inView - Gamification - Concurrent - User(s)	NVCC0251	Performance Mgmt Mngmnt Usage - inView - Gamification - Concurrent - User(s)
837	Performance Mgmt Mngmnt Usage - inView - Performance Management - Concurrent - User(s)	NVCC0252	Performance Mgmt Mngmnt Usage - inView - Performance Management - Concurrent - User(s)
838	Performance Mgmt	NVCC0253	Performance Mgmt

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Mngmnt Usage - inView - Standalone Wallboards - Concurrent - Concurrent User(s)		Mngmnt Usage - inView - Standalone Wallboards - Concurrent - Concurrent User(s)
839	Performance Mngmnt Usage - inView - Standalone Wallboards - Configured - Configured User(s)	NVCC0254	Performance Mngmnt Usage - inView - Standalone Wallboards - Configured - Configured User(s)
840	Project Fee - 1 Hours for Test	NVCC0255	Hourly rate available for custom projects approved by Virtual Contact Center's Professional Services team.
841	Self Service IVR Basic	NVCC0256	<p>Basic Self-Service IVR is designed to enable query of data stored within the VCC platform which can be used to facilitate call routing and/or provide information back to the caller. Example: Lookup based on caller's NPA/NXX to support regional routing.</p> <p>Basic Self-Service IVR Detail:</p> <ul style="list-style-type: none"> <li>· Adds data lookup to one internal Virtual Contact Center table (defined in Studio or via flat file uploaded into platform); up to 25 menu options.</li> <li>· Up to 3 database "calls" (lookup only)</li> <li>· Customer must provide the data/table that is entered/uploaded into the system</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>and is responsible for maintenance of the data/table</p> <ul style="list-style-type: none"> <li>· Caller may still be provided the option to route to an agent</li> <li>· Increases deployment timeline up to an additional 30 days</li> <li>· No External data integration</li> <li>· Not suitable for dynamic data</li> </ul> <p>- Integration package should apply to one contact type. If integration is required for more contact types, then additional packages would need to be ordered.</p> <p>Not suitable for large amounts of data</p>
842	SMS Custom Short Code(s) - United States of America MRC	NVCC0257	SMS Custom Short Code(s) - United States of America MRC
843	SMS Custom Short Code(s) - United States of America NRC	NVCC0258	SMS Custom Short Code(s) - United States of America NRC
844	SMS Long Code(s) - United States of America MRC	NVCC0259	SMS Long Code(s) - United States of America MRC
845	SMS Long Code(s) - United States of America NRC	NVCC0260	SMS Long Code(s) - United States of America NRC
846	SMS Messaging Monthly Recurring -	NVCC0261	SMS Messaging Monthly Recurring - CXone Messaging - Digital Application - Instance(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	CXone Messaging - Digital Application - Instance(s)		
847	SMS Messaging Monthly Recurring - CXone Messaging - Long Code - Code(s) - United States of America	NVCC0262	SMS Messaging Monthly Recurring - CXone Messaging - Long Code - Code(s) - United States of America
848	SMS Messaging Monthly Recurring - CXone Messaging - Long Code Campaign Registration - Instance(s) - United States of America	NVCC0263	SMS Messaging Monthly Recurring - CXone Messaging - Long Code Campaign Registration - Instance(s) - United States of America
849	SMS Messaging Monthly Recurring - CXone Messaging - Short Code - Code(s) - United States of America	NVCC0264	SMS Messaging Monthly Recurring - CXone Messaging - Short Code - Code(s) - United States of America

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
850	SMS Messaging Monthly Recurring - CXone Messaging - Toll Free Long Code - Code(s) - United States of America	NVCC0265	SMS Messaging Monthly Recurring - CXone Messaging - Toll Free Long Code - Code(s) - United States of America
851	SMS Messaging Monthly Recurring - Textel - 100K Messages Package - BU Instance(s)	NVCC0266	SMS Messaging Monthly Recurring - Textel - 100K Messages Package - BU Instance(s)
852	SMS Messaging Monthly Recurring - Textel - 10K Messages Package - BU Instance(s)	NVCC0267	SMS Messaging Monthly Recurring - Textel - 10K Messages Package - BU Instance(s)
853	SMS Messaging Monthly Recurring - Textel - 1M Messages Package - BU Instance(s)	NVCC0268	SMS Messaging Monthly Recurring - Textel - 1M Messages Package - BU Instance(s)
854	SMS Messaging Monthly Recurring - Textel - 250K Messages Package - BU Instance(s)	NVCC0269	SMS Messaging Monthly Recurring - Textel - 250K Messages Package - BU Instance(s)

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
855	SMS Messaging Monthly Recurring - Textel - 25K Messages Package - BU Instance(s)	NVCC0270	SMS Messaging Monthly Recurring - Textel - 25K Messages Package - BU Instance(s)
856	SMS Messaging Monthly Recurring - Textel - 2M Messages Package - BU Instance(s)	NVCC0271	SMS Messaging Monthly Recurring - Textel - 2M Messages Package - BU Instance(s)
857	SMS Messaging Monthly Recurring - Textel - 500K Messages Package - BU Instance(s)	NVCC0272	SMS Messaging Monthly Recurring - Textel - 500K Messages Package - BU Instance(s)
858	SMS Messaging Monthly Recurring - Textel - 50K Messages Package - BU Instance(s)	NVCC0273	SMS Messaging Monthly Recurring - Textel - 50K Messages Package - BU Instance(s)
859	SMS Messaging Monthly Recurring - Textel - 750K Messages Package - BU Instance(s)	NVCC0274	SMS Messaging Monthly Recurring - Textel - 750K Messages Package - BU Instance(s)

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
860	SMS Messaging Monthly Recurring - Textel - Blast - BU Instance(s)	NVCC0275	SMS Messaging Monthly Recurring - Textel - Blast - BU Instance(s)
861	SMS Messaging Monthly Recurring - Textel - Conversations - BU Instance(s)	NVCC0276	SMS Messaging Monthly Recurring - Textel - Conversations - BU Instance(s)
862	SMS Messaging Monthly Recurring - Textel - Long Code MRC - Code(s)	NVCC0277	SMS Messaging Monthly Recurring - Textel - Long Code MRC - Code(s)
863	SMS Messaging Monthly Recurring - Textel - Long Code MRC Surcharge - Tier 1 - Code(s)	NVCC0278	SMS Messaging Monthly Recurring - Textel - Long Code MRC Surcharge - Tier 1 - Code(s)
864	SMS Messaging Monthly Recurring - Textel - SFDC Flow Builder Integration - BU Instance(s)	NVCC0279	SMS Messaging Monthly Recurring - Textel - SFDC Flow Builder Integration - BU Instance(s)
865	SMS Messaging Monthly Recurring - Textel - Short Code	NVCC0280	SMS Messaging Monthly Recurring - Textel - Short Code Random MRC - Code(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Random MRC - Code(s)		
866	SMS Messaging Monthly Recurring - Textel - Short Code Random MRC Surcharge - Code(s)	NVCC0281	SMS Messaging Monthly Recurring - Textel - Short Code Random MRC - Code(s)
867	SMS Messaging Monthly Recurring - Textel - Short Code Vanity MRC - Code(s)	NVCC0282	SMS Messaging Monthly Recurring - Textel - Short Code Vanity MRC - Code(s)
868	SMS Messaging Monthly Recurring - Textel - Short Code Vanity MRC Surcharge - Code(s)	NVCC0283	SMS Messaging Monthly Recurring - Textel - Short Code Vanity MRC - Code(s)
869	SMS Messaging Monthly Recurring - Textel - Text Bots - BU Instance(s)	NVCC0284	SMS Messaging Monthly Recurring - Textel - Text Bots - BU Instance(s)
870	SMS Messaging Non-Recurring - CXone Messaging - Digital App	NVCC0285	Digital Application implementation to setup a Business Unit for inbound (patron and agent conversation) SMS in the carrier's system.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Implementation - Instance(s)		
871	SMS Messaging Non-Recurring - CXone Messaging - Long Code Campaign Reg Setup - Instance(s)	NVCC0286	SMS Messaging Long Code - One-time setup to provision Long Code(s) in the carrier's system for each country
872	SMS Messaging Non-Recurring - CXone Messaging - Long Code Setup - Code(s) - United States of America	NVCC0287	SMS Messaging Long Code -One-time provisioning charge per Short Code. There is an 8an 8-12 week time frame to set up in carrier's system in the United States
873	SMS Messaging Non-Recurring - CXone Messaging - Short Code Setup - Code(s) - United States of America	NVCC0288	SMS Messaging Short Code -One-time provisioning charge per Short Code. There is an 8an 8-12 week time frame to set up in carrier's system in the United States
874	SMS Messaging Non-Recurring - CXone Messaging - SMS Personal Connection Application Fee	NVCC0289	SMS Messaging Non-Recurring provides for the implementation setup of the following:  SMS Messaging Personal Connection Application Fee (Per BU) is a one-time setup fee, specific for each applicable country. This is a required prerequisite to obtain a

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	SETUP - Instance(s)		short and/or long code and the proactive CXone SMS feature.
875	SMS Messaging Non-Recurring - CXone Messaging - SMS Personal Connection Campaign Implementation - Instance(s)	NVCC0290	<p>SMS Messaging Personal Connection Campaign Implementation is a one-time setup fee to build one proactive outbound SMS campaign using the Personal Connection feature in the inContact system. -Implementation includes:</p> <ul style="list-style-type: none"> <li>- Adding the long or short code to the Virtual Contact Center system</li> <li>- Setting up a skill and message template for the campaign</li> <li>- Training for supervisor or administrator on how to configure an SMS skill and message template</li> </ul>
876	SMS Messaging Non-Recurring - CXone Messaging - Toll Free Long Code Setup - Code(s) - United States of America	NVCC0291	SMS Messaging Toll Free - One-time setup to provision Toll Free Long Code(s) in the carrier's system for each country
877	SMS Messaging Non-Recurring - Textel - API Consulting Package - Instance(s)	NVCC0292	<p>'This implementation package is intended for adding on Textel APIs to an existing or new Textel setup. Package includes:</p> <p>Textel API Consultants will provide guidance on the use of the Textel Developer APIs. Textel will assist in understanding which APIs are appropriate for use in a customerscustomer's development project as well as advise on</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			the best way to utilize the APIs for the desired application. This consulting covers any of the Textel APIs available. This engagement is for API consulting only, all software development is the responsibility of the customer.
878	SMS Messaging Non-Recurring - Textel - Base Implementation - Instance(s)	NVCC0293	<p>This implementation package is intended for the base implementation for new Textel customers, from project kick-off to go-live support. Package includes:</p> <ul style="list-style-type: none"> <li>Requirements/Design Workshop</li> <li>SMS Regulatory Compliance Workshop</li> <li>SMS Line setup and configuration</li> <li>Inbound / Outbound Agent Conversations within MAX or CXone Agent</li> <li>SMS touting to agents</li> <li>Configuration of Auto-Replies</li> <li>Configuration of Agent Quick-Replies</li> <li>Configuration of Keywords</li> <li>Implementation of Basic IVR Integration</li> <li>System testing</li> <li>UAT support</li> <li>Go-Live support</li> </ul>
879	SMS Messaging Non-Recurring - Textel - Blast Implementation - Instance(s)	NVCC0294	<p>This implementation package is intended for adding on Textel Blast for bulk SMS messaging to an existing or new Textel setup. Package includes:</p> <ul style="list-style-type: none"> <li>Blast setup and configuration for bulk SMS messaging</li> <li>System testing support</li> <li>UAT support</li> <li>Go-Live support</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
880	SMS Messaging Non-Recurring - Textel - Implementation in PC Dialer - Instance(s)	NVCC0295	<p>'This implementation package is intended for adding on Textel to PC dialer to an existing or new Textel setup. Package includes:</p> <p>PC Dialer Training for bulk SMS messaging System testing support UAT support Go-Live support</p>
881	SMS Messaging Non-Recurring - Textel - ITR Design - Instance(s)	NVCC0296	<p>'This implementation package is intended for adding on Textel ITR to an existing or new Textel setup. Package includes:</p> <p>Project Kickoff Meeting ITR Requirements/Design Workshop Review ITR Best Practices Review customer use cases Establish a high levelhigh-level design Includes five prompts and additional ones can be scoped.</p>
882	SMS Messaging Non-Recurring - Textel - Migration from Legacy Chat - Instance(s)	NVCC0297	<p>'This implementation package is intended to migrate existing legacy Textel chat to DFO or CXone Agent. Package includes:</p> <p>Migration of Textel from legacy CXone Chat to DFO or CXone Agent Includes migration of all existing text-enabled long/short code</p>
883	SMS Messaging Non-Recurring - Textel - Professional Services Hours - Hour(s)	NVCC0298	<p>'-Used for Professional Services hours specifically with Textel -Billed as a one timeone-time (non-recurring) charge -Used for the creation of new functionality and/or studio scripting as well as custom</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			integration with customer systems. To be estimated and billed at an hourly rate.
884	SMS Messaging Non-Recurring - Textel - SFDC Flow Builder Integration - Instance(s)	NVCC0299	<p>'This implementation package is intended for adding on Salesforce integration to an existing or new Textel setup. Package includes:</p> <p>Project Kickoff Meeting Integration Workshop-Technical Review/Training of Integration Requirements /Design Workshop System testing UAT support Go-Live support</p>
885	SMS Messaging Non-Recurring - Textel - Short Code Implementation - Code(s)	NVCC0300	<p>'-Set up and implementation for Textel Short Code -Billed as a one-time (non-recurring) charge per short code -Implementation includes: -Porting of existing or set up of new Short Code -Set up of agent inbound/outbound SMS into MAX -Set up of Textel into the Personal Connection Dialer (optional)</p>
886	SMS Messaging Non-Recurring - Textel - Text Bot Implementation - Instance(s)	NVCC0301	<p>'This implementation package is intended for adding on Textel Text Bots to a new or existing Textel setup. Package includes:</p> <p>Requirements Review and Sign-off Implementation of a single bot flow use case. Activation and routing setup of the Text Bot flow on one or many lines in the account.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Does not include integrations with 3rd party applications. UAT support Go-Live support
887	SMS Messaging Usage - CXone Messaging - Inbound Long Code Overage - SMS Message(s) - United States of America	NVCC0302	SMS Messaging Usage - CXone Messaging - Inbound Long Code Overage - SMS Message(s) - United States of America
888	SMS Messaging Usage - CXone Messaging - Inbound Short Code Overage - SMS Message(s) - United States of America	NVCC0303	SMS Messaging Usage - CXone Messaging - Inbound Short Code Overage - SMS Message(s) - United States of America
889	SMS Messaging Usage - CXone Messaging - Inbound Toll Free Toll-Free Long Code Overage - SMS Message(s) - United States of America	NVCC0304	SMS Messaging Usage - CXone Messaging - Inbound Toll-Free Long Code Overage - SMS Message(s) - United States of America
890	SMS Messaging Usage - CXone Messaging - Outbound Long	NVCC0305	SMS Messaging Usage - CXone Messaging - Outbound Long Code Overage - SMS Message(s) - United States of America

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Code Coverage - SMS Message(s) - United States of America		
891	SMS Messaging Usage - CXone Messaging - Outbound Short Code Coverage - SMS Message(s) - United States of America	NVCC0306	SMS Messaging Usage - CXone Messaging - Outbound Short Code Coverage - SMS Message(s) - United States of America
892	SMS Messaging Usage - CXone Messaging - Outbound Toll Free Toll-Free Long Code Coverage - SMS Message(s) - United States of America	NVCC0307	SMS Messaging Usage - CXone Messaging - Outbound Toll-Free Long Code Coverage - SMS Message(s) - United States of America
893	SMS Messaging Usage - CXone Messaging - Personal Connect MMS Coverage - 100 Message Block(s) - United States of America	NVCC0308	SMS Messaging Usage - CXone Messaging - Personal Connect MMS Coverage - 100 Message Block(s) - United States of America

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
894	SMS Messaging Usage - CXone Messaging - Personal Connect SMS Overage - 100 Message Block(s) - United States of America	NVCC0309	SMS Messaging Usage - CXone Messaging - Personal Connect SMS Overage - 100 Message Block(s) - United States of America
895	SMS Messaging Usage - Textel - Long Code MMS Surcharge - Message(s) - United States of America	NVCC0310	SMS Messaging Usage - Textel - Long Code MMS Surcharge - Message(s) - United States of America
896	SMS Messaging Usage - Textel - Long Code SMS Surcharge - Message(s) - United States of America	NVCC0311	SMS Messaging Usage - Textel - Long Code SMS Surcharge - Message(s) - United States of America
897	SMS Messaging Usage - Textel - Message Overage Beyond 100K - Message(s) - United States of America	NVCC0312	SMS Messaging Usage - Textel - Message Overage Beyond 100K - Message(s) - United States of America

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
898	SMS Messaging Usage - Textel - Message Overage Beyond 10K - Message(s) - United States of America	NVCC0313	SMS Messaging Usage - Textel - Message Overage Beyond 10K - Message(s) - United States of America
899	SMS Messaging Usage - Textel - Message Overage Beyond 1M - Message(s) - United States of America	NVCC0314	SMS Messaging Usage - Textel - Message Overage Beyond 1M - Message(s) - United States of America
900	SMS Messaging Usage - Textel - Message Overage Beyond 250K - Message(s) - United States of America	NVCC0315	SMS Messaging Usage - Textel - Message Overage Beyond 250K - Message(s) - United States of America
901	SMS Messaging Usage - Textel - Message Overage Beyond 25K - Message(s) - United States of America	NVCC0316	SMS Messaging Usage - Textel - Message Overage Beyond 25K - Message(s) - United States of America
902	SMS Messaging Usage - Textel - Message Overage Beyond	NVCC0317	SMS Messaging Usage - Textel - Message Overage Beyond 2M - Message(s) - United States of America

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	2M - Message(s) - United States of America		
903	SMS Messaging Usage - Textel - Message Overage Beyond 500K - Message(s) - United States of America	NVCC0318	SMS Messaging Usage - Textel - Message Overage Beyond 500K - Message(s) - United States of America
904	SMS Messaging Usage - Textel - Message Overage Beyond 50K - Message(s) - United States of America	NVCC0319	SMS Messaging Usage - Textel - Message Overage Beyond 50K - Message(s) - United States of America
905	SMS Messaging Usage - Textel - Message Overage Beyond 750K - Message(s) - United States of America	NVCC0320	SMS Messaging Usage - Textel - Message Overage Beyond 750K - Message(s) - United States of America
906	SMS Messaging Usage - Textel - Short Code MMS Surcharge - Message(s) - United States of America	NVCC0321	SMS Messaging Usage - Textel - Short Code MMS Surcharge - Message(s) - United States of America

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
907	SMS Toll- Free Long Code Overage - United States of America	NVCC0322	SMS Toll-Free Long Code Overage - United States of America
908	SMS Toll-Free Long Code(s) - United States of America MRC	NVCC0323	SMS Toll-Free Long Code(s) - United States of America MRC
909	SMS Toll-Free Long Code(s) - United States of America NRC	NVCC0324	SMS Toll-Free Long Code(s) - United States of America NRC
910	SMS Usage - MMS SMS - Carrier Surcharge Long Code - United States of America - Message(s)	NVCC0325	SMS Usage - MMS SMS - Carrier Surcharge Long Code - United States of America - Message(s)
911	SMS Usage - MMS SMS - Carrier Surcharge Short Code - United States of America - Message(s)	NVCC0326	SMS Usage - MMS SMS - Carrier Surcharge Short Code - United States of America - Message(s)
912	SMS Usage - MMS SMS - Carrier Surcharge Toll-Free Long Code - United States of	NVCC0327	SMS Usage - MMS SMS - Carrier Surcharge Toll-Free Long Code - United States of America - Message(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	America - Message(s)		
913	User - Concurrent - Additional User(s)	NVCC0328	User - Concurrent - Additional User(s)
914	User - Unique - 0 User Minimum	NVCC0329	User - Unique - 0 User Minimum
915	User - Unique - Additional User(s)	NVCC0331	User - Unique - Additional User(s)
916	VCC Monthly Recurring - Connectivity - DEVone SIP Trunk - Trunk(s)	NVCC0332	VCC Monthly Recurring - Connectivity - DEVone SIP Trunk - Trunk(s)
917	VCC Monthly Recurring - Connectivity - SIP Connectivity over Internet - Trunk(s)	NVCC0333	VCC Monthly Recurring - Connectivity - SIP Connectivity over Internet - Trunk(s)
918	VCC Monthly Recurring - Connectivity - SmartAssist SIP Trunk - Trunk(s)	NVCC0334	VCC Monthly Recurring - Connectivity - SmartAssist SIP Trunk - Trunk(s)
919	VCC Monthly Recurring - Connectivity - TLS	NVCC0335	VCC Monthly Recurring - Connectivity - TLS SIP Security - Trunk(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	SIP Security - Trunk(s)		
920	VCC Monthly Recurring - CXone Data Share - Connection and Data Access - 1M Interactions	NVCC0336	VCC Monthly Recurring - CXone Data Share - Connection and Data Access - 1M Interactions
921	VCC Monthly Recurring - Optional Add On - Preview Instance - Instance(s)	NVCC0337	VCC Monthly Recurring - Optional Add On - Preview Instance - Instance(s)
922	VCC Monthly Recurring - Optional Add On - Voice Diagnostics - Instance(s)	NVCC0338	VCC Monthly Recurring - Optional Add On - Voice Diagnostics - Instance(s)
923	VCC Monthly Recurring - Secure External Access - Faster SEA Service <25k Users - Instance(s)	NVCC0339	VCC Monthly Recurring - Secure External Access - Faster SEA Service <25k Users - Instance(s)
924	VCC Monthly Recurring - Secure External Access - Faster	NVCC0340	VCC Monthly Recurring - Secure External Access - Faster SEA Service <50k Users - Instance(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	SEA Service <50k Users - Instance(s)		
925	VCC Monthly Recurring - Secure External Access - Faster SEA Service <750 Users - Instance(s)	NVCC0341	VCC Monthly Recurring - Secure External Access - Faster SEA Service <750 Users - Instance(s)
926	VCC Monthly Recurring - Secure External Access - Faster SEA Service >50k Users - Instance(s)	NVCC0342	VCC Monthly Recurring - Secure External Access - Faster SEA Service >50k Users - Instance(s)
927	VCC Monthly Recurring - Secure External Access - Faster SEA Service to 150 Users - Instance(s)	NVCC0343	VCC Monthly Recurring - Secure External Access - Faster SEA Service to 150 Users - Instance(s)
928	VCC Non-Recurring - Connectivity - DEVone SIP Trunk Set Up - Trunk(s)	NVCC0344	Required one-time setup fee for DEVone SIP Trunks Billed as a one-time fee per SIP Trunk
929	VCC Non-Recurring - Connectivity - SIP Connectivity	NVCC0345	Required one-time setup fee with the selection of SIP Trunking Standard.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Internet Set Up - Trunk(s)		
930	VCC Non-Recurring - Connectivity - SmartAssist SIP Trunk Set Up - Instance(s)	NVCC0346	Required one-time setup fee for SIP Connectivity between CXone (VCC) and AutoPilot. Billed as a one-time fee per SIP Trunk.
931	VCC Non-Recurring - Connectivity - TLS SIP Security Set Up - Trunk(s)	NVCC0347	VCC Non-Recurring - Connectivity - TLS SIP Security Set Up - Trunk(s)
932	VCC Non-Recurring - CXone Data Share - Consulting - Instance(s)	NVCC0348	VCC Non-Recurring - CXone Data Share - Consulting - Instance(s)
933	VCC Non-Recurring - CXone Data Share - Professional Service Hours - Hour(s)	NVCC0349	VCC Non-Recurring - CXone Data Share - Professional Service Hours - Hour(s)
934	VCC Non-Recurring - Optional Add On - CXone Business	NVCC0350	VCC Non-Recurring - Optional Add-On - CXone Business Unit Setup - Instance(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Unit Setup - Instance(s)		
935	VCC Non-Recurring - Optional Add On - CXone Custom Storage Setup - Instance(s)	NVCC0351	VCC Non-Recurring - Optional Add- On - CXone Custom Storage Setup - Instance(s)
936	VCC Non-Recurring - Optional Add On - Preview Instance Setup - Instance(s)	NVCC0352	VCC Non-Recurring - Optional Add- On - Preview Instance Setup - Instance(s)
937	VCC Usage - CXone Data Share - Interactions Overage - 2000 Interaction Block(s)	NVCC0353	VCC Usage - CXone Data Share - Interactions Overage - 2000 Interaction Block(s)
938	VCC Usage - CXone Data Share - Snowflake Processing - Credit(s)	NVCC0354	VCC Usage - CXone Data Share - Snowflake Processing - Credit(s)
939	VCC Usage - Optional Add On - CXone Custom Storage - Seat(s)	NVCC0355	VCC Usage - Optional Add On - CXone Custom Storage - Seat(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
940	VCC Usage - Optional Add On - CXone Report Viewer - Concurrent - License(s)	NVCC0356	VCC Usage - Optional Add On - CXone Report Viewer - Concurrent - License(s)
941	VCC Usage - Optional Add On - CXone Report Viewer - Unique - License(s)	NVCC0357	VCC Usage - Optional Add On - CXone Report Viewer - Unique - License(s)
942	VCC Usage - Optional Add On - Data Streams - 500M Message block(s)	NVCC0358	VCC Usage - Optional Add On - Data Streams - 500M Message block(s)
943	VCC Usage - Optional Add On - Voice Quality Metrics - 100 minute block(s)	NVCC0359	VCC Usage - Optional Add On - Voice Quality Metrics - 100 minute block(s)
944	VCC Usage - Required Add-On - CXone Recording Export - Interaction(s)	NVCC0360	VCC Usage - Required Add-On - CXone Recording Export - Interaction(s)
945	VCC Usage - Required Add-On - CXone Recording Export - Configured	NVCC0361	VCC Usage - Required Add-On - CXone Recording Export - Configured

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
946	VCC Usage - Required Add-On - Personal Connect Voice Overage - Concurrent - 100 minute block(s)	NVCC0362	VCC Usage - Required Add-On - Personal Connect Voice Overage - Concurrent - 100 minute block(s)
947	VCC Usage - Required Add-On - Personal Connect Voice Overage - Configured - 100 minute block(s)	NVCC0363	VCC Usage - Required Add-On - Personal Connect Voice Overage - Configured - 100 minute block(s)
948	VCC Usage - Required Add-On - Personal Connect Voice Overage - Unique - 100 minute block(s)	NVCC0364	VCC Usage - Required Add-On - Personal Connect Voice Overage - Unique - 100 minute block(s)
949	Virtual Agent Self Service Monthly Recurring - Cloud Continuous Transcription - Voice Enablement License - BU Instance(s)	NVCC0365	Virtual Agent Self Service Monthly Recurring - Cloud Continuous Transcription - Voice Enablement License - BU Instance(s)
950	Virtual Agent Self Service Monthly Recurring - Cloud	NVCC0366	Virtual Agent Self Service Monthly Recurring - Cloud Turn-by-Turn Transcription - Voice Enablement License - BU Instance(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Turn-by-Turn Transcription - Voice Enablement License - BU Instance(s)		
951	Virtual Agent Self Service Monthly Recurring - Virtual Agent Hub - Cloud TTS Enablement License - Instance(s)	NVCC0367	Virtual Agent Self Service Monthly Recurring - Virtual Agent Hub - Cloud TTS Enablement License - Instance(s)
952	Virtual Agent Self Service Non-Recurring - Agent Assist Hub - Registration Implementation - Instance(s)	NVCC0368	Required Implementation for CXone Agent Assist Hub - Billed as a one-time non-recurring charge
953	Virtual Agent Self Service Non-Recurring - Cloud Continuous Transcription - Implementation - Instance(s)	NVCC0369	CXone Bot Builder Implementation - Custom API Integration requires functional Bot in production or CXone Bot Builder Implementation - General - Integration includes: - Consultation and Requirements Documentation - Project team and the customer will choose 1 use case that will be implemented within the implementation scope - Consult and Set up API Authentication

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Consult and implement the chosen use case</li> <li>- Additional hours may be purchased through CXone Bot Builder Professional Services Hours</li> <li>- Billed as a one-time (non-recurring) charge per Use Case</li> </ul>
954	Virtual Agent Self Service Non-Recurring - CXone Bot Builder - Impl - Custom API Integration - Instance(s)	NVCC0370	<p>CXone Bot Builder Implementation - Custom API Integration requires functional Bot in production or CXone Bot Builder Implementation - General</p> <ul style="list-style-type: none"> <li>- Integration includes: <ul style="list-style-type: none"> <li>- Consultation and Requirements Documentation</li> <li>- Project team and the customer will choose 1 use case that will be implemented within the implementation scope</li> </ul> </li> <li>- Consult and Set up API Authentication</li> <li>- Consult and implement the chosen use case</li> <li>- Additional hours may be purchased through CXone Bot Builder Professional Services Hours</li> <li>- Billed as a one-time (non-recurring) charge per Use Case</li> </ul>
955	Virtual Agent Self Service Non-Recurring - CXone Bot Builder - Impl - CXone Expert Integration - Instance(s)	NVCC0371	<p>CXone Bot Builder Implementation - CXone Expert Integration requires functional Bot in production or CXone Bot Builder Implementation - General</p> <ul style="list-style-type: none"> <li>- Integration includes: <ul style="list-style-type: none"> <li>- Consult and set up API Authentication with Expert API</li> <li>- Consult and set up the following use cases:</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Search and surface articles from Expert when a bot hits Fallback</li> <li>- Search and surface articles from Expert when a bot recognizes specific intent</li> <li>- Optional: Search and surface articles when end customers ask a bot to search Expert Knowledge Base with a specific query</li> <li>- Additional hours may be purchased through CXone Bot Builder Professional Services Hours</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
956	Virtual Agent Self Service Non-Recurring - CXone Bot Builder - Impl - General - Instance(s)	NVCC0372	<p>CXone Bot Builder - General Implementation Package includes:</p> <ul style="list-style-type: none"> <li>- Project team and the customer will choose use cases that will be implemented within the implementation scope</li> <li>- The Project team will assist with the following tasks that will correspond with the required use cases: <ul style="list-style-type: none"> <li>- Create and configure the bot in CXone</li> <li>- Create Intents and Entities</li> <li>- Create Rules &amp; Stories</li> <li>- Optionally set up use case with Slots and Forms</li> <li>- Design Fallback</li> <li>- Test the Bot</li> <li>- Consult with a continuous learning loop via Conversations, Analytics, and NLU Inbox</li> <li>- Deploy the Bot into production channels through DFO Routing</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>- Additional hours may be purchased through CXone Bot Builder Professional Services Hours</li> <li>- Billed as a one-time (non-recurring) charge</li> </ul>
957	Virtual Agent Self Service Non-Recurring - CXone Bot Builder - Professional Services Hours - Hour(s)	NVCC0373	Consultation AND/OR implementation for CXone Bot Builder. <ul style="list-style-type: none"> <li>- Custom scope required to determine number of PS Hours</li> <li>- Billed as a one-time (non-recurring) charge.</li> </ul>
958	Virtual Agent Self Service Non-Recurring - Enlighten - AI Routing Implementation - Instance(s)	NVCC0374	Implementation Package includes the integration of CXone Enlighten AI Routing on customer's CXone instance. Billed as a one-time (non-recurring) charge. The scope of services is comprised of the following categories of work: Requirements Gathering and Planning; Implementation; and Testing and Deployment.
959	Virtual Agent Self Service Non-Recurring - Enlighten - AutoSummary Implementation - Instance(s)	NVCC0375	Enlighten AutoSummary will automate 100% of Agent Notetaking with the Power of AI <ul style="list-style-type: none"> <li>- Billed as a one-time (non-recurring) charge.</li> </ul> Implementation Includes <ul style="list-style-type: none"> <li>- 16 hours of Professional Service including consulting, basic setup, and error handling.</li> <li>- For additional support beyond this package, Customer must purchase other PS packages, for scripting, APIs, etc.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
960	Virtual Agent Self Service Non-Recurring - Enlighten - RT Interaction Guidance Impl - Instance(s)	NVCC0376	Virtual Agent Self Service Non-Recurring - Enlighten - RT Interaction Guidance Impl - Instance(s)
961	Virtual Agent Self Service Non-Recurring - SmartAssist by Amelia - Virtual Agent Digital Empl Svcs - Instance(s)	NVCC0377	Virtual Agent Self Service Non-Recurring * SmartAssist by Amelia * Virtual Agent Digital Employee Svcs Additional Services for SmartAssist Virtual Agent Bot Development. Amelia scopes the number of digital employees required for implementation. Billed as a one-time (non-recurring) charge.
962	Virtual Agent Self Service Non-Recurring - Virtual Agent Hub - Cloud TTS Registration - Instance(s)	NVCC0378	Implementation of CXone Cloud TTS including registration of a 3rd Party pre-integrated TTS cloud offerings - Consultation and requirements documentation - Basic setup/error handling-Instance setup. - PS hours not to exceed 8 hours - Enables a pre-integrated Cloud TTS solution into a customer's CXone Studio script including selecting a language & voice and enable within a script flow. - Does not include any scripting after the initial Cloud TTS registration and enablement into the script established - For additional support beyond this package, Customer must purchase other PS packages, for scripting, APIs, etc. - Billed as a one-time charge

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
963	Virtual Agent Self Service Non-Recurring - Virtual Agent Hub - Professional Services Hours - Hour(s)	NVCC0379	<p>Consultation AND/OR implementation for CXone Bot Builder.</p> <ul style="list-style-type: none"> <li>- Custom scope required to determine number of PS Hours</li> <li>- Billed as a one-time (non-recurring) charge.</li> </ul>
964	Virtual Agent Self Service Usage - Agent Assist Hub - Google CCAI Agent Assist Chat - per Session(s)	NVCC0380	Virtual Agent Self Service Usage - Agent Assist Hub - Google CCAI Agent Assist Chat - per Session(s)
965	Virtual Agent Self Service Usage - Agent Assist Hub - Google CCAI Agent Assist Voice - Minute(s)	NVCC0381	<p>Virtual Agent Self Service Usage * Agent Assist Hub * Google CCAI Agent Assist Voice (per Minute) is for voice-based exchanges utterance/response interactions.</p> <ul style="list-style-type: none"> <li>- Usage is billed based on total number of minutes used each month.</li> <li>- Each transcription will record a duration.</li> <li>- Each duration across the different calls will be totaled as the quantity.</li> </ul>
966	Virtual Agent Self Service Usage - Agent Assist Hub - Real Time Audio Export - 10 Min Block(s)	NVCC0382	<p>Virtual Agent Self Service Usage * Agent Assist Hub * Real Time Audio Export (per 10 min block(s))</p> <p>Real time Audio required by customer, or third party can be set up for Export. The export of audio is done on two channels. Audio export is done over WebSocket.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			The configuration is done through Agent Assist Hub - Custom End Point. The export is charged on a per min of interaction basis.
967	Virtual Agent Self Service Usage - Agent Assist Hub - Real Time Transcription Export - 10 Min Block(s)	NVCC0383	<p>Virtual Agent Self Service Usage * Agent Assist Hub * Real Time Transcription Export (per 10 min block(s)). Real time transcript for the voice channel generated through transcription services (set up on Transcription Hub) can be exported for the customer and third party to consume. This is done through Agent Assist Hub.</p> <p>More than one consumer can be configured for the same interaction. Export of transcript will be charged per min of interaction.</p>
968	Virtual Agent Self Service Usage - Agent Assist Hub - User - Configured User(s)	NVCC0384	Virtual Agent Self Service Usage - Agent Assist Hub - User - Configured User(s)
969	Virtual Agent Self Service Usage - Cloud Continuous Transcription - For Google Cloud STT - Minute(s)	NVCC0385	Virtual Agent Self Service Usage - Cloud Continuous Transcription - For Google Cloud STT - Minute(s)
970	Virtual Agent Self Service Usage - Cloud Turn-by-Turn Transcription	NVCC0386	Virtual Agent Self Service Usage - Cloud Turn-by-Turn Transcription - For Google Cloud STT - Minute(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	- For Google Cloud STT - Minute(s)		
971	Virtual Agent Self Service Usage - CXone Bot Builder - Sessions - per Session(s)	NVCC0387	Virtual Agent Self Service Usage - CXone Bot Builder - Sessions - per Session(s)
972	Virtual Agent Self Service Usage - Smart Assist by Amelia - Digital Session(s) - per Session(s)	NVCC0388	Virtual Agent Self Service Usage - Smart Assist by Amelia - Digital Session(s) - per Session(s)
973	Virtual Agent Self Service Usage - Smart Assist by Amelia - Transcription & TTS Service Call(s) - Call(s)	NVCC0389	Virtual Agent Self Service Usage - Smart Assist by Amelia - Transcription & TTS Service Call(s) - Call(s)
974	Virtual Agent Self Service Usage - Smart Assist by Amelia - Voice Call(s) - Call(s)	NVCC0390	Virtual Agent Self Service Usage - Smart Assist by Amelia - Voice Call(s) - Call(s)
975	Virtual Agent Self Service Usage - Transcription Hub - Real-Time Transcription - Hour(s)	NVCC0391	Virtual Agent Self Service Usage - Transcription Hub - Real-Time Transcription - Hour(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
976	Virtual Agent Self Service Usage - Virtual Agent Hub - Google Dialogflow ES Chat - per 100 Request Block(s)	NVCC0392	Virtual Agent Self Service Usage - Virtual Agent Hub - Google Cloud TTS & Dialogflow ES - 1M character block(s)
977	Virtual Agent Self Service Usage - Virtual Agent Hub - Sessions - 1K session block(s)	NVCC0393	Virtual Agent Self Service Usage - Virtual Agent Hub - Sessions - 1K session block(s)
978	Voice Recording Fee	NVCC0394	Voice Recording Fee represents the ability for a Business Unit to record calls / conversations between agents and callers /called parties.
979	Virtual Agent Self Service Usage - Virtual Agent Hub - Google Cloud TTS & Dialogflow ES - 1M character block(s)	NVCC0395	Virtual Agent Self Service Usage - Virtual Agent Hub - Google Cloud TTS & Dialogflow ES - 1M character block(s)
980	Virtual Agent Self Service Usage - Virtual Agent Hub - Google Dialogflow CX Voice - Minute(s)	NVCC0396	Virtual Agent Self Service Usage - Virtual Agent Hub - Google Dialogflow CX Voice - Minute(s)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
981	Virtual Agent Self Service Usage - Virtual Agent Hub - Google Dialogflow ES Voice - per 100 Utterance Block(s)	NVCC0397	Virtual Agent Self Service Usage - Virtual Agent Hub - Google Dialogflow ES Voice - per 100 Utterance Block(s)
982	Virtual Agent Self Service Usage - Virtual Agent Hub – Google Dialogflow CX Chat - per 100 Request Block(s)	NVCC0398	Virtual Agent Self Service Usage - Virtual Agent Hub – Google Dialogflow CX Chat - per 100 Request Block(s)
983	NICE WFO Non-Recurring - CXone AppLink - Service for Engage Cloud AppLink - Instance(s)	NVCC0399	NICE WFO Non-Recurring - CXone AppLink - Service for Engage Cloud AppLink - Instance(s)
984	SMS Messaging Monthly Recurring - CXone Messaging - SMS Personal Connection Application Fee - Instance(s) - United States of America	NVCC0400	SMS Messaging Monthly Recurring - CXone Messaging - SMS Personal Connection Application Fee - Instance(s) - United States of America

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
985	NICE Workforce - 02 Advanced Per User	NVCC0401	NICE Workforce - 02 Advanced Per User
986	User - Concurrent - 50 User Minimum	NVCC0402	User - Concurrent - 50 User Minimum
987	Pindrop - VoIP Inbound Anti-Fraud + Authentication - Pulse	IAAP0000	<p>Pulse is Supplier's audio deepfake detection solution for Calls. Integrated and available only as an add on solution with Customer subscriptions to one or more of Pindrop's fraud protection and/or authentication solutions (i.e., currently Passport and/or Protect), Pulse is designed for probabilistic real-time deepfake detection, and provides a liveness score (of 0-100) and liveness reason codes. The Score is provided for every call where at least 2 seconds of netspeech (i.e., audio data transmitted over the network during a Call) is collected.</p> <p>3,000,000 calls annually</p>

### 27.2.3 Automatic Call Distributor (ACD)

The Contractor shall provide 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 Contractor's offered multimedia channels such as voice, email, 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.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

### 27.2.3.1 Contact Center Interoperability

The ACD shall interoperate with all of the Customer's Contact Center communication channels such as their Internet website, email, and voice.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

### 27.2.3.2 Queue Status

The ACD shall provide the caller the queue status including the callers estimated wait time in queue when a queue threshold exceeds a Customer specified threshold. This shall include an option for announcing the callers 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**

### 27.2.3.3 Music on Hold

The ACD shall provide 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**

### 27.2.3.4 Service Observation – Voice

The Contractor shall provide ACD service observation with the following capabilities:

1. Service observation shall provide Customer authorized personnel the ability to monitor the ACD agents and agent groups for call quality;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. Service observation shall provide options for silent monitoring and three-way audio conferencing;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. Service observation shall be made available for monitoring both local and remote agents and support local and remote observers for agents and observers who are connected to the platform via private connection;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. Service observation shall be secure and available only to Customer designated individuals; and,

**Bidder understands the Requirement and shall meet or exceed it? Yes**

5. Service observation shall integrate with the preview and predictive dialers described in Sections 27.2.2.7 and 27.2.2.8.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.3.5 ACD System Administrator Functionality

The ACD shall provide the Customer with the ability to manage its specific network queue, call routing algorithms, contact center agent profiles and reports. The ACD shall enable Customer designated individuals to perform both real time and scheduled changes. The Contractor shall provide an ACD management system with the following minimum system administrator functions:

1. An audit trail and change log history;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. Authentication with password protection for authorized administrators;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. Ability to perform scheduled and real time changes;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. Ability to view the Customer Contact Center solution configuration; and,

**Bidder understands the Requirement and shall meet or exceed it? Yes**

5. Ability to manage and upload greetings and prompts.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.3.6 Customer ACD Monitoring and Reporting Requirements

The ACD shall provide historical reports and real time statistics 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 detailed and summarized reports shall be provided. Reporting archive data shall be available for a minimum of one year. The ACD 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**

27.2.3.6.1 Customer Historical Reporting

The ACD 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 ACD management information for all data elements that can be totaled. The reports shall be available on demand or on a scheduled basis.

The Contractor shall provide ACD historical reports that include:

1. Agent Availability – this includes the identification of agents and the length of time signed into ACD queues;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. Agent Availability Summary – this includes 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;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. All Queue Activity – this includes the number of calls offered to an ACD queue, how many of the offered calls were answered and how many of the offered calls were abandoned by the caller;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. Handled Calls in Queue – this includes 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;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

5. Abandoned Call Summary – this includes 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;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

6. Abandoned Calls – this includes the time a call was offered to a queue and the duration of the call before it was abandoned;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

7. Agent Call Details – this includes 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;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

8. Agent Group Activity – this includes report details by agent group; and,

**Bidder understands the Requirement and shall meet or exceed it? Yes**

9. Dialed Number Activity – this includes report details by the primary listed directory number dialed by the caller.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.3.6.2 Real Time Monitoring and Reporting

The ACD 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 Contractor shall provide agent statistics that include:

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

**Bidder understands the Requirement and shall meet or exceed it? Yes**

The Contractor shall provide call statistics that 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.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

The Contractor shall provide queue statistics that 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.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.3.7 ACD Packages

27.2.3.7.1 ACD Basic Agent Package

The Contractor shall provide a Basic Agent Package that 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);

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. Agent Status – Allows the agent to activate/deactivate the position including ready, wrap up, log off;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. Multiple Queue Options - Agent can simultaneously log in to a specified or unlimited number of queues;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. Remote Agent– Ability to route calls to telephone numbers outside the contact center;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

5. Position ID - Agent Position ID identifies a specific agent;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

6. Call Present - Agent answers contact center calls without pressing a key;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

7. Incoming Call Queue - Incoming calls wait/queue when all agents busy; the call is directed to the first available agent;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

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

**Bidder understands the Requirement and shall meet or exceed it? Yes**

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

**Bidder understands the Requirement and shall meet or exceed it? Yes**

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

**Bidder understands the Requirement and shall meet or exceed it? Yes**

The Contractor's ACD Basic Agent Package shall include the following features and functions:

1. Abandon Call Clearing - Removes calls from the contact center queue when the caller abandons while waiting in queue or after the call is presented to the agent.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. Automatic Overflow - Allows Customer to specify where new incoming calls overflow.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. Call Priority - Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. Night Service - Activated for entire contact center when all agent positions logoff. Automatically forwards incoming calls.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

5. Overflow Scan - Scans up to four other contact centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

6. Ring Threshold - Reroutes call when agent does not answer after a predetermined amount of time.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

7. Call/Delay Forced Announce - Provides recorded announcements(s) to callers when all agents are busy or the contact center is in Night Service Mode.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

8. 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.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

9. Agent Queue Status Display - Provides agents status of call queue. Shows either number of calls in queue, or amount of time oldest call has been queue.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

10. Called Number Display - Displays the dialed contact center directory number on agent Equipment.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

11. Call Tracking - Allows agents to indicate type of call being processed by pressing tracking key and entering a code (“account code”).

**Bidder understands the Requirement and shall meet or exceed it? Yes**

12. Controlled Access to PSTN/Switched Network - Outbound dialing permission from total restriction to unrestricted access to the public network.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

13. Supervised Call Center Transfer- Off Net - Allows an agent to transfer a call to any 10 digit phone number not serviced by the Contact Center, 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.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

Bidders shall provide the ACD Basic Agent Package described in Table 27.2.3.7.1.a

**Table 27.2.3.7.1.a – ACD Basic Agent Package Features**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Basic Agent Package - Agent	Basic Agent Software package as described.		AGNB0000	Yes

The Contractor may offer additional Unsolicited ACD agent package features in Table 27.2.3.7.1.b.

**Table 27.2.3.7.1.b – Unsolicited ACD Agent Package Features**

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Universal Capacity Queue Port	UCPR0000	<p>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"> <li>• 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.</li> <li>• Baseline universal capacity queue port capacity provides a queue depth equal to one.</li> </ul> <p>ACD universal capacity queue port capacity allows customer to augment capacity greater than baseline queue port capacity.</p>
2	Enhanced Agent	AGNP0000	<p>Enhanced Agent includes:</p> <ul style="list-style-type: none"> <li>• 1 ACD Agent</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>• 1 Campaign Dialer Agent</li> <li>• 1 Universal Port – Used for IVR, voice, but does not affect chat or email</li> <li>• 1 GB Data Storage and Management for storage of recordings, prompts, scripts, messages, files, and more.</li> <li>• Supervisor reporting</li> <li>• IVR programming toolset</li> <li>• CTI &amp; Database Connectivity (Standard, Encrypted, VPN, FTP, Web Service, and HTML Connector)</li> <li>• Integrated Softphone - WebRTC Calling is an add on feature to the Enhanced Agent. Please see WebRTC no charge product identifier SFIR0000.</li> </ul>
3	Port Capacity	CPCY0000	<p>Port Capacity is a single port provided to the ACD application for IVR and IVR self- service interactions.</p> <ul style="list-style-type: none"> <li>• Baseline port capacity is determined on confirmed agents plus configured supervisor.</li> <li>• Port consumption includes               <ul style="list-style-type: none"> <li>- Callers in active communication with IVR and IVR Self-Service Applications.</li> <li>- Calls receiving IVR prompts</li> <li>- Contacts leaving voice messages or receiving automated messages via IVR or Self-Service Applications.</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>NBACD port capacity allows customer to augment capacity greater than baseline port capacity.</li> </ul>
4	Queue Status	QSTA0000	Implementation with Queue Status with Basic agent and when Universal Capacity Queue Port thresholds are exceeded.

#### 27.2.3.7.2 ACD Basic Supervisor's Package

The Contractor shall provide a Basic Supervisor's Package and Additional Supervisor Packages that include all of the features from the Basic Agent's Package in addition to the following features:

1. Call Agent - Allows supervisor to directly call an agent by pressing a single key;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. Observe Agent – Allows supervisor to listen to conversation between the agent and the caller;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. Supervisor Answer Agent – Allows supervisor to answer Call Supervisor calls from an agent; and,

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. Supervisor Chat Monitoring – Allows supervisor to observe and engage in chat sessions.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

5. Controlled Overflow - Allows a supervisor to direct new contact center calls to an overflow route

**Bidder understands the Requirement and shall meet or exceed it? Yes**

6. ACD Status Display - Supervisor(s) with display set can monitor contact center call status displaying number of calls in incoming call queue and average time in queue and the total number of occupied agent positions (agents idle, active, or not ready)

**Bidder understands the Requirement and shall meet or exceed it? Yes**

7. Position Status Display - Provides supervisor with visual indication of agent activity in real time

**Bidder understands the Requirement and shall meet or exceed it? Yes**

8. Position Status Summary - 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. The minimum requirements include:

- Display indicates total number of agents:
- On contact center calls
- On non-contact center calls (on virtual number)
- Idle (logged n and waiting for call)
- Not ready (clerical status) logged off

**Bidder understands the Requirement and shall meet or exceed it? Yes**

Bidders shall provide the ACD Supervisor's Package described in Table 27.2.3.7.2.a

**Table 27.2.3.7.2.a – ACD Supervisor's Package**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Basic Supervisor's Package-Agent	Basic Supervisor's Package Software as described.		ASVA0000	Yes
2	Additional Supervisor Positions	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)		ASAD0000	Yes

The Contractor may offer additional Unsolicited ACD supervisor's package features in Table 27.2.3.7.2.b.

**Table 27.2.3.7.2.b – Unsolicited ACD Supervisor's Package Features**

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

27.2.3.7.3 ACD System Administrator Software Package

The Contractor shall provide a System Administrator Software Package that includes the following features:

1. Customizable "real time" display of agent and call activity by contact center, by queue, by agent group, or network wide;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. Activate or deactivate the entire contact center group or queues within the group;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. Assign passwords to agents;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. Increase or decrease number of agents;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

5. Increase or decrease the number of queues;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

6. Move agent(s) to another contact center agent group within the System;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

7. Control queues by changing the queue slots, queue size, and maximum wait time;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

8. Change overflow routes and ring thresholds; and,

**Bidder understands the Requirement and shall meet or exceed it? Yes**

9. Change password levels of supervisors in the System.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

**Table 27.2.3.7.3.a – ACD System Administrator Software Package**

Line Item	Feature Name	Feature Description	Bidder's Product Description, Restrictions and Limitations	Bidder's Product Identifier	Bidder Meets or Exceeds? Yes or No.
1	Basic System Administrator's Package	Basic Administrator's Package Software as described.		ADBA0000	Yes

The Contractor may offer additional unsolicited ACD administrator software package features in Table 27.2.3.7.3.b.

**Table 27.2.3.7.3.b – Unsolicited ACD Administrator Package Features**

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1			
2			
3			

### 27.2.3.8 Physical Security Controls

Contractor shall physically secure all data and networking facilities through which data traverses Contractor's WAN complying with the physical security controls of NIST SP 800-53, ISO/IEC 27001, or equivalent standards.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.3.9 Data Breach Reporting

If Contractor determines that a breach of data has occurred that may involve CALNET Customer data, the nature and scope of the breach (as it affects Customer data) shall be reported to both the Customer and the CALNET CMO within 24 hours of that determination.

**Bidder understands this requirement and shall meet or exceed it? Yes**

27.2.4 Interactive Voice Response Solution

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, voice (speech) recognition and text-to-speech. The IVR solution 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 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 understands the Requirement and shall meet or exceed it? Yes**

27.2.4.1 Multi-Platform Integration

The solution shall provide the ability to integrate the following: telephony interface, call processing, audio prompting, automatic speech recognition engine, text-to-speech engine and VoiceXML, and web application servers (WAS).

**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.2.4.2 IVR Standards

1. The Contractor's IVR solution shall meet all applicable industry standards;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

2. The IVR solution shall be compliant with Session Initiated Protocol (SIP) and ENUM/DNS standards;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

3. The IVR solution shall support Secure Sockets Layer (SSL) encrypted IP sessions, be compliant with IP Security standards, support encrypted call initiation and RADIUS authentication;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

4. The Contractor shall be compliant with applicable Payment Card Industry Data Security Standard (PCI DSS) if the IVR solution processes cardholder data, and;

**Bidder understands the Requirement and shall meet or exceed it? Yes**

5. The IVR solution's speech browser shall utilize open standards. Communications between the IVR and the applications servers shall utilize open standards.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

#### 27.2.4.3 Load Balancing and Redundancy

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

**Bidder understands the Requirement and shall meet or exceed it? Yes**

#### 27.2.4.4 IVR Applications

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

**Bidder understands the Requirement and shall meet or exceed it? Yes**

#### 27.2.4.5 IVR Services and Features

Bidder shall describe its IVR features.

**Table 27.2.4.5.a – IVR Services and Features**

<b>Line Item</b>	<b>Feature Name</b>	<b>Feature Description</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>	<b>Bidder's Product Identifier</b>	<b>Bidder Meets or Exceeds? Yes or No.</b>
1	IVR Usage	Usage charge associated with the IVR solution.		IUSG0000	Yes
2	IVR Usage-Speech Recognition	Usage charge associated with the IVR solution with speech recognition input.		IUSR0000	Yes

The Contractor may offer additional unsolicited IVR services and features in Table 27.2.4.5.b.

**Table 27.2.4.5.b – Unsolicited IVR Services and Features**

<b>Line Item</b>	<b>Feature Name</b>	<b>Bidder's Product Identifier</b>	<b>Bidder's Product Description, Restrictions and Limitations</b>
1	Callback Services	BKSU0000	Callback for Hosted Intelligent Contact Virtual Queuing Application is an optional feature available for customer with NBIVR HICR. NBIVR Hosted Intelligent Contact Virtual Queuing is advanced routing capability used in conjunction with "NBIVR IP Hosted Intelligent Contact Routing (HICR)-A." NBIVR IP Hosted Intelligent Contact virtual queuing provides support for HICR network based Genesys, and premise Avaya solutions. NBIVR IP Hosted Intelligent Contact virtual queuing offers the capability to provide ASAP and scheduled virtual queuing. Additionally, NBIVR IP

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Hosted Intelligent Contact virtual queuing offers a Web-based user interface provides real-time dashboards, and a rich set of historical reports and analytics for measuring system performance and the customer experience. Here are a few of the reports that are included with VHT Callback:</p> <ul style="list-style-type: none"> <li>• Executive Summary</li> <li>• Take Rate by EWT</li> <li>• Successful Reconnect Attempts</li> <li>• Punctuality</li> <li>• Return Call Results</li> <li>• Return Call Hold Time</li> <li>• Saved Minutes</li> <li>• Max Try-Again Detail</li> <li>• Return Call Detail</li> <li>• Return Call Phone Numbers</li> <li>• Unsuccessful Return Calls by Area Code</li> </ul>
2	Menu Routing	RKAE0000	Menu Routing is an enhancement to allow the caller defined routing based on menu choice. Charged on a per call basis.
3	Message Announce	GRZG0000	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.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
4	Announce Connect	ACNI0000	Sometimes referred to as "whisper," 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.
5	Busy/No Answer Rerouting	YWNA0000	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.
6	Take Back/SIP Refer Transfer	TKIY0000	<p>Take Back/SIP Refer Transfer allows the called party to transfer a call to another location</p> <ul style="list-style-type: none"> <li>• Take Back and Transfer (TnT) is an Enhanced Call Routing (ECR) feature that is ordered with the application.</li> <li>• TnT can be invoked either by a person or by a VRU.</li> <li>• 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.</li> <li>• DTMF can be transferred along with the call.</li> <li>• Charged on a per transaction basis.</li> </ul>
7	Caller Take Back	CKTI0000	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.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
8	Remote Audio Update	UHGM0000	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.
9	Call Router Reports	CQKR0000	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.
10	Database Lookups	DUOL0000	Database Lookups enhancement provides for additional Database Lookups that is available with the Network Based IVR service.
11	Standard Database Routing	EUFY0000	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 out dial telephone number, message number, and password. Charged on a per call basis.
12	Network Database Routing	DEBN0000	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.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
13	Quota Routing	NQOR0000	<p>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>
14	Custom Intelligent Workload Distribution	LYOM0000	<p>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</p> <ul style="list-style-type: none"> <li>• Captures 'tasks' from multiple work sources, like workflow, claims or mortgage origination systems</li> <li>• Out-of-the-box adapters for quick integration Adapters are bi-directional</li> <li>• Define Business SLAs using business rules Intuitive user interface</li> <li>• Automatically monitors tasks against SLAs and adjusts to ensure SLA Adherence</li> <li>• Leverages the resource/skill awareness in Genesys Proactive assignment to right resource (push or pull)</li> <li>• Manage across physical or logical locations – front-office, back-office, home agent, outsourcing partners</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>• Skills and proficiencies of back office team members</li> <li>• Performance of individuals, groups and teams</li> <li>• Task backlog for workforce planning</li> <li>• Provides valuable insights into business performance</li> <li>• Statistics can be used in Genesys CCPulse+, or existing 3rd party BI tools</li> <li>• Compare against KPIs defined by business users</li> </ul>
15	Advance Integration Connector	ABNT0000	<p>Advance Integration Connector Enables the following types of advanced application:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Any type of Contact Center Supervisor or manager desktop application. This application can have the following capabilities: <ul style="list-style-type: none"> <li>- Resource (agent, queues) management and definition</li> <li>- Resource monitoring (real-time)</li> <li>- Routing Strategy tuning</li> <li>- Outbound campaign management</li> </ul> </li> <li>• A customer/partner application which needs to access or modify (at the desktop) configuration data with the Genesys platform.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
16	Direct Data Connect (DDC) Implementation	SRDC0000	<p>Direct Data Connect (DDC) Implementation provides a set up for DDC Service. Implementation includes the following:</p> <ul style="list-style-type: none"> <li>- End user is required to provide their own license to MS Excel 2010 or greater.</li> <li>- Verizon will provide instructions and support for establishing the Direct Data Access connection form MS Excel</li> </ul>
17	Direct Data Connect (DDC) Service	SVDC0000	<p>Direct Data Connect (DDC) Service is an enhancement to current agent reporting package, queue and call activity reporting. The enhancement is a direct feed and access into Microsoft Excel (minimum Excel 2010) to allow users conversant with Excel to create their own reports by directly accessing the contact center database. Provides direct access to all contact center data through a secure connection. Create, save and distribute a virtually unlimited number of historical reports. Reporting data is updated in 15 minute intervals to ensure access to the most recent information. Leverage industry standard tools and user knowledge to flexibly create tabular and graphical historical reports.</p> <p>Provides a client with a secure connection from Microsoft Excel directly to the data model for reporting and analytics using their existing Virtual Contact Center user credentials. End user is required to provide their own license to MS Excel 2010 or greater. Verizon does not provide support on Excel. Customer must have an internet</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			connection to get this service through the Verizon Web Portal.
18	Omnichannel Analytics Implementation	OFMT0000	<p>Omnichannel Analytics Implementation for Omnichannel Analytics Service includes:</p> <ul style="list-style-type: none"> <li>• Remote Build Requirements Session to plan out users, tags, and review initial standard phrases</li> <li>• Billed as a one time (non-recurring) charge</li> <li>• Implementation includes: <ul style="list-style-type: none"> <li>- Initial configuration of users, tags, and standard phrases</li> <li>- 2 hours eLearning</li> <li>- 2 hours remote training to create users, tags, and custom phrases</li> <li>- 1 hour follow up Q&amp;A post go live</li> </ul> </li> </ul>
19	Omnichannel Analytics Service	OCHS0000	<p>Omnichannel Analytics Service provides a robust speech analytics tool that allows users to search recorded calls for keywords and phrases, provides sentiment analysis, trending, and word clouds</p> <ul style="list-style-type: none"> <li>• Configured Users are billed based on the highest number of users configured to dynamic address books at any one time during the month.</li> <li>• Key product features &amp; components include: <ul style="list-style-type: none"> <li>• Call recording, call playback, and call searching</li> <li>• Call tagging</li> <li>• Custom queries</li> <li>• Sentiment analysis and trend analysis</li> </ul> </li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
20	HICR Routing Services	HRSV0000	<p>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.</p>
21	HICR Enhanced Automatic Speech Recognition ASR	HASR0000	<p>HICR (Hosted Intelligent Contact Routing) Automatic 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"> <li>• Speech recognition includes advanced capabilities including Natural Language.</li> <li>• 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.</li> </ul>
22	HICR Advanced Activation - Basic	HBAC0000	<p>HICR Advanced Activation - Basic Self Service IVR is an enhancement that provides for IVR integration to customer hosted databases:</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Self Service IVR		<ul style="list-style-type: none"> <li>• Adds data lookup to one internal hosted database table</li> <li>• Up to 3 database "calls" (lookup only)</li> </ul>
23	HICR Advanced Activation Self Service IVR Premium	HACS0000	<p>HICR Advanced Activation Self Service IVR Premium provides for additional IVR integrations to customer databases:</p> <ul style="list-style-type: none"> <li>• Adds data lookup to one internal hosted database table</li> <li>• Up to 3 database "calls" (lookup only)</li> <li>• Adds integration to one external CRM/database</li> <li>• Up to 3 database/Web Service "calls"</li> </ul>
24	HICR Advanced Screen POP/Call Routing/ Named Agent	HACP0000	<p>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"> <li>• Adds integration to one CRM solution to support a screen-pop or custom call routing</li> <li>• Up to 3 web service "calls" (lookup only)</li> </ul> <p>For Named Agent adds:</p> <ul style="list-style-type: none"> <li>• Enable routing to a named "Account Manager" type agents, backup agent or queue</li> <li>• Integrate with a CRM to identify the Account Manager, not all external CRM solutions supported.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
25	HICR IVR with Standard Applications	HCRA0000	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.
26	HICR IVR with Standard Application Usage	HSTA0000	HICR IVR with Standard Application Usage is an enhancement to IVR services and are Usage Based/MOU services.
27	Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Queue Platform	HCLC0000	Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Queue Platform
28	NBIVR Open Hosted IVR	HION0000	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.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.
29	NBIVR IP Hosted Intelligent Contact Routing (HICR)-A	HINA0000	<p>NBIVR IP Hosted Intelligent Contact Routing (HICR) is a comprehensive, managed, network-routing solution that intelligently routes multimedia transactions, such as voice, email, 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.</p> <p>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.</p>
30	NBIVR Menu Routing	NMNR0000	NBIVR Menu Routing is an enhancement to allow the caller defined routing based on menu choice. Charged on a per call basis.
31	NBIVR Announce	NCNA0000	Sometimes referred to as "whisper," NBIVR Announce Connect provides a customized

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Connect		message to the called party before the caller is connected. Charged on a per call basis. This is a feature of HICR platform.
32	NBIVR Busy/No Answer Rerouting (BNAR)	NBNR0000	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.
33	NBIVR Take Back/SIP Refer Transfer	NTRB0000	<p>NBIVR Take Back/SIP Refer Transfer allows the called party to transfer a call to another location</p> <ul style="list-style-type: none"> <li>• Take Back and Transfer (TnT) is an Enhanced Call Routing (ECR) feature that is ordered with the application.</li> <li>• TnT can be invoked either by a person or by a VRU.</li> <li>• 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.</li> <li>• DTMF can be transferred along with the call.</li> <li>• Charged on a per transaction basis</li> </ul>
34	NBIVR Caller Take Back	NTKB0000	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.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Feature Identifier may require Custom Application Development.
35	NBIVR Remote Audio Update	NRMA0000	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.
36	NBIVR Call Router Reports per Package	NCRP0000	NBIVR Call Router Reports per Package enhancement provides for call Router Reports including Daily Activity and Daily Call Profile Reports for Daily, Weekly, and Monthly Distribution to each Customer broken down by hour.
37	NBIVR Custom Reports Package - M	NCRM0000	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.
38	NBIVR Database Lookups	NDBL0000	NBIVR Database Lookups enhancement provides for additional Database Lookups that is available with the Network Based IVR service
39	NBIVR Standard Database Routing	NSDR0000	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.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
40	NBIVR Network Database Routing	NNDR0000	<p>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.</p> <p>Charged on a per call basis.</p>
41	NBIVR Quota Routing	NBQR0000	<p>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>
42	HICR Custom IWD	HICI0000	<p>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.</p> <ul style="list-style-type: none"> <li>• Captures 'tasks' from multiple work sources, like workflow, claims or mortgage origination systems</li> <li>• Out-of-the-box adapters for quick integration</li> <li>• Adapters are bi-directional</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>• Define Business SLAs using business rules</li> </ul> <p>Intuitive user interface</p> <ul style="list-style-type: none"> <li>• Automatically monitors tasks against SLAs and adjusts to ensure SLA Adherence</li> <li>• Leverages the resource/skill awareness in Genesys</li> <li>• Proactive assignment to right resource (push or pull)</li> <li>• Manage across physical or logical locations – front-office, back-office, home agent, outsourcing partners</li> <li>• Skills and proficiencies of back office team members</li> <li>• Performance of individuals, groups and teams</li> <li>• Task backlog for workforce planning</li> <li>• Provides valuable insights into business performance</li> <li>• Statistics can be used in Genesys CCPulse+, or existing 3rd party BI tools</li> <li>• Compare against KPIs defined by business users</li> </ul>
43	HICR Custom WFM	HCMW0000	<p>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.</p> <p>Schedules with development plans, skills, and training are linked to a single interface for ease of access.</p>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>Allowing for an unlimited number 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.</p> <p>Schedules, schedule trading, time-off management and real-time adherence data are all available on the web.</p> <p>Provides automated multisite/multi-skill forecasting and intraday schedule re-optimization</p>
44	HICR Custom Skills Assessor	HCSA0000	<p>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 center. 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.</p>
45	HICR Advance Integration Connector	HIAI0000	<p>HICR Advance Integration Connector enables the following types of advanced application:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Any type of Contact Center Supervisor or manager desktop application. This application can have the following capabilities:</li> <li>• Resource (agent, queues)</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<p>management and definition</p> <ul style="list-style-type: none"> <li>• Resource monitoring (real-time)</li> <li>• Routing Strategy tuning</li> <li>• Outbound campaign management</li> <li>• A customer/partner application which needs to access or modify (at the desktop) configuration data with the Genesys platform</li> </ul>
46	Auto Attendant LITE Implementation	ATLN0000	Auto Attendant Lite Implementation provides the implementation for the Auto Attendant LITE service.
47	Auto Attendant LITE Service	ATNL0000	<p>Auto Attendant Lite Service provides the following features to include:</p> <ul style="list-style-type: none"> <li>• Seamless integration with the ACD</li> <li>• Transfer inbound callers without live intervention</li> <li>• Dial-by-name, Dial-by-extension, DNIS or company directory</li> <li>• Bulk upload</li> <li>• Auditing and logging of user and system events</li> <li>• Enhanced website access security</li> <li>• Automatic extension assignment</li> <li>• Out-of-office/unavailable call routing</li> <li>• It is available only in English.</li> </ul>

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			<ul style="list-style-type: none"> <li>• Billed based on the peak number of active users that log in to Auto Attendant during the month.</li> </ul>
48	Auto Attendant Standard Implementation	ATNS0000	Auto Attendant Standard Implementation provides the implementation for the Auto Attendant Standard service.
49	Auto Attendant Standard Service	AUAS0000	<p>Auto Attendant Standard Service provides corporate directory management features and is a self-service call management solution for contact center agents and non-agent end-users. Standard Auto Attendant includes all the features of Auto Attendant Life plus:</p> <ul style="list-style-type: none"> <li>• Voicemail management with multiple options for voicemail access</li> </ul>
50	IVR Outbound Calling	ICNC0000	IVR Outbound Calling provides a feature-less SIP Outbound calling exclusively designed for use on the enhanced agent seat.

#### 27.2.4.6 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**

#### 27.2.4.7 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**

### 27.2.5 Contact Center Geographic Service Areas

The Contractor shall provide the service where commercially available through Contractor owned facilities, third-party agreements, and as allowed by State or Federal regulations. Commitment to provide service is subject to facility availability as determined by the Bidder at time of bid submission and may be reassessed by Contractor at time of service order.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

The bidder shall indicate geographic service areas where Standard Contact Center Services are available. The Bidder may indicate a statewide offering or provide specific geographic locations in Table 27.2.5.a.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

Special construction charges that may be required to provide this service are not included in this offering or contained within the CALNET contracts and must be acquired by the customer directly through other procurement means.

**Bidder understands the Requirement and shall meet or exceed it? Yes**

**Table 27.2.5.a – Standard Contact Center Service Locations**

Line Item	Service Location
1	The Verizon solution is available statewide in California.
2	
3	
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### **27.3 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 Program 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.

#### **27.3.1 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 should include source of data and define the points of measurement within the system, application, or network;
4. Service(s) - All applicable services will be listed in each SLA;
5. Objective(s) – Defines the SLA performance goal/parameters; and,
6. Rights and Remedies
7. Per Occurrence: Rights and remedies are paid on a per event basis during the bill cycle; and,
8. 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 a credit or refund when a 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 this Requirement and shall meet or exceed it? Yes**

### 27.3.2 Technical Requirements versus SLA Objectives

Section 27.2 (Contact Center 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 this Requirement and shall meet or exceed it? Yes**

### 27.3.3 Methods of Outage Reporting: Customer or Contractor

There are two methods in which CALNET 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 (SOW Business Requirements Section G.10.4, Trouble Ticket Reporting Tool (TTRT)).

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 (SOW Business Requirements Section G.10.4) and monitor and report to Customer until service is restored.

#### **Bidder understands this Requirement and shall meet or exceed it? Yes**

### 27.3.4 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 specific objective level they are committing to for each service in space provided in the "Objective" section of each SLA description.

#### **Bidder understands this Requirement and shall meet or exceed it? Yes**

### 27.3.5 Contractor SLA Management Plan

Within 90 calendar days of Contract award, the Contractor shall provide CALNET 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 (SOW Business Requirements Section G.10.5). The Contractor shall include a sample report in accordance with SOW Business Requirements Section G.10.5, SLA Reports for the following: SLA Service Performance Report (SOW Business Requirements Section G.10.5.1), SLA Provisioning Report (SOW Business Requirements Section G.10.5.2), SLA Catastrophic Outage Reports (SOW Business Requirements Section G.10.5.3), and Trouble Ticket and Provisioning/SLA Credit Report (SOW Business Requirements Section G.10.5.4). The Contractor shall commit to a monthly due date. The reports shall be provided to the CALNET Program via the Private Oversight Website (SOW Business Requirements Section G.10.2);
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 Program; 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 Program.

**Bidder understands this Requirement and shall meet or exceed it? Yes**

### 27.3.6 Technical SLA General Requirements

The Contractor shall adhere to the following general requirements which apply to all CALNET Technical SLAs (Section 27.3.8):

1. With the exception of the Provisioning SLA (Section 27.3.8.7), the total SLA rights and remedies for any given month shall not exceed the sum of 100% 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 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 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; and,
5. TMRC rights and remedies shall include the service, option(s), and feature(s) charges.

**Bidder understands this requirement and shall meet or exceed it? Yes**

6. The Contractor shall proactively and continuously monitor and measure all Technical SLA objectives.

**Bidder understands this requirement and shall meet or exceed it? Yes**

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.

**Bidder understands this requirement and shall meet or exceed it? Yes**

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 Program for possible inclusion via amendments;

9. The Contractor shall apply CALNET DNCS SLAs and remedies to services provided in all areas the Contractor provides service and/or open to competition (as defined by the CPUC). Any SLAs and remedies negotiated between Contractor and Incumbent Local Exchange Carriers in territories closed to competition shall be passed through to the CALNET DNCS Customer;
10. The election by CALNET Program of any SLA remedy covered by this Contract shall not exclude or limit CALNET Program 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 and/or the CALNET CMO Escalation Process 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 24x7 for CALNET services;

**Bidder understands this requirement and shall meet or exceed it? Yes**

15. SLAs apply 24 x 7 unless SLA specifies an exception;
16. Contractor invoices shall clearly cross reference the SLA credit to the service Circuit ID in accordance with SOW Business Requirements Section G.6;

**Bidder understands this requirement and shall meet or exceed it? Yes**

17. The Contractor shall provide a CALNET DNCS SLA Manager responsible for CALNET DNCS SLA compliance. The SLA Manager shall attend regular meetings and be available upon request to address CALNET Program SLA oversight, report issues, and problem resolution concerns. The CALNET DNCS SLA Manager shall also coordinate SLA support for Customer SLA inquiries and issue resolution;
18. The Contractor shall provide Customer and CALNET Program 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 DNCS Customer.

**Bidder understands the requirements and shall meet or exceed them? Yes**

**27.3.7 Trouble Ticket Stop Clock Conditions**

Only the following conditions shall be allowed to stop the duration of the Service Level Agreements. The Contractor shall document durations using the Stop Clock Condition (SCC) listed in Table 27.3.7.a, which must include start and stop time stamps in the Contractor’s Trouble Ticket Reporting Tool (SOW Business Requirements Section G.10.4) or Customer provisioning Service Request for each application of an SCC.

**Bidder understands the requirements and shall meet or exceed them? Yes**

The Contractor shall not consider “cleared while testing” or “no trouble found” as a SCC.

**Bidder understands the requirements and shall meet or exceed them? Yes**

Contractor observation timeframes, not requested by End-User, after incident resolution shall not be included in Outage Duration reporting.

**Bidder understands the requirements and shall meet or exceed them? Yes**

Note: The Glossary (SOW Appendix A) defines term “End-User” as the “individual within an Entity that is receiving services and/or features provided under the Contract.”

**Table 27.3.7.a – Stop Clock Conditions (SCC)**

Line Item	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.
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	CUSTOMER PROVISIONING DELAY	Delays to Provisioning caused by lack of Customer's building entrance Facilities, conduit structures that are the Customer's responsibilities or Extended demarcation wiring. If the Service Providing Contractor has been contracted by the Customer for extended demarcation, this SCC shall not apply to missed dates/times. The Customer Provisioning Delay SCC is restricted to Provisioning SLAs only.
7	ACCESS	Limited access or contact with End-User provided the Contractor documents in the trouble ticket

		<p>several efforts to contact End-User for the following:</p> <ul style="list-style-type: none"> <li>a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative;</li> <li>b. Site contact refuses access to technician who displays proper identification;</li> <li>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,</li> <li>d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.</li> </ul> <p>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.</p>
8	STAFF	<p>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.</p>

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 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.
12	MAINTENANCE	An outage directly related to any properly performed scheduled maintenance or upgrade scheduled for CALNET DNCS 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 eVAQ General Provisions - Telecommunications, Section 28 (Force Majeure).

15	CUSTOMER ENVIRONMENTAL	An outage directly caused by customer premise environmental conditions, which are outside the control and responsibility of the Contractor. This includes a non-secured location, excessive heat or lack of cooling. If determined later that the environmental conditions were not the cause of the service outage, or a result of the Contractor modifying Contractor provided equipment without Customer's approval, the Customer Environmental SCC will not apply.
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**Bidder understands the Requirement and shall meet or exceed it? Yes**

27.3.8 Technical Service Level Agreements (SLA)

27.3.8.1 Availability (M-S)

**SLA Name:** Availability

**Definition:**

The percentage of time a CALNET Contact Center service is fully functional and available for use each calendar month.

**Measurement Process:**

The monthly Availability Percentage shall be based on the accumulative total of all Unavailable Time derived from all trouble tickets closed, for the individual affected service (per Circuit ID or Service ID), per calendar month. The monthly Availability Percentage equals the Scheduled Uptime per month less Unavailable Time per month divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is based on 24 x number of days in the month. All Unavailable Time applied to other SLAs, which results in a remedy, will be excluded from the monthly accumulated total.

**Services:**

Contact Center Service

**Objectives:**

The objective will be based on the access type identified in the table below:

<b>Access Type</b>	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S or P)</b>
Contact Center Service	≥ 99.2%	≥ 99.5%	≥ 99.9%	P

**Rights and Remedies:**

1. Per Occurrence:
  - End-User Escalation Process
  - CALNET CMO Escalation Process
2. Monthly Aggregated Measurements:
  - First month to fail to meet the committed SLA objective shall result in a 15% credit or refund of the TMRC.
  - The second consecutive month to fail to meet the committed SLA objective shall result in a 30% credit or refund of TMRC.
  - Each additional consecutive month to fail to meet the committed SLA objective shall result in a 50% credit or refund of the TMRC.

**Bidder understands the requirements and shall meet or exceed them? Yes**

27.3.8.2 Catastrophic Outage 2 (CAT 2) (M-S)

**SLA Name:** Catastrophic Outage 2 (CAT 2)

**Definition:**

Any failure of any part of the Contact Center 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 Contact Center location.

**Measurement Process:**

The Outage Duration begins when a network alarm is received by the Contractor from the outage-causing event or the opening of a trouble

ticket by the Customer or Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall compile a list for each End-User service 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 service seat and service basis from information recorded from the network equipment/system or a 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 service 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.

**Services:**

Contact Center Service

**Objectives:**

The objective restoral time will be:

Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Contact Center Service	≤ 1 Hour	≤ 30 Minutes	≤ 15 Minutes	P

**Rights and Remedies:**

1. Per Occurrence:
  - 100% credit or refund of the TRMC and ten Business Days of ADUC when usage applies for each End-User service not meeting the committed objective for each CAT 2 fault.
2. Monthly Aggregated Measurements:
  - N/A

**Bidder understands the requirements and shall meet or exceed them? Yes**

### 27.3.8.3 Catastrophic Outage 3 (CAT 3) (M-S)

**SLA Name:** Catastrophic Outage 3 (CAT 3)

**Definition:**

The total loss of a Contractor's 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 or the Contractor, whichever occurs first. Upon notification from the Customer or network alarm, the Contractor shall open a trouble ticket and 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 service 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 service 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.

**Services:**

IVR and ACD Services

**Objectives:**

The objective restoral time will be:

Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
IVR and/or ACD Service	≤ 30 Minutes	N/A	≤ 15 Minutes	P

**Rights and Remedies:**

1. Per Occurrence:
  - 100% credit or refund of the TMRC and ten Business Days of ADUC, when usage applies for each End-User seat and service feature not meeting the committed objective for each CAT 3 fault.
2. Monthly Aggregated Measurements:
  - N/A

**Bidder understands the requirements and shall meet or exceed them? Yes**

27.3.8.4 Contact Service Outage (M-S)

**SLA Name:** Contact Center Service Outage

**Definition:**

The loss of a Contact Center service feature at a single End-User 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.

**Services:**

Contact Center Services

**Objectives:**

The objective restoral time shall be:

Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
Contact Center Services	≥ 6 hours	≥ 4 hours	≥ 2 hours	P

**Rights and Remedies:**

1. Per Occurrence:
  - 20% credit or refund of the TRMC and two Business Days of ADUC, when usage applies, for each Contact Center seat and service/feature impacted by the service failure.
2. Monthly Aggregated Measurements:
  - N/A

**Bidder understands the requirements and shall meet or exceed them? Yes**

27.3.8.5 Excessive Outage (M-S)

**SLA Name:** Excessive Outage

**Definition:**

Any failure that prevents full functionality of the service that remains unresolved for more than the committed objective level.

**Measurement Process:**

This SLA is based on trouble ticket Unavailable Time. The circuit or service is not fully functional during the time the trouble ticket is reported as opened until restoration of the service, minus SCC. If the Customer reports a partial or complete service that is not fully functional and remains unresolved after the closure of the trouble ticket by the Contractor, the Unavailable Time shall be adjusted to the actual restoration time.

**Services:**

Contact Center Services

**Objectives:**

The Unavailable Time objective shall not exceed:

<b>Access Type</b>	<b>Basic (B)</b>	<b>Standard (S)</b>	<b>Premier (P)</b>	<b>Bidder's Objective Commitment (B, S or P)</b>
Contact Center Services	≤ 16 Hours	≤ 12 Hours	≤ 8 Hours	P

**Rights and Remedies:**

1. Per Occurrence:

- 100% credit or refund of the TMRC and ten Business 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 Program, the Contractor shall provide a briefing on the excessive outage restoration.

2. Monthly Aggregated Measurements:

- N/A

**Bidder understands the requirements and shall meet or exceed them? Yes**

27.3.8.6 Notification

**SLA Name:** Notification

**Definition:**

The Contractor notification to the CALNET Program and designated stakeholders in the event of a CAT 2 or CAT 3 failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET DNCS End-Users or has the potential to impact services in a general or statewide area. The State understands initial information requiring the nature of the outage may be limited.

**Measurement Process:**

The Contractor shall adhere to the Network Outage Response requirements (SOW Business Requirements Section G.3.3, Network Outage Response) and notify the CALNET Program 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 threat of natural disaster, the Contractor shall notify the CALNET Program and designated stakeholder when information is available for dissemination to the Customers.

**Services:**

All services

**Objectives:**

Within 60 minutes of the above mentioned failures' start time, the Contractor shall notify the CALNET Program and designated stakeholders using a method defined in SOW Business Requirements, Network Outage Response.

At 60-minute intervals, updates shall be given on the above-mentioned failures via the method defined in SOW Business Requirements, Network Outage Response.

This objective is the same for Basic, Standard and Premier Commitments.

**Rights and Remedies:**

1. Per Occurrence:
  - Senior Management Escalation
2. Monthly Aggregated Measurements:
  - N/A

**Bidder understands the requirements and shall meet or exceed them? Yes**

27.3.8.7 Provisioning (M-S)

**SLA Name:** Provisioning

**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 the Customer and the Contractor documented on the Contractor's order confirmation notification or Contracted Project Work SOW in accordance with SOW Business Requirements Section G.2.5.4, 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 Timeline per SOW Business Requirements Section G.8, Contracted Service Project Work.

**Provisioning SLAs have two objectives:**

Objective 1: Individual service installation; and,  
Objective 2: Successful Install Monthly Percentage by service type.  
Note: Provisioning timelines include extended demarcation wiring when appropriate.

**Measurement Process:**

Objective 1: Individual Service Installations: Install intervals are based on the committed installation intervals established in this SLA or due dates negotiated between the Customer and the Contractor. This objective requires the Contractor to meet the due date for each individual service installation. This includes individual circuit/service/seat level installations for Coordinated and Managed Projects.

Objective 2: Successful Install Monthly Percentage per Service Type: The Contractor shall sum all individual installations per service, as listed below, meeting the objective in the measurement period and divide by the sum of all individual service installations due per service in the measurement period and multiply by 100 to equal the percentage of service installations completed on time. The Contractor must meet or exceed the objective below in order to avoid the rights and remedies.

**Services:**

Features must be installed in conjunction with the service except when listed below:

Service	Committed Interval Days	Coordinated/Managed Project
Contact Center Services	N/A	Coordinated/Managed Project

**Objectives:**

Objective 1: Individual service installation: Service provisioned on or before the due date per installation Service Request.

Objective 2: Monthly Average percent by service type:

Service Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B or P)
Contact Center Services	≤ 90%	N/A	≤ 95%	P

**Rights and Remedies:**

1. Per Occurrence:

- Objective 1: Individual service installations: 50% of installation fee credited to the Customer for any missed committed objective.

2. Monthly Aggregated Measurements:

- Objective 2: 100% of the installation fee credited to the Customer for all service installations (per service type) that did not complete within the committed objective during the month if the Successful Install Monthly Percentage is below the committed objective.

**Bidder understands the requirements and shall meet or exceed them? Yes**

27.3.8.8 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**

27.3.8.9 Proposed Unsolicited Offerings

The contractor shall provide SLAs as defined in SLA Section 27.3.8 for each unsolicited offering determined by the CALNET 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**

27.3.8.10 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 Section 27.3.8.

**Bidder understands the Requirement and shall meet or exceed it? Yes**