INVITATION FOR BID

IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 27 – STANDARD CONTACT CENTER SERVICES

AT&T Enterprises, LLC.

Statement of Work

TECHNICAL REQUIREMENTS

10/27/2020

BAFO

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide 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	6/30/21	Header added to Document Section 27.2.1 – Modified eVAQ Section Reference Table 27.2.2.b – Unsolicited General Features Table – Modified Language Table 27.2.3.7.1.b – Unsolicited ACD Agent Package Features Table – Modified Language Table 27.2.3.7.2.b – Unsolicited ACD Supervisor's Package Features Table – Modified Language Table 27.2.3.7.3.b – Unsolicited ACD Administrator's Package Features Table – Modified Language Table 27.2.4.5.b – Unsolicited IVR Services and Features Table – Modified Language
24	1/23/25	Updated Document Header Table 27.2.3.7.1.b – Unsolicited ACD Agent Package Features – Added Services
26	11/07/2025	Changed contractor name from AT&T Corp. to AT&T Enterprises, LLC. on Title Page Updated Header
29	8/31/2026	Table 27.2.2.b - Unsolicited General Features Table – Added Services

Table of Contents

27.1 OVERVIEW 5
27.1.1 Bidder Response Requirements 5
27.1.2 Designation of Requirements 5
27.1.3 Pacific Time Zone 6
27.1.4 Contractor Reference – Single Engagement Limitations 6
27.2 CONTACT CENTER SERVICES 6
27.2.1 General Requirements 6
27.2.1.1 Load Balancing and Automatic Failover 8
27.2.1.2 Geographic Distribution 8
27.2.1.3 Redundancy 8
27.2.1.4 ACD and IVR 8
27.2.1.5 Virtual Contact Center Support 8
27.2.1.6 Intelligent Call Routing 9
27.2.1.7 Network Queuing 9
27.2.1.8 ACD and IVR Integration 9
27.2.2 Contact Center General Features 9
27.2.2.1 Web Call Back 9
27.2.2.2 Web and SMS Text Chat 10
27.2.2.3 Digital Recording 10
27.2.2.4 Collaborative Browsing 11
27.2.2.5 Email Response Management (ERM) 11
27.2.2.6 Workforce Management (WFM) System 12
27.2.2.7 Automated Preview Outbound Dialing 13
27.2.2.8 Automated Predictive Outbound Dialing 14
27.2.2.9 Voice Callback 14
27.2.2.10 Quality Management 15
27.2.2.11 Screen Capture 15
27.2.2.12 Blended Agent 15
27.2.3 Automatic Call Distributor (ACD) 133
27.2.3.1 Contact Center Interoperability 133
27.2.3.2 Queue Status 133
27.2.3.3 Music on Hold 134
27.2.3.4 Service Observation – Voice 134
27.2.3.5 ACD System Administrator Functionality 134
27.2.3.6 Customer ACD Monitoring and Reporting Requirements 135
27.2.3.6.1 Customer Historical Reporting 135
27.2.3.6.2 Real Time Monitoring and Reporting 137
27.2.3.7 ACD Packages 138

27.2.3.7.1 ACD Basic Agent Package 138
27.2.3.7.2 ACD Basic Supervisor's Package 216
27.2.3.7.3 ACD System Administrator Software Package 225
27.2.3.8 Physical Security Controls 234
27.2.3.9 Data Breach Reporting 234
27.2.4 Interactive Voice Response Solution 234
27.2.4.1 Multi-Platform Integration 234
27.2.4.2 IVR Standards 235
27.2.4.3 Load Balancing and Redundancy 235
27.2.4.4 IVR Applications 235
27.2.4.5 IVR Services and Features 236
27.2.4.6 IVR Summary Reporting 257
27.2.4.7 IVR Commercial Reports 257
27.2.5 Contact Center Geographic Service Areas 257
27.3 SERVICE LEVEL AGREEMENTS (SLA) 274
27.3.1 Service Level Agreement Format 274
27.3.2 Technical Requirements versus SLA Objectives 275
27.3.3 Methods of Outage Reporting: Customer or Contractor 275
27.3.4 Bidder Response to Service Level Agreements 276
27.3.5 Contractor SLA Management Plan 276
27.3.6 Technical SLA General Requirements 277
27.3.7 Trouble Ticket Stop Clock Conditions 279
27.3.8 Technical Service Level Agreements (SLA) 283
27.3.8.1 Availability (M-S) 283
27.3.8.2 Catastrophic Outage 2 (CAT 2) (M-S) 284
27.3.8.3 Catastrophic Outage 3 (CAT 3) (M-S) 285
27.3.8.4 Contact Service Outage (M-S) 287
27.3.8.5 Excessive Outage (M-S) 288
27.3.8.6 Notification 289
27.3.8.7 Provisioning (M-S) 290
27.3.8.8 Unsolicited Service Enhancement SLAs 292
27.3.8.9 Proposed Unsolicited Offerings 293
27.3.8.10 Contract Amendment Service Enhancement SLAs 293

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? Yes**"**

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					Yes

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, .dfx, .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.		ACCC01	Yes
2	Web and SMS Text Chat	Web and SMS text chat functionality as described.		ACCC02	Yes
3	Digital Recording	Digital recording functionality as described.		ACCC03	Yes
4	Digital Recording-Storage-Gigabyte	Storage for the digital recording functionality as described.		ACCC04	Yes
5	Collaborative Browsing	Collaborative browsing functionality as described.		ACCC05	Yes
6	Email Response Management (ERM)	ERM functionality as described.		ACCC06	Yes
7	Workforce Management (WFM) System	WFM functionality as described.		ACCC07	Yes
8	Automated Preview Outbound Dialing	Preview outbound dialing functionality as described.		ACCC08	Yes
9	Automated Predictive	Predictive outbound		ACCC09	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.
	Outbound Dialing	dialing functionality as described.			
10	Voice Callback	Voice callback functionality as described.		ACCC10	Yes
11	Quality Management	Quality management functionality as described.		ACCC11	Yes
12	Screen Capture	Screen capture functionality as described.		ACCC12	Yes
13	Blended Agent	Blended agent functionality as described.		ACCC13	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	AT&T CCC CSI Community WFM - (WFM Enterprise)	ACCC19	AT&T CCC CSI Community WFM - (WFM Enterprise)
2	AT&T CCC CSI Community	ACCC20	AT&T CCC CSI Community WFM Data Target

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	WFM Data Target		
3	AT&T CCC CSI Enterprise WFM Training (on-site)	ACCC23	AT&T CCC CSI Enterprise WFM Training. Additional on-site training to assist beyond what is included with the service. 2-days of onsite pre-training consultation, 4-days of onsite post installation training and 2-days of onsite optimization training will be provided.
4	AT&T CCC CSI Integrated Recording w/QM	ACCC24	AT&T CCC CSI Integrated Recording w/QM
5	AT&T CCC CSI LightsOut!	ACCC25	AT&T CCC CSI LightsOut!
6	AT&T CCC CSI LightsOut! Setup	ACCC26	AT&T CCC CSI LightsOut! Setup
7	AT&T CCC CSI Quality Management Online Training	ACCC27	AT&T CCC CSI Quality Management Online Training. Additional training to assist beyond what is included with the service. Enterprise Quality Management training. Includes "train the trainer" training sessions that covers advanced functionality such as call evaluation and reporting.
8	AT&T CCC CSI Quality Management On-Site Training	ACCC28	AT&T CCC CSI Quality Management On-Site Training. Additional on-site training to assist beyond what is included with the service. Enterprise Quality Management training. Includes up to two (2) days onsite "train the trainer" training sessions to cover

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			advanced functionality such as call evaluation and reporting.
9	AT&T CCC CSI Quality Management Setup & Implementation	ACCC29	AT&T CCC CSI Quality Management Setup & Implementation
10	AT&T CCC CSI WFM Additional Off-The-Shelf Connector	ACCC35	AT&T CCC CSI WFM Additional Off-The-Shelf Connector
11	AT&T CCC WFO - Project Management (CSI)	ACCC36	AT&T CCC WFO - Project Management (CSI) – To be used with AT&T CCC WFO (CSI) Implementations only.
12	AT&T CCC Community Everywhere Mobile App	ACCC37	AT&T CCC Community Everywhere Mobile App
13	AT&T CCC WFO - Project Management (Verint)	ACCC38	AT&T CCC WFO - Project Management (Verint) – To be used with AT&T CCC WFO (Verint) implementations only. This package will provide oversight and coordination for implementation activities to include requirements gathering, configuration, testing, deployment and training.
14	AT&T CCC Verint Additional Storage	ACCC39	AT&T CCC Verint Additional Storage

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
15	AT&T CCC Verint Advanced Desktop Analytics	ACCC40	AT&T CCC Verint Advanced Desktop Analytics
16	AT&T CCC Verint Advanced Desktop Analytics Implementation (Non-IE Browser)	ACCC41	AT&T CCC Verint Advanced Desktop Analytics Implementation (Non-IE Browser)
17	AT&T CCC Verint Advanced Desktop Training	ACCC42	AT&T CCC Verint Advanced Desktop Training - Additional training above and beyond what is included with the base service. This includes training for Verint Advanced Desktop Analytics.
18	AT&T CCC Verint Encrypted Call Recording	ACCC46	AT&T CCC Verint Encrypted Call Recording
19	AT&T CCC Verint Encrypted Call Recording Implementation	ACCC47	AT&T CCC Verint Encrypted Call Recording Implementation
20	AT&T CCC Verint Encrypted Call Recording Training	ACCC48	AT&T CCC Verint Encrypted Call Recording Training
21	AT&T CCC Verint	ACCC49	AT&T CCC Verint Performance Management

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Performance Management		
22	AT&T CCC Verint Performance Management Implementation	ACCC50	AT&T CCC Verint Performance Management Implementation
23	AT&T CCC Verint Performance Management Training	ACCC51	AT&T CCC Verint Performance Management Training
24	AT&T CCC Verint QM Training	ACCC52	AT&T CCC Verint QM Training
25	AT&T CCC Verint Quality Management	ACCC53	AT&T CCC Verint Quality Management
26	AT&T CCC Verint Quality Management Implementation	ACCC54	AT&T CCC Verint Quality Management Implementation
27	AT&T CCC Verint Screen Recording	ACCC55	AT&T CCC Verint Screen Recording
28	AT&T CCC Verint Screen Recording - Implementation	ACCC56	AT&T CCC Verint Screen Recording - Implementation

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
29	AT&T CCC Verint Speech Analytics	ACCC57	AT&T CCC Verint Speech Analytics
30	AT&T CCC Verint Speech Analytics Implementation	ACCC58	AT&T CCC Verint Speech Analytics Implementation
31	AT&T CCC Verint Speech Analytics Training	ACCC59	AT&T CCC Verint Speech Analytics Training
32	AT&T CCC Verint WFM Implementation	ACCC60	AT&T CCC Verint WFM Implementation
33	AT&T CCC Verint WFM Training	ACCC61	AT&T CCC Verint WFM Training. Additional training above and beyond what is included in the base service. Additional 8-day training for Verint Workforce Management. Topics include Core Forecasting and Scheduling, Application Administration, Monitoring and Management.
34	AT&T CCC Verint Workforce Management	ACCC62	AT&T CCC Verint Workforce Management
35	AT&T CCC Data Center Connectivity Activation	ACCC63	AT&T CCC Data Center Connectivity Activation
36	AT&T CCC Data Center	ACCC64	AT&T CCC Data Center Connectivity Implementation

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Connectivity Implementation		
37	AT&T CCC Inbound SIP Trunking Setup	ACCC65	AT&T CCC Inbound SIP Trunking Setup
38	AT&T CCC Outbound SIP Trunking Setup	ACCC66	AT&T CCC Outbound SIP Trunking Setup
39	AT&T CCC Secure RTP (sRTP)	ACCC67	AT&T CCC Secure RTP (sRTP)
40	AT&T CCC Secure RTP (sRTP) Activation	ACCC68	AT&T CCC Secure RTP (sRTP) Activation
41	AT&T CCC Shared Usage Activation	ACCC69	AT&T CCC Shared Usage Activation
42	AT&T CCC SIP Trunk (Agent) for Customer PBX Integration Configuration	ACCC70	AT&T CCC SIP Trunk (Agent) for Customer PBX Integration Configuration
43	AT&T CCC VPN Configuration	ACCC75	AT&T CCC VPN Configuration
44	AT&T CCC Customer PBX SIP connection	ACCC76	AT&T CCC Customer PBX SIP connection
45	AT&T CCC Data Center Colocation	ACCC77	AT&T CCC Data Center Colocation Monthly Charge for Rack Space to host equipment installed for connectivity

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			between AT&T CC Data Center(s) and Agent locations over Customer's private IP connection (e.g. MPLS, Metro Ethernet, Ethernet, VPLS, WAN). ****Charged per 1U of rack space, power, cooling, remote installation.***
46	AT&T CCC Data Center Cross-Connect	ACCC78	AT&T CCC Data Center Cross-Connect
47	AT&T CCC SIP Inbound Flat Rate	ACCC80	AT&T CCC SIP Inbound Flat Rate
48	AT&T CCC SIP Outbound (No Backup)	ACCC81	AT&T CCC SIP Outbound (No Backup)
49	AT&T CCC VPN	ACCC82	AT&T CCC VPN
50	AT&T CCC Virtual Desktop Integration	ACCC84	AT&T CCC Virtual Desktop Integration
51	AT&T CCC Implementation Remote Support Premium SOW	ACCC85	Predetermined implementation package defined by SOW once Customer and AT&T have discovery meeting to determine the Scope of Work.
52	AT&T CCC Implementation w/On-Site Support Advanced SOW	ACCC88	Predetermined implementation package defined by SOW once Customer and AT&T have discovery meeting to determine the Scope of Work.
53	AT&T CCC Implementation w/On-Site	ACCC89	Predetermined implementation package defined by SOW once Customer and

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Support Premium SOW		AT&T have discovery meeting to determine the Scope of Work.
54	AT&T CCC Implementation Remote Support Basic SOW	ACCC90	Predetermined implementation package defined by SOW once Customer and AT&T have discovery meeting to determine the Scope of Work.
55	AT&T CCC Implementation Remote Support Advanced SOW	ACCC91	Predetermined implementation package defined by SOW once Customer and AT&T have discovery meeting to determine the Scope of Work.
56	AT&T CCC Implementation w/On-Site Support Basic SOW	ACCC92	Predetermined implementation package defined by SOW once Customer and AT&T have discovery meeting to determine the Scope of Work.
57	AT&T CCC Connector - Cloud Bridge Server Side	ACCC99	AT&T CCC Connector - Cloud Bridge Server Side
58	AVAYA Contact Center General Features	Multiple (See Below ID's)	
59	Avaya Compliance Recording	AVCC01	Compliance Recording provides; Full time enterprise call recording, tagging and archiving, ability to quickly search and extract actionable intelligence, get alerts based on call disposition thresholds, understand why Customers are calling using content-driven dashboards and reporting, enhance compliance, reduce

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			liability and improve Customer engagement.
60	Avaya Screen Capture	AVCC02	Screen capture recording.
61	Avaya Quality Monitoring	AVCC03	Quality Monitoring and Automated Quality Monitoring, Lesson Management, Coaching, and Advanced Scorecards.
62	Workforce Optimization	AVCC04	Workforce Optimization (AWFO) Advanced includes AQM Advanced capabilities and adds in Forecasting and Scheduling, Advanced Adherence, Media Blending, Time- off Manager and Strategic Planner.
63	Avaya Workforce Management	AVCC05	Workforce Management (AWFM) Advanced - does NOT include CR or QM, but instead bundles Forecasting and Scheduling, Advanced Adherence and Media Blending and adds in Time-off Manager, Strategic Planner, Coaching and Advanced Scorecards.
64	Avaya Desktop Analytics	AVCC06	Get visibility into employee desktop activities across different systems, applications and processes to improve efficiency, reduce costs and liability and enhance the customer experience; Alert managers when employees are out of compliance with company or industry standards; Identify successful behaviors of top performers; and Reveal hidden capacity and enhance productivity.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
65	Avaya Speech Analytics - 1st Language	AVCC07	Surface actionable intelligence from thousands, even millions of recorded calls; Automatically identifies, groups and organizes words and phrases during spoken calls into trends; Pinpoint cost drivers, trends and opportunities; Improve agent performance, call handling efficiency and accountability; and Reveal non-compliance and fraud.
66	Avaya Speech Analytics - Additional Language	AVCC08	Additional language option for speech analytics service. Requires Speech Analytics 1st Language.
67	Avaya Customer Feedback	AVCC09	Capture the voice of the customer to drive a differentiated customer experience. Collect, analyze and act on customer feedback across all channels; Select survey template or build your own without IT intervention; Get alerts on goals or overall scores; View customer responses, listen to comments and review last recorded interaction prior to calling customers back; and Link survey results to scorecards, analytics and reporting.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
68	Avaya Proactive Outreach Port	AVCC10	Using outbound dialing capabilities, an interactive outbound application that supports automated voice, SMS, and e-mail notifications. These can be one-way or two-way notifications campaigns in an agent-less fashion. The feature provides a comprehensive solution to create and manage all outbound communications including: Agent assisted preview, progressive, predictive dialing campaigns; Automated voice, email, and SMS notifications and interactive services; Managed application; Proactively reach Customers with the right context at the right time; Improves Customer satisfaction and loyalty, reduces costs of service, increases revenues and improves inbound call volume management. Outbound dialing supports agent-based outbound for voice interactions by tightly integrating to voice via SIP. The agent-based outbound dialing capabilities are 'Preview' and 'Predictive'.
69	Avaya Proactive Outreach Email	AVCC11	Proactive Outreach Email is a feature that enables proactive email communications.
70	Avaya Proactive Outreach SMS	AVCC12	Proactive Outreach SMS is a feature that enables proactive SMS communications.
71	Avaya Proactive Outreach Desktop Client Setup	AVCC13	Builds the Outbound Marketing Desktop Client (separate and distinct from Workspaces clients) in HA configuration of desktop client service along with initial configuration of the said dedicated

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			desktop client using the desktop client designer.
72	Avaya Create Proactive Outreach Campaign	AVCC14	An interactive outbound application that supports automated voice, SMS, and e-mail notifications. These can be one-way or two-way notifications campaigns in an agent-less fashion. Progressive and Predictive campaigns are only supported. Preview not supported. Text-to-Speech is needed for Outbound Marketing SMS campaigns. An agentless test campaign is created (note: Customer is to procure SMS gateway service and enable SMS gateway account number.
73	Avaya Proactive Outreach Desktop Client - Basic	AVCC15	Provides the HTML5 / VDI Web Client from Syntelate.
74	Avaya Proactive Outreach Desktop Client - Pro	AVCC16	Provides the Native PC Thick Client from Syntelate.
75	Avaya Call Back Assist per Port	AVCC17	Callback Assist per Port is an IVR feature. It is a Callback Assist per Concurrent Call Capacity, measured as a provisioned port in fixed/static recurring units. CBA messages in local language(s) for each country plus English, customer is responsible for providing the required voice messages as .wav files; CBA option is offered to callers based on expected wait time thresholds; Language for CBA

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			messages are based on customer preferred language customer's environment or, if customer preferred language is not available, the language selected by the caller in the IVR; and up to 10 call flows per each 4,000 agents.
76	NiceInContact Contact Center General Features	Multiple (See Below ID's)	
77	CXsuccess Care Package	NIC001	Self-service via online Customer Community- 7x24x365 Technical Support via phone and online service site- Two customer resources authorized to work with NICE inContact Services, and receive notifications to distribute to the organization.- Guidance, advocacy and best practice sharing provided via a team of Technical Success Advisors (TSAs)- Telephone & email access to TSAs. Additional items in support of this service may be purchased separately from Category 27 or Category 28.
78	CXsuccess Care Plus Package	NIC002	Self-service via online Customer Community- 7x24x365 Technical Support via phone and online service site- Priority case handling - Up to five customer resources authorized to work with NICE inContact Services, and receive notifications to distribute to the organization- Designated experienced Technical Account Manager provides guidance, advocacy, best practice

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			sharing and assistance in achieving business objectives. Up to 8 total engagement hours per month. Additional TAM available (for broader geography or time zone coverage) by purchasing another success package that includes the level of TAM desired.- TAMs are available M-F during normal business hours for your primary time zone. Training at NICE inContact locations or at your location at standard rates - One complimentary student/annual in a public class. Additional items in support of this service may be purchased separately from Category 27 or Category 28.
79	CXsuccess Premier Package	NIC003	Self-service via online Customer Community- 7x24x365 Technical Support via phone and online service site- Priority case handling - Up to five customer resources authorized to work with NICE inContact Services, and receive notifications to distribute to the organization- Designated experienced Technical Account Manager provides guidance, advocacy, best practice sharing and assistance in achieving business objectives. Up to 16 total engagement hours per month. Additional TAM available (for broader geography or time zone coverage) by purchasing another success package that includes the level of TAM desired.- TAMs are available M-F during normal business hours for your primary time zone. Live webinars and NICE inContact

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			University e-learning courses. Additional items in support of this service may be purchased separately from Category 27 or Category 28.
80	CXsuccess Premier Plus Package	NIC004	Self-service via online Customer Community-7x24x365 Technical Support via phone and online service site-Priority call routing and priority case handling by senior resources Up to 7 customer resources authorized to work with NICE inContact Services, and receive notifications to distribute to the organization-Designated Technical Account Manager provides guidance, advocacy, best practice sharing and assistance in achieving business objectives-Up to 32 engagement hours per month. Additional TAM available (for broader geography or time zone coverage) by purchasing another success package that includes the level of TAM desired.-TAMs are available M-F during normal business hours for your primary time zone-Designated Support Engineering Service (Silver) -Up to 1 Executive Sponsor Engagements per year-Up to 1 Optimization Sessions per year-Up to 1 annual TAM on-site visit.- Live

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			webinars and NICE inContact University e-learning courses -Training at NICE inContact locations or your location at standard rates-2 complimentary Interactions Conference registrations. Additional items in support of this service may be purchased separately from Category 27 or Category 28.
81	NICE inContact CXone Outbound Email 100K	NIC005	Cost of sending up to 100,000 agentless outbound email messages per month per BU. Additional messages can be purchased separately.
82	NICE inContact CXone Outbound Email 1.5M	NIC006	Cost of sending up to 1.5 million agentless outbound email messages per month per BU. Additional messages can be purchased separately.
83	NICE inContact CXone Outbound Email - Add'l Message	NIC380	Additional message for agentless outbound email messages over outbound email limit per month per BU. Billed as a non-recurring charge.
84	NICE inContact CXone Interaction Analytics Pro (per Configured User)	NIC007	A robust text analytics tool that automatically analyzes every voice, chat, and email interaction and gives customers detailed, quantifiable, actionable insights-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. •Key product features & components: •Automatic analysis of every voice, email, and chat interaction

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			•Automatic topic, category and trend discovery •Sentiment analysis •Integrated WAV Player and 100% call transcription •Keyword, phrase, and entity search •Powerful filtering capabilities •Multi-tenant, scalable cloud platform •Fully integrated with inContact ACD and SSOPackaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.
85	NICE inContact CXone Analytics Data Ingest API	NIC008	A Data Ingest API for Omnichannel Analytics customers- Billed monthly per every 100K Records used- Key product features & components: - •Ability to obtain analytic insights for non-inContact ACD data. •Ingest and analyze business data which includes survey data, CRM data, third party email, third party chat data, and more. •Conduct all text analytics (sentiment analysis, entity and event detection, categorization) for customer business within the Omnichannel Analytics application. •Additional records beyond 100K are charged separately. These packages are not available as stand-alone without the inContact ACD.
86	NICE inContact CXone Analytics Data Ingest API	NIC371	A Data Ingest API for Omnichannel Analytics -Additional records beyond 100,000 in the monthly bucket (as a non-recurring charge) per record.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	additional record		
87	NICE inContact CXone Interaction Analytics Pro Extended Analysis (per Bucket)	NIC009	Provides extended analysis capability beyond the default 90-day time frame• Billed monthly per contracted rate and bucket quantity. Each bucket contains up to 500,000 records. Anything beyond 500,000 will be billed separately. • Key product features & components: • Select the time frame of data to analyze and retain in the Analytics application beyond the included "last 90 days" • Search for new insights in both your current and long-term data, including quarter-by-quarter comparison and long-term trending • Recategorize and reprocess data to find historic occurrences of newly identified issues and opportunities. Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.
88	NICE inContact CXone Interaction Analytics Pro Extended Analysis (per additional record)	NIC381	CXone Interaction Analytics Pro Extended Analysis, each additional record.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
89	NICE inContact CXone Workforce Management Enterprise - Advanced (per Configured User)	NIC010	Forecast with precision and schedule agents based on skills using NICE Workforce Management Advanced. This tool allows for monitoring adherence in real time and tracking intraday data to make timely staffing and operational decisions. Additional modules are included for Time Off Tracking, Availability Points, and Agent Schedule Portal. 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- Key product features & components: • Multi-Skill/Multi-Site • Forecaster, Scheduler, Planner • Real-Time and Historical Adherence • Administrator, Change Manager, Report Manager, Time-Off Manager • Availability Points *• Agent Schedule Portal Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
90	NICE inContact CXone Quality Management Enterprise (per Configured User)	NIC011	NICE Quality Management makes it easy to identify the right agents and calls for evaluation, capture employee feedback, and share it across peers and groups. The solution automates evaluation to ensure consistency and save supervisor time. Allows for reporting on call evaluations and listening to specific calls from within the reporting application. Includes the Interaction Management package. 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. Key product features & components: • NICE Audio Recording, Monitoring, Encryption, and Interaction Management • Form Designer, Evaluations and Calibration • Quality Planner and Coaching • My Universe, Dashboards, and QM Reports • Call Flow Analysis (CTI)Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
91	NICE inContact CXone Quality Optimization Enterprise (per Configured User)	NIC012	NICE Quality Optimization makes it easy to identify the right agents and calls for evaluation, capture employee feedback, and share it across peers and groups. The solution automates evaluation to ensure consistency and save supervisor time. Allows for reporting on call evaluations and listening to specific calls from within the reporting application. Additionally, Quality Optimization provides out-of-the-box KPIs and Scorecards for a complete assessment of quality. Includes the Interaction Management package. - 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. Key product features & components: • NICE Audio Recording, Monitoring, Encryption, and Interaction Management • Form Designer, Evaluations and Calibration • Quality Planner and Coaching • My Universe, Dashboards, and QM Reports • Call Flow Analysis (CTI) • Out of the Box KPIs with KPI-based Interaction Drill Down and Scorecards Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
92	NICE inContact CXone Workforce Optimization Enterprise - Advanced (per Configured User)	NIC013	Combines the features and functionality of NICE Workforce Management Advanced, NICE Quality Optimization, and Interaction Management. Forecast with precision, schedule agents based on skills, monitor agent adherence in real time and track intraday data with Workforce Management to make timely staffing and operational decisions. Provides time-off, availability points, and agent schedule portal modules. Identify the right agents and calls for evaluation, capture employee feedback, and share it across peers and groups with the Quality Optimization solution, which automates evaluation and provides reporting to ensure consistency and save supervisor time. Includes out of the box KPIs and Scorecard functionality.- 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. Key product features & components: • Multi-Skill/Multi-Site • Forecaster, Scheduler, Planner • Real-Time and Historical Adherence • Administrator, Change Manager, Report Manager, Time-Off Manager • Availability Points • Agent Schedule Portal

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Audio Recording, Monitoring, Encryption, and Interaction Management • Form Designer, Evaluations and Calibration • Quality Planner and Coaching • My Universe, Dashboards, and QM Reports • Call Flow Analysis (CTI) • Out of the Box KPIs with KPI-based Interaction Drill Down and Scorecards Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.
93	NICE inContact CXone Screen Recording Enterprise (per Configured User)	NIC014	Add-on to Interaction Management, Quality, and Workforce Optimization options. Capture and record agent desktop activity to ensure appropriate processes are being followed for compliance reasons as well as for quality assurance and agent coaching/training. 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. Key product features & components: • Capture agent desktop activity • Record agent screens for playback
94	NICE inContact CXone Audio	NIC015	Provides voice recording, encryption, and management of recorded

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Recording Enterprise (per Configured User)		interactions. Intended for customers who may need compliance recording without quality management tools. - 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. Key product features & components: • Automated, rules-based archiving of captured interactions • System usability tools and Reporting • Maintenance and administration tools • Query and playback • Reporting • End-to-end media encryption to protect captured data during every stage of its lifecycle
95	NICE inContact CXone Workload Manager Enterprise (per Configured User)	NIC016	Add-on to the Workforce Management and Workforce Optimization options. Workload Manager provides a method for forecasting and scheduling resources who handle non-real time (deferred) work such as non-real time (deferred) email and work items routed through the inContact ACD.-Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. Key product features & components: Forecasting, scheduling, and management for non-real time (deferred) work such as non-real

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			time (deferred) email and work items routed through the inContact ACD.
96	NICE inContact CXone Workforce Management Pro (per Configured User)	NIC018	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. 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. Key product features: • Forecasting and Scheduling • Shift Bidding • Time Off Management • Reporting: Historical Adherence Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.
97	NICE inContact CXone Workforce Optimization Pro (per Configured User)	NIC019	Combines CXone Quality Management (which encompasses Audio Recording) and CXone Workforce Management. Identify 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

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			well as shift bidding and time off management. Configured Users are billed based on the highest number of users set up on the platform at any one time during the month. Key product features & components: • Form Designer • Evaluation • Calibration • Dispute • Coaching • Dashboards • Quality Planner • Audio Recording (total or %-based) • Search • Playback • Encryption • Forecasting and Scheduling • Shift Bidding • Time Off Management • Real-time adherence dashboard • Historical adherence report Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
98	NICE inContact CXone Workforce Optimization Pro w/QMA (per Configured User)	NIC020	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 WFM or QM users enabled for "can be scheduled" at any one time during the month. Key product features & components: • Category Manager for creating your own categories • Out of the Box Categories available • Quality Planner including advanced sampling using analytics categories • Top Categories Widget and Category Trend Widget • Search includes analytics categories • Player tags • Form Designer/Evaluations/ Calibration/Dispute processes • Coaching and Dashboards • Audio Recording (total or %-based), Playback, Encryption • Forecasting & Scheduling • Shift Bidding • Time-off Management • Real-time Adherence Dashboard • Historical Adherence Report • 1 GB of storage included per user Packaging and pricing to be sold as an

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.
99	NICE inContact CXone Quality Management Pro with Voice Recording (per Configured User)	NIC021	Identify the right agents and interactions for evaluation as well as capture feedback and share across peers and groups. Includes CXone Audio Recording (provides audio recording, encryption, as well as search and playback of recorded interactions).- 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. Key product features & components: • Form Designer • Evaluation • Calibration • Dispute • Coaching • Dashboards • Quality Planner

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Audio Recording (total or %-based) • Search • Playback • Encryption Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.
100	NICE inContact CXone Quality Management Analytics Pro (per Configured User)	NIC022	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 users enabled for "can be evaluated/coached" at any one time during the month. Key product features & components: • Category Manager for creating your own categories • Out of the Box Categories available • Quality Planner including advanced sampling using analytics categories • Top Categories Widget and Category Trend Widget • Search includes analytics categories • Player tags • Form Designer/Evaluations/Calibration/Dispute processes • Coaching and Dashboards

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Audio Recording (total or %-based), Playback, Encryption • 1 GB of storage included per user Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.
101	NICE inContact CXone Screen Recording Pro (per Configured User)	NIC023	Provides capture of screen activity on the agent desktop while the agent handles a phone interaction. (Screen recording must be associated with voice recording.) 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. Key product features & components: • Screen Recording (total or %-based) • Search • Playback • Encryption Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.
102	NICE inContact CXone Audio Recording Pro (per Configured User)	NIC024	Provides audio recording, encryption, as well as search and playback of recorded interactions. 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. Key product features & components:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Audio Recording (total or %-based) • Search • Playback • Encryption Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.
103	NICE inContact CXone Performance Management Pro (per Configured User)	NIC025	CXone PM brings together multiple metrics from different applications and enables translating them into goals and performance. Billed as a monthly recurring charge. Quantity will match Configured User ACD quantity each month. Key product features & components: • KPIs and Goal Manager • Agent performance widget • Performance summary widget • Trend widget • Coaching Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.
104	NICE inContact CXone Quality Management Analytics Pro	NIC026	QMA add-on when customer is upgrading from QM Pro to QMA Pro within a package. Combining the power of QM and Analytics to analyze and categorize 100% of interactions for all voice and text

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Add-on for Packages		channels- 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. Key product features & components include: • Category Manager for creating your own categories • Out of the Box Categories available • Quality Planner including advanced sampling using analytics categories • Top Categories Widget and Category Trend Widget • Search includes analytics categories • Player tags • Form Designer/Evaluations/Calibration/Dispute processes • Coaching and Dashboards - Audio Recording (total or %-based), Playback, Encryption Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.
105	NICE inContact CXone Agent for Zendesk (per Configured User)	NIC027	A contact control interface that is embedded directly into the Zendesk CRM environment. 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

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Admin users. Key product features & components: • Zendesk Ticket Screen Pops • Automatic User or Ticket creation • Patches/Updates/New Releases • Allows flexibility to increase or decrease agent licenses on demand
106	NICE inContact Spice Professional for CXone (per Configured User)	NIC028	Professional builds in Spice Team functionality with the ability to connect to other systems. 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. Key product features & components: • Customizable CRM with Company, Campaign, Account, Case, and Ticketing Features • Campaign Specific Dispositions • Granular User Permissions • Standard Reports • Knowledge Base • Ability to attach files to Accounts or Cases • Database Builder Module • Visual Process Editor (basic) • Data collection forms

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Variable Based Workflow Logic • Automated process history • Process invoked API calls to external systems • Business Rules (Scheduled) • Embedded Process Reader • Abstract Builder Module • Unified User Interface (UUI)
107	NICE inContact Spice Enterprise for CXone (per Configured User)	NIC029	Spice Enterprise builds on Professional functionality by introducing a more advanced workflow engine and Live Action Business Rules. Perform data orchestration among systems to achieve seemless business processes and automations. 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- Key product features & components included: • Customizable CRM with Company, Campaign, Account, Case, and Ticketing Features • Campaign Specific Dispositions • Granular User Permissions • Standard Reports • Knowledge Base

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Ability to attach files to Accounts or Cases • Database Builder Module • Visual Process Editor (basic) • Data collection forms • Variable Based Workflow Logic • Automated process history • Process invoked API calls to external systems • Business Rules (Scheduled) • Embedded Process Reader • Abstract Builder Module • Unified User Interface (UUI) • Visual Process Editor (Advanced) • Automations triggered by Agent Workflow • Process Initiated Scheduled Events • Embed web content via iFrames • Javascript Node to easily write/run Javascript within the Guided Workflow • Business Rules (Live Action) • Report Builder Module (Self designed reports)
108	NICE inContact Spice for CXone	NIC030	Low-code development platform that allows users to easily create and modify unattended (automated) processes

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Automation Suite (per BU)		through the combination of visual process design and standard programming methodologies. Billed per month based on contract quantity. Key product features & components: • NICE inContact Process Node Library • Advanced Development Modules (Abstract, Database, and Report Builder)
109	NICE inContact Spice for CXone Automation Suite Add'l Process	NIC031	Additional process files incorporated into the Spice for CXone Automation Suite - Allows for the automation of even more business processes -Billed per month based on file usage
110	NICE inContact Customer Dynamics Essentials Integration for CXone	NIC032	Environment for a call center integration with Microsoft Dynamics CRM- 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. Features include: • Basic Screenpop • Click 2 Call • Call Memorialization functionality for supported version of Microsoft Dynamics CRM and Microsoft Dynamics 365
111	NICE inContact Customer Dynamics Unified Service Desk for CXone	NIC033	Integration intended for an environment to optimize and streamline the agent experience with a single user interface- Configured Users are billed based on the highest number of active users set up on the platform at any one time during the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			month. This includes Admin users.- Features include: • Integrated call and interaction control • Session management • Agent scripting • Click 2 Call, Screenpop, Call Logging
112	NICE inContact Customer Dynamics Dialer Integration for CXone	NIC034	Allows user to create dynamic or static marketing lists and attach to a CRM campaign- 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. Features include: • CRM records automatically loaded into the dialer • Record management functionality • Same record only used in one campaign at a time • Activity created for each dialer outbound call
113	NICE inContact Ivinex Unified User Experience for CXone (per Configured User)	NIC035	Highly configurable Unified User Interface (UUI) used to manage information presented to agents on an inbound or outbound call. 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. Key product features & components:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Ticketing • Light CRM • View Based Architecture: Configurable window panes with ability to have different data in each window • Site Review Tool • API Hub • 100 GB of storage per BU included. Any usage beyond that will be billed an additional charge per GB
114	NICE inContact Ivinex Unified User Experience for CXone Compliance Architecture	NIC036	AWS architecture that is compliant to HIPAA or PCI or GDPR to host BU. Billed monthly per contracted rate
115	NICE inContact Ivinex Unified User Experience for CXone Additional Storage (per GB)	NIC037	AWS hosting of the BU additional Storage• Billed per GB of storage used• Key product features & components: • Additional Storage for use within Ivinex CRM
116	NICE inContact Ivinex Unified User Experience for CXone BU Charge	NIC038	AWS hosting of the BU -Billed monthly for each bucket of 75 users per contracted rate -Key product features & components include: • AWS architecture to host BU • 1 BU Charge covers 75 Ivinex Users (i.e. 200 Users requires 3 BU Charges, etc.)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
117	NICE inContact Inbenta Chatbot for CXone (1-10,000)	NIC039	Conversational virtual assistant that answers questions and performs transactions utilizing natural language and machine learning technology• Billed monthly per contracted rate• Key product features & components: • Up to 10,000 Chatbot sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 10,000, additional sessions can be purchased separately. • Intent detection, dialog manager, transactional intelligence, seamless escalation, federated bot, and context awareness.
118	NICE inContact Inbenta Chatbot for CXone (10,001-15,000)	NIC040	Conversational virtual assistant that answers questions and performs transactions utilizing natural language and machine learning technology• Billed monthly per contracted rate• Key product features & components: • Up to 15,000 Chatbot sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 15,000, additional sessions can be purchased separately. • Intent detection, dialog manager,

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			transactional intelligence, seamless escalation, federated bot, and context awareness.
119	NICE inContact Inbenta Chatbot for CXone (15,000-20,000)	NIC041	Conversational virtual assistant that answers questions and performs transactions utilizing natural language and machine learning technology• Billed monthly per contracted rate• Key product features & components: • Up to 20,000 Chatbot sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 20,000, additional sessions can be purchased separately. • Intent detection, dialog manager, transactional intelligence, seamless escalation, federated bot, and context awareness.
120	NICE inContact Inbenta Chatbot for CXone (20,001-50,000)	NIC042	Conversational virtual assistant that answers questions and performs transactions utilizing natural language and machine learning technology• Billed monthly per contracted rate• Key product features & components: • Up to 50,000 Chatbot sessions for entire

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 50,000, additional sessions can be purchased separately. • Intent detection, dialog manager, transactional intelligence, seamless escalation, federated bot, and context awareness.
121	NICE inContact Inbenta Chatbot for CXone (50,000-100,000)	NIC043	Conversational virtual assistant that answers questions and performs transactions utilizing natural language and machine learning technology• Billed monthly per contracted rate• Key product features & components: • Up to 100,000 Chatbot sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 100,000, additional sessions can be purchased separately. • Intent detection, dialog manager, transactional intelligence, seamless escalation, federated bot, and context awareness.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
122	NICE inContact Inbenta Chatbot for CXone (100,001-200,000)	NIC044	Conversational virtual assistant that answers questions and performs transactions utilizing natural language and machine learning technology• Billed monthly per contracted rate• Key product features & components: • Up to 200,000 Chatbot sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 200,000, additional sessions can be purchased separately. • Intent detection, dialog manager, transactional intelligence, seamless escalation, federated bot, and context awareness.
123	NICE inContact Inbenta Chatbot for CXone (200,000-1M)	NIC045	Conversational virtual assistant that answers questions and performs transactions utilizing natural language and machine learning technology• Billed monthly per contracted rate• Key product features & components: • Up to 1,000,000 Chatbot sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 1,000,000, additional sessions can be purchased separately. • Intent detection, dialog manager,

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			transactional intelligence, seamless escalation, federated bot, and context awareness.
124	NICE inContact Inbenta Chatbot Overage	NIC372	Conversational virtual assistant Chatbot sessions beyond Business Unit limit for the month. Billed per session.
125	NICE inContact Inbenta Chatbot Add'l Language for CXone (1-20,000)	NIC046	Chatbot additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 20,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.
126	NICE inContact Inbenta Chatbot Add'l Language for CXone (20,001-50,000)	NIC047	Chatbot additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 50,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.
127	NICE inContact Inbenta Chatbot Add'l Language for CXone (50,001-100,000)	NIC048	Chatbot additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 100,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.
128	NICE inContact Inbenta Chatbot Add'l Language for CXone (100,001-200,000)	NIC049	Chatbot additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 200,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
129	NICE inContact Inbenta Chatbot Add'l Language for CXone (200,001-1M)	NIC050	Chatbot additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 1,000,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.
130	NICE inContact Inbenta Chatbot Add'l Language Overage	NIC373	Chatbot additional languages - Add'l Language sessions overage, per session
131	NICE inContact Inbenta Search for CXone (1-10,000)	NIC051	Powerful and intelligent search engine that utilizes natural language technology and meaning-text theory that can be customized as needed• Billed monthly per contracted rate• Key product features & components: • Up to 10,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 10,000, additional sessions can be purchased separately. • Semantic

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			search, content digest, flexible UI options, and federated & faceted search
132	NICE inContact Inbenta Search for CXone (10,001-15,000)	NIC052	Powerful and intelligent search engine that utilizes natural language technology and meaning-text theory that can be customized as needed• Billed monthly per contracted rate• Key product features & components: • Up to 15,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 15,000, additional sessions can be purchased separately. • Semantic search, content digest, flexible UI options, and federated & faceted search
133	NICE inContact Inbenta Search for CXone (15,001-20,000)	NIC053	Powerful and intelligent search engine that utilizes natural language technology and meaning-text theory that can be customized as needed• Billed monthly per contracted rate• Key product features & components: • Up to 20,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 20,000, additional sessions can be purchased separately. • Semantic search, content digest, flexible UI options, and federated & faceted search
134	NICE inContact Inbenta Search for CXone (20,001-50,000)	NIC054	Powerful and intelligent search engine that utilizes natural language technology and meaning-text theory that can be customized as needed• Billed monthly per contracted rate• Key product features & components: • Up to 50,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 50,000, additional sessions can be purchased separately. • Semantic search, content digest, flexible UI options, and federated & faceted search
135	NICE inContact Inbenta Search for CXone (50,001-100,000)	NIC055	Powerful and intelligent search engine that utilizes natural language technology and meaning-text theory that can be customized as needed• Billed monthly per contracted rate• Key product features & components: • Up to 100,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Semantic search, content digest, flexible UI options, and federated & faceted search
136	NICE inContact Inbenta Search for CXone (100,001-200,000)	NIC056	Powerful and intelligent search engine that utilizes natural language technology and meaning-text theory that can be customized as needed• Billed monthly per contracted rate• Key product features & components: • Up to 200,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 200,000, additional sessions can be purchased separately. • Semantic search, content digest, flexible UI options, and federated & faceted search
137	NICE inContact Inbenta Search for CXone (200,000-1M)	NIC057	Powerful and intelligent search engine that utilizes natural language technology and meaning-text theory that can be customized as needed• Billed monthly per contracted rate• Key product features & components: • Up to 1,000,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 1,000,000, additional sessions can be purchased separately. • Semantic search, content digest, flexible UI options, and federated & faceted search
138	NICE inContact Inbenta Search Add'l Language for CXone (1-20,000)	NIC058	Search additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 20,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.
139	NICE inContact Inbenta Search Add'l Language for CXone (20,001-50,000)	NIC059	Search additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 50,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			interact several times, or ask multiple questions within one session.
140	NICE inContact Inbenta Search Add'l Language for CXone (50,001-100,000)	NIC060	Search additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 100,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.
141	NICE inContact Inbenta Search Add'l Language for CXone (100,001-200,000)	NIC061	Search additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 200,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.
142	NICE inContact Inbenta Search Add'l Language	NIC062	Search additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	for CXone (200,001-1M)		• Up to 1,000,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.
143	NICE inContact Inbenta Search Overage	NIC374	Inbenta Search sessions beyond Business Unit limit for the month. Billed per session.
144	NICE inContact Inbenta Knowledge Mgt for CXone (1-10,000)	NIC063	Simplify content creation in the workplace with document and digital asset management that seamlessly integrates with Inbenta's AI-powered Semantic Search Engine• Billed monthly per contracted rate• Key product features & components: • Up to 10,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 10,000, additional sessions can be purchased separately. • Content management, deflection tools, discovery layer, help sites, and long tail SEO

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
145	NICE inContact Inbenta Knowledge Mgt for CXone (10,001-15,000)	NIC064	Simplify content creation in the workplace with document and digital asset management that seamlessly integrates with Inbenta's AI-powered Semantic Search Engine• Billed monthly per contracted rate• Key product features & components: • Up to 15,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 15,000, additional sessions can be purchased separately. • Content management, deflection tools, discovery layer, help sites, and long tail SEO
146	NICE inContact Inbenta Knowledge Mgt for CXone (15,001-20,000)	NIC065	Simplify content creation in the workplace with document and digital asset management that seamlessly integrates with Inbenta's AI-powered Semantic Search Engine• Billed monthly per contracted rate• Key product features & components: • Up to 20,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 20,000, additional sessions can be purchased separately. • Content

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			management, deflection tools, discovery layer, help sites, and long tail SEO
147	NICE inContact Inbenta Knowledge Mgt for CXone (20,001-50,000)	NIC066	Simplify content creation in the workplace with document and digital asset management that seamlessly integrates with Inbenta's AI-powered Semantic Search Engine• Billed monthly per contracted rate• Key product features & components: • Up to 50,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 50,000, additional sessions can be purchased separately. • Content management, deflection tools, discovery layer, help sites, and long tail SEO
148	NICE inContact Inbenta Knowledge Mgt for CXone (50,001-100,000)	NIC067	Simplify content creation in the workplace with document and digital asset management that seamlessly integrates with Inbenta's AI-powered Semantic Search Engine• Billed monthly per contracted rate• Key product features & components: • Up to 100,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 100,000, additional sessions can be purchased separately. • Content management, deflection tools, discovery layer, help sites, and long tail SEO
149	NICE inContact Inbenta Knowledge Mgt for CXone (100,001-200,000)	NIC068	Simplify content creation in the workplace with document and digital asset management that seamlessly integrates with Inbenta's AI-powered Semantic Search Engine• Billed monthly per contracted rate• Key product features & components: • Up to 200,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 200,000, additional sessions can be purchased separately. • Content management, deflection tools, discovery layer, help sites, and long tail SEO
150	NICE inContact Inbenta Knowledge Mgt for CXone (200,001-1M)	NIC069	Simplify content creation in the workplace with document and digital asset management that seamlessly integrates with Inbenta's AI-powered Semantic Search Engine• Billed monthly per contracted rate• Key product features & components: • Up to 1,000,000 Search sessions for entire Business Unit • A

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 1,000,000, additional sessions can be purchased separately. • Content management, deflection tools, discovery layer, help sites, and long tail SEO
151	NICE inContact Inbenta Knowledge Mgt Add'l Language for CXone (1-20,000)	NIC070	Knowledge Mgt additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 20,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.
152	NICE inContact Inbenta Knowledge Mgt Add'l Language for CXone (20,001-50,000)	NIC071	Knowledge Mgt additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 50,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.
153	NICE inContact Inbenta Knowledge Mgt Add'l Language for CXone (50,001-100,000)	NIC072	Knowledge Mgt additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 100,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.
154	NICE inContact Inbenta Knowledge Mgt Add'l Language for CXone (100,001-200,000)	NIC073	Knowledge Mgt additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 200,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
155	NICE inContact Inbenta Knowledge Mgt Add'l Language for CXone (200,001-1M)	NIC074	Knowledge Mgt additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 1,000,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.
156	NICE inContact RiverStar for CXone QueView Email (per Configured User)	NIC075	Automatically routes inbound emails into customized queues and gives agents the ability to view the queues they have access to. 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. Key product features & components: • Allows agents to preview emails in queue and respond based on set priorities or criteriao Each email that arrives in CXone is mirrored in RiverStar QueView in the appropriate queue that is linked to a CXone email skilloCan select 1 or more emails to work simultaneously • Supervisors are given access to their team's queues

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
157	NICE inContact Inbenta Knowledge Search Engine Overage	NIC375	Inbenta's AI-powered Semantic Search Engine overage rate per session
158	NICE inContact Lightico for CXone (1-300 Sessions)	NIC376	Lightico streamlines company processes and improves customer experience through document, image and video sharing, digitally signing documents and processing payments securely. Includes up to 300 sessions per month. A session is defined as an interaction between agent and customer during a 24-hour duration. Multiple interactions between agent and customer during those 24 hours does not start a new session. Key product features & components: -Complete forms instantly, gather signatures and consent -Collect documents/ID and other stipulations -Share images and videos and process payments while speaking on the phone -Automated self-service workflows can also be implemented on the company website and IVR to complete the above processes. -Open API support for integrations with 3rd party applications and CRM's.
159	NICE inContact Lightico for CXone (per Session)	NIC076	Lightico for Cxone - per session beyond 300 sessions per month

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
160	NICE inContact Omilia for CXone Routing (Text-based Channels)	NIC077	Text-based sessions where the Omilia chatbot may provide a Successful Self-Service or Chat Session Steering Routed to an Agent based on Intent Classification. Billed monthly per chat session. Key product features & components include: • Chatbot customer intent classification. • Chatbot successful self-service. • Chat session intent-based routed to an Agent due to an external mal-performance issues. Examples of mal-performance: Customer API's or web-services fail to return the appropriate information- Customer has not implemented key web-services that are required to fully complete and contain the self-serve call in the Omilia IVR.
161	NICE inContact Omilia for CXone Routing IVR Mini App	NIC078	The Omilia IVR Mini-App, is an IVR Sub-Dialog Service, aimed at collecting specific types of information from the caller via speech recognition and natural language understanding. For example, an IVR Mini-App could be the provision of the sub-dialog service of recognizing alphanumeric input or free-form dates. Billed monthly per call.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
162	NICE inContact Omilia for CXone Routing (per Routed Call)	NIC079	Unsuccessful Self-Service Steering Calls Routed to an Agent based on Intent Classification. Billed monthly per call-Key product features & components include: • Self Service calls where a Self-Served Task was not completed and the call routed to an Agent. • Does not include calls routed to an Agent due to an external mal-performance issues. Examples of mal-performance:-Customer API's or web-services fail to return the appropriate information-Customer has not implemented key web-services that are required to fully complete and contain the self-serve call in the Omilia IVR.
163	NICE inContact Omilia for CXone Routing (per Self Serve Call)	NIC080	Successfully Self-Served and Completed Services Call" are calls where the system correctly identified the user intent and followed the self-serve business logic and announced the proper information-Billed monthly per call-Key product features & components include:-Successfully self-served and completed services call identify the user intent, follow the self-serve business logic and announced the proper information to the caller-Note: A Self-Served calls is considered completed in cases where the service was not completed/provided due to external mal-performance issues. Examples of mal-

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			performance: Customer API's or web-services fail to return the appropriate information-Customer has not implemented key web-services that are required to fully complete and contain the self-serve call in the Omilia IVR.
164	NICE inContact Textel (Up to 5,000 Messages)	NIC081	Multi-directional SMS and MMS on contact center legacy phone numbers built into NICE inContact.-Billed monthly per contracted rate.-Key features & components include:-Two-way texting within chat utilizing existing long codes (Local & Toll Free)-Multimedia messaging including pictures, emoji's, documents & PDF-Bulk send with status through PCD Two factor authentication-Up to 5,000 messages included. Beyond 5,000, additional messages can be purchased separately.
165	NICE inContact Textel (Up to 10,000 Messages)	NIC082	Multi-directional SMS and MMS on contact center legacy phone numbers built into NICE inContact.-Billed monthly per contracted rate.-Key features & components include:-Two-way texting within chat utilizing existing long codes (Local & Toll Free)-Multimedia messaging including pictures, emoji's, documents & PDF-Bulk send with status through PCD Two factor authentication-Up to 10,000 messages included. Beyond 10,000, additional messages can be purchased separately.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
166	NICE inContact Textel (Up to 25,000 Messages)	NIC083	Multi-directional SMS and MMS on contact center legacy phone numbers built into NICE inContact.-Billed monthly per contracted rate.-Key features & components include:-Two-way texting within chat utilizing existing long codes (Local & Toll Free)-Multimedia messaging including pictures, emoji's, documents & PDF-Bulk send with status through PCD Two factor authentication-Up to 25,000 messages included. Beyond 25,000, additional messages can be purchased separately.
167	NICE inContact Textel (Up to 50,000 Messages)	NIC084	Multi-directional SMS and MMS on contact center legacy phone numbers built into NICE inContact.-Billed monthly per contracted rate.-Key features & components include:-Two-way texting within chat utilizing existing long codes (Local & Toll Free)-Multimedia messaging including pictures, emoji's, documents & PDF-Bulk send with status through PCD Two factor authentication-Up to 50,000 messages included. Beyond 50,000, additional messages can be purchased separately.
168	NICE inContact Textel (Up to 100,000 Messages)	NIC085	Multi-directional SMS and MMS on contact center legacy phone numbers built into NICE inContact.-Billed monthly per contracted rate.-Key features & components include:-Two-way texting within chat utilizing existing long codes (Local & Toll Free)-Multimedia messaging including pictures, emoji's, documents &

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			PDF-Bulk send with status through PCD Two factor authentication-Up to 100,000 messages included. Beyond 100,000, additional messages can be purchased separately.
169	NICE inContact Textel (Up to 250,000 Messages)	NIC086	Multi-directional SMS and MMS on contact center legacy phone numbers built into NICE inContact.-Billed monthly per contracted rate.-Key features & components include:-Two-way texting within chat utilizing existing long codes (Local & Toll Free)-Multimedia messaging including pictures, emoji's, documents & PDF-Bulk send with status through PCD Two factor authentication-Up to 250,000 messages included. Beyond 250,000, additional messages can be purchased separately.
170	NICE inContact Textel (Up to 500,000 Messages)	NIC087	Multi-directional SMS and MMS on contact center legacy phone numbers built into NICE inContact.-Billed monthly per contracted rate.-Key features & components include:-Two-way texting within chat utilizing existing long codes (Local & Toll Free)-Multimedia messaging including pictures, emoji's, documents & PDF-Bulk send with status through PCD Two factor authentication-Up to 500,000 messages included. Beyond 500,000, additional messages can be purchased separately.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
171	NICE inContact Textel Additional Message	NIC377	NICE inContact Textel additional message rate - billed per message
172	NICE inContact Textel - Additional Line	NIC088	Additional text-enabled toll free/long code phone number
173	NICE inContact Textel - Short Code Monthly	NIC089	Multi-directional texting on random or vanity short codes built into NICE inContact.-Billed monthly per contracted rate -Key features & components include:-Two-way texting-Blast outbound or agent-initiated outbound-Ability to port existing contact center short codes or set up new short codes and provide access to features within the NICE inContact platform-Short code per message rate applied separately.
174	NICE inContact Textel - Short Code Message	NIC378	Texting short code per message rate - add-on to Textel - Short Code Monthly
175	NICE inContact CallVU Monthly Success Package (per BU)	NIC090	Maintain technical and business knowledge of the CallVU implementation at the client and guide our clients through the most relevant features and functionalities for their specific business needs-Regular calls and meetings with the clients to ensure they drive the most benefits out of the their implementation - Provide exceptional customer experience using proactive communication and

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			sharing of best practices-Provide continuous feedback and new features capabilities requests between our clients and our product and marketing teams -Quarterly Business Review -Coordinate project activities between the client's and CallVU project managers-Collaborate with the Sales and Support teams to ensure a smooth transition of ongoing client management.
176	NICE inContact CallVU Basic: Collaboration + eForms + Digital Form Builder (per session)	NIC091	Collaboration provided within the MAX interface: Easy Session Initiation with no app or plug-in installation required on the client side (SMS pushed to caller's cell, or as part of the VIVR process).-A Collaboration Session is defined as one conversation (regardless of duration) from connect and accepting/opening the link, until hang-up.-A Form Session begins when the user opens the form. The session ends when the user closes the browser or if the form times out.-Collaboration with digital signature, photo and document display capability provided.-Collaboration that can use co-filling of forms, pdfs, and content for task completion.-Digital Form builder provided over a web service where client can draft, save, and deploy forms, share and edit by the callers.-Digital Forms can be stored, saved, or downloaded by the users, in a format used in their workflow tools (PDF, etc.). Provide the ability for the user to "stop and continue later.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
177	NICE inContact CallVU Advanced: Collaboration + eForms + Digital Form Builder + Video Chat (per session)	NIC092	As included in the NICE inContact CallVU Basic package, with the following additional features:-Collaboration with live voice, video and chat-Live video chat, with the ability to mute to take pictures -Video available for viewing (storage)-A Collaboration Session is defined as one conversation (regardless of duration) from connect and accepting/opening the link, until hang-up.-A Form Session begins when the user opens the form. The session ends when the user closes the browser or if the form times out.
178	NICE inContact CallVU Visual IVR Survey (per survey)	NIC093	Visual IVR service that upon completing a session, provides the caller with a survey to measure success and experience of the client.-Surveys can be designed per the needs of the client. Data is viewed in data services provided.
179	NICE inContact CXone Workgroup - Implementation	NIC094	Billed as a one time (non-recurring) charge INCLUDES: -50 seats included - Designated Implementation Manager (SME) -Post go-live stabilization and support of an estimated two weeks as agreed upon by project stakeholders. Project may include, but are not limited to, collaboration and consultation to determine business needs and requirements; Implementation of documented solution; Completion of NICE inContact quality assurance and production deployment tests.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			DOES NOT INCLUDE: -Products outside of ACD (Chat/Email/ASR/SMS, etc…) - Integration or CRM Driven Screenpop - - OnBoarding
180	NICE inContact CXone Workgroup Plus - Implementation	NIC095	INCLUDES: 65 seats Designated Implementation Manager (SME)* Post go-live stabilization and support of an estimated two weeks as agreed upon by project stakeholders.* Project may include, but are not limited to, collaboration and consultation to determine business needs and requirements; Implementation of documented solution; Completion of NICE inContact quality assurance and production deployment tests. *DOES NOT INCLUDE:-Products outside of ACD (Chat/Email/ASR/SMS, etc…)- Integration or CRM Driven Screenpop- - OnBoarding
181	NICE inContact CXone Corporate - Implementation	NIC096	Billed as a one time (non-recurring) chargeINCLUDES: -100 seats - Designated Implementation Manager (SME) -Post go-live stabilization and support of an estimated two weeks as agreed upon by project stakeholders. - Project may include, but are not limited to, collaboration and consultation to determine business needs and requirements; Implementation of documented solution; Completion of NICE inContact quality assurance and production deployment tests.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			DOES NOT INCLUDE: -Products outside of ACD (Chat/Email/ASR/SMS, etc…) - Integration or CRM Driven Screenpop - - OnBoarding
182	NICE inContact CXone Corporate Plus - Implementation	NIC097	INCLUDES: 150 seats -Designated Implementation Manager (SME)* Onsite Onboarding Manager at one location for 2 Business Days during go-live* Remote Onboarding Manager Support for 3 weeks, averaging two project hours per week, ensuring proficiency with the NICE inContact Platform, assisting with company objectives and success metrics, and building and analyzing reports* Unlimited Access to eLearning Tools throughout service duration* Post go-live stabilization and support of an estimated two weeks as agreed upon by project stakeholders. Project may include, but are not limited to, collaboration and consultation to determine business needs and requirements; Implementation of documented solution; Completion of NICE inContact quality assurance and production deployment tests. DOES NOT INCLUDE:-Products outside of ACD (Chat/Email/ASR/SMS, etc…)- Integration or CRM Driven Screenpop-

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
183	NICE inContact CXone Enterprise - Implementation	NIC098	INCLUDES: -250 seats -Designated Project Manager -Designated Implementation Manager (SME) -Onsite Onboarding Manager at one location for 6 Business Days during go-live -Remote Onboarding Manager Support for 8 weeks, averaging four project hours per week, ensuring proficiency with the Nice inContact Platform, assisting with company objectives and success metrics, and building and analyzing reports - Unlimited Access to eLearning Tools throughout service duration -Post go-live stabilization and support of an estimated two weeks as agreed upon by project stakeholders Project may include, but are not limited to, collaboration and consultation to determine business needs and requirements; Implementation of documented solution; Completion of NICE inContact quality assurance and production deployment tests. DOES NOT INCLUDE: -Products outside of ACD (Chat/Email/ASR/SMS, etc…) - Integration or CRM Driven Screenpop -
184	NICE inContact CXone Enterprise Plus - Implementation	NIC099	INCLUDES: -500 seats -Designated Project Manager -Designated Implementation Manager (SME) -Onsite Project Manager and Implementation Manager for 3 days at up to three locations to gather initial requirements and complete project kick-off -Onsite Onboarding Manager for 9 days at up to three locations during go-live -Remote

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Onboarding Manager Support for 12 weeks, averaging four project hours per week, ensuring proficiency with the Nice inContact Platform, assisting with company objectives and success metrics, and building and analyzing reports - Unlimited Access to eLearning Tools throughout service duration -Post go-live stabilization and support of an estimated two weeks as agreed upon by project stakeholders -Project may include, but are not limited to, collaboration and consultation to determine business needs and requirements; Implementation of documented solution; Completion of NICE inContact quality assurance and production deployment tests. DOES NOT INCLUDE: -Products outside of ACD (Chat/Email/ASR/SMS, etc…) - Integration or CRM Driven Screenpop -.
185	NICE inContact CXone Workgroup Plus - Implementation	NIC100	Add-on to purchased Implementation package. Priced per seat ordered beyond quantity included in base implementation package
186	CXone Custom Storage Setup	NIC104	Setup for Custom Storage-Billed as a one time (non-recurring) charge
187	CXone CRM Integration	NIC105	Adds integration to a single CRM solution to support a screenpop or custom call routing-Billed as a one time (non-recurring) charge-Implementation includes: -Up to 3 database/web service calls which can be used to lookup data

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			to perform a screenpop or custom routing -Not all external CRM solutions supported
188	CXone CRM Driven ScreenPOP/Call Routing Implementation	NIC106	Adds integration to a single CRM solution to support a screenpop or custom call routing-Billed as a one time (non-recurring) charge-Implementation includes: -Up to 3 database/web service calls which can be used to lookup, push, update to perform a screenpop or custom routing -Not all external CRM solutions supported
189	CXone 25 Menu Options DTMF Navigation	NIC107	For use with base ACD Implementation Packages, 1 is mandatory on every quote - Base implementation packages are: Workgroup, Corporate, Enterprise, Enterprise Plus- Adds 25 menu options for navigation in your call flow- Billed as a one time (non-recurring) charge
190	CXone Named Agent Routing Implementation	NIC108	CRM integration check to find last agent spoken with- Billed as a one time (non-recurring) charge
191	CXone 50 Point of Contact Based Routing	NIC109	For use with base ACD Implementation Packages, 1 is mandatory on every quote - Base implementation packages are: Workgroup, Corporate, Enterprise, Enterprise Plus- Adds 50 Point of Contacts- A Point of Contact is an access point to route various channel types (voice, email, chat, SMS) in your contact routing- Billed as a one time (non-recurring) charge

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
192	CXone Automated Speech Recognition (ASR) Implementation	NIC110	Implementation of ASR to enable callers to use their voice to provide input to the IVR to determine routing and other information- Billed as a one time (non-recurring) charge- Implementation includes: - Up to 10 ASR Actions/Utterances - Recognition based on common phrases native to the platform or a custom grammar file provided by the customer - Natural Language speech recognition NOT supported - Phrases containing alpha and numeric characters recommended 5 or less for optimal performance
193	CXone Agent Scripting Quickstart Implementation	NIC111	A shortened version of the Agent Scripting implementation package- Billed as a one time (non-recurring) charge- Implementation includes: - Up to 5 page actions/discussion points which delivers standard information to your agent - Integration to a third party/CRM is available but not included in this package - Requires up to 30 days to deploy
194	CXone Agent Scripting Implementation	NIC112	A full implementation package for Agent Scripting that includes integration to a single CRM- Billed as a one time (non-recurring) charge- Implementation includes: - Up to 10 page actions/discussion points - Adds integration to a single CRM solution to support a screen-pop or custom call routing - Up to 3 Web Service/Database "calls" (lookup or update only) - Not all

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			external CRM solutions are supported - May increase deployment timeline up to 60 days
195	CXone Personal Connection Implementation	NIC113	Implementation and setup of the Personal Connection outbound dialer- Billed as a one time (non-recurring) charge- Implementation includes: - Assigned Implementation Consultant who remotely oversees the implementation end-to-end - 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 - Delivery of one custom Studio script. For example, the scripts can be used to provide standard call recording or a message laydown (agentless) application - Configuration of one campaign (skill) - eLearning training included. Instructor-led training available at additional cost. - IM provides remote launch support during the day of the go live - 2 weeks post Go-Live support - Onsite support and additional scope is available at additional cost
196	CXone Personal Connection - ProActive XS Integration	NIC114	Personal Connection integration with a CRM data source via Proactive External Synchronization (XS)- Billed as a one time (non-recurring) charge- Integration includes: - 1 data source - Pull records from CRM or host system (check out) - Push information back to CRM or host system (check in) - Basic contact

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			disposition - Basic outbound contact removal on inbound call - 1 additional customer selected interaction - Personal Connection Implementation not included in this package
197	CXone Personal Connection Additional Skill/Campaign	NIC115	Implementation and setup of one additional skill/campaign for the Personal Connection outbound dialer. - Billed as a one time (non-recurring) charge
198	CXone Personal Connection Additionall Custom Script	NIC116	Implementation and setup of one additional custom script for the Personal Connection outbound dialer. For example, the script can be used to provide standard call recording or a message laydown (agentless) application.- Billed as a one time (non-recurring) charge
199	CXone Outbound Email Campaign Implementation	NIC117	A one-time setup fee to build an email skill and template and configure the customer's email service information in the inContact system- Implementation includes inContact email configuration training for a customer administrator
200	CXone Customized Call Handling	NIC118	Implementation of a solution that allows agents to put an existing call on hold to handle an urgent (priority) call from the queue. -Priority calls can be determined based on IVR selection, caller ID or dialed number. -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. -Once the urgent call is completed, agents can retrieve the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			held call from their personal queue or be routed the next highest priority call (depending on routing rules). -This does not include the ability to handle multiple voice calls simultaneously. -Billed as a one-time (non-recurring) charge
201	CXone Work Item Routing	NIC119	Implementation of work item routing-Includes the configuration of up to 5 work item skills-Includes integration to a single CRM solution or data source with up to 3 web service calls for PUSH, LOOKUP or UPDATE data.-Not all CRM systems are supported.-Billed as a one-time (non-recurring charge)
202	CXone WFM Data Upload	NIC120	One-time historical import of contact data from 3rd party ACD for forecasting purposes. Contact data defined and imported by inContact from customer completed Historical Contact Data Excel Workbook.- Billed as 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. Each line represents one 15 minute period of time for a specific queue (contact type). - User Acceptance Testing of imported contact data.
203	CXone Messaging Proactive Chat	NIC121	Required per channel setup for CXone Proactive Chat and Email-Setup and integration of Messaging API per Channel.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	and Email Advanced Implementation		Each integration is a custom Scope of Work (SOW).-Billed as a one time (non-recurring) charge-Integration includes: -Configuration of an integration between a single 3rd Party Messaging Application and the NICE inContact CXone Digital Platform Messaging API.
204	Cxone Messaging Implementation (per channel)	NIC122	Required per channel setup for Apple Apps Review, Facebook Messenger, Google Places, Google Play, Instagram, Line Messaging, LinkedIn, SMS, Telegram Messaging, Twitter and Youtube.-Setup and integration of Messaging API per Channel. Each integration is a custom Scope of Work (SOW).-Billed as a one time (non-recurring) charge-Integration includes: -Configuration of an integration between a single 3rd Party Messaging Application and the NICE inContact CXone Digital Platform Messaging API.
205	Cxone Messaging Advanced Implementation (per channel)	NIC123	Required per channel setup for WhatsApp and Apple Business Chat.-Setup and integration of Messaging API per Channel. Each integration is a custom Scope of Work (SOW).-Billed as a one time (non-recurring) charge-Integration includes: -Configuration of an integration between a single 3rd Party Messaging Application and the NICE inContact CXone Digital Platform Messaging API.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
206	NICE inContact CXone Corporate Onboarding Package	NIC124	Billed per package as a one time (non-recurring) charge-Package includes: -3 days with the Onboarding Manager onsite during go-live -4 weeks of remote support with the Onboarding Manager, averaging 4 hours per week -Partnering with managers, supervisors, administrators every step of the way during initial use of the inContact technology -Achieving objectives and success metrics throughout engagement -Ensure proficiency during real world use -Assisting you to build and analyze reports
207	NICE inContact CXone Enterprise Onboarding Package	NIC125	Billed per package as a one time (non-recurring) charge-Package includes: -6 days with the Onboarding Manager onsite during go-live -8 weeks of remote support with the Onboarding Manager, averaging 4 hours per week -Partnering with managers, supervisors, administrators every step of the way during initial use of the inContact technology -Achieving objectives and success metrics throughout engagement -Ensure proficiency during real world use -Assisting you to build and analyze reports
208	NICE inContact CXone Enterprise Plus Onboarding Package	NIC126	Billed per package as a one time (non-recurring) charge-Package includes: -9 days with the Onboarding Manager onsite during go-live -12 weeks of remote support with the Onboarding Manager, averaging 4 hours per week -Partnering with managers, supervisors, administrators every step of the way

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			during initial use of the inContact technology -Achieving objectives and success metrics throughout engagement -Ensure proficiency during real world use -Assisting you to build and analyze reports
209	NICE inContact CXone Onboarding Onsite Day	NIC127	Onsite visit to customer location by an inContact representative- Billed per person, per day as a one time (non-recurring) charge- Onsite Go-Live support from a NICE inContact Onboarding Manager. Must be sold in increments of 2 or more
210	NICE inContact CXone ACD Training: Central Administration	NIC134	Remote: Virtual training-Learn how to use the Central portal to create, customize, and manage your contact center including dashboards, skills, users, campaigns, hours of operation, etc.- Estimated training duration - 2 hours-Billed per course as a one time (non-recurring) charge
211	NICE inContact CXone ACD Training: Agent & Supervisor	NIC136	Remote: Virtual training above and beyond standard training that is included with the service-Learn how to launch the Agent console, handle contacts, and manage Agent states. This course also covers supervisor functions, such as Monitor, Coach, Barge, and Takeover.- Estimated training duration - 2 hours-Billed per course as a one time (non-recurring) charge

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
212	NICE inContact CXone ACD Training: Reporting	NIC137	Remote: Virtual training-Learn how to create your own custom report templates. This includes the 4 steps of creating a template, running reports, creating report schedules, and managing and editing existing templates.-Estimated training duration - 4 hours-Billed per course as a one time (non-recurring) charge
213	NICE inContact CXone ACD Training: Workforce Intelligence	NIC138	Remote: Virtual training-Learn how to increase efficiencies in your contact center by automating tasks and settings. This includes skill assignments, agent proficiencies, and more.-Estimated training duration - 2 hours-Billed per course as a one time (non-recurring) charge
214	NICE inContact CXone ACD Training: Auto Attendant	NIC139	Remote: Virtual training-Learn to configure and maintain the Auto Attendant tool as well as how to teach end-users the basics of managing their voicemail.-Estimated training duration - 2 hours-Billed per course as a one time (non-recurring) charge
215	NICE inContact CXone Personal Connection Training: Fundamentals	NIC140	Remote: Virtual training-This course covers the basic fundamentals and Advanced Configuration for creating and managing an outbound dialing campaign with Personal Connection. During this session you will learn how to create a customized Personal Connection skill using basic Parameters, how to prepare and upload a calling list and how to use inContact's

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Skill Control tool to manage your Personal Connection campaigns. -You will also have an opportunity to familiarize yourself with the Agent Experience and outbound reporting capabilities.-Estimated training duration - 2 hours-Billed per course as a one time (non-recurring) charge
216	NICE inContact CXone Personal Connection Training: Complex Configuration	NIC141	Remote: Virtual training-This course covers the numerous and complex features used to increase control and efficiency of your outbound dialing campaigns using Personal Connection. During this session you will learn how to further customize your Personal Connection skills including Priority Management and Skill Blending, list and skill configuration for Multi-Number Dialing, record Filtering, and using advanced Answering Machine Detection settings. -Estimated training duration - 2 hours-Billed per course as a one time (non-recurring) charge
217	NICE inContact CXone Scripting Training: IVR Development - Private	NIC142	Virtual Classroom: instructor led training-This course is an introduction to inContact's Studio IVR programming application. In this highly interactive and hands on course, you will learn how to create an optimal contact flow from the ground up using the most popular Studio actions and the "best practices" of Studio Scripting. Once you have completed this course you will have the confidence and ability to not only create your own scripts, but to also modify your existing business'

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			scripts in order to give your customers an optimal experience.-Estimated training duration - 3 days-Billed per course as a one time (non-recurring) charge
218	NICE inContact CXone Scripting Training: IVR Development - Public (per Attendee)	NIC143	Virtual Classroom: instructor led training-This course is an introduction to inContact's Studio IVR programming application. In this highly interactive and hands on course, you will learn how to create an optimal contact flow from the ground up using the most popular Studio actions and the "best practices" of Studio Scripting. Once you have completed this course you will have the confidence and ability to not only create your own scripts, but to also modify your existing business' scripts in order to give your customers an optimal experience.-Estimated training duration - 3 days-Billed per attendee as a one time (non-recurring) charge
219	NICE inContact CXone Scripting Training: Web Integrations	NIC144	Virtual Classroom: instructor led training-In this hands on course you will learn about Integrating with Web Based services using inContact's Studio application. You will get an introduction to SQL, SOAP, and REST Web Services, the requirements necessary for integrating with each service, and build Studio scripts utilizing each of those Web Services and the appropriate Studio Actions.-Estimated

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			training duration - 2 days-Billed per course as a one time (non-recurring) charge
220	NICE inContact CXone Scripting Training: Outbound & Proactive XS	NIC145	Virtual Classroom: instructor led training-In this hands on course you will get in-depth, hands on training in configuring inContact's Personal Connection for use with ProActive XS. You will first learn how to configure a Personal Connection skill for an Automated Outbound Dialer. Next you will configure ProActive XS scripts in Studio in order to pull calling records from a CRM database and automatically upload those records into a Personal Connection calling list and also configure your scripts to check records back into your CRM database for automated list management.-Estimated training duration - 2 days-Billed per course as a one time (non-recurring) charge
221	NICE inContact CXone Scripting Training: IVR Development with Multimedia	NIC146	Virtual Classroom: instructor led training-This course is an introduction to inContact's Studio IVR programming application. In this highly interactive and hands on course, you will learn how to create an optimal contact flow from the ground up using the most popular Studio actions and the "best practices" of Studio Scripting. Once you have completed this course you will have the confidence and ability to not only create your own scripts,

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			but to also modify your existing business' scripts in order to give your customers an optimal experience. -On the fourth day of this class you will learn how to create inbound Email and Chat Scripts, quick replies, and customer facing chat windows. You will also learn how to create interactive Page Pops for your agents to be used to collect information and provide exact phrases to use when interacting with contacts. If your business unit is configured for Automated Speech Recognition (ASR) you will also learn how to turn a 'DTMF' based script into an ASR script.-Estimated training duration - 4 days-Billed per course as a one time (non-recurring) charge
222	NICE inContact CXone WFM Enterprise Training	NIC147	Virtual Classroom: instructor led training-NICE WFM platform training including administration, configuration, forecasting, scheduling, and reporting. This course is intended for WFM analysts, schedulers and/or contact center administrators.-Estimated training duration - 4 days-Billed per course as a one time (non-recurring) charge
223	NICE inContact CXone WFM Enterprise Training: Forecasting & Scheduling	NIC148	Virtual Classroom: instructor led training-Refresher WFM training focusing on the core concepts and product features: forecasting and scheduling. This includes both conceptual and functional training.-Estimated training duration - 2 days-Billed

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			per course as a one time (non-recurring) charge
224	NICE inContact CXone QM Enterprise Training	NIC149	Virtual Classroom: instructor led training-In this course, participants will learn to create, maintain and use Quality Evaluation forms. Key concepts include the strategic organization of components for reporting purposes, question types, and scoring options. Participants will work in the portal to search and evaluate calls, flag evaluations, and report on key quality metrics.-Estimated training duration - 3.5 days-Billed per course as a one time (non-recurring) charge
225	NICE inContact CXone Workforce Management Pro Training	NIC150	Virtual Classroom: instructor led training-Training on the CXone WFM Pro platform to create forecasts, create schedules, agent schedule management and system administration.-Estimated training duration - 2 days-Billed per course as a one time (non-recurring) charge
226	NICE inContact CXone Quality Management Pro Training	NIC151	Virtual Classroom: instructor led training-Training on the CXone QM Pro platform to create custom QM forms, search for and evaluate calls, pull data for analysis, and calibrate for consistency.- Estimated training duration - 2 days- Billed per course as a one time (non-recurring) charge

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
227	NICE inContact CXone Interaction Analytics Pro Training	NIC152	Remote: instructor-led training- Training on the Interaction Analytics Pro platform including how to configure categories, topics, and dashboards that provide business insights to assist in improving processes and performance..- Estimated training duration: 3 hours- Billed per course as a one time (non-recurring) charge
228	NICE inContact CXone Quality Management Analytics Pro Training	NIC153	Remote: instructor-led training• Training on the QMA Pro platform including how to configure categories, topics, and dashboards that provide business insights to assist in improving processes and performance• Estimated training duration: 2 days• Billed per course as a one time (non-recurring) charge
229	NICE inContact CXone Quality Management Analytics Pro Add-on Training	NIC154	Remote: instructor-led training• Training on the QMA Pro platform including how to configure categories, topics, and dashboards that provide business insights to assist in improving processes and performance• Estimated training duration: 3 hours• Billed per course as a one time (non-recurring) charge
230	NICE inContact Omilia for CXone Training App Dev Basic - Remote	NIC155	The students will be introduced to the basic elements of DiaManT®'s xml language for building effective and usable applications.-They will learn how to define their application in terms of targets, system actions, fields and preconditions.-They will familiarize themselves with key DiaManT® functionalities such as planning, event

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			tracking, ambiguity resolution, reaction definition and prompt generation among others. 2 hours, remote.-Billed as a one time (non-recurring) charge
231	NICE inContact Omilia for CXone Training NLU Dev Basic - Remote	NIC156	Students will be introduced to the basic components of Omilia's interpretation module and understand how it fits to the overall architecture of the dialog system.-Using Conversation Studio, users will learn how to analyze and map out the interpretation domain creating Entities, Context Rules & high level Intents that DiaManT® will eventually use to drive the dialog. 2 hours, remote.-Billed as a one time (non-recurring) charge
232	NICE inContact Omilia for CXone Training API Dev Basic - Remote	NIC157	Students will learn how to complete their DiaManT® application by building a Custom Module. Integrate an app with any backend system, and code complex business rules.-See the basic concepts of a model Custom Modules architecture.-We will briefly discuss DiaManT® 's NLG modules, and the ability to combine static prompts to make complex announcements. 3 hours, remote.-Billed as a one time (non-recurring) charge

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
233	NICE inContact Omilia for CXone Training 360 Delivery Overview - Remote	NIC158	Participants will be introduced to the typical architecture of a Natural Language Dialogue System. They will be introduced to the key components (ASR, NLU, DM, NLG, TTS, IVR) of an NLU solution and their interconnection.-In addition, they will familiarize themselves with the system's life-cycle, starting from the requirements and design phase to the final fine tuning stage, focusing on tools, methodology, deliverables and testing traits that are NLU application specific.-Student will use Omilia's Dialog Review Tool to get a thorough understanding of each component's contribution on a call using real-life examples.-By the end of the course, participants will have clear understanding of the key NLU components, identify all the different error types and sources within a dialog and recommend the next steps towards issues resolution. Billed as a one time (non-recurring) charge
234	NICE inContact CallVU Training/Integration Day (per day)	NIC159	Training either via WebEx/Zoom or as scheduled on-site as needed by the customer.
235	NICE inContact CXone Feedback Management	NIC160	Implementation of CXone Feedback Management API Connector- Billed as a one time (non-recurring) charge-Implementation includes: - configuration of the connector to a limited amount of points - The

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	API Connector Implementation		customers IT will need to open the API's to allow for the connection
236	NICE inContact CXone Feedback Management Automated Text Analytics Tag Mgt Implementation	NIC161	Implementation of CXone Feedback Management Automated Text Analytics- Billed as a one time (non-recurring) charge- Implementation includes: - Setup and configuration of the automated Tags - Set up of the Alerts, Notification rules - Training for the power user on tag management
237	NICE inContact CXone Feedback Management Survey Implementation (per Channel)	NIC162	Implementation of CXone Feedback Management for either of IVR, Email, Chat - Billed as a one-time (non-recurring) charge - Implementation includes: - Setup of a single survey on one channel - Configuring Notifications - Set up 2 dashboards - Provide 3 hours of training for Power Users on how to use and navigate the system - Power Users should complete the NPX platform training prior
238	NICE inContact CXone Feedback Management VoC Implementation (per Channel)	NIC163	Implementation of CXone Feedback Management for either of IVR, Email, SMS, Web Intercepts, Chat-Billed as a one-time (non-recurring) charge-Implementation includes: -Setup of a single survey on one channel -Configuring Alerts, Notifications & Escalation workflows - Set up 2 dashboards -Provide 3 hours of training for Power Users on how to use and navigate the system -Power

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Users should complete the NPX platform training prior
239	NICE inContact Cxone Feedback Management - Basic Survey-Implementation (per Channel)	NIC164	Implementation of CXone Feedback Management for either of IVR, Email, SMS, Web Intercepts, Chat -Billed as a one-time (non-recurring) charge - Implementation includes: -Setup of a single survey on one channel -Provide 3 hours of training for Power Users on how to use and navigate the system -Power Users should complete the NPX platform training prior
240	NICE inContact CXone Feedback Management Speech to Text Implementation	NIC165	Implementation of NICE inContact CXone Feedback Management Speech to Text.-Billed as a one time (non-recurring) charge-Setup of IVR surveys that can have verbatims transcribed to text.
241	NICE inContact CXone Feedback Management Add'l Survey Build	NIC166	The managed services team will build the survey for you- Billed as a one time (non-recurring) charge- Build includes: - 1 Survey build of your choice (IVR,SMS,Email,Web) - Configure the dashboard for reporting
242	NICE inContact CXone Feedback Management Single Sign On	NIC167	Adding the NPX application to your SSO-Billed as a one time (non-recurring) charge- Setup includes: - Working with your IT to connect to your SSO

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
243	NICE inContact CXone Feedback Management Historical Data Import / Migration	NIC168	Bring in one year's worth of data for a single survey- Billed as a one time (non-recurring) charge- Import includes: - Providing the template to perform the import - Importing the clean data into NPX - Configuring a single dashboard for the data
244	NICE inContact CXone Feedback Management Key Driver Scenario Analysis	NIC171	Remote Business consulting project for Key Driver Analysis- Billed as a one time (non-recurring) charge- Analysis includes: - Key Driver analysis - Findings report - Follow up activity
245	NICE inContact CXone Feedback Management NPS / Target Setting	NIC172	Remote Business Consulting Project for NPS Target Setting- Billed as a one time (non-recurring) charge- Setup includes: - NPS Target Setting - Findings Report - Follow up activity
246	NICE inContact CXone Feedback Management Revenue & Profitability Analysis	NIC173	Remote Business Consulting Project for Profitability Analysis- Billed as a one time (non-recurring) charge- Analysis includes: - Profitability Analysis - Findings Report - Follow up activity
247	NICE inContact CXone Feedback Management NPS Training-	NIC176	Remote Individual or Group training- Billed as a one time (non-recurring) charge- Training includes: - Up to 15 people per training session - Courses can be

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Client or Satmetrix LMS		loaded onto your LMS or ours - NPS basics three 15 min videos
248	NICE inContact CXone Feedback Management NPS Onsite Certification	NIC177	NPS Certification onsite or remote- Billed as a one time (non-recurring) charge- Certification includes: - Up to 15 people
249	NICE inContact CXone Feedback Management NPS Online Certification	NIC178	Additional NPS certification training - Individual- Billed as a one time (non-recurring) charge- Certification includes: - Online NPS certification - Individual training
250	NICE inContact CXone Feedback Management Program Analyst Certification	NIC179	NPX Certification for Analyst- Billed as a one time (non-recurring) charge- Certification includes: - In person at the NICE Satmetrix office - Per person cost - Designed for Analyst
251	NICE inContact CXone Feedback Management Program Manager Certification	NIC180	Certification for Program Manager level- Billed as a one time (non-recurring) charge- Certification includes: - Program manager level certification - In person at the NICE Satmetrix office
252	NICE inContact CXone Interaction Analytics Pro -	NIC181	Billed as a one time (non-recurring) charge-Implementation includes: -2 hours configuration -2-4 hours of initial configuration of Company Profile -2-4 hours of initial configuration of

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Basic Implementation		dashboards -4 hours eLearning -4-8 hours of categorization -2 hours follow up Q&A and optimization
253	NICE inContact CXone Quality Management Enterprise Implementation	NIC183	Implementation and setup of NICE Quality Management-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 -Integration with inContact ACD -Initial System Configuration -User acceptance testing -Additional web-based training included -Go live support -2 weeks of Post Go Live Support
254	NICE inContact Cxone Quality Optimization Enterprise Implementation	NIC184	Implementation and training of NICE Quality Optimization- 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 - Integration with inContact ACD - Initial System Configuration - User acceptance testing - 4 days of Instructor-Led training - Additional web-based training included - Go live support - 2 weeks of Post Go Live Support

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
255	NICE inContact CXone Workforce Management Enterprise - Advanced Implementation	NIC185	Implementation and setup of NICE Workforce Management Advanced - 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 -Integration with inContact ACD -Initial System Configuration -User acceptance testing -Additional web-based training included -Go live support -2 weeks of Post Go Live Support
256	NICE inContact CXone Workload Manager Enterprise Implementation	NIC186	Implementation of NICE Workfload Manager- Billed as a one time (non-recurring) charge- Implementation includes: - Project Manager and Implementation manager who oversees the project from start to finish - Business requirements session - Initial System Configuration - User acceptance testing - Application training included with Workforce Management sessions - Go live support - Remote Enablement
257	NICE inContact CXone Workforce Optimization Enterprise - Advanced Implementation	NIC187	Billed as a one time (non-recurring) charge-Implementation manager who oversees the project from start to finish-Business requirements session and documentation-Integration with inContact ACD-Initial System Configuration-User acceptance testing-Additional web-based training included-

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Go live support-2 weeks of Post Go Live Support
258	NICE inContact CXone Audio Recording Enterprise Implementation	NIC188	Implementation and setup of Audio Recording Enterprise-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 -Integration with inContact ACD -Initial System Configuration -Two remote training sessions of up to two hours each -User acceptance testing -Go live support -2 weeks of Post Go Live Support
259	NICE inContact CXone Screen Recording Enterprise Implementation	NIC189	Implementation and overview of NICE Screen Recording- Billed as a one time (non-recurring) charge- Implementation includes: - Project Manager and Implementation manager who oversees the project from start to finish - Business requirements session - Initial System Configuration - User acceptance testing - Application training included with Quality Management training - Go live support - Remote Enablement
260	NICE inContact CXone Workforce Management (WFM) Pro Implementation	NIC190	Implementation and setup of CXone WFM- 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 - User acceptance testing - Additional web-

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			based training included - Go live support - 2 weeks of Post Go Live Support
261	NICE inContact CXone Performance Management Pro Implementation	NIC191	Implementation and setup for Performance Management Pro-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 -User acceptance testing -Go live support - 2 weeks of Post Go Live Support
262	NICE inContact CXone Workforce Optimization Pro Implementation	NIC192	Implementation and setup of CXone Workforce Optimization- 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 - User acceptance testing - Go live support - 2 weeks of Post Go Live Support
263	NICE inContact CXone Quality Management Pro with Voice Recording Implementation	NIC193	Implementation and setup of CXone Quality Management and 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 - User acceptance

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			testing - Go live support - 2 weeks of Post Go Live Support
264	NICE inContact CXone Screen Recording Pro Implementation	NIC194	Implementation and overview of CXone Screen Recording- Billed as a one time (non-recurring) charge- Implementation includes: - Implementation manager who oversees the project from start to finish - Business requirements session - Initial System Configuration - Application Overview - User acceptance testing - Go live support - 2 weeks of Post Go Live Support
265	NICE inContact CXone Audio Recording Pro Implementation	NIC195	Implementation and setup of 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 - Setup of call recording based on business needs - Application Overview - User acceptance testing - Go live support - 2 weeks of Post Go Live Support
266	NICE inContact CXone Quality Management Analytics Pro Implementation	NIC196	Implementation of Quality Management Analytics Pro• Billed as a one time (non-recurring) charge• Implementation includes: • initial configuration • work designing categorization tailored to the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			customer's specific Quality Management concerns.
267	NICE inContact CXone Quality Management Analytics Pro Add-on Implementation	NIC197	Implementation of Quality Management Analytics for current QM Pro customers who are upgrading from QM Pro to QMA Pro.• Billed as a one time (non-recurring) charge• Implementation includes: • initial configuration • work designing categorization tailored to the customer's specific Quality Management concerns.
268	NICE inContact CXone Export Report Activity Detail	NIC198	Data export from the customer's contact center solution. This export contains data from the ACD detailing all the activities an agent has performed during a user defined period• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge
269	NICE inContact CXone Export Report Activity Summary	NIC199	Data export from the customer's contact center solution. This export contains data from the ACD summarizing all the activities an agent has performed during a user defined period• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge
270	NICE inContact CXone Export Report Adherence Detail	NIC200	Data export from the customer's contact center solution. This export contains a comparison of both agent activity data and schedule data to show an agent's adherence over a user defined period.• Report Generation Timeframe: Previous 7

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			days• Billed as a one time (non-recurring) charge
271	NICE inContact CXone Export Report Adherence Summary	NIC201	Data export from the customer's contact center solution. This export contains a comparison of both agent activity data and schedule data summarized to show an agent's adherence over a user defined period.• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge
272	NICE inContact CXone Export Report Agent Bundle	NIC202	Billed as a one time (non-recurring) charge• This Bundle includes the following 7 export reports: • Agent Activity Detail • Agent Activity Summary • Adherence Detail • Adherence Summary • Schedule Detail • Schedule Summary • Vacation Summary
273	NICE inContact CXone Export Report CT Active Forecast	NIC203	Data export from the customer's contact center solution. This export contains the data for each CT with an Active Forecast• Report Generation Timeframe: 30 days• Billed as a one time (non-recurring) charge
274	NICE inContact CXone Export Report CT Results	NIC204	Data export from the customer's contact center solution. This export contains actual results by CT, including actual contacts received, actual contacts abandoned, actual service levels and more.• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
275	NICE inContact CXone Export Report CT Short-term Forecast	NIC205	Data export from the customer's contact center solution. This export contains the data for each CT with a Short-Term Forecast.• Report Generation Timeframe: 30 days• Billed as a one time (non-recurring) charge
276	NICE inContact CXone Export Report CT/MU Bundle	NIC206	Billed as a one time (non-recurring) charge• This Bundle includes the following 5 export reports: • CT Results • MU Results • CT Active Forecast • CT Short Term Forecast • MU Forecast
277	NICE inContact CXone Export Report Full Bundle	NIC207	Billed as a one time (non-recurring) charge• This Bundle includes the following 12 export reports: • Agent Activity Detail • Agent Activity Summary • Adherence Detail • Adherence Summary • Schedule Detail • Schedule Summary • Vacation Summary • CT Results • MU Results • CT Active Forecast • CT Short Term Forecast • MU Forecast
278	NICE inContact CXone Export Report MU Forecast	NIC208	Data export from the customer's contact center solution. This export contains the forecast requirements and open schedule data per MU.• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge
279	NICE inContact CXone Export Report MU Results	NIC209	Data export from the customer's contact center solution. This export contains the actual results by MU, including actual contacts handled, actual requirements, estimated staff, etc.• Report Generation

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Timeframe: Previous day• Billed as a one time (non-recurring) charge
280	NICE inContact CXone Export Report Other	NIC210	Data export from the customer's contact center solution. This export for "other" will be determined with the Professional Services team.• Billed as a one time (non-recurring) charge
281	NICE inContact CXone Export Report Schedule Detail	NIC211	Data export from the customer's contact center solution. This export contains schedule data detailing all scheduled activities of agents over a user defined period• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge
282	NICE inContact CXone Export Report Schedule Summary	NIC212	Data export from the customer's contact center solution. This export contains schedule data summarizing scheduled activities of agents over a user defined period.• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge
283	NICE inContact CXone Export Report Vacation Summary	NIC213	Data export from the customer's contact center solution. This export 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.• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
284	NICE inContact Cobrowse for CXone Implementation	NIC214	Implementation services for account configuration for Cobrowse ONLY.-Billed as a one time (non-recurring) charge-Implementation includes: -Includes User Administration for up to 150 users -Configuration of Standard "Enter Code" field utilizing standard theme with some small adjustments to image URLs, Headers, Colors and Button Colors -Includes remote train-the-trainer for agents. Up to 5 trainers to attend. -Implementation performed by Vergic -Cannot be used with inContact Chat
285	NICE inContact Advanced & Proactive Chat for CXone With Design Implementation	NIC215	Implementation of Advanced Chat and/or Proactive Chat with custom design templates for banners, queues and chat panels on website• Billed as a one time (non-recurring) charge• Implementation includes: • User administration for up to 150 users •Up to 4 inContact skills/Vergic groups • Up to 4 case types and dispositions per group • Up to 10 canned responses per group • Up to 5 basic rules and 2 advanced rules • Up to 2 custom OR 4 standard banners • Up to 2 custom OR 4 standard queue/chat panels • Includes pre-recorded training produced by Vergic • Custom design of queue and chat panels includes fonts, buttons CSS, icons, banners and agent avatars • Uses a standard theme with some small adjustments to colors and images • Includes delivery of design proposal (JPGs) and 1-3 design rounds with

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			customer • Implementation performed by Vergic • Additional implementation hours are required beyond the above scope
286	NICE inContact Advanced Chat for CXone Appointment Scheduling Implementation	NIC216	Setup and implementation of Appointment Scheduling-Billed as a one time (non-recurring) charge-Implementation includes: -Creation of one Calendar on the customer's website. -Implementation includes minor modifications to the standard design (e.g. color scheme), format, size and positioning, and configuration of the rules and conditions under which the calendar will be displayed.
287	NICE inContact Advanced Chat for CXone Small	NIC217	Digital Engagement StrategyConfiguration. Review of the web analytics collected by the Vergic Engage Platform, and recommendations to better achieve customer business goals.-Billed as a one-time (non-recurring) charge for up to 10 sessions.
288	Agent for Zendesk Implementation	NIC221	A contact control interface that is embedded directly into the Zendesk CRM environment- Setup of the Frontline Agent Console for Zendesk client to support CRM screen-pops and call data

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			memorialization - Data-driven routing not included- Billed as a one time (non-recurring) charge
289	NICE inContact Frontline Services CXone Zendesk Agent Console-Implementation for Routing	NIC222	Implementation includes the following: - A contact control interface that is embedded directly into the Zendesk CRM environment; - Setup of the Agent Console for Zendesk client to support CRM screen-pops and call data memorialization; - Integration to Zendesk to support data driven routing; - Work Item Routing for Zendesk points of contact; - Up to 3 database/web service calls, LOOKUP/PUSH/UPDATE; - Configuration of up to 5 work item skills; - Requires Zendesk Talk Partner Edition (Additional charge to be billed by Zendesk); - Billed as one-time (non-recurring)charge.
290	NICE inContact Spice Professional for CXone Implementation	NIC223	Setup and implementation of the Spice Professional instance- Billed as a one time (non-recurring) charge- Setup includes: - Standard integration with inContact - CTI/Screen Pop Enabled - Data porting for Combined Reporting of SpiceCSM case data and inContact telephony data. - 24x7 email support with SpiceCSM - 24x7 phone support with SpiceCSM - System Architecture and Guided Process - CRM Basic Configuration - Instructor-led training on the Administration, Process Editor, and Supervisor/Agent Modules Can be used

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			for Guided Process Development, Integrations, Custom Reporting, etc.
291	NICE inContact Spice Enterprise for CXone Implementation	NIC224	Setup and implementation of the Spice Enterprise instance- Billed as a one time (non-recurring) charge- Setup includes: - Standard integration with inContact - CTI/Screen Pop Enabled - Data porting for Combined Reporting of SpiceCSM case data and inContact telephony data. - 24x7 email support with SpiceCSM - 24x7 phone support with SpiceCSM - System Architecture and Guided Process - CRM Basic Configuration - Instructor-led training on the Administration, Process Editor, and Supervisor/Agent Modules Can be used for Guided Process Development, Integrations, Custom Reporting, etc.
292	NICE inContact Spice for CXone Automation Suite Implementation (per BU)	NIC227	Setup and implementation of the Spice Automation Suite -Billed as a one time (non-recurring) charge -Implementation includes: -Setup of the SpiceCSM Automation Suite Platform -Training documentation and video content
293	NICE inContact Customer Dynamics Essentials Integration for CXone Team Implementation	NIC230	Team implementation package for the Essentials Integration- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead - Click 2 Call default Accounts, Contacts, or Leads - Screen Pop default Accounts, Contacts, or Leads - CRM Multi-Entity search - 1 unique Screen Pop workflow - Activity logging for

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			inbound and outbound calls - Chat activity created
294	NICE inContact Customer Dynamics Essentials Integration for CXone Professional Implementation	NIC231	Professional implementation package for the Essentials Integration- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead and Assigned Developer - Click 2 Call default Accounts, Contacts, or Leads - 1 Custom Entity - Up to 5 Custom Fields - Screen Pop default Accounts, Contacts, or Leads - CRM Multi-Entity search - Up to 3 unique Screen Pop workflows - Custom CRM search - Activity logging for inbound and outbound calls - Chat and Email activity created
295	NICE inContact Customer Dynamics Essentials Integration for CXone Enterprise Implementation	NIC232	Enterprise implementation package for the Essentials Integration- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead, Assigned Developer, and Assigned Project Manager - Click 2 Call default Accounts, Contacts, or Leads - Up to 3 Custom Entities - Up to 15 Custom Fields - Screen Pop default Accounts, Contacts, or Leads - CRM Multi-Entity search - Up to 5 unique Screen Pop workflows - Custom CRM search - Activity logging for inbound and outbound calls - Chat, Email and Work Item activity created

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
296	NICE inContact Customer Dynamics Unified Service Desk for CXone Team Implementation	NIC233	Team implementation package for Unified Service Desk- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead and Assigned Developer - Click 2 Call default Accounts, Contacts, or Leads - Screen Pop default Accounts, Contacts, or Leads - CRM Multi-Entity search - 1 unique Screen Pop workflow - Activity logging for inbound and outbound calls - Chat activity created - 1 Static Toolbar URL - Session Overview and Agent Scripts
297	NICE inContact Customer Dynamics Unified Service Desk for CXone Professional Implementation	NIC234	Professional implementation package for Unified Service Desk- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead, Assigned Developer and Assigned Project Manager - Click 2 Call default Accounts, Contacts, or Leads - 1 Custom Entity - Up to 5 Custom Fields - Screen Pop default Accounts, Contacts, or Leads - CRM Multi-Entity search - Up to 3 unique Screen Pop workflows - Custom CRM search - Activity logging for inbound and outbound calls - Chat and Email activity created - Up to 3 Static Toolbar URLs - 1 Toolbar URL with Dynamic Authentication - Session Overview and Agent Scripts - Up to 5 Customized Agent Scripts

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
298	NICE inContact Customer Dynamics Unified Service Desk for CXone Enterprise Implementation	NIC235	Enterprise implementation package for the Essentials Integration- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead, Assigned Developer and Assigned Project Manager - Click 2 Call default Accounts, Contacts, or Leads - Up to 3 Custom Entities - Up to 15 Custom Fields - Screen Pop default Accounts, Contacts, or Leads - CRM Multi-Entity search - Up to 5 unique Screen Pop workflows - Custom CRM search - Activity logging for inbound and outbound calls - Chat, Email and Work Item activity created - Up to 5 Static Toolbar URLs - Up to 3 Toolbar URLs with Dynamic Authentication - Session Overview and Agent Scripts - Up to 20 Customized Agent Scripts
299	NICE inContact Customer Dynamics Dialer Integration for CXone Team Implementation	NIC236	Team implementation package for Dialer Integration- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead - Record Management - List Management - Campaign Management - Activity Logging
300	NICE inContact Customer Dynamics Dialer Integration for CXone Professional Implementation	NIC237	Professional implementation package for Dialer Integration- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead and Assigned Developer - Record Management - List Management -

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Campaign Management - Activity Logging
301	NICE inContact Customer Dynamics Dialer Integration for CXone Enterprise Implementation	NIC238	Enterprise implementation package for Dialer Integration- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead, Assigned Developer and Assigned Project Manager - Record Management - List Management - Campaign Management - Activity Logging
302	NICE inContact Customer Dynamics Unified Service Desk for CXone Training	NIC239	Three (3) days onsite training at Customer Dynamics- Billed as a one time (non-recurring) charge- Implementation includes: - Administration, Move, Add & Change Training - Up to 3 people per company per 3 day visit
303	NICE inContact Inbenta Chatbot for CXone Implementation	NIC243	Setup and implementation for Inbenta Chatbot• Billed as a one time (non-recurring) charge• Implementation includes: • inContact Connector & Seamless Escalation • 3D Avatar from library • Up to 1 SDK Instance settings configuration • Up to 1 SDK Instance styling (CSS) • Up to 8 hours of Linguistic Support • Up to 4 hours of Bot Master Training
304	NICE inContact Inbenta Search for CXone Implementation	NIC244	Setup and implementation for Inbenta Search• Billed as a one time (non-recurring) charge• Implementation includes: • Up to 1 source for Content Digest Configuration • Up to 1 SDK

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Instance settings configuration • Up to 1 SDK Instance styling (CSS) • Up to 8 hours of Linguistic Support • Up to 4 hours of Bot Master Training
305	NICE inContact Inbenta Knowledge Mgt for CXone Implementation	NIC245	Setup and implementation for Inbenta Knowledge Mgt• Billed as a one time (non-recurring) charge• Implementation includes: • Up to 1 source for Import Knowledgebase • Up to 1 SDK Instance settings configuration • Up to 1 SDK Instance styling (CSS) • Up to 8 hours of Linguistic Support • Up to 4 hours of Bot Master Training
306	NICE inContact Inbenta for CXone Implementation (Up to 20,000)	NIC246	Implementation for Chatbot, Search, and/or Knowledge Mgt when 20,000 sessions or less per month is required.• Billed as a one time (non-recurring) charge• Implementation quantity is determined by # of products selected between Chatbot, Search, and Knowledge Mgt (max of 3)• Implementation includes: • Chatbot, if applicable: • inContact Connector & Seamless Escalation • 3D Avatar from library • Up to 1 SDK Instance settings configuration • Up to 1 SDK Instance styling (CSS) • Up to 8 hours of Linguistic Support • Up to 4 hours of Bot Master Training • Search, if applicable • Up to 1 source for Content Digest Configuration • Up to 1 SDK Instance settings configuration • Up to 1 SDK Instance styling (CSS) • Up to 8 hours of Linguistic Support

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			• Up to 4 hours of Bot Master Training • Knowledge Mgt, if applicable: • Up to 1 source for Import Knowledgebase • Up to 1 SDK Instance settings configuration • Up to 1 SDK Instance styling (CSS) • Up to 8 hours of Linguistic Support • Up to 4 hours of Bot Master Training
307	NICE inContact RiverStar for CXone QueView Email Implementation	NIC247	Setup and implementation of the RiverStar QueView Email Pull Application-Billed as a one time (non-recurring) charge-Implementation includes setup and configuration of customer on the RiverStar QueView server.
308	NICE inContact RiverStar for CXone QueView Email Training	NIC249	Admin training of the RiverStar QueView Email Pull Application-Billed as a one time (non-recurring) charge-Training includes: Length: Half day remote training User guides for agent and supervisor Video training for agent, supervisor and administrator Training on how to insert the required snippet of inContact Studio code into each of the client's inContact Studio email scripts

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
309	NICE inContact Lightico for CXone Implementation (300-1250 sessions)	NIC251	Setup and implementation of Lightico for up to 1,250 sessions-Billed as a one time (non-recurring) charge-Implementation includes: -Kick-off meeting to capture Lightico use cases -Setup a customer account/profile on the Lightico SaaS platform -Configuration of the users, forms and workflows according to the use cases -Integrations to NiceIncontact tool-bar/CRM/Open API (if needed) - User on-boarding & training -Launch & Optimization
310	NICE inContact Lightico for CXone Implementation (1251-2400 sessions)	NIC252	Setup and implementation of Lightico for up to 2,400 sessions-Billed as a one time (non-recurring) charge-Implementation includes: -Kick-off meeting to capture Lightico use cases -Setup a customer account/profile on the Lightico SaaS platform -Configuration of the users, forms and workflows according to the use cases -Integrations to NiceIncontact tool-bar/CRM/Open API (if needed) - Admin & User on-boarding & training - Launch & Optimization
311	NICE inContact Lightico for CXone Implementation (2401-3300 sessions)	NIC253	Setup and implementation of Lightico for up to 3,300 sessions-Billed as a one time (non-recurring) charge-Implementation includes: -Kick-off meeting to capture Lightico use cases -Setup a customer account/profile on the Lightico SaaS platform -Configuration of the users, forms and workflows according to the use cases -Integrations to NiceIncontact tool-bar/CRM/Open API (if needed) -

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Admin & User on-boarding & training - Launch & Optimization
312	NICE inContact Lightico for CXone Implementation (3301-25000 sessions)	NIC254	Setup and implementation of Lightico for up to 25,000 sessions-Billed as a one time (non-recurring) charge-Implementation includes: -Kick-off meeting to capture Lightico use cases -Setup a customer account/profile on the Lightico SaaS platform -Configuration of the users, forms and workflows according to the use cases -Integrations to NiceIncontact tool-bar/CRM/Open API (if needed) - Admin & User on-boarding & training - Launch & Optimization
313	NICE inContact Textel - Short Code Set Up Fee	NIC256	Set up and implementation for Textel Short Code-Billed as a one time (non-recurring) charge-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)
314	NICE inContact Textel - Implementation (50,000 Messages and Up)	NIC257	Set up and implementation for Textel Toll Free/Long Code-Billed as a one time (non-recurring) charge-Implementation includes:-Text-Enabling contact center Toll Free/Long code numbers-Set up of agent inbound/outbound SMS/MMS into MAX-

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Set up of Textel into the Personal Connection Dialer (optional)
315	NICE inContact Textel - Implementation (up to 25,000 Messages)	NIC258	Set up and implementation for Textel Toll Free/Long Code-Billed as a one time (non-recurring) charge-Implementation includes: -Text-Enabling contact center Toll Free/Long code numbers-Set up of agent inbound/outbound SMS/MMS into MAX-Set up of Textel into the Personal Connection Dialer (optional)
316	NICE inContact CallVU Advanced Analytics Implementation	NIC260	Setup of web services (in cloud implementation) for data view of CallVU's Analytics. Availability of this data over CallVU's Analytics web service. Metrics and data presented as designed by the client per that specific implementation.
317	NICE inContact Cxone Inbound SMS Application Fee	NIC261	NICE inContact Cxone Inbound SMS Application Fee
318	NICE inContact Cxone Outbound SMS Application	NIC262	NICE inContact Cxone Outbound SMS Application
319	NICE inContact Cxone SMS Short Code - SETUP	NIC263	NICE inContact Cxone SMS Short Code - SETUP
320	NICE inContact Cxone SMS Long Code - SETUP	NIC264	NICE inContact Cxone SMS Long Code - SETUP

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
321	NICE inContact CXone Preview Instance Monthly	NIC268	Access to a separate Preview instance to preview new release functionality - Billed monthly per the contracted rate- Key product features & components: - Access to separate beta instance - Monthly Database support and maintenance
322	NICE inContact CXone Preview Instance Creation	NIC269	Creation of Preview instance and provisioning of Admin access- Billed as a one time (non-recurring) charge- Implementation includes: - 5 users and 5 ports at no charge - Up to 5 GB Storage at no charge. Customer will be responsible for all storage costs exceeding 5GB per the contracted rate. - 1 Test Toll Free number (standard telecom rates apply at contracted rate). - Provisioning of Admin profiles
323	Orchestra One T-Mobile Call Branding – Name Only (Per 10 Verified Calls)	SLG048	Contact Call Branding Fee per 10 calls submitted for monthly verified calls to T-Mobile Wireless devices for Standard Customers. Providing Name Only.
324	Orchestra One Verizon Call Branding – Name Only (Up to 2,500 Monthly Calls)	SLG050	Contact Call Branding Fee per 10 calls submitted for up to 2,500 monthly verified calls to Verizon Wireless devices for Standard Customers. Providing Name Only.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
325	Orchestra One AT&T Call Branding – Name Only (Up to 50,000 Monthly Calls)	SLG058	Contact Call Branding Fee per 10 calls submitted for up to 50,000 monthly verified calls to AT&T Wireless devices. Providing Name Only.
326	Reputation Defense Number Management – Tier 1 (Up to 100 Numbers)	SLG063	Monthly subscription to monitor calls originating from registered telephone numbers for any changes to negative reputations and correct any that arise.
327	Reputation Defense Number Management – Tier 2 (101–1,000 Numbers)	SLG064	Monthly subscription to monitor calls originating from registered telephone numbers for any changes to negative reputations and correct any that arise.
328	Reputation Defense Number Management – Tier 3 (1,001–5,000 Numbers)	SLG065	Monthly subscription to monitor calls originating from registered telephone numbers for any changes to negative reputations and correct any that arise.
329	Reputation Defense Number Management – Tier 4 (5,001+ Numbers)	SLG066	Monthly subscription to monitor calls originating from registered telephone numbers for any changes to negative reputations and correct any that arise.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
330	SecureLogix® Managed Contact™ Call Branding – Monthly Subscription	SLG113	Monthly Subscription for management and administration of the Contact™ Call Branding Service.

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.		ACCC100	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	AT&T CCC 100% Recording	ACCC114	AT&T CCC 100% Recording
2	AT&T CCC Additional Inbound Lines	ACCC115	AT&T CCC Additional Inbound Lines
3	AT&T CCC Additional Outbound Lines	ACCC116	AT&T CCC Additional Outbound Lines
4	AT&T CCC Additional Recording Ports MRC	ACCC117	AT&T CCC Additional Recording Ports MRC
5	AT&T CCC Agent Desktop Plus Option	ACCC118	AT&T CCC Agent Desktop Plus Option
6	AT&T CCC Autodialer Implementation Package	ACCC120	AT&T CCC Autodialer Implementation Package
7	AT&T CCC Autodialer Package	ACCC121	AT&T CCC Autodialer Package
8	AT&T CCC Chat Implementation - Advanced	ACCC123	AT&T CCC Chat Implementation - Advanced
9	AT&T CCC Connector - Desk.com	ACCC124	AT&T CCC Connector - Desk.com
10	AT&T CCC Connector -	ACCC125	AT&T CCC Connector - Microsoft Dynamics

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Microsoft Dynamics		
11	AT&T CCC Connector - NetSuite	ACCC126	AT&T CCC Connector - NetSuite
12	AT&T CCC Connector - RightNow	ACCC127	AT&T CCC Connector - RightNow
13	AT&T CCC Connector - Salesforce List Sync Plus	ACCC128	AT&T CCC Connector - Salesforce List Sync Plus
14	AT&T CCC Connector - Velocify	ACCC129	AT&T CCC Connector - Velocify
15	AT&T CCC Connector - Web Based CRM	ACCC130	AT&T CCC Connector - Web Based CRM
16	AT&T CCC Connector - Zoho CRM	ACCC131	AT&T CCC Connector - Zoho CRM
17	AT&T CCC Digital Outreach	ACCC132	AT&T CCC Digital Outreach
18	AT&T CCC Email Implementation - Advanced	ACCC135	AT&T CCC Email Implementation - Advanced
19	AT&T CCC UC Adapter - Skype for Business	ACCC140	AT&T CCC UC Adapter - Skype for Business
20	AT&T CCC Integration - Desk.com	ACCC143	AT&T CCC Integration - Desk.com

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
21	AT&T CCC Integration - LeadsMailBox	ACCC144	AT&T CCC Integration - LeadsMailBox
22	AT&T CCC Integration - Netsuite	ACCC145	AT&T CCC Integration - Netsuite
23	AT&T CCC Integration - Oracle ServiceCloud	ACCC146	AT&T CCC Integration - Oracle ServiceCloud
24	AT&T CCC Integration - Salesforce	ACCC147	AT&T CCC Integration - Salesforce
25	AT&T CCC Integration - ServiceNow	ACCC148	AT&T CCC Integration - ServiceNow
26	AT&T CCC Integration - Skype for Business	ACCC149	AT&T CCC Integration - Skype for Business
27	AT&T CCC Integration - Velocify	ACCC150	AT&T CCC Integration - Velocify
28	AT&T CCC Integration - Web Based CRM	ACCC151	AT&T CCC Integration - Web Based CRM
29	AT&T CCC Integration - Zendesk	ACCC152	AT&T CCC Integration - Zendesk
30	AT&T CCC Integration - Zoho CRM	ACCC153	AT&T CCC Integration - Zoho CRM
31	AT&T CCC IVR Lines	ACCC154	AT&T CCC IVR Lines
32	AT&T CCC Microsoft Dynamics	ACCC155	AT&T CCC Microsoft Dynamics Integration Implementation

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Integration Implementation		
33	AT&T CCC Plus Adapter Domain Fee for ServiceNow	ACCC156	AT&T CCC Plus Adapter Domain Fee for ServiceNow
34	AT&T CCC Plus Adapter for Agent Desktop Toolkit	ACCC157	AT&T CCC Plus Adapter for Agent Desktop Toolkit
35	AT&T CCC Plus Adapter for Microsoft Dynamics CRM	ACCC158	AT&T CCC Plus Adapter for Microsoft Dynamics CRM
36	AT&T CCC Plus Adapter for NetSuite	ACCC159	AT&T CCC Plus Adapter for NetSuite
37	AT&T CCC Plus Adapter for Oracle	ACCC160	AT&T CCC Plus Adapter for Oracle
38	AT&T CCC Plus Adapter for Salesforce	ACCC161	AT&T CCC Plus Adapter for Salesforce
39	AT&T CCC Plus Adapter for Zendesk	ACCC162	AT&T CCC Plus Adapter for Zendesk
40	AT&T CCC Preview Manual Domain	ACCC163	AT&T CCC Preview Manual Domain
41	AT&T CCC Preview Manual Only	ACCC164	AT&T CCC Preview Manual Only Domain Activation

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Domain Activation		
42	AT&T CCC Proactive Notifications	ACCC165	AT&T CCC Proactive Notifications
43	AT&T CCC Recording Ports	ACCC166	AT&T CCC Recording Ports
44	AT&T CCC Salesforce Adapter	ACCC167	AT&T CCC Salesforce Adapter
45	AT&T CCC Salesforce List Sync Plus Implementation	ACCC168	AT&T CCC Salesforce List Sync Plus Implementation
46	AT&T CCC Social Engagement (Domain)	ACCC169	AT&T CCC Social Engagement (Domain)
47	AT&T CCC Social Engagement (Per Agent)	ACCC170	AT&T CCC Social Engagement (Per Agent)
48	AT&T CCC Social Implementation Enterprise	ACCC171	AT&T CCC Social Implementation Enterprise
49	AT&T CCC Social Implementation SMB	ACCC172	AT&T CCC Social Implementation SMB
50	AT&T CCC Supervisor App for iPad	ACCC173	AT&T CCC Supervisor App for iPad
51	AT&T CCC Call Log	ACCC178	AT&T CCC Call Log Storage - 12 Months

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Storage - 12 Months		
52	AT&T CCC Call Log Storage - 13 Months	ACCC179	AT&T CCC Call Log Storage - 13 Months
53	AT&T CCC Call Log Storage - 24 Months	ACCC180	AT&T CCC Call Log Storage - 24 Months
54	AT&T CCC Call Log Storage - 3 Months	ACCC181	AT&T CCC Call Log Storage - 3 Months
55	AT&T CCC Call Log Storage - 4 Months	ACCC182	AT&T CCC Call Log Storage - 4 Months
56	AT&T CCC Call Log Storage - 5 Months	ACCC183	AT&T CCC Call Log Storage - 5 Months
57	AT&T CCC Call Log Storage - 6 Months	ACCC184	AT&T CCC Call Log Storage - 6 Months
58	AT&T CCC Call Recording - Encrypted Storage	ACCC185	AT&T CCC Call Recording - Encrypted Storage
59	AT&T CCC Call Recording Encrypted Storage Activation	ACCC186	AT&T CCC Call Recording Encrypted Storage Activation

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
60	AT&T CCC Recording Storage - 12 Months	ACCC187	AT&T CCC Recording Storage - 12 Months
61	AT&T CCC Recording Storage - 13 Months	ACCC188	AT&T CCC Recording Storage - 13 Months
62	AT&T CCC Recording Storage - 24 Months	ACCC189	AT&T CCC Recording Storage - 24 Months
63	AT&T CCC Recording Storage - 2 Months	ACCC190	AT&T CCC Recording Storage - 2 Months
64	AT&T CCC Recording Storage - 3 Months	ACCC191	AT&T CCC Recording Storage - 3 Months
65	AT&T CCC Recording Storage - 4 Months	ACCC192	AT&T CCC Recording Storage - 4 Months
66	AT&T CCC Recording Storage - 5 Months	ACCC193	AT&T CCC Recording Storage - 5 Months
67	AT&T CCC Recording Storage - 6 Months	ACCC194	AT&T CCC Recording Storage - 6 Months
68	AT&T CCC Video Engagement - Recording	ACCC197	AT&T CCC Video Engagement - Recording
69	AT&T CCC Video	ACCC198	AT&T CCC Video Engagement Seat

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Engagement Seat		
70	AT&T CCC Video Engagement Service	ACCC199	AT&T CCC Video Engagement Service
71	AT&T CCC Video Engagement - SMS Number	ACCC200	AT&T CCC Video Engagement - SMS Number
72	AT&T CCC Visual Customer Feedback	ACCC201	AT&T CCC Visual Customer Feedback
73	AT&T CCC Visual Customer Feedback Implementation	ACCC203	AT&T CCC Visual Customer Feedback Implementation
74	AT&T CCC Visual Customer Feedback - Session Fee	ACCC204	AT&T CCC Visual Customer Feedback - Session Fee
75	AT&T CCC Visual IVR Basic Application Fee	ACCC206	AT&T CCC Visual IVR Basic Application Fee
76	AT&T CCC Visual IVR Implementation	ACCC207	AT&T CCC Visual IVR Implementation
77	AT&T CCC Visual IVR Premium	ACCC209	AT&T CCC Visual IVR Premium Application Fee

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Application Fee		
78	AT&T CCC WhenDu Development Services	ACCC210	AT&T CCC WhenDu Development Services
79	AVAYA Contact Center Agent Packages and Features	Multiple (See Below ID's)	
80	Avaya Basic Voice CC Agent Package	AVCC21	The Basic Voice CC Bundle provides a complete CC stack of 'the 3 R's of CC: Routing, Reporting and Recording'. This package includes the agent desktop environment along with routing, reporting, Compliance Recording (CR), IVR application execution environment and Context Store. The package also includes a UC station license to enable shared Control of a separately purchased Avaya IP Phone.
81	Avaya Basic Omni-Channel CC Agent Package	AVCC22	The Basic Omni-channel CC Agent Package partially builds on top of the Basic Voice CC Agent Package with the addition of the following capabilities: Screen Capture (SC) and Call Back Assist and the following digital channels: email, chat and co-browse. The agent desktop in the previous bundle is replaced with the different desktop. Business Rules Engine is also entitled in this bundle which can be used for sophisticated CC routing interactions. This package is for a set of agents which are processing both voice as well as one or more of the bundled in digital channels enabling an "Omni"

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			experience of single routing logic, single reporting and full Customer journey.
82	Avaya Advanced Omni-Channel CC Agent Package	AVCC23	The Advanced Omni-channel CC Agent Package builds on top of the Basic Omni-Channel CC Agent Package and adds the following capabilities: Quality Monitoring (QM) and Outbound Marketing and the following digital channels: Generic and SMS. This bundle is for a set of agents which are processing both inbound and outbound voice as well as inbound and outbound digital channels.
83	Avaya Basic digital Only Bundle	AVCC24	Basic Digital Only Bundle offers the following digital channels: Chat; Ingress point for web chat interactions from mobile/web apps; Anchor chat conversations in virtual chatrooms and signal the workflow to start treatment; Co-Browse; Provides web collaboration between 2 users to enable a Customer and agent jointly browse web pages and complete web forms. Email; Manages the sending and retrieval of emails from Email Server and perform initial keyword classification.
84	Avaya Advanced Digital Only Bundle	AVCC25	In the Advanced Digital Only Bundle, the following additional digital channels are available: Generic; A mechanism for external applications to insert a custom channel into omni-channel Business Process workflow. This capability can be leveraged by external applications for use cases like handling IoT events, or Customer integration with another work generating system. Currently, integration with only one generic channel is supported. However, Customers can distinguish between disparate sets of Generic contacts via

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			different attributes/route points. SMS; SMS channel to send and receive inbound and outbound SMS. SMS Connector Snap-in facilitates send and receive SMS via SMS gateway. Note: only authenticated and authorized clients allowed consume API exposed by SMS Connector Snap-in.
85	Nice InContact Contact Center Agent Packages and Features	Multiple (See Below ID's)	
86	NICE inContact CXone ACD / IVR (per Configured User)	NIC270	Includes: 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.-1 Universal Port (included) – Used for IVR-Call Monitoring-Virtual queue-Agent Scripting-Text to Speech-Call conferencing (long distance charges apply)-Monitor, Coach, and Barge functionalityAdditional features and services included with this contract:-1 GB of storage per BU for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage-If Call Recording per User is selected, customer will get 1 GB of storage per seat-Contact Center all-inclusive reporting-IVR programming toolset-Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector)-24 x 7 Network Operations Center monitoring-Redundant servers in Software as a Service model-Standard technical support-Product maintenance

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			and enhancement releases-inContact University with the latest eLearning product courses-Online documentation and helpPurchase of implementation package required
87	NICE inContact CXone ACD / IVR	NIC271	Includes: 1 User License - billed based on the highest number of users logged into the platform at any one time during the month-1 Universal Port (included) – Used for IVR-Call Monitoring- Virtual Hold- Agent Scripting- Text to Speech- Call conferencing (additional long distance charges may apply)- Monitor, Coach, and Barge functionalityAdditional features and services included: - 1 GB of storage per BU for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage - If Call Recording is selected, customer will get 1 GB of storage per seat - Contact Center all-inclusive reporting - IVR programming toolset - Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector) - 24 x 7 Network Operations Center monitoring - Redundant servers in Software as a Service model - Standard technical support - Product maintenance and enhancement releases - inContact University with the latest eLearning product courses - Online documentation and helpPurchase of implementation package required
88	NICE inContact CXone ACD Call Recording	NIC272	This adds audio only recording product for voice calls through inContact's platform for each Configured user. Includes one (1) GB of storage included per user.- Configured Users are billed based on the highest

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	(per Configured User)		number of active users set up on the platform at any one time during the month. This includes Admin users.
89	NICE inContact CXone ACD Call Recording	NIC273	This adds audio only recording product for voice calls through inContact's platform for each Concurrent user. Includes one (1) GB of storage included per user.- Concurrrent Users are billed based on the highest number of users logged into the platform at any one time during the month.
90	NICE inContact CXone Chat & Email - Configured User	NIC274	Chat & Email allows agents to be able to accept and respond to incoming chat requests and emails from customers. Using inContact's routing engine, scripting, and other utilities, any agent will be able to blend responding to emails, chats, and voice calls as needed- 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.- The ordered quantity must match the total number of seat licenses. - Key product features & components: - Chat function includes access to the customer-facing chat application that can be embedded in the customer's webpage or other interfaces - Email can receive communications directly from the customer's email solution and send out responses using inContact's secure gateway - Both solutions can be enhanced using custom scripting tolls in inContact's Studio applicationRequires Chat & Email Implementation Package to be purchased
91	NICE inContact CXone Chat	NIC275	Chat & Email allows agents to be able to accept and respond to incoming chat requests and emails from customers. Using

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	& Email - Concurrent User		inContact's routing engine, scripting, and other utilities, any agent will be able to blend responding to emails, chats, and voice calls as needed- Concurrent Users are billed based on the highest number of users logged into the platform at any one time during the month- The ordered quantity must match the total number of seat licenses. - Key product features & components: - Chat function includes access to the customer-facing chat application that can be embedded in the customer's webpage or other interfaces - Email can receive communications directly from the customer's email solution and send out responses using inContact's secure gateway - Both solutions can be enhanced using custom scripting tolls in inContact's Studio applicationRequires Chat & Email Implementation Package to be purchased
92	NICE inContact CXone Chat & Email Implementation	NIC276	Implementation Package to configure and implement Chat or Email functionality within inContact platform- Choice of up to 2 total scripts (chat and/or email)- Chat scripts/skills include: - Up to 20 questions and responses - URL provided to customer to be embedded into their existing website - Integration to a custom database or CRM not included- Email Implementation includes: - Automated email received response - inContact dot-com email addresses provided to customer to be embedded into their existing website - Integration to a custom database or CRM not included

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
93	NICE inContact CXone Chat	NIC277	Chat allows agent to be able to accept and respond to incoming chat requests from Customers. Configured users are billed based on the highest numer of users configured for a Chat skill in the platform at any one time during the month. Key product features & components:- Chat function includes access to the customer-facing chat application that can be embedded in the customer's webpage or other interfaces- Chat can be enhanced using custom scripting tolls in the applicationRequires purchase of Chat Implementation Package
94	NICE inContact CXone Chat Implementation	NIC278	Implementation Package includes services to configure and implement Chat functionality within inContact platform- Billed as a one time (non-recurring) charge- Includes: -One chat script to support one chat skill -Chat scripts/skills include: -Up to 20 questions and responses -URL provided to customer to be embedded into their existing website -Integration to a custom database or CRM not included
95	NICE inContact CXone Email	NIC279	Email allows agents to be able to accept and respond to incoming emails from customers. Configured users are billed based on the hightest number of users configured for an email skill in the platofrm at any one time during the month. Key product features & components:- Email functionality can receive communicateions directly from the customer's email solution and send out responses using the secure gateway- Email can be enhanced using custom scripting tolls in the

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			applicationRequires purchase of Email Implementation Package
96	NICE inContact CXone Email Implementation	NIC280	Implementation Package includes services to configure and implement Email functionality within inContact platform-Billed as a one time (non-recurring) charge-Includes: -One email script to support one email skill. -Email scripts/skills includes: -Automated email received response -inContact dot-com email addresses provided to customer to be embedded into their existing website -Integration to a custom database or CRM not included
97	NICE inContact CXone PCI Level 1 ACD / IVR (per Configured User)	NIC281	Includes one (1) PCI Level 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.-1 Universal Port (included) – Used for IVR-Call Monitoring-Virtual queue-Agent Scripting-Text to Speech-Call conferencing (long distance charges apply)-Monitor, Coach, and Barge functionalityAdditional features and services included:-1 GB of storage per BU for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage-If Call Recording per User is selected, customer will get 1 GB of storage per seat-Contact Center all-inclusive reporting-IVR programming toolset-Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector)-24 x 7 Network Operations Center monitoring-Redundant servers in Software as a Service model-Standard technical support-Product maintenance

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			and enhancement releases-inContact University with the latest eLearning product courses-Online documentation and helpUse of this product does not certify Customer's PCI compliance nor negates their compliance requirements.
98	NICE inContact CXone PCI Level 1 ACD / IVR	NIC282	Includes one (1) PCI Level 1 User License - billed based on the highest number of users logged into the platform at any one time during the month-1 Universal Port (included) – Used for IVR-Call Monitoring-Virtual queue-Agent Scripting-Text to Speech-Call conferencing (long distance charges apply)-Monitor, Coach, and Barge functionalityAdditional features and services included with this contract:-1 GB of storage per BU for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage-If Call Recording per User is selected, customer will get 1 GB of storage per seat-Contact Center all-inclusive reporting-IVR programming toolset-Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector)-24 x 7 Network Operations Center monitoring-Redundant servers in Software as a Service model-Standard technical support-Product maintenance and enhancement releases-inContact University with the latest eLearning product courses-Online documentation and helpDoes not certify Customer's PCI compliance nor negates their compliance requirements.
99	NICE inContact CXone	NIC283	Provides FedRAMP 'Moderate' authorized secure environment for federal agencies as well state and other security-sensitive

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	FedRAMP (per Configured User)		customers. - Billed per User. This quantity will match the seat license quantity that customer uses.- Key product features & components: - Secure, compliant multi-factor authentication for customers - Restricted access and greater protection to all data types - Hardened FedRAMP architecture - Additional monitoring and security tools and processes
100	Nice inContact CXone FedRamp	NIC284	Provides FedRAMP 'Moderate' authorized secure environment for federal agencies as well state and other security-sensitive customers. -Billed per User. This quantity will match the seat license quantity that customer uses.-Key product features & components: -Secure, compliant multi-factor authentication for customers -Restricted access and greater protection to all data types -Hardened FedRAMP architecture -Additional monitoring and security tools and processes
101	Additional Configured Universal Port for configured port	NIC285	Additional Universal Port used for IVR and Voice
102	Additional Concurrent Universal Port for concurrent port	NIC286	Additional Universal Port used for IVR and Voice
103	NICE inContact CXone Additional	NIC287	Used for storage and management of recordings, prompts, scripts, messages, and files within the contact center system.- Billed per GB per agent (beyond the included 1GB of storage used)- Applies to

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Active Storage		storage from inContact platform recorder and inContact WFO recorders
104	NICE inContact CXone Long Term Storage	NIC288	Provides cost-effective long-term storage for data archiving requirements- Billed per GB stored- Key product features & components: - Lower data storage costs by eliminating the need to implement and maintain a 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
105	NICE inContact CXone Long Term Storage Retrieval	NIC289	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 - Move files to active storage for analysis, audits, and other needs - Time for files to remain in active storage can be specified during retrieval
106	NICE inContact CXone Custom Storage	NIC290	Allows customer to use their own AWS storage-Billed per Seat per month (will match ACD count)-Key product features & components: -Can be leveraged only if customer is enabled for Cloud storage - Store file types like Call Log and Screen Recording -If Custom Storage is turned off, Customer's storage will revert to default Cloud Storage -When Custom Storage is ON, existing TTL screen is disabled and will not be effective/used

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
107	NICE inContact CXone Personal Connection (per Configured User)	NIC291	Outbound dialing solution-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.-Included in the license is two (2) Personal Connection Software Ports-Additional Personal Connection Requirements and Information: -Personal Connection requires the use of an inContact ACD license. -An ACD User License includes a Universal Port that may also be used by Personal Connection meaning a total of three Ports (1 Universal Port and 2 Personal Connection Software Ports) are accessible by Personal Connection
108	NICE inContact CXone Personal Connection	NIC292	Outbound dialing solution-Concurrent Users are billed based on the highest number of users logged into the platform at any one time during the month-Included in the license is two (2) Personal Connection software ports-Additional Personal Connection Requirements and Information: -Personal Connection requires the use of an inContact ACD license. -An ACD User License includes a Universal Port that may also be used by Personal Connection meaning a total of three Ports (1 Universal Port and 2 Personal Connection Software Ports) are accessible by Personal Connection
109	NICE inContact CXone Auto Attendant	NIC293	Auto Attendant provides corporate directory and voicemail management features and is a self-service call management solution for contact center agents and non-agent end-users- Billed based on the number of active users that have logins during the month- Key product

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			features & components included: - Improved voicemail management with multiple options for voicemail access - Seamless integration with the inContact ACD - Transfer inbound callers without live intervention - Dial-by-name, Dial-by-extension, DNIS, or company directory - Bulk upload - Auditing and logging of user and system events - Enhanced website access security - Automatic extension assignment - Out-of-office/unavailable call routing - All non-ACD voicemails will only be retained for a maximum of ninety (90) daysRequires purchase of Auto Attendant Implementation package
110	NICE inContact CXone Auto Attendant Lite	NIC294	Auto Attendant provides corporate directory management features and is a self-service call management solution for contact center agents and non-agent end-users- Billed based on the number of active users that have logins during the month- Key product features & components included: - Seamless integration with the inContact ACD - Transfer inbound callers without live intervention - Dial-by-name, Dial-by-extension, DNIS, or company directory - Bulk upload - Auditing and logging of user and system events - Custom record viewing/paging capability - Enhanced website access security - Automatic extension assignment - Out-of-office/unavailable call routingRequires purchase of Auto Attendant Implementation Package
111	NICE inContact	NIC295	Implementation package for Auto Attendant or Auto Attendant Lite to help

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	CXone Auto Attendant Implementation		setup corporate directory and voicemail management- Billed as a one time (non-recurring) charge- Implementation includes: - Dial-by-name, extension dialing, out of office notification, voicemail - Functionality using text-to-speech available in English only
112	NICE inContact CXone Direct Data Access	NIC296	Direct Data Access (DDA) is an entry level business intelligence tool based on Microsoft Excel that allows users to connect directly to and manipulate inContact data- Billed per month, based on the number of business units that have DDA setup on- Key product features & components: - User customizable agent and contact reports - Custom tabular and graphical reports - Multiple data source blended reports
113	NICE inContact CXone Direct Data Access Implementation	NIC297	Services for one time Implementation and setup of Direct Data Access- Billed as a one time (non-recurring) charge- Implementation includes: - End-user is required to provide his/her own license to MS Excel 2010 or greater - inContact will provide instructions and support for establishing the Direct Data Access connection from MS Excel - Excel training or support not included
114	NICE inContact CXone Agent for Salesforce	NIC298	A contact control interface that is embedded directly into the Salesforce CRM environment-Billed per Salesforce agent license on a monthly basis; allows flexibility to increase or decrease agent licenses on demand-Key product features & components: -Salesforce Object Screen Pops -Click-To-Dial - Automatic Task / Activity creation - Hosted on the Salesforce AppExchange – 100% Cloud, no installation of package

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			components is required on the desktop -Supports both Sales Cloud and Service Cloud Console viewsRequires purchase of the Salesforce Implementation Contact Center Core Package
115	NICE inContact Cobrowse for Cxone	NIC299	This standalone feature enables agents to cobrowse and 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 to initiate a cobrowse session.-Billing is based on usage. Any agent that requests at least (1) cobrowse code in a month is considered a user.-Key product features & components: -Dynamic contextual content share (text, docs, video, audio) -"Black list" specific fields on the site to protect sensitive data -Site Guidance – direct a customer to a new page (page push) -Visual Guidance – Highlight a part of the page to draw the customer's attention -WebRTC Voice and Video (not managed, recorded or reported in inContact)
116	NICE inContact Advanced Chat for Cxone	NIC300	This standalone feature 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-Billing is based on usage. Any agent that handles at least (1) Advanced Chat in a month is considered a user.-Key product features & components: -Embedded content - no pop-up or pop-out -Mobile APIs – click to chat or request a callback from a mobile device -Live Help Dialog – offer

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			a live chat or callback -Web forms and surveys -+ Content share (text, docs, video, audio), Black list fields, Site Guidance, Visual Guidance, WebRTC Voice and Video (not managed, recorded or reported in inContact) -Requires inContact product 'Chat & Email' - Those agents who use both inContact Cobrowse (where the agent requests a code) and inContact Advanced Chat will be charged for both
117	NICE inContact Proactive Chat for Cxone	NIC301	This add-on feature 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.-Billing is based on usage. Any agent that handles at least (1) Advanced Chat on a system with Proactive Chat configured is considered a user of both Proactive Chat and Advanced Chat.-Key product features & components: -Pre-Deployment Web Analytics – help to analyze web visitors to identify hot maps, high value customers, and target browsing patterns -Profiling - scoring individual visitors (whether unknown, known prospect or known customer) and their online behavior -Proactive Chat – uses the rules-based "Intelligence Engine" to selectively offer live help to visitors based on anything from business value to agent availability -Post-Deployment Web Analytics - measure and evaluate customer engagement performance post-engagement -Requires inContact

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			products 'inContact Advanced Chat' and 'Chat & Email'
118	NICE inContact Advanced Chat and Cobrowse Bundle for Cxone	NIC302	This package includes all the features of inContact Cobrowse, inContact Advanced Chat, and inContact Proactive Chat.-Billing is still based on usage. Those Agents who use Advanced Chat will be billed for Advanced Chat and Proactive Chat. Those agents who only use Cobrowse (no chat) will be billed for Cobrowse only. Those Agents who use Advanced/Proactive Chat and Cobrowse (where the agent requests a code) in essence get the Cobrowse for free.-Key product features & components: -Dynamic contextual content share (text, docs, video, audio) -"Black list" specific fields on the site to protect sensitive data -Site Guidance – direct a customer to a new page (page push) -Visual Guidance – Highlight a part of the page to draw the customer's attention -WebRTC Voice and Video (not managed, recorded or reported in inContact) - Embedded content - no pop-up or pop-out -Mobile APIs – click to chat or request a callback from a mobile device -Live Help Dialog – offer a live chat or callback -Web forms and surveys -+ Content share (text, docs, video, audio), Black list fields, Site Guidance, Visual Guidance, WebRTC Voice and Video (not managed, recorded or reported in inContact) - Requires inContact Chat or inContact Chat & Email -Those agents who use both inContact Cobrowse (where the agent requests a code) and inContact Advanced Chat will be charged for both -Pre-Deployment Web Analytics – help to

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			analyze web visitors to identify hot maps, high value customers, and target browsing patterns -Profiling - scoring individual visitors (whether unknown, known prospect or known customer) and their online behavior -Proactive Chat – us the rules-based "Intelligence Engine" to selectively offer live help to visitors based on anything from business value to agent availability -Post-Deployment Web Analytics - measure and evaluate customer engagement performance post-engagement
119	NICE inContact Screen Share & File Upload for Cxone	NIC303	Provides the ability for a visitor on the website, and engaged in a digital session, to upload a file for the Agent to view. It also provides ability for the Agent to share their screen with the visitor web visitor in a digital session.-Billed as a monthly recurring charge-Requires Advanced Chat full Bundle-1 Year Minimum Commitment-Key product features & components: -Web visitor can share a file with an agent. -Allows the file to be uploaded to a file store, scanned for viruses, and the agent is able to access it via a link opening it in the browser. -The tenant can configure what type of files and the file size are allowed.
120	NICE inContact Advanced Chat for CXone Appointment Scheduling	NIC304	Enables customers/visitors to view a calendar and choose a time that fits with their schedule to have a fully featured web meeting with an Agent-Billed monthly per contracted rate and quantity-Requires Advanced Chat full Bundle-1 Year Minimum Commitment-Key product features & components: -Web visitors view a calendar and choose from available times -Participants are sent a

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			weblink to join the meeting at the scheduled time -Agents are routed Chats and join the digital session -Digital sessions include Chat, Cobrowse, Web Guidance and all the features of Advanced Chat
121	NICE inContact Advanced Chat for CXone Messaging API Access	NIC305	API provides a way for tenants to integrate messaging applications (e.g. Facebook Messenger) into the Vergic Engage Platform.-Billed as a monthly recurring charge-Requires Advanced Chat full Bundle-Key product features & components: -Only includes access to the API. Tenant is responsible for building or procuring the "connector" to the messaging application -A quantity of (1) Includes up to 10,000 interactions. Overages of 1 to 10,000 interactions will be charged at the same 10,000 interaction rate.
122	NICE inContact Advanced Chat for CXone Chatbot Engine	NIC306	Chatbot Automation Tool and Process Engine and API. Enables the creation of robust Chatbots. Can be connected to the Advanced Chat Chatbot Embedded AI (sold separately) or 3rd party Artificial Intelligence application. Also needed for integration of 3rd party Chatbots.-ALL Chatbot Engine and API purchases require a custom Advanced Chat Chatbot Implementation-Billed as a monthly recurring charge-Requires Advanced Chat full Bundle-Key product features & components: -For tenants using the Advanced Chat Chatbot, includes access to the Automation Tool and Process Engine. -BOT(s) will be developed by Vergic under a customer scope of work (SOW) -For tenants using a 3rd party Chatbot, includes access to the Advanced Chat Chatbot API

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			for integration. -A quantity of (1) Includes up to 10,000 interactions. Overages of 1 to 10,000 interactions will be charged at the same 10,000 interaction rate. This applies whether the tenant uses the Advanced Chat Chatbot or a 3rd party
123	NICE inContact Advanced Chat for CXone Chatbot Embedded AI	NIC307	Artificial Intelligence Engine designed for use with the Advanced Chat Chatbot Engine. Provides Artificial Intelligence including Natural Language Processing (NLP) and Machine Learning for Chatbots that more closely mimic human behavior.-Billed as a monthly recurring charge-Requires Advanced Chat full Bundle-Key product features & components: -Only includes access to the Embedded AI. The Automation Tool and Process Engine are sold separately. -Use of the AI is defined in the BOT which is developed by Vergic under a customer scope of work (SOW) -A quantity of (1) Includes up to 10,000 interactions. Overages of 1 to 10,000 interactions will be charged at the same 10,000 interaction rate.
124	NICE CXone Omnichannel Agent	NIC308	One (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.-1 Universal Port (included) – 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:-1 GB of storage per BU for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage-If Call

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Recording per User is selected, customer will get 1 GB of storage per seat-Contact Center all-inclusive reporting-IVR programming toolset-Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector)-24 x 7 Network Operations Center monitoring-Redundant servers in Software as a Service model-Standard technical support-Product maintenance and enhancement releases-inContact University with the latest eLearning product courses-Online documentation and helpOnly available on the User Hub Platform.
125	NICE CXone Digital Agent	NIC309	Digital Agent enables the creation of a Digital First Omnichannel tenant that is configured for digital channels only (no Phone/Voice).-Must purchase channel(s) separately.-Configured Users are billed at the digital-only rate based on the highest number of active users set up on the platform at any one time during the month.-Users include Agents, Supervisors, Managers Administrators or any other users.
126	NICE inContact CXone Chat & Email	NIC310	Chat & Email allows agents to be able to accept and respond to incoming chat requests and emails from customers. Using the platform's routing engine, scripting, and other utilities, any agent will be able to blend responding to emails, chats, and voice calls as needed- Concurrent Users are billed based on the highest number of users logged into the platform at any one time during the month- The ordered quantity must match the total number of seat licenses. - Key product features & components: - Chat function includes

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			access to the customer-facing chat application that can be embedded in the customer's webpage or other interfaces - Email can receive communications directly from the customer's email solution and send out responses using inContact's secure gateway - Both solutions can be enhanced using custom scripting tolls in inContact's Studio application
127	CXone Proactive Chat & Email	NIC311	Chat allows agents to be able to accept and respond to incoming chat requests from customers. -Configured Users are billed based on the highest number of users configured for a Chat skill in the platform at any one time during the month
128	CXone Messaging - Facebook (per BU)	NIC312	Enables the integration of Facebook Messenger into Cxone Digital First Omnichannel.-Can be configured to support Public Posts, Direct Messages, Mentions, Dark Posts, Attachments, Reviews, Notes, Shares, Deleting, Hiding, and Global Pages.Only available on the User Hub Platform.
129	Cxone Messaging - Per Facebook Page	NIC313	Cxone Messaging Additional Page - Facebook MessengerOnly available on the User Hub Platform. Requires Cxone Messaging - Facebook (per BU)
130	CXone Messaging - Twitter (per BU)	NIC314	Enables integration of Twitter into Cxone Digital First Omnichannel.Only available on the User Hub Platform.
131	Cxone Messaging - Per Twitter Account/User - (Twitter)	NIC315	Cxone Messaging Additional Account - TwitterOnly available on the User Hub Platform. Requires Cxone Messaging - Twitter (per BU).

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
132	CXone Messaging - SMS (per BU)	NIC316	Enables integration of Twillio SMS codes into Cxone Digital First Omnichannel.-Customer must procure the codes directly from Twillio. Only available on the User Hub Platform.
133	CXone Messaging - WhatsApp (per BU)	NIC317	Enables integration of WhatsApp into Cxone Digital First Omnichannel-Includes 2 Lines/NumbersOnly available on the User Hub Platform.
134	Cxone Messaging - Per Add'l Number (WhatsApp)	NIC318	Cxone Messaging Additional Number-WhatsAppOnly available on the User Hub Platform. Requires Cxone Messaging - WhatsApp (per BU).
135	Cxone Messaging - Instagram (per BU)	NIC319	Enables integration of Instagram into Cxone Digital First Omnichannel.Only available on the User Hub Platform.
136	CXone Messaging - Apple Business Chat (per BU)	NIC320	Enables the integration of Facebook Messenger into Cxone Digital First Omnichannel.-Can be configured to support Public Posts, Direct Messages, Mentions, Dark Posts, Attachments, Reviews, Notes, Shares, Deleting, Hiding, and Global Pages.Only available on the User Hub Platform.
137	CXone Messaging - Youtube (per BU)	NIC321	Enables integration of Youtube into Cxone Digital First Omnichannel.Only available on the User Hub Platform.
138	CXone Messaging - LinkedIn (per BU)	NIC322	Enables integration of LinkedIn into Cxone Digital First Omnichannel.Only available on the User Hub Platform.
139	CXone Messaging - Google Play (per BU)	NIC323	Enables integration of Google Play into Cxone Digital First Omnichannel.Only available on the User Hub Platform.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
140	CXone Messaging - Google Places (per BU)	NIC324	Enables integration of Google Places into Cxone Digital First Omnichannel.Only available on the User Hub Platform.
141	CXone Messaging - Apple Apps Review (per BU)	NIC325	Enables integration of Apple Apps Review into Cxone Digital First Omnichannel.Only available on the User Hub Platform.
142	CXone Messaging - Line-Messaging (per BU)	NIC326	Enables integration of Line Messaging into Cxone Digital First Omnichannel.Only available on the User Hub Platform.
143	CXone Messaging - Telegram-Messaging (per BU)	NIC327	Enables integration of Line Messaging into Cxone Digital First Omnichannel.Only available on the User Hub Platform.
144	NICE inContact CXone Feedback Mgt Platform Fee	NIC328	Platform provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities-Billed monthly per the contracted quantity and rate-Key product features & components: -Ability to trigger Post Call Surveys Via (IVR, Email, SMS, Web Intercepts, Chat) depending on channel(s) purchased -For products outside of the inContact portfolio you will need to purchase or build a connector - Open API's allow for quick connections to existing solutions -Users need to be purchased separately. 1 Power user is included
145	NICE inContact CXone Feedback	NIC329	Provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities- 50 included per configured user, additional surveys may be

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Mgt Survey (per Configured User)		purchased separately-Key product features & components:-No channels included. Must purchase channel(s) separately-Ability to survey via the following channels: (IVR, Email, Chat) depending on channel(s) implemented-50 responses per agent across all channels per month-Ability to receive notification based on rules on survey feedback-Ability to share dashboards and send PDF reports-Provides out-of-box analysis of survey responses-At least 1 power user needs to be purchased separately for survey management and administration.
146	NICE inContact CXone Feedback Mgt VoC (per Configured User)	NIC330	Provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities-50 included per configured user, additional surveys may be purchased separately-Billed monthly per the contracted quantity and rate-Key product features & components:-No channels included. Must purchase channel(s) separately-Ability to survey via the following channels: (IVR, Email, Web Intercepts, Chat) depending on channel(s) implemented-50 responses per agent across all channels per month-Workflows to perform and measure follow-up actions-Ability to share dashboards and send PDF reports-Provides out-of-box advanced VoC analytics-At least 1 power user needs to be purchased separately for survey management and administration.
147	NICE inContact CXone Feedback Mgt Survey	NIC379	NICE inContact Feedback Management Additional Survey - Overage rate for Feedback Mgt Surveys when quantity included in package has been utilized.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
148	NICE inContact CXone Feedback Mgt IVR Channel (per Configured User)	NIC331	Provides ability to survey via IVR-Billed monthly per the contracted quantity and rate-Key product features & components:-Ability to Survey Via IVR Channel-Ability to skip invitation based on touch rules
149	NICE inContact CXone Feedback Mgt Chat Channel (per Configured User)	NIC332	Provides ability to survey via Chat-Billed monthly per the contracted quantity and rate-Key product features & components:-Ability to Survey Via Chat using survey links-Ability to manage survey logic-Ability to personalize the survey using tokens
150	NICE inContact CXone Feedback Mgt Email Channel (per Configured User)	NIC333	Provides ability to survey via Email-Billed monthly per the contracted quantity and rate-Key product features & components:-Ability to Survey Via Email-Ability to skip invitation based on touch rules-Ability to manage survey logic-Ability to personalize the survey using tokens
151	NICE inContact CXone Feedback Mgt Website Intercepts Channel (per Configured User)	NIC334	Provides ability to survey vis Website intercept-Billed monthly per the contracted quantity and rate-Key product features & components:-Ability to Survey Via Website intercept-Ability to control the launch logic-Ability to control the quota and touch rules-Ability to manage survey logic-Ability to personalize the survey using tokens
152	NICE inContact CXone Feedback Mgt Add'l	NIC335	Provides the option to configure the application to work in different languages based on user's preference-Billed monthly per the contracted quantity and rate-Key product features & components:-Ability to

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Application Language (per Language)		enable additional application language-Users can set their preferred application language-Supports 5 application languages – English, Spanish, French, German and Japanese-The platform comes with a default primary application language-Additional application language needs to be purchased separately
153	NICE inContact CXone Feedback Mgt Add'l Survey Language (per Language)	NIC336	Provides the option to configure survey in an additional language-Billed monthly per the contracted quantity and rate-Key product features & components:-Ability to build and run surveys in various languages-Ability to support more than 115+ languages-The platform comes with a default primary survey language-Each additional language needs to be purchased separately
154	NICE inContact CXone Feedback Mgt Speech to Text	NIC337	IVR surveys can have verbatims transcribed to text.-up to 7,500 responses before overage is applied -Billed monthly per the contracted quantity and rate
155	NICE inContact CXone Feedback Mgt Text Analytics	NIC338	Ability to use workflow logic for alert, notifications and escalation based on the context in the survey text comments-Billed monthly per the contracted quantity and rate-Key product features & components:-Open text will run through the NLP engine-Applying logic / rules to trigger alerts, notification-The sending of an automated email to the follow up owner is includes up to 7500 responses.
156	NICE inContact CXone Feedback	NIC382	NICE inContact CXone Feedback Mgt Text Analytics Overage Rate (per text comment)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Mgt Text Analytics Overage Rate (per text comment)		
157	NICE inContact CXone Feedback Mgt Auto Translate	NIC339	Ability to translate the survey text comments from various languages to English-Billed monthly per the contracted quantity and rate-up to 7500 responses.
158	NICE inContact CXone Feedback Mgt Auto Translate Overage Rate (per text comment)	NIC383	NICE inContact CXone Feedback Mgt Auto Translate Overage Rate (per text comment)
159	NICE inContact CXone Feedback Mgt Add'l Speech To Text Comments (per Survey)	NIC340	IVR surveys can have verbatims transcribed to text. Sentiment analysis applied to it.- Triggering alerts and notification from the STT- Billed monthly per the contracted quantity and rate
160	NICE inContact CXone Feedback Mgt API Connector	NIC341	Using the API's help the customer to configure the System to have a single or two way connection to a system of record.- Billed monthly per the contracted quantity and rate- Key product features & components: - One way or two way integration mapped to selected points -

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Unlimited data transfer between the two systems - Will require IT support to configure the API's
161	NICE inContact CXone Feedback Mgt Tag Mgt-Add'l 10 Tags	NIC342	Buckets that the workflow logic would apply to for alert, notifications and escalation- Billed monthly per the contracted quantity and rate- Key product features & components: - Open text will run through the NLP engine - Applying logic / rules to trigger alerts, notification - The sending of an automated email to the follow up owner is included
162	NICE inContact CXone Feedback Mgt Academy and Research Access	NIC343	Access to the Benchmarks and Certification and training side of the platform-Billed monthly per the contracted quantity and rate-Key product features & components: -Access to the Annual benchmarks for B2B and B2C -NPX Education and NPS Certification and education
163	NICE inContact CXone Feedback Mgt Add'l Power User	NIC344	The power user will be able to create surveys and assign roles and permissions-Billed monthly per the contracted quantity and rate- Key product features & components: - Ability to create surveys - Assign roles and permissions - Build custom dashboard for all general users
164	NICE inContact Cloud Connect Bundle per Configured User	NIC367	Enables Configured User to connect the Nice inContact datacenters directly from their existing AVPN network. AVPN Transport service provisioned separately.
165	NICE inContact Cloud	NIC368	This is needed to enable a Configured User to connect the Nice inContact datacenters directly from their existing

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Connect Bundle per Configured Port		AVPN network. AVPN Transport service provisioned separately.
166	NICE inContact Cloud Connect Bundle per Concurrent User	NIC369	Enables Concurrent User to connect the Nice inContact datacenters directly from their existing AVPN network. AVPN Transport service provisioned separately.
167	NICE inContact Cloud Connect Bundle per Concurrent Port	NIC370	This is needed to enable a Concurrent User to connect the Nice inContact datacenters directly from their existing AVPN network. AVPN Transport service provisioned separately.
168	CXone Agent CRM Integration (Per Configured Agent)	NIC384	The 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. - 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) - Channel and product agnostic which can easily be integrated with any CRM. - (CXone Agent, CXone Agent Integrated, CXone Agent for Teams, CXone Agent Embedded integrating with a CRM) Must have an ACD License. Custom SOW Implementation from Category 28 may be required.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
169	CXone Expert Standard Employee Experience (EX) (per Configured User)	NIC385	This product/service may utilize GenAI features/functionality. CXone Expert 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 Custom SOW Implementation from Category 28 may be required.
170	CXone Expert Advanced Employee Experience (EX) (per Configured User)	NIC386	This product/service may utilize GenAI features/functionality. Includes CXone Expert Standard functionality plus: - Advanced user feedback features - Authoring workflow support - KCS workflow support - Advanced user roles and features for draft contributor, author, editor, reviewer, admin - Full access to reporting suite and content curation features (bulk updating, revision history etc.) Custom SOW Implementation from Category 28 may be required.
171	CXone Expert Public FAQ Add-on (per BU)	NIC387	This product/service may utilize GenAI features/functionality. Add-on for Web FAQ Portal - Provides limited self-serve on public web. Less than 500 pages public

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Requires CXone Expert Advanced Employee Experience (EX) to be licensed as pre-requisite Custom SOW Implementation from Category 28 may be required.
172	CXone Expert Customer Experience (CX) Suite (per Portal)	NIC388	This product/service may utilize GenAI features/functionality. Fully brandable self-service web experience for customers, partner or company internal use with ability to require authentication and restrict viewer access privileges. Includes: - 20 Named CXone Expert Advanced Employee Experience (EX) licenses - When used publicly, comes equipped with auto-scaling infrastructure for peak demand and security hardening against cyber attacks - When used publicly, auto optimizes for public search engine performance and audience capture via search engine queries Custom SOW Implementation from Category 28 may be required.
173	CXone Enlighten CSAT Agent Behavior Use Case (per User)	NIC389	This product/service may utilize GenAI features/functionality. Machine Learning models focused on agent behaviors associated with CSAT (Customer Satisfaction), applied to customer interactions to generate metrics allowing measurement of these (often subjective) behaviors.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
174	Enlighten Autopilot Voice Biometrics	NIC390	This product/service may utilize GenAI features/functionality. Identity validation is based on enrolled voice samples for a given caller. Allows a Conversational Voice application to verify a caller's identity using the biometric characteristics as they interact with an Autopilot conversational voice assistant. (e.g. an IVR asking ""please tell me your date of birth"") Identity validation is based on enrolled voice samples for a given caller.
175	CXone Enlighten AutoSummary	NIC391	This product/service may utilize GenAI features/functionality. Enlighten AutoSummary automates Agent Notetaking with the power of AI. - Automatically summarize interactions in real time to reduce time spent taking post-interaction notes and increase consistency of account history. - Available for the following languages: English. - Available for the following channels: voice, digital channels. Email not supported. - Presented to Agents in softphone UI for review. Custom SOW Implementation from Category 28 may be required.
176	Enlighten Copilot for Agents (per session)	NIC392	This product/service may utilize GenAI features/functionality. Agent Copilot is an assistance tool for agents that amplifies their ability to respond more quickly and accurately. Agent

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Copilot leverages AI to monitor voice and 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: - Expert knowledge repository - Auto-generated "next-best response" with behavioral suggestions - Auto-generated "next-best response" from the Expert knowledge - Auto-generated answers from Expert knowledge articles - Suggested real-time knowledge article links and images - Real-time interaction summary - Real-time customer sentiment - Final interaction summary notes - Five (5) CXone Expert Advanced Employee Experience (EX) configured users Agent Copilot pricing rate per session. A session includes up to 30 minutes of talk time with an agent (for phone) and up 70 messages (for digital). Digital messages are discrete communication payloads (typically text and/or images) exchanged between an agent and customer. Custom SOW Implementation from Category 28 may be required.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
177	Enlighten Copilot for Agents - Process Steps (per session)	NIC393	This product/service may utilize GenAI features/functionality. 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 KB Answers having content that can be described in steps. Requires NIC392 - Enlighten Copilot for Agents (Per Session)
178	CXone Virtual Agent Hub (per 1,000 Sessions)	NIC394	This product/service may utilize GenAI features/functionality. CXone Virtual Agent Hub support license - A session is defined as a conversation between bot and end consumer identified with unique conversation ID. A session ends when two consumer messages inside of the single conversation have bigger gap than 24 hours. Even if the conversation continues and has same ID, in terms of billing it is consider as 2 sessions. - This licensing is for usage of the Virtual Agent Hub supporting pre-integrated BYO Bot offerings and custom endpoints to one off Bot integrations. - This does not include the Bot usage or development but usage of the Virtual Agent Hub when supporting different AI Bot offerings both pre-integrated & integrated to the VAH custom endpoint. Custom SOW Implementation from Category 28 may be required.
179	Enlighten Autopilot Knowledge (per BU)	NIC395	This product/service may utilize GenAI features/functionality.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Enlighten Autopilot Knowledge is a solution that combines digital conversational bots from CXone Bot Builder with the power of knowledge from CXone Expert. - 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 - NIC396 Enlighten Autopilot Knowledge (Per Session). - A session is defined as a interaction between bot and customer where two customer utterances inside of the single interaction don't have a bigger gap than 24 hours. - Digital interaction defines "customer utterance" as digital customer message - Voice interaction defines "customer utterance" as query transcribed from voice to text format - When the gap is bigger than 24h, then even if the interaction continues, in terms of billing it is considered as a new session. - Additionally, it Includes Expert CX license with 3 EX advanced seats. Custom SOW Implementation from Category 28 may be required.
180	Enlighten Autopilot Knowledge (per Session)	NIC396	This product/service may utilize GenAI features/functionality. Enlighten Autopilot Knowledge (Per Session) is triggered and billed monthly as addition only when BU is over 50,000 monthly session

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			limit that is included in Enlighten Autopilot Knowledge (Per BU)
181	CXone Real-Time Transcription (Per Hour)	NIC397	This product/service may utilize GenAI features/functionality. Real-time streaming speech-to-text transcription. Key product features: - Streaming transcript results per utterance. - Available on audio streamed through the CXone Transcription hub - Native integration with multiple CXone Agent Assist Hub applications. Custom SOW Implementation from Category 28 may be required.
182	CXone Guide Package	NIC398	This product/service may utilize GenAI features/functionality. 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. Requires at least one Expert package. - 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.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Each offer is counted as one. Click throughs are not counted as additional separate offers. Custom SOW Implementation from Category 28 may be required.
183	CXone Guide (Overage Per Offer)	NIC399	This product/service may utilize GenAI features/functionality. CXone Guide overage rate for offers used above the 15,000 provided in the CXone Guide Package.
184	CXone Recording for multi-ACD (per Configured User)	NIC400	CXone Recording for multi-ACD enables customers to keep their existing ACD (cloud or on-prem) and to benefit from CXone applications suite. Includes: - Connectivity to 3rd party ACDs - Voice call recording through CXone's native recording function - 5GB Active Storage per agent per month at no additional cost Custom SOW Implementation from Category 28 may be required.
185	CXone Business Intelligence Viewer License (per Concurrent User)	NIC401	This product/service may utilize GenAI features/functionality. CXone FedRAMP required. CXone Business Intelligence allows users to view and analyze interactive reports from their organization, and receive actionable insights across teams and channels. The CXone Business Intelligence Viewer License will be included at no charge for 10% of users (concurrent or configured based on the customer billing model) on the platform during any given month.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Customer will only be billed per additional user beyond 10% Main personas to use CXone Business Intelligence are: supervisors, managers and analysts for advanced contact center data analysis. Key product features & components: - Interactive reports that focus on business needs and value - Multiple widgets displaying different views of the report data - Filtering at the report level or at the widget level - Advanced sorting options for each widget - Drill-down capabilities to analyze data in more detail - Export to PDF, Excel, CSV - Build custom data visualizations to suit your specific needs - Schedule and share reports Custom SOW Implementation from Category 28 may be required.
186	CXone Automated Speech Recognition (per Minute)	NIC402	Automated Speech Recognition (ASR) allows callers to use their voice to provide input to the IVR to determine routing and other information Key product features & components: - Multiple languages - Direct speech recognition - Ability to recognize numbers, alpha numeric input, dates, and digits - Custom grammars for custom speech input

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
187	CXone Recording Export (per interaction)	NIC403	The following applies to Customers using CXone Recording Export, which includes an API that enables playback and extraction of CXone recorded media. - For interactions (whether entire calls or call segments) that are played back and/or downloaded, the Customer will be charged per interaction played back and/or downloaded. - For all interactions downloaded. (whether entire interactions or interaction segments) that are downloaded by the Customer using the SEA feature, the Customer will be charged per interaction downloaded. Custom SOW Implementation from Category 28 may be required.
188	CXone Digital Agent (per Configured User)	NIC404	Includes Digital Agent, Digital Channels, 5 GB Active Storage, displaying Guide entrypoints and CXone Integrated Softphone (additional Softphone charges will apply for the UAE region). NRC varies based on number of channels selected - Enables one configured Digital Interactions w/ Channels (no Phone/Voice). - Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. - Users include Agents, Supervisors, Managers, Administrators or any other users. - Applies to Live Agents only – no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Unlimited Digital Channels include: - 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. SMS Channel: - The right to use SMS is included in the bundle, but SMS Codes (long, short, toll free) and the associated message rates vary by country and are sold separately. WhatsApp Channel: - Customer will be charged for the conversation costs incurred on their WhatsApp account in a one-month period. - A Service/Handling Fee of fifteen percent (15%) of the monthly WhatsApp charges will apply. - NICE only utilizes third party channel pricing. Any change to the pricing policy made by WhatsApp will be passed along to Customer. WhatsApp pricing terms can be found on the WhatsApp Business site or within Customer's WhatsApp Business Account. Basic Guide - configure entrypoints to be displayed under basic conditions. - Channels are subject to regional availability. - See product specific terms for channel

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			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. - 5 GB of storage per Configured User for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage.CXone Integrated Softphone: - CXone Integrated Softphone and agent usage for connectivity between Agent and the NICE Platform for 2-way voice service - Softphone fully integrated into the NICE MAX Interface. All voice communication controls delivered via MAX. No separate downloaded softphones or desk-phones required - Two-way voice connectivity between Agent and NICE using WebRTC (Web Real Time Communications) protocol and compatible browsers Custom SOW Implementation from Category 28 may be required.
189	CXone Voice Agent (per Concurrent User)	NIC405	INCLUDES: - 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

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Call conferencing (long distance charges apply) - Monitor, Coach, and Barge functionality Additional features and services included with this contract: - 5 GB of storage per Configured User for recordings, prompts, scripts, messages, and files. - Additional charges may apply for more storage - Contact Center all-inclusive reporting IVR programming toolset - Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector) - 24 x 7 Network Operations Center monitoring Redundant servers in Software as a Service model - Standard technical support - Product maintenance and enhancement releases - NICE Dojo with the latest eLearning product courses Online documentation and help CXone Integrated Softphone: - CXone Integrated Softphone for connectivity between Agent and the CXone Platform for 2-way voice service. - Softphone fully integrated into the CXone Agent Interface. - All voice communication controls delivered via CXone Agent. - No separate downloaded softphones or

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			desk-phones required Two-way voice connectivity between Agent and CXone using WebRTC (Web Real Time Communications) protocol and compatible browsers. * Additional charges will apply for the UAE region. CXone Audio Recording: - Basic Audio Recording (total or %-based) - Basic Playback Encryption Custom SOW Implementation from Category 28 may be required.
190	CXone Omnichannel Agent (per Concurrent User)	NIC406	This product/service may utilize GenAI features/functionality. Only available for 1-999 seats. Includes ACD Configured Agent, 3 Universal Ports, 5 GB Active Storage, displaying Guide entrypoints, Audio Recording and Cxone Integrated Softphone (additional Softphone charges will apply for the UAE region) and Digital Channels. - 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 Ports – Used for IVR - Call Monitoring - Virtual queue - Agent Scripting - Text to Speech - Call conferencing (long distance charges apply)

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Monitor, Coach, and Barge functionality - 5 GB of storage per Configured User for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage - Contact Center all-inclusive reporting - IVR programming toolset - Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector) - 24 x 7 Network Operations Center monitoring - Redundant servers in Software as a Service model - Standard technical support - Product maintenance and enhancement releases - NICE Dojo with the latest eLearning product courses - Online documentation and help CXone Integrated Softphone: - CXone Integrated Softphone and agent usage for connectivity between Agent and the NICE inContact Platform for 2-way voice service - Softphone fully integrated into the NICE inContact MAX Interface. All voice communication controls delivered via MAX. No separate downloaded softphones or desk-phones required - Two-way voice connectivity between Agent and NICE inContact using WebRTC (Web Real Time Communications) protocol and compatible browsers

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Additional charges will apply for the UAE region CXone Audio Recording Advanced: - Audio Recording Advanced (total or %-based) - Search - Playback - Encryption Digital Channels: - Applies to Live Agents only – no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns Unlimited Digital Channels include: - 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. SMS Channel: - The right to use SMS is included in the bundle, but SMS Codes (long, short, toll free) and the associated message rates vary by country and are sold separately. WhatsApp Channel: - Customer will be charged for the conversation costs incurred on their WhatsApp account in a one-month period. - A Service/Handling Fee of fifteen percent (15%) of the monthly WhatsApp charges will

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			apply. - NICE only utilizes third party channel pricing. Any change to the pricing policy made by WhatsApp will be passed along to Customer. WhatsApp pricing terms can be found on the WhatsApp Business site or within Customer's WhatsApp Business Account. - Basic Guide - configure entrypoints to be displayed under basic conditions. - 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. Custom SOW Implementation from Category 28 may be required.
191	CXone Essentials Suite (per Concurrent User)	NIC407	This product/service may utilize GenAI features/functionality. Only available for 1-999 seats. Includes ACD Configured Agent, 3 Universal Ports, 5 GB Active Storage, displaying Guide entrypoints, CXone Audio Recording Advanced and CXone Integrated Softphone (additional Softphone charges will apply for the UAE region), Digital Channels, CXone Screen Recording and CXone Quality Management. - 1 User License - Configured Users are billed based on the highest number of active

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			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: - 5 GB of storage per Configured User for recordings, prompts, scripts, messages, and files. - Additional charges may apply for more storage - Contact Center all-inclusive reporting - IVR programming toolset - Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector) - 24 x 7 Network Operations Center monitoring - Redundant servers in Software as a Service model - Standard technical support - Product maintenance and enhancement releases - NICE Dojo with the latest eLearning product courses - Online documentation and help CXone Integrated Softphone:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- CXone Integrated Softphone and agent usage for connectivity between Agent and the NICE CXone Platform for 2-way voice service - Softphone fully integrated into the NICE CXone MAX Interface. All voice communication controls delivered via MAX. No separate downloaded softphones or desk-phones required - Two-way voice connectivity between Agent and NICE CXone using WebRTC (Web Real Time Communications) protocol and compatible browsers CXone Audio Recording Advanced: - Audio Recording Advanced (total or %-based) - Search - Playback - Encryption CXone Digital Channels: - Applies to Live Agents only – no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns Unlimited Digital Channels include: - 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. SMS Channel:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- The right to use SMS is included in the bundle, but SMS Codes (long, short, toll free) and the associated message rates vary by country and are sold separately. WhatsApp Channel: - Customer will be charged for the conversation costs incurred on their WhatsApp account in a one-month period. - A Service/Handling Fee of fifteen percent (15%) of the monthly WhatsApp charges will apply. - NICE only utilizes third party channel pricing. Any change to the pricing policy made by WhatsApp will be passed along to Customer. WhatsApp pricing terms can be found on the WhatsApp Business site or within Customer's WhatsApp Business Account. - Basic Guide - configure entrypoints to be displayed under basic conditions. - 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. CXone Screen Recording: - Screen Recording (total or %-based) - Search - Playback

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Encryption CXone Quality Management: - Form Designer - Evaluation - Calibration - Dispute - Coaching - Dashboards - Quality Planner Custom SOW Implementation from Category 28 may be required.
192	CXone Core Suite (per Concurrent User)	NIC408	This product/service may utilize GenAI features/functionality. Only available for 1-999 seats. Includes ACD Configured Agent, 3 Universal Ports, 5GB Active Storage, displaying Guide entrypoints, CXone Audio Recording Advanced, CXone Integrated Softphone (additional Softphone charges will apply for the UAE region), Digital Channels, CXone Screen Recording, CXone Quality Management, CXone Workforce Management and CXone Performance Management. - 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

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Text to Speech - Call conferencing (long distance charges apply) - Monitor, Coach, and Barge functionality - Additional features and services included with this contract: - 5 GB of storage per Configured User for recordings, prompts, scripts, messages, and files. - Additional charges may apply for more storage - Contact Center all-inclusive reporting - IVR programming toolset - Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector) - 24 x 7 Network Operations Center monitoring - Redundant servers in Software as a Service model - Standard technical support - Product maintenance and enhancement releases - NICE Dojo with the latest eLearning product courses - Online documentation and help CXone Integrated Softphone: - CXone Integrated Softphone and agent usage for connectivity between Agent and the NICE CXone Platform for 2-way voice service - Softphone fully integrated into the NICE CXone MAX Interface. All voice communication controls delivered via MAX.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			No separate downloaded softphones or desk-phones required - Two-way voice connectivity between Agent and NICE CXone using WebRTC (Web Real Time Communications) protocol and compatible browsers - Additional charges will apply for the UAE region CXone Audio Recording Advanced: - Audio Recording Advanced (total or %-based) - Search - Playback - Encryption CXone Digital Channels: - Applies to Live Agents only - no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns Unlimited Digital Channels include: - Apple Apps Review, Apple Business Chat, Facebook, Google Business Messenger, Google Places, Google Play, Instagram, Line, LinkedIn, MS Teams, Slack, Telegram, Viber, WhatsApp, YouTube, BYO Channel. SMS Channel: - The right to use SMS is included in the bundle, but SMS Codes (long, short, toll free) and the associated message rates vary by country and are sold separately. WhatsApp Channel:

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Customer will be charged for the conversation costs incurred on their WhatsApp account in a one-month period. - A Service/Handling Fee of fifteen percent (15%) of the monthly WhatsApp charges will apply. - NICE only utilizes third party channel pricing. Any change to the pricing policy made by WhatsApp will be passed along to Customer. WhatsApp pricing terms can be found on the WhatsApp Business site or within Customer's WhatsApp Business Account. - Basic Guide - configure entrypoints to be displayed under basic conditions. - 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. CXone Screen Recording: - Screen Recording (total or %-based) - Search - Playback - Encryption CXone Quality Management: - Form Designer - Evaluation - Calibration

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Dispute - Coaching - Dashboards - Quality Planner CXone Workforce Management: - Artificial Intelligence Forecasting supporting Inbound, Outbound, and deferrable work - Machine learning Multi Skill Scheduling - Intraday Real time adherence, and forecast to actual comparison with reforecasting - Time Off Management including partial day requests and auto-approvals - BI Reporting: Historical Adherence, and Time Utilization. Export of forecasts and schedules - CXone EM Core Mobile application CXone Performance Management: - Customizable graphical content and KPIs - Integrated KPIs from 3rd party data sources - Real-time and historical reporting Custom SOW Implementation from Category 28 may be required.
193	CXone Complete Suite (per Concurrent User)	NIC409	This product/service may utilize GenAI features/functionality. Only available for 1-999 seats. Includes ACD Configured Agent, 3 Universal Ports, 5GB Active Storage, displaying Guide entrypoints, Audio Recording, CXone Integrated Softphone (additional Softphone charges will apply for the UAE

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			region), Digital Channels, Screen Recording, Quality Management, Workforce Management, Performance Management, Interaction Analytics, and Feedback Management. - 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 Ports – Used for IVR - Call Monitoring - Virtual queue - Agent Scripting - Text to Speech - Call conferencing (long distance charges apply) - Monitor, Coach, and Barge functionality - 5 GB of storage per Configured User for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage - Contact Center all-inclusive reporting - IVR programming toolset - Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector) - 24 x 7 Network Operations Center monitoring - Redundant servers in Software as a Service model - Standard technical support - Product maintenance and enhancement releases

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- NICE Dojo with the latest eLearning product courses - Online documentation and help CXone Integrated Softphone: - CXone Integrated Softphone and agent usage for connectivity between Agent and the NICE inContact Platform for 2-way voice service - Softphone fully integrated into the NICE inContact MAX Interface. All voice communication controls delivered via MAX. No separate downloaded softphones or desk-phones required - Two-way voice connectivity between Agent and NICE inContact using WebRTC (Web Real Time Communications) protocol and compatible browsers - Additional charges will apply for the UAE region Audio Recording: - Audio Recording (total or %-based) - Search - Playback - Encryption Digital Channels: - Applies to Live Agents only – no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns Unlimited Digital Channels include: - Apple Apps Review, Apple Business Chat, Facebook, Google Business Messenger,

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Google Places, Google Play, Instagram, Line, LinkedIn, MS Teams, Slack, Telegram, Viber, WhatsApp, YouTube, BYO Channel . SMS Channel: - The right to use SMS is included in the bundle, but SMS Codes (long, short, toll free) and the associated message rates vary by country and are sold separately. WhatsApp Channel: - Customer will be charged for the conversation costs incurred on their WhatsApp account in a one-month period. - A Service/Handling Fee of fifteen percent (15%) of the monthly WhatsApp charges will apply. - NICE only utilizes third party channel pricing. Any change to the pricing policy made by WhatsApp will be passed along to Customer. WhatsApp pricing terms can be found on the WhatsApp Business site or within Customer's WhatsApp Business Account. - Basic Guide - configure entrypoints to be displayed under basic conditions. - 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.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Screen Recording: - Screen Recording (total or %-based) - Search - Playback - Encryption Quality Management: - Form Designer - Evaluation - Calibration - Dispute - Coaching - Dashboards - Quality Planner Workforce Management: - Artificial Intelligence Forecasting supporting Inbound, Outbound, and deferrable work - Machine learning Multi Skill Scheduling - Intraday Real time adherence, and forecast to actual comparison with reforecasting - Time Off Management including partial day requests and auto-approvals - BI Reporting: Historical Adherence, and Time Utilization. Export of forecasts and schedules - EM Core Mobile application Performance Management: - Customizable graphical content and KPIs - Integrated KPIs from 3rd party data sources

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Real-time and historical reporting - Wallboard and Messaging - Data Connector Interaction Analytics: - Only available with English Analytics - Automatic analysis of every voice, email, and chat interaction - Automatic topic, category and trend discovery - Sentiment analysis - Integrated WAV Player and 100% call transcription - Keyword, phrase, and entity search - Powerful filtering capabilities - Multi-tenant, scalable cloud platform - Fully integrated with ACD and SSO Feedback Management: - 1 Power User per BU is included - 30 responses per agent across all channels per month. - Overage rate is applied per Add'l Survey Response contracted rate beyond the 30 included per agent - Ability to survey via the following channels: (IVR, Email, SMS, Web Intercepts, Chat,WhatsApp) depending on channel(s) implemented - Open API's allow for quick connections to existing solutions - Workflows to perform and measure follow-up actions - Ability to share dashboards and send PDF reports

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Provides out-of-box advanced VoC analytics Custom SOW Implementation from Category 28 may be required.
194	CXone Mpower Enterprise Suite (Per Configured User)	NIC410	This product/service may utilize GenAI features/functionality. CXone Mpower suite includes CXone Omnichannel routing (with Enlighten AI Routing), advance audio, digital and screen recording, quality-based analytics, workforce management with AI forecasting, scheduling and agent mobile app, voice of the customer, interaction analytics and Enlighten AI for CSAT. 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. - Configuration and Setup - Low code/No code Contact Workflow Tools - Text-to-speech - Virtual callback - Custom queueing experience - Robust administration tools - Integration tools for third party data - Agent & Supervisor - Agent Storage 5GB each - Monitor, Coach, Join - Dashboards & Alerting - Data & Reporting - Real Time Dashboards - Historical Reporting - Modern Cloud Monitoring

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- 24 X 7 Network Monitoring Center - Redundant Infrastructure Digital Channels: - Applies to Live Agents only – No non-agent messages from Bots, Surveys, Alerts, Proactive Outbound Campaigns or other messages not from live agents. - Unlimited digital channels (messaging, collaboration, and social) such as: - Chat, Email, Apple Apps Review, Apple Messages for Business, Facebook Messenger, Google Places, Google Play, Instagram, Line, LinkedIn, MS Teams, Slack, Telegram, YouTube, and the Bring Your Own Channel (BYOC) API. - CXone Guide basic – configure touchpoints to be displayed under basic conditions. - Channels are subject to regional availability. - See product specific terms for channel specific restrictions. - Fair use policy: Not to exceed 50,000 messages, per live agent, per month. Agent Messages are defined as those routed by the system to a live agent or subsequent responses from a live agent. - CXone Integrated Softphone: softphone and agent usage for connectivity between Agent and the CXone Platform for 2-way voice service Softphone fully integrated into the CXone Agent. All voice communication controls delivered via

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			CXone Agent. No separate downloaded softphones or desk-phones required. Uses WebRTC (Web Real Time Communications) protocol and compatible browsers. Additional charges will apply for the UAE region. - CXone Recording: records all interactions routed by CXone ACD as well as third-party ACDs. It features robust search, playback and retrieval functions for efficient data management. CXone provides secure and reliable recording with encryption and automated masking for compliance. See product specific terms for channel-specific restrictions. - CXone Screen Recording: captures agent screen(s) during an interaction for quality assurance and compliance with robust search, playback, and retrieval functionalities for easy access, enhancing operational efficiency. Security measures include encryption, automated masking, and content-based recording for compliance. - CXone Quality Management: enhances quality management and automates the evaluation process with automation and AI capabilities that analyze 100% of voice and digital interactions. It offers user-friendly quality forms, agent appeals, streamlined dispute resolution, automated calibrations, and more. Quality plans driven by robust

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			business rules and sampling algorithms ensure efficient automated interaction selection and distribution. Additionally, advanced visualizations and intuitive dashboard widgets provide deeper insights into quality performance. - CXone Workforce Management: multi-skill omnichannel patented forecasting with infinite "what-if" analysis leveraging over 40 algorithms to support detailed staffing requirements per skill and channel. CXone WFM leverages AI forecasting supported by a machine learning event simulator to "auto select" the best algorithm for each forecast. CXone WFM utilizes True to Interval (TTI) technology to accurately account for the asynchronous nature of digital interactions to drive more efficient contact center operations. The intraday manager provides at-a-glance insight into Intraday trending for AHT, ASA volume, and staffing based on forecast and presents forecast projections based on the current day trend with daily optimization of lunch and break times. - CXone EM core mobile application empowers agents with diverse time control capabilities, such as viewing their schedules from anywhere, receiving schedule-related notifications, requesting schedule edits, managing time off, and much more. - CXone Reporting offers over 20 highly

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			customizable reports, which can be efficiently scheduled and exported. Users can export or share data from entire BI reports or individual widgets within the reports. CXone Dashboard is a customizable visualization tool offering real-time and historical views spanning up to 25 months of summary data, providing unparalleled insights into long-term trends and patterns. Dashboards can also be exported and shared. - CXone Performance Management drives continuous improvement and a high-performance culture with customizable KPIs and "one view of the truth" dashboards aggregating data from disparate sources. The solution promotes employee engagement with gamification and wallboards and motivates with prizes in a customizable virtual storefront. Interaction - CXone Interaction Analytics: AI-driven omnichannel interaction analytics identifies trends and root causes across 100% of interactions. Uncover insights that drive CX improvement by analyzing, measuring, and monitoring contact reasons, customer sentiment, resolution status and metrics that impact your business such as handle time and repeat contact. Uncover objective insights on agent soft skills that influence customer satisfaction with Enlighten AI for CSAT (agent behavioral models). Agent behavioral scores are operationalized in

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			real time and presented in an easy-to-read-heatmap, surfacing coaching opportunities more efficiently. By automating the data insights, organizations can proactively adapt business processes and improve agent performance. - CXone Feedback Management: A comprehensive voice of the customer (VOC) application that captures actionable feedback directly from customers across multiple channels, including web, IVR, Chat, SMS, and digital interactions to optimize customer journeys, measure satisfaction, and uncover trends in sentiment and churn. Featuring real-time feedback collection, advanced analytics, personalized agent coaching, omnichannel integration, and intuitive dashboards, CXone FM empowers organizations to gain deep insights and enhance both customer and agent experiences, ensuring exceptional service quality and operational efficiency." Custom SOW Implementation from Category 28 may be required.
195	Enlighten Autopilot for Mpower (per Session)	NIC411	This product/service may utilize GenAI features/functionality. Enlighten Autopilot Voice and Digital with Enlighten XO helps build smarter self-service applications using automatically generated insights from agent-assisted interactions. Enlighten Autopilot Digital Usage is billed per contract quantity or per session per month, whichever is greater.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- For Autopilot voice, a session is up to 10 minutes duration. After the first 10 minutes, an additional session charge applies every 10 minutes. - For Autopilot digital, a session is up to 24 hours of messages. After the first 24 hours, an additional session charge applies every 24 hours. - 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. Requires Enlighten Voice Enablement Service for Autopilot that includes the Voice infrastructure, Transcription and TTS capabilities for any Enlighten Autopilot interactions. Custom SOW Implementation from Category 28 may be required.
196	Enlighten Autopilot Voice Enablement Service (Per Hour)	NIC412	This product/service may utilize GenAI features/functionality. Enlighten Voice Service 'per hour' is a solution that voice enables Enlighten Autopilot including voice connections plus the Text-to-Speech and Speech-to-Text capabilities.

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.		ACCC211	**Yes**
2	Additional Supervisor Positions	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)		ACCC212	**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	AT&T CCC Digital Outreach	ACCC217	AT&T CCC Digital Outreach
2	AT&T CCC Proactive	ACCC218	AT&T CCC Proactive Notifications

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Notifications		
3	AT&T CCC Social Engagement (Domain)	ACCC219	AT&T CCC Social Engagement (Domain)
4	AT&T CCC Social Engagement (Per Agent)	ACCC220	AT&T CCC Social Engagement (Per Agent)
5	AT&T CCC Whendu Enterprise Solution	ACCC222	AT&T CCC Whendu Enterprise Solution
6	AT&T CCC Administrator Managed Service	ACCC224	AT&T CCC Administrator Managed Service
7	AT&T CCC Building IVR Scripts - Part II Training Class - Classroom	ACCC225	AT&T CCC Building IVR Scripts - Part II Training Class - Classroom - In-person training class covering IVR scripting. Second in a series of two IVR classes Priced per student - Attendees from multiple customers attend the same class Group training held at a Five9 facility - 4 days Audience: Five9 system administrators, developers, or other IT staff responsible for implementing and/or maintaining inbound IVR scripts PREREQUISITES: Building IVR Scripts ? Part I

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
8	AT&T CCC Building IVR Scripts - Part II Training Class - Virtual Classroom	ACCC226	AT&T CCC Building IVR Scripts - Part II Training Class - Virtual Classroom - Remote training class covering IVR scripting. Second in a series of two IVR classes Priced per student - Attendees from multiple customers attend the same class Virtual Classroom / Remote: 5 days, 4 hours per day Audience: Five9 system administrators, developers, or other IT staff responsible for implementing and/or maintaining inbound IVR scripts PREREQUISITES: Building IVR Scripts ? Part I
9	AT&T CCC Building IVR Scripts - Part I Training Class - Classroom	ACCC227	AT&T CCC Building IVR Scripts - Part I Training Class - Classroom - In-person training class covering IVR scripting. First in a series of two IVR classes Priced per student - Attendees from multiple customers attend the same class Group training held at a Five9 facility - 4 days Audience: Five9 system administrators, developers, or other IT staff responsible for implementing and/or maintaining inbound IVR scripts PREREQUISITES: Attended the Contact Center Essentials or equivalent knowledge - basic programming knowledge recommended.
10	AT&T CCC Building IVR Scripts - Part I Training Class -	ACCC228	AT&T CCC Building IVR Scripts - Part I Training Class - Virtual Classroom - Remote training class covering IVR scripting. First in a series of two IVR classes Priced per student - Attendees from multiple customers attend the same class Virtual Classroom / Remote: 5 days, 4 hours per

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Virtual Classroom		day Audience: Five9 system administrators, developers, or other IT staff responsible for implementing and/or maintaining inbound IVR scripts PREREQUISITES: Attended the Contact Center Essentials or equivalent knowledge - basic programming knowledge recommended
11	AT&T CCC Contact Center Essentials Training Class - Classroom	ACCC229	AT&T CCC Contact Center Essentials Training Class - Classroom - In-person introductory training class for new administrators covering basic configuration and management of the Five9 VCC Priced per student - Attendees from multiple customers attend the same class Group training held at a Five9 facility - 3.5 days Audience: New administrators responsible for the configuration and management of the Five9 VCC. Others who would benefit from an understanding of how to configure and manage the Five9 VCC. PREREQUISITES: Understanding of contact center/call center concepts and terminology. Experience using enterprise applications.
12	AT&T CCC Contact Center Essentials Training Class - Virtual Classroom	ACCC230	AT&T CCC Contact Center Essentials Training Class - Virtual Classroom - Remote introductory training class for new administrators covering basic configuration and management of the Five9 VCC Priced per student - Attendees from multiple customers attend the same class

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			Virtual Classroom / Remote: 5 days, 4 hours per day Audience: New administrators responsible for the configuration and management of the Five9 VCC. Others who would benefit from an understanding of how to configure and manage the Five9 VCC. PREREQUISITES: Understanding of contact center/call center concepts and terminology. Experience using enterprise applications.
13	AT&T CCC Training Class - IVR Integration with the Query Module ? Virtual	ACCC232	AT&T CCC Training Class - IVR Integration with the Query Module - Virtual - Introduces attendees to IVR integrations using the Query module. Students learn to integrate with a public external web service, 2 different Five9 APIs, a CRM system using Salesforce as an example. Priced per student - Attendees from multiple customers attend the same class Virtual Classroom / Remote: 5 days, 4 hours per day Audience: Developers responsible for implementing and/or maintaining inbound IVR scripts PREREQUISITES: Web services development background. Building IVR Scripts Part I and II or equivalent.
14	AT&T CCC Gamification	ACCC233	AT&T CCC Gamification
15	AT&T CCC Performance	ACCC234	AT&T CCC Performance Dashboard

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Dashboard		
16	AT&T CCC Performance Dashboard - Custom Integration (per SOW)	ACCC235	AT&T CCC Performance Dashboard - Custom Integration (per SOW)
17	AT&T CCC Performance Dashboard - Standard Implementation	ACCC237	AT&T CCC Performance Dashboard - Standard Implementation
18	AT&T Cloud Contact Center Shared Access	ACCC238	AT&T Cloud Contact Center will offer 'shared connectivity' as an option for the Customer to connect voice to the data center(s). Determination of the number call paths required will be determined by the number of Agents Seats, the number of additional callers (above Agents Seats) that the Customer requires working in IVR or on hold in addition to additional outbound call paths Customer requires for complete an inbound transactions. This will be determined as part of each entity's technical requirements. AT&T Cloud Contact Center 'shared connectivity' supports inbound contact center voice

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			traffic. Certain outbound calling, is required to complete inbound transactions and is permitted, such as call backs to complete an inbound transaction and queue call back. The Shared Connectivity can also include Agent Leg connections, if Agents are IP Flexible Reach Telephone numbers. Outbound Campaigns are not supported with AT&T Cloud Contact Center shared access. This includes the use of 'dialers'.
19	Avaya ACD Supervisor's Package Features	Multiple (See Below ID's)	
20	Avaya Non-Agent enabled Supervisor - Basic Voice CC	AVCC26	This supervisor bundle provides Admin only capabilities. CC supervisors being enabled with skill, queue, vector administration capabilities along with a long list of more sophisticated contact center self-administration enablement.
21	Avaya Agent enabled Supervisors - Basic Voice CC	AVCC27	Contact Center agents are enabled to do name changes and PIN / password resets with CC supervisors being enabled with skill, queue, vector administration capabilities along with a long list of more sophisticated contact center self-administration enablement.
22	Avaya Non-Agent enabled	AVCC28	This supervisor bundle does provides Admin only capabilities. CC supervisors being enabled with skill, queue, vector administration capabilities along with a

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Supervisor - Basic Omni-Channel CC		long list of more sophisticated contact center self-administration enablement.
23	Avaya Agent enabled Supervisors - Basic Omni-Channel CC	AVCC29	Contact Center agents are enabled to do name changes and PIN / password resets with CC supervisors being enabled with skill, queue, vector administration capabilities along with a long list of more sophisticated contact center self-administration enablement.
24	Avaya Non-Agent enabled Supervisor - Advanced Omni-Channel CC	AVCC30	This bundle provides Admin only supervisor. This bundle builds on top of details for Basic Omni-channel CC Bundle. The following features are included in the monthly price of this bundle which does NOT need to be separately purchased: Quality Monitoring, Quality Monitoring and Automated Quality Monitoring, Lesson Management, Coaching, Advanced Scorecards, Proactive Outreach, Proactive Outreach agents; Requested Proactive Outreach dialing campaigns; Setup manual import of calling lists; Establish DNC list that can be updated with inputs from each country; CTI screen-pop for Proactive Outreach dialer calls; and Reporting for Proactive Outreach based on standard reporting environment and reports; and SMS and Generic digital channels.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
25	Avaya Agent enabled Supervisors - Advanced Omni-Channel CC	AVCC31	Builds on top of Basic Omni-channel CC bundle and adds the following capabilities: Proactive Outbound Marketing and the following digital channels: generic and SMS. Includes Data Center, HW in the Cloud Core, SW, SW Installation (unless noted otherwise in the bundle), SW Configuration of this element, Support / Management of this element, a level of MACDs per month and access to minor and major upgrades of this element. Includes Geographic Redundancy configuration. Premises equipment such as local premises / line gateways, or hard phones / IP Phones are NOT included in this price. Premises elements are purchased separately with their usual attached maintenance contract and installation fees. The following self-administration tasks are enabled for this persona: Voice and Digital Channel Historical and Realtime Reports; Create and Use Custom Reports; MACD of Scripts to Run Reports; Voice and Digital Channel Routing; Mapping of VDN / Skills; Manage CC Line Features and Hunt Groups; Agent User Management; Add / Delete / Change Supervisors; Change Supervisor Name and Password; Agents Profile Updates; and CC Group Templates.

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.		**ACCC239**	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	Avaya Contact Center Service Portal	AVCC32	Access to Service Customer Portal after first go-live. Customer can make self-administration configuration changes afterward and/or the Customer Help Desk can open MACD tickets;
2	Nice InContact ACD Administrator Package Features	Multiple (See Below ID's)	
3	NICE inContact inView for CXone Standard	NIC345	Implementation and setup of inView 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
	ACD Integration		- Implementation includes: - Up to 3 dashboards built for director, supervisor, or agent during implementation - Access for supervisors and agents to dashboard - Supervisors can customize modules, dashboards, objectives, metrics, users, profiles, and security access - 2 hour remote education - eLearning access and training guides
4	NICE inContact inView for CXone CRM Integration	NIC346	Integration and setup of inView with a CRM. - Billed as a 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 - Supervisors can customize modules, dashboards, objectives, metrics, users, profiles, and security access - 2 hour remote education

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- eLearning access and training guides
5	NICE inContact inView for CXone Training	NIC348	One day remote end user training for NICE inContact inView for CXone. Billed as a one time (non-recurring) charge. Types of training included: Onsite Onboarding, Supervisor Rollout, Agent Rollout, Call Center Advanced Training.
6	NICE inContact inView for Non-CXone Direct DB Integration	NIC349	Direct integration for a non-CXone database with NICE inContact inView. Billed as a one time (non-recurring) charge. Integration includes: Non inContact WFO, CRM, Salesforce, Direct Database Connection. .
7	NICE inContact inView for CXone WFM Integration	NIC350	Integration of WorkForce Management data sources into inView -Billed as a one time (non-recurring) charge -For inContact Cloud hosted only -Does not include integration to WFM Pro

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
8	NICE inContact inView for CXone QM Integration	NIC351	Integration of Quality Management data sources into inView -Billed as a one time (non-recurring) charge -For inContact Cloud hosted only -Does not include integration to QM Pro
9	NICE inContact inView Performance Management for Cxone	NIC352	inView is a performance management analytical tool designed for monitoring and managing agent performance and behavior. - 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. - Components include: - Customizable graphical content and KPIs - Integrated KPIs from 3rd party data sources - Real-time and historical reporting
10	NICE inContact inView Gamification for Cxone	NIC353	Gamification uses a behavior-based approach that encourages desired behaviors without supervisor involvement. It also enhances employee engagement. - 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.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Features include: - Drive desired behaviors and increase autonomy and accountability - Create achievements, incentives, and challenges for agents
11	NICE inContact inView Coaching and Learning Management for Cxone	NIC354	inView Coaching and Learning provides the ability to document and trigger coaching session, either automatically or ad-hoc, reduced supervisory burden and enables cost/benefit analysis of training efforts. 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. Key product components include: Setup metrics and objectives and Performance based on metrics to trigger coaching sessions and trainings.
12	NICE inContact inView for CXone - Standalone Wallboards	NIC355	Broadcast real-time and historical metrics, kpi's, leaderboards, announcements, agent spotlights and custom data visualizations on large TV's in your call center. - High visibility improves kpi awareness - Leaderboards drive competition and performance - Announcements and agent spotlights improve agent engagement

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			- Billed based on the highest number of active users set up on the platform at any one time during the month.
13	ACD Feature for AT&T Standalone or Converged VoIP	SV145	VoIP ACD Feature is an optional feature. Must have AT&T Standalone or Converged VoIP Package to utilize ACD Feature.
14	ACD Premium Feature for AT&T Standalone or Converged VoIP	SV146	VoIP ACD Premium is an optional feature. Must have AT&T Standalone or Converged VoIP Package to utilize ACD Feature.
15	ACD Supervisor Feature for AT&T Standalone or Converged VoIP	SV147	VoIP ACD Supervisor is an optional feature. Must have AT&T Standalone or Converged VoIP Package to utilize ACD Feature.
16	IVR Integration Support for AT&T Standalone or	SV165	Managed support and integration for Standalone VoIP Service with IVR. Subject to API integration review. Only to be procured with an AT&T CALNET Standalone or Converged VoIP Service.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Converged VoIP		
17	Contact Center Integration Support for AT&T Standalone or Converged VoIP	SV166	Managed support and integration for Standalone VoIP Service with Contact Center. Subject to API integration review. Only to be procured with an AT&T CALNET Standalone or Converged VoIP Service.
18	Call Center Setup for AT&T Standalone or Converged VoIP	MTS21	Call Center, Per Queue, One time. Must be purchased with AT&T Standalone or Converged VoIP Services.
19	Call Center implementation requirements workshop for AT&T Standalone or Converged VoIP	MTS24	Call Center implementation requirements workshop, One-Time. Must be purchased with AT&T Standalone or Converged VoIP Services.

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

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	IVR Usage	Usage charge associated with the IVR solution.		ACCC240	**Yes**
2	IVR Usage-Speech Recognition	Usage charge associated with the IVR solution with speech recognition input.		ACCC241	**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

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
1	Hosted IVR Application Development DTMF Category 1	VTCAT1	Application development that includes promotional announcements, using features including Courtesy Transfer Connect, ANI, DNIS processing, and standard reports.
2	Hosted IVR Application Development	VTCAT2	Application development associated with simple interactive applications (e.g., a calculation given a set of inputs). This can include any of these features: internal

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	DTMF Category 2		database, basic Automatic Speech Recognition (ASR, 0-9, Y/N), DTMF responses, and Conference Transfer Connect.
3	Hosted IVR Application Development DTMF— Category 3	VTCAT3	Application development to include more complex interactive applications that have no host interface but can include such features as ADDS, FSU via web, custom ASR grammars, voice capture, and transcription among others.
4	Hosted IVR Application Development DTMF Category 4	VTCAT4	Application development that involves host or routing—single interface. These applications can interface with many elements, including Cisco ICM/ARM, Avaya CTI, and others.
5	Hosted IVR Application Development DTMF Category 5	VTCAT5	Application development that includes multiple host interfaces or outbound calling
6	Hosted IVR DTMF applications, 60-second transactions, 0 to 100,000 minutes	VTTT0	Hosted IVR applications that are based on DTMF, 60-second transactions and are sized at 0 to 100,000 minutes a month.
7	Hosted IVR DTMF applications, 60-second transactions, 100,001 to	VTTT10	Hosted IVR applications that are based on DTMF, 60-second transactions and are sized at 100,001 to 500,000 minutes a month.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	500,000 minutes		
8	Hosted IVR DTMF applications, 60-second transactions, more than 500,000 minutes	VTTT50	Hosted IVR applications that are based on DTMF, 60-second transactions and are sized at more than 500,000 minutes a month.
9	Hosted IVR Bridging to AT&T Toll free Services	VTBR1	Hosted IVR service bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using AT&T's Toll Free Services.
10	Hosted IVR Bridging to any 8YY service	VTBR2	Hosted IVR service bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using any non-AT&T toll free service.
11	Hosted IVR Bridging to POTS	VTBR3	Hosted IVR service bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using a POTS line.
12	Hosted IVR Outbound FAX	VTFX	Hosted IVR service Outbound Fax option allows the caller to request and receive info via fax.
13	Hosted IVR Speech Talent	VTSP	Professional voice talent for custom recordings as part of developing a custom application. English
14	Hosted IVR Speech Talent	VTSPFL	Professional voice talent for custom recordings as part of developing a custom application. Foreign Language

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
15	Hosted IVR Automatic Speech Recognition (ASR) Application Development Category 2	VTASR2	Application development for simple interactive applications that include Automatic Speech Recognition. This is for basic ASR (0-9, Yes/No).
16	Hosted IVR Automatic Speech Recognition (ASR) Application Development Category 3	VTASR3	Application development for complex interactive applications (no host interface) that include Automatic Speech Recognition. This does not include Natural Language Understanding (NLU) applications.
17	Hosted IVR Automatic Speech Recognition (ASR) Application Development Category 4	VTASR4	Application development for host or routing (single interface) applications involving Automatic Speech Recognition (ASR). This does not include Natural Language Understanding (NLU) applications
18	Hosted IVR Automatic Speech Recognition (ASR) Application Development Category 5	VTASR5	Application development for multiple host interfaces or outbound calling applications that involve Automatic Speech Recognition (ASR). This does not include Natural Language Understanding (NLU) applications.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
19	Hosted IVR Automatic Speech Recognition/Directed Dialog applications 0 to 100,000 minutes	VTDD0	Hosted IVR applications that are based on ASR/Directed Dialog, 0 to 100,000 minutes a month.
20	Hosted IVR Automatic Speech Recognition/Directed Dialog applications 100,001 to 500,000 minutes	VTDD10	Hosted IVR applications that are based on ASR/Directed Dialog—100,001 to 500,000 minutes a month.
21	Hosted IVR Automatic Speech Recognition/Directed Dialog applications over 500,000 minutes	VTDD50	Hosted IVR applications that are based on ASR/Directed Dialog, over 500,000 minutes a month.
22	Hosted IVR Incremental host connectivity, applications with 0 to 100,000	VTHST1	Hosted IVR offers second host connectivity (one host is included in application) for applications with 0 to 100,000 monthly minutes.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	monthly minutes		
23	Hosted IVR Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes	VTHST2	Hosted IVR offers second host connectivity (one host is included in application) for applications with 100,001 to 500,000 monthly minutes.
24	Hosted IVR Incremental host connectivity, applications with over 500,000 monthly minutes	VTHST3	Hosted IVR offers second host connectivity (one host is included in application) for applications with more than 500,000 monthly minutes
25	Hosted IVR Incremental host connectivity, applications with 0 to 100,000 monthly minutes	VTHST4	Hosted IVR offers second and third host connectivity (one host is included in application) for applications with 0 to 100,000 monthly minutes.
26	Hosted IVR Incremental host	VTHST5	Hosted IVR offers second and third host connectivity (one host is included in

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	connectivity, applications with 100,001 to 500,000 monthly minutes		application) for applications with 100,001 to 500,000 monthly minutes
27	Hosted IVR Incremental host connectivity—applications with over 500,000 monthly minutes	VTHST6	Hosted IVR offers second and third host connectivity (one host is included in application) for applications with more than 500,000 monthly minutes.
28	VoiceTone Call Transfer to POTS	VTPOTS	Hosted IVR service with the ability to transfer a call to a POTS line.
29	VoiceTone Call Transfer to non-AT&T toll free	VTOCC	Hosted IVR service with the ability to transfer a call to a non-AT&T toll free number.
30	VoiceTone Recording	VTREC	Hosted IVR Whole Call Recording (WCR) allows the Customer to record the entire conversation or a portion of the call. This service is based on up to 100 calls per day.
31	Inference IVR Agent Service	Multiple (See Below ID's)	
32	Inference Basic Virtual Agent	HIVR01	This enables one (1) concurrent Virtual Agent to be processed within Studio in DTMF mode (no TTS & ASR) for inbound/outbound

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			interactions. Additional option to enable bursting must be configured at setup.
33	Inference Basic Virtual Agent Plus (AT&T Only)	HIVR02	This enables one (1) concurrent Virtual Agent to be processed within Studio in DTMF mode (with Prompt Node TTS) for inbound/outbound interactions. Additional option to enable bursting must be configured at setup.
34	Inference Standard Virtual Agent	HIVR03	This enables one (1) concurrent Virtual Agent to be processed within Studio with full multiple language TTS and ASR capabilities for inbound/outbound interactions. Additional option to enable bursting must be configured at setup.
35	Inference NLP Virtual Agent	HIVR04	All the features of a Standard Virtual Agent additionally enabled with selectable Open Speech / Natural Language Processing (NLP) AI capabilities (Google, IBM Watson). Additional option to enable bursting must be configured at setup.
36	Inference Biometric Enabled Virtual Agent	HIVR05	All the features of an NLP Virtual Agent additionally enabled with voice biometrics for user authentication in security solutions. Additional option to enable bursting must be configured at setup.
37	Inference Screen Pop 10 Agent Pack	HIVR06	The Studio "BroadWorks ScreenPoP Transfer" function provides, on the Agent display, the relevant caller and account information during the call transfer.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
38	Inference Predictive Dialer	HIVR07	Adds predictive dialer capability to each live agent position or seat.
39	Inference Q-for-Me Standard 5 Waiter Pack	HIVR08	Q-For-Me waiters are provided in multiples of 5 and are billed monthly.
40	Inference Q-for-Me Premium 5 Waiter Pack	HIVR09	Q-For-Me waiters allow callers to leave a recorded message and/or send TTS messages of caller details to the agent prior to callback.
41	Inference Agent Assisted Payments On-Demand	HIVR11	Enables access for virtual agents using a secure call proxy accessed through blind transfer.
42	Inference Agent Assisted Payments Always On	HIVR12	Enables access virtual agents using a secure call proxy continuously in-line with customer traffic.
43	Inference Virtual Private Network Initial Setup	HIVR13	Initial setup fee for establishing customer virtual private network, e.g., for enterprise systems integration, into Inference solution.
44	Inference Virtual Private Network Ongoing	HIVR14	Ongoing cost for management and maintenance of Inference portion to VPN.
45	Inference Custom application hosting	HIVR15	Support and maintenance for any custom application or integration component developed by Inference Assist.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
46	Inference Partner direct connect Partner supply	HIVR16	Provides for termination of partner direct connect at Inference PoP locations. Inference connection to solution, per Customer.
47	Inference Partner direct connect Inference supply - copper media	HIVR17	Provides for Inference organized direct cross connect to partner at Inference PoP locations using copper media.
48	Inference Partner direct connect Inference supply - fiber media	HIVR18	Provides for Inference organized direct cross connect to partner at Inference PoP locations using fiber media.
49	Inference Solutions Certified Engineer seat for Public training	HIVR19	ISCE Training equips users from Enterprises and Service Providers to take full advantage of the Inference Studio design environment to automate customer interactions. The two-day training includes design detail on the Studio service and takes the participant through numerous worked examples and hands-on practical sessions, culminating in a theory and practice exam.
50	Inference Solutions Certified Engineer training	HIVR20	ISCE Training equips users from Enterprises and Service Providers to take full advantage of the Inference Studio design environment to automate customer interactions. The two-day training includes design detail on the Studio service and takes the participant through numerous worked examples and

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			hands-on-practical sessions, culminating in a theory and practice exam.
51	Inference Premium Customer Success Package	HIVR21	Inference customer success team will guide and refine your virtual agents ("VA"). Activities are undertaken by a trained application specialist. Package entitles the account to 30 minutes/per VA/per month.
52	Inference Custom application hosting	HIVR22	Support and maintenance for any custom application or integration component developed by Inference Assist.
53	Inference New Payment Gateway	HIVR23	Implement new gateway profile type for customer preferred payment gateway provider within PCI compliant payment process. Dates for Payment Gateway release will need to be scheduled upon mutual agreement.
54	Inference Portal Account	HIVR24	The Portal access is included at no charge. It provides access to the Studio environment accessible by one or more users for intelligent virtual agent service creation and management. Applies only to accounts with dedicated virtual agents.
55	Inference Short-code (random) SMS number to send and	HIVR25	Inference Short-code (random) SMS number to send and receive bulk SMS messages. Inference Studio SMS package is needed to be able send/receive messages.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	receive bulk SMS messages		
56	Inference Studio SMS Package	HIVR26	Inference Studio SMS Package - Includes Long Code and 250,000 SMS Messages. Once 80% of SMS messages have been used, a notification will be sent to give the customer the option to order another 250,000 SMS Messages.
57	Avaya IVR Services and Features	Multiple (See Below ID's)	
58	Avaya Inbound IVR DTMF Port	AVCC33	DTMF Inbound IVR Port. The custom programming of the client's IVR menu system is NOT included in this price.
59	Avaya Spelling Dialogue Module	AVCC34	Spelling Dialog Module. This Bundle does NOT include installation.
60	Avaya Tier 4 - 1 Lang Bundle	AVCC35	The Tier 4, 1 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 4 speech recognition dictionary and allows you to choose 1 Language. This Bundle does NOT include installation.
61	Avaya Tier 4 - 2 Lang Bundle	AVCC36	The Tier 4, 2 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 4 speech recognition dictionary and allows you to choose 2 Languages. This Bundle does NOT include installation.

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
62	Avaya Tier 4 - 3 Lang Bundle	AVCC37	The Tier 4, 3 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 4 speech recognition dictionary and allows you to choose 3 Languages. This Bundle does NOT include installation.
63	Avaya Tier 3 - 1 Lang Bundle	AVCC38	The Tier 3, 1 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 3 speech recognition dictionary and allows you to choose 1 Language. This Bundle does NOT include installation.
64	Avaya Tier 3 - 2 Lang Bundle	AVCC39	The Tier 3, 2 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 3 speech recognition dictionary and allows you to choose 2 Languages. This Bundle does NOT include installation.
65	Avaya Tier 3 - 3 Lang Bundle	AVCC40	The Tier 3, 3 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 3 speech recognition dictionary and allows you to choose 3 Languages. This Bundle does NOT include installation.
66	Avaya Tier 2 - 1 Lang Bundle	AVCC41	The Tier 2, 1 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 2 speech recognition dictionary and allows you to choose 1 Language. This Bundle does NOT include installation.
67	Avaya Tier 2 - 2 Lang Bundle	AVCC42	The Tier 2, 2 Language Bundle is an IVR optional feature which can be selected in

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
			addition to the Bundles. This item utilizes the Tier 2 speech recognition dictionary and allows you to choose 2 Languages. This Bundle does NOT include installation.
68	Avaya Tier 2 - 3 Lang Bundle	AVCC43	The Tier 2, 3 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 2 speech recognition dictionary and allows you to choose 3 Languages. This Bundle does NOT include installation.
69	Nice InContact IVR Services and Features	Multiple (See Below ID's)	
70	CXone IVR Quickstart Implementation	NIC356	Implementation and setup of the inContact IVR- Billed as a one time (non-recurring) charge- Implementation includes: - Up to 50 Points of Contact - Up to 25 Menu Options - Managed Transfer / Blind Transfer to any other number - CRM Integration and Automated Speech Recognition (ASR) NOT included
71	CXone IVR Quickstart Plus Implementation	NIC357	Implementation and setup of the inContact IVR with additional inclusions- Billed as a one time (non-recurring) charge- Implementation includes: - Up to 3 integration attributes from 1 system - Up to 150 Points of Contact - Up to 50 Menu Options - Managed Transfer / Blind Transfer to any other number - Automated Speech Recognition (ASR) NOT included - Not all CRMs included

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
72	CXone Premium Self-Service IVR Implementation	NIC358	Implementation and setup of the self-service inContact IVR- Billed as a one time (non-recurring) charge- Implementation includes: - Adds integration to a single external CRM/database - Up to 50 menu options - Up to 3 database/Web service "calls" (LOOKUP/PUSH/UPDATE); not all external CRM solutions supported - Automated Speech Recognition (ASR) NOT included - May increase deployment timeline up to 60 days - Not all CRMs included
73	Additional Configured Universal Port	NIC359	Additional User Port used for IVR and voice.
74	Additional Concurrent Universal Port	NIC360	Additional User Port used for IVR and voice.
75	CallVU Live Webinar Short Course	NIC361	Configuring Collaboration flows, screens and reporting – Basic-Participants will be trained how to integrate the Collaboration to configure processes, screens and interfaces with the CRM or agent desktop-Digital Form Builder techniques and skills – Basic-Build new eForms from scratch and deploy to the production-System integration – Basic-Deployment methods, techniques for the CallVU platform and with other systems

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
76	CallVU Live Webinar Long Course	NIC362	Configuring Visual IVR flows, screens and reporting – Advanced-Participants will be trained how to use Visual IVR tools to configure processes, screens and interfaces with the IVR system and to become admin managers and train the trainer-Configuring Collaboration flows, screens and reporting – Advanced-Participants will be trained how to integrate the Collaboration to configure processes, screens and interfaces with the CRM or agent desktop to become admin managers and train the trainer-Participants will be trained how to Use Form Builder advanced functions – templates, validations, rules-System integration – Advanced-Use of API Gateway
77	NICE inContact SmartAction Virtual Agent Implementation Package Per Application	NIC363	SmartAction Virtual Agent Implementation per Application includes:-Includes design, build, data integration, standard SIP integration, testing, implementation, launch, and all ongoing tuning and maintenance of the application.-An application is defined in scope as a single call/conversation type that can be automated such as Intelligent Front Door & Routing, Order Status, Inbound Scheduling, Payments, etc..
78	SmartAction Virtual Agent for IVR Routing	NIC364	AI-powered Virtual Agent solutions for conversational routing.Enabled via Inbound IVR. Advanced routing tasks performed in IVR. No authentication and No self-service (can be coupled with Virtual Agent for IVR Self-Service).Requires SmartAction Virtual Agent for IVR Self-Service

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
79	SmartAction Virtual Agent for IVR Self-Service	NIC366	AI-powered Virtual Agent solutions for conversational self-service. - Enabled via Inbound IVR - Self-service tasks partially or fully completed in IVR - Billed monthly per minute
80	Click to Connect	Multiple (See Below ID's)	
81	Click to Connect Application Development DTMF Category 1	CTC01	Click to Connect Application Development DTMF Category 1
82	Click to Connect DTMF applications, 60-second transactions, 0 to 100,000 minutes	CTC06	Click to Connect DTMF applications, 60-second transactions, 0 to 100,000 minutes
83	Click to Connect DTMF applications, 60-second transactions, 100,001 to 500,000 minutes	CTC07	Click to Connect DTMF applications, 60-second transactions, 100,001 to 500,000 minutes
84	Click to Connect DTMF applications, 60-second	CTC08	Click to Connect DTMF applications, 60-second transactions, more than 500,000 minutes

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	transactions, more than 500,000 minutes		
85	Click to Connect Bridging to AT&T Toll free Services	CTC09	Click to Connect Bridging to AT&T Toll free Services
86	Click to Connect Bridging to any 8YY service	CTC10	Click to Connect Bridging to any 8YY service
87	Click to Connect Bridging to POTS	CTC11	Click to Connect Bridging to POTS
88	Click to Connect Automatic Speech Recognition (ASR) Application Development Category 2	CTC12	Click to Connect Automatic Speech Recognition (ASR) Application Development Category 2
89	Click to Connect Automatic Speech Recognition (ASR)	CTC13	Click to Connect Automatic Speech Recognition (ASR) Application Development Category 3

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	Application Development Category 3		
90	Click to Connect Automatic Speech Recognition (ASR) Application Development Category 4	CTC14	Click to Connect Automatic Speech Recognition (ASR) Application Development Category 4
91	Click to Connect Automatic Speech Recognition (ASR) Application Development Category 5	CTC15	Click to Connect Automatic Speech Recognition (ASR) Application Development Category 5
92	Click to Connect Automatic Speech Recognition/Directed Dialog applications 0 to 100,000 minutes	CTC16	Click to Connect Automatic Speech Recognition/Directed Dialog applications 0 to 100,000 minutes

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
93	Click to Connect Automatic Speech Recognition/Directed Dialog applications 100,001 to 500,000 minutes	CTC17	Click to Connect Automatic Speech Recognition/Directed Dialog applications 100,001 to 500,000 minutes
94	Click to Connect Automatic Speech Recognition/Directed Dialog applications over 500,000 minutes	CTC18	Click to Connect Automatic Speech Recognition/Directed Dialog applications over 500,000 minutes
95	Click to Connect Incremental host connectivity, applications with 0 to 100,000 monthly minutes	CTC19	Click to Connect Incremental host connectivity, applications with 0 to 100,000 monthly minutes
96	Click to Connect Incremental host	CTC20	Click to Connect Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	connectivity, applications with 100,001 to 500,000 monthly minutes		
97	Click to Connect Incremental host connectivity, applications with over 500,000 monthly minutes	CTC21	Click to Connect Incremental host connectivity, applications with over 500,000 monthly minutes
98	Click to Connect Incremental host connectivity, applications with 0 to 100,000 monthly minutes	CTC22	Click to Connect Incremental host connectivity, applications with 0 to 100,000 monthly minutes
99	Click to Connect Incremental host connectivity, applications with 100,001 to	CTC23	Click to Connect Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes

Line Item	Feature Name	Bidder's Product Identifier	Bidder's Product Description, Restrictions and Limitations
	500,000 monthly minutes		
100	Click to Connect Incremental host connectivity - applications with over 500,000 monthly minutes	CTC24	Click to Connect Incremental host connectivity -applications with over 500,000 monthly minutes

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	Agoura Hills
2	Alameda
3	Albany
4	Alhambra
5	Aliso Viejo
6	American Canyon
7	Anaheim
8	Anderson
9	Antioch
10	Arcadia
11	Arcata
12	Arroyo Grande
13	Arvin
14	Atascadero

Line Item	Service Location
15	Atherton
16	Atwater
17	Auburn
18	Avalon
19	Avenal
20	Bakersfield
21	Baldwin Park
22	Bell
23	Bellflower
24	Belmont
25	Belvedere
26	Benicia
27	Berkeley
28	Beverly Hills
29	Biggs
30	Blue Lake
31	Brawley
32	Brea
33	Brentwood
34	Brisbane
35	Buena Park
36	Burbank
37	Burlingame
38	Calabasas

Line Item	Service Location
39	Calexico
40	Calipatria
41	Calistoga
42	Camarillo
43	Campbell
44	Capitola
45	Carlsbad
46	Carmel-By-The-Sea
47	Carson
48	Ceres
49	Chico
50	Chino
51	Chowchilla
52	Chula Vista
53	Citrus Heights
54	Claremont
55	Clayton
56	Clearlake
57	Cloverdale
58	Coalinga
59	Colma
60	Colton
61	Commerce
62	Compton

Line Item	Service Location
63	Concord
64	Corning
65	Corona
66	Coronado
67	Corte Madera
68	Costa Mesa
69	Cotati
70	Cudahy
71	Culver City
72	Cupertino
73	Cypress
74	Daly City
75	Dana Point
76	Danville
77	Davis
78	Del Mar
79	Del Rey Oaks
80	Delano
81	Diamond Bar
82	Dinuba
83	Dixon
84	Downey
85	Dublin
86	Dunsmuir

Line Item	Service Location
87	East Palo Alto
88	El Cajon
89	El Centro
90	El Cerrito
91	El Monte
92	El Paso De Robles
93	El Segundo
94	Elk Grove
95	Emeryville
96	Encinitas
97	Escalon
98	Escondido
99	Eureka
100	Fairfax
101	Fairfield
102	Farmersville
103	Fillmore
104	Firebaugh
105	Folsom
106	Fontana
107	Fort Bragg
108	Fortuna
109	Foster City
110	Fountain Valley

Line Item	Service Location
111	Fremont
112	Fresno
113	Fullerton
114	Galt
115	Garden Grove
116	Gardena
117	Gilroy
118	Glendale
119	Glendora
120	Gonzales
121	Grand Terrace
122	Grass Valley
123	Greenfield
124	Gridley
125	Grover Beach
126	Gustine
127	Half Moon Bay
128	Hanford
129	Hawthorne
130	Hayward
131	Healdsburg
132	Hercules
133	Hermosa Beach
134	Hidden Hills

Line Item	Service Location
135	Highland
136	Hillsborough
137	Hollister
138	Holtville
139	Hughson
140	Huntington Beach
141	Huntington Park
142	Huron
143	Imperial
144	Imperial Beach
145	Inglewood
146	Ione
147	Irvine
148	Jackson
149	King City
150	Kingsburg
151	La Canada Flintridge
152	La Habra
153	La Mesa
154	La Mirada
155	La Puente
156	Lafayette
157	Laguna Beach
158	Laguna Hills

Line Item	Service Location
159	Laguna Niguel
160	Laguna Woods
161	Lake Elsinore
162	Lake Forest
163	Lakeport
164	Lakewood
165	Lancaster
166	Larkspur
167	Lemon Grove
168	Lemoore
169	Lincoln
170	Live Oak
171	Livermore
172	Livingston
173	Lodi
174	Lomita
175	Long Beach
176	Loomis
177	Los Alamitos
178	Los Altos
179	Los Altos Hills
180	Los Angeles
181	Los Banos
182	Los Gatos

Line Item	Service Location
183	Loyalton
184	Lynwood
185	Madera
186	Manhattan Beach
187	Marina
188	Martinez
189	Marysville
190	Maywood
191	Mendota
192	Menlo Park
193	Merced
194	Mill Valley
195	Millbrae
196	Milpitas
197	Mission Viejo
198	Modesto
199	Monrovia
200	Montague
201	Montclair
202	Montebello
203	Monterey
204	Monterey Park
205	Moorpark
206	Moraga

Line Item	Service Location
207	Morgan Hill
208	Morro Bay
209	Mount Shasta
210	Mountain View
211	Napa
212	National City
213	Nevada City
214	Newark
215	Newman
216	Newport Beach
217	Norco
218	Norwalk
219	Novato
220	Oakdale
221	Oakland
222	Oakley
223	Oceanside
224	Ojai
225	Ontario
226	Orange
227	Orange Cove
228	Orinda
229	Orland
230	Oroville

Line Item	Service Location
231	Oxnard
232	Pacific Grove
233	Pacifica
234	Palmdale
235	Palo Alto
236	Paradise
237	Paramount
238	Parlier
239	Pasadena
240	Petaluma
241	Pico Rivera
242	Piedmont
243	Pinole
244	Pismo Beach
245	Pittsburg
246	Placentia
247	Placerville
248	Pleasant Hill
249	Pleasanton
250	Plymouth
251	Point Arena
252	Pomona
253	Port Hueneme
254	Porterville

Line Item	Service Location
255	Portola
256	Portola Valley
257	Poway
258	Rancho Cordova
259	Rancho Cucamonga
260	Rancho Santa Margarita
261	Red Bluff
262	Redding
263	Redondo Beach
264	Redwood City
265	Rialto
266	Richmond
267	Rio Dell
268	Ripon
269	Riverbank
270	Riverside
271	Rocklin
272	Rohnert Park
273	Rolling Hills
274	Rosemead
275	Roseville
276	Ross
277	Sacramento
278	Salinas

Line Item	Service Location
279	San Anselmo
280	San Bernardino
281	San Bruno
282	San Buenaventura
283	San Carlos
284	San Clemente
285	San Diego
286	San Fernando
287	San Francisco
288	San Gabriel
289	San Jose
290	San Juan Bautista
291	San Juan Capistrano
292	San Leandro
293	San Luis Obispo
294	San Marcos
295	San Marino
296	San Mateo
297	San Pablo
298	San Rafael
299	San Ramon
300	Sand City
301	Santa Ana
302	Santa Clara

Line Item	Service Location
303	Santa Clarita
304	Santa Cruz
305	Santa Fe Springs
306	Santa Maria
307	Santa Monica
308	Santa Rosa
309	Santee
310	Saratoga
311	Sausalito
312	Scotts Valley
313	Seaside
314	Sebastopol
315	Selma
316	Shafter
317	Shasta Lake
318	Simi Valley
319	Solana Beach
320	Soledad
321	Sonoma
322	Sonora
323	South El Monte
324	South Gate
325	South Lake Tahoe
326	South Pasadena

Line Item	Service Location
327	South San Francisco
328	Stanton
329	Stockton
330	Suisun City
331	Sunnyvale
332	Sutter Creek
333	Tehachapi
334	Tehama
335	Temple City
336	Thousand Oaks
337	Tiburon
338	Torrance
339	Tracy
340	Trinidad
341	Truckee
342	Tulare
343	Turlock
344	Tustin
345	Ukiah
346	Union City
347	Upland
348	Vacaville
349	Vallejo
350	Vernon

Line Item	Service Location
351	Villa Park
352	Visalia
353	Vista
354	Walnut Creek
355	Wasco
356	Waterford
357	Watsonville
358	Weed
359	West Covina
360	West Hollywood
361	West Los Angeles
362	West Sacramento
363	Westlake Village
364	Westminster
365	Westmorland
366	Wheatland
367	Whittier
368	Willits
369	Willows
370	Windsor
371	Winters
372	Woodlake
373	Woodland
374	Woodside

Line Item	Service Location
375	Yorba Linda
376	Yountville
377	Yreka
378	Yuba City

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 G10.5.1), 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

Line Item	Stop Clock Condition (SCC)	SCC Definition
		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 several efforts to contact End-User for the following: a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative; b. Site contact refuses access to technician who displays proper identification; c. Customer provides incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes steps to obtain the correct information; or, d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem. If it is determined later that the cause of the problem was not at the site in question, then the Access SCC shall not apply.
8	STAFF	Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a timely request to End-User staff to correct the problem or delay and document in trouble ticket.

Line Item	Stop Clock Condition (SCC)	SCC Definition
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

Line Item	Stop Clock Condition (SCC)	SCC Definition
		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.

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:

Access Type	Basic (B)	Standard (S)	Premier (P)	Bidder's Objective Commitment (B, S or P)
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	B

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	B

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	S

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:

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

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%	B

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