

## VERIZON CALNET 3 SUBCATEGORY 6.1

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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

<b>Contractor's Summary description of service:</b> Network Based Contact Center (NBCC) general services and features.										
<b>Geographic Availability:</b> Statewide										
<b>Service Limitations and Restrictions</b> N/A										
<b>Change Charge Applicability:</b> Change Charge Applicability varies by service and feature code. See applicable service feature code line item description as how this change charge applies by service and feature.										
A	B	C	D	E	F	G	H	I	J	K
Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of measure	Charge per change per item	Delegation Needed (Yes/No)	Required or Discretionary
1	NBCC Web Call Back	NBWC0000	Web call back functionality as described in Section 6.1.2.2.1. Includes zero hours of application development.	Requires Basic Agent/Supervisor Package	\$ 0	\$55.35	Per Port	\$ 0	No	Required
2	NBCC Real Time Text Chat Capability	NBRT0000	Real time chat functionality as described in Section 6.1.2.2.3. Includes zero hours of application development.	Requires Basic Agent/Supervisor Package	\$ 0	\$13.33	Per Agent	\$ 0	No	Required
3	NBCC Digital Recording Capability	NBDR0000	Digital recording functionality as described in Section 6.1.2.2.4. Includes zero hours of application development.	Requires Basic Agent/Supervisor Package	\$ 0	\$8.66	Per Agent	\$ 0	No	Required
4	NBCC Digital Recording – Storage - Gigabyte	NBDS0000	Storage for the digital recording functionality as described in Section 6.1.2.2.4.		N/A	\$10.52	Gigabytes	\$ 0	No	Required
5	NBCC Collaborative Browsing Capabilities	NBCB0000	Collaborative browsing functionality as described in Section 6.1.2.2.5. Includes zero hours of application development.		\$ 0	\$0.00	Per Agent	\$ 0	No	Required
6	NBCC Email Response Management (ERM) Capability	NBEM0000	ERM functionality as described in Section 6.1.2.2.6. Includes zero hours of application development.		\$ 0	\$13.33	Per Agent	\$ 0	No	Required
7	NBCC Workforce Management (WFM) System	NBWM0000	WFM functionality as described in Section 6.1.2.2.7. Includes zero hours of application development.		\$ 0	\$29.15	Per Agent	\$ 0	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

8	NBCC Automated Preview Outbound Dialing	NBAP0001	Preview outbound dialing functionality as described in Section 6.1.2.2.8. Includes zero hours of application development.		\$ 0	\$5.64	Per Agent	\$ 0	No	Required
9	NBCC Automated Predictive Outbound Dialing	NBAP0002	Predictive outbound dialing functionality as described in 6.1.2.2.9. Includes zero hours of application development.		\$ 0	\$50.23	Per Agent	\$ 0	No	Required
10	NBCC Voice Callback	NBVC0000	Voice callback functionality as described in 6.1.2.2.10. Includes zero hours of application development.		\$ 0	\$55.35	Per Port	\$ 0	No	Required
11	NBCC Quality Management	NBQM0000	NBCC Quality Management functionality as described in 6.1.2.2.11. Includes zero hours of application development.		\$ 0	\$36.64	Per Agent	\$ 0	No	Required
12	NBCC Screen Capture	NBSC0000	Screen capture functionality as described in Section 6.1.2.2.12. Includes zero hours of application development.		\$ 0	\$16.91	Per Agent	\$ 0	No	Required
13	NBCC Blended Agent	NBBA0000	Blended agent functionality as described in 6.1.2.2.13. Includes zero hours of application development.		\$ 0	\$112.75	Per Agent	\$ 0	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

14	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis	NBRM0001	<p>NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis include features of NBCC ERM capabilities plus additional advanced functionality for Customer Relationship Management (CRM) and Knowledge Base (KB). This provides for advanced analysis provided in a Cloud based Software as a Service (SaaS). The solution has inherent capabilities for email response including the ability to add chat and social monitoring and response. The routing for these channels is controlled by the configurable business rules and can be customized for each customer. The business rules enable routing to a group or queue. Agents would typically pull these interactions out of a queue to respond, or they could be delivered to an agent or group of agents based on pre-defined criteria. The amount of transactions an agent can have in their personal queue can be controlled by the System Administrator. Verizon provides managed solutions that will span across capabilities such as:</p> <ul style="list-style-type: none"> <li>• Social Media, Web and Mobile Assisted Services (chat, social)</li> <li>• Self Service (Customer Portals, Social Communities)</li> <li>• Mobile Customer Support</li> <li>• Case Management and Guided Agent Assistance (CRM)</li> </ul>	N/A	\$92.25	Per Agent	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

15	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Implementation Package	NBRM0002	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Implementation Package provides for one time set up for the NBCC Email Response Management Capability Customer Relationship and Knowledge Based defined environment not to exceed 100 hours. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.	Includes up to 100 hours per month	\$25,000.00	N/A	Per Environment (100Hrs)	N/A	No	Required
16	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Support – Additional One Time support	NBER0000	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Support –One Time Support is an additional 20 hours to NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Implementation Package. . Additional one time support will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.	Includes up to 20 additional hours	\$5,000.00	N/A	Per Environment (20 Hrs)	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

17	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Support – Ongoing Support	NBOS0000	NBCC Email Response Management Capability Customer Relationship and Knowledge Based Analysis Support – Ongoing Support provides for on-going technical and business application maintenance support for the Advanced ERM capabilities defined for the each environment where Customer Relationship and Knowledge Based analysis is provided not to exceed 20 hours per month. Ongoing support will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.	Includes up to 20 hour per month	N/A	\$5,125.00	Per 20 hour block	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

18	NBCC Workforce Management System Advanced Service	NBAS0000	<p>NBCC Workforce Management System Advanced Service includes the features of NBCC Workforce Management System with enhancements to include:</p> <ul style="list-style-type: none"> <li>▪ Forecasting staffing needs including quality scores, preferences, and rank. In addition, the ability to track intra-day trends against forecast and take action quickly</li> <li>▪ Provide agent support across multichannel including inbound/outbound phone and blended phone/email/chat.</li> <li>▪ Augmented Reporting with the ability to drill directly to recorded interactions</li> <li>▪ Reporting – Provide employees with views into projected periods of under- / overstaffing, enabling them to request blocks of voluntary time off, or overtime that aligns with their individual skills and proficiencies.</li> </ul>	N/A	\$33.72	Per Configured User	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

19	NBCC Workforce Management System Advanced Service Implementation Package	NWMS0000	<p>NBCC Workforce Management System Advanced Service Implementation Package provides for one time set up for the NBCC Workforce Management System Advanced Environment not to exceed 20 hours. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.</p> <p>NBCC Workforce Management System Advanced Service Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>▪ Forecast and scheduling training</li> <li>▪ Four day session for up to 10 attendees at Verizon-designated location</li> <li>▪ Application administration training – 1 day for up to 10 attendees at Verizon designated location</li> <li>▪ Management and measure training – 3 day for up to 10 attendees at Verizon designated location</li> <li>▪ <b>E-learning:</b> 10 hours of Professional Services consultation and configuration</li> <li>▪ <b>E-learning:</b> 1 day of configuring lessons, course content behavior, setting training priorities, assigning roles, and creating organizations for application administration and 1 day of catalog overview, adding lessons, and understanding scoring for supervisors and managers</li> </ul>		\$ 34,500.00	N/A	Per Environment	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

			<ul style="list-style-type: none"> <li>▪ <b>Advanced Scorecard implementation:</b> 10 hours of Professional services consultation and configuration</li> <li>▪ <b>Advanced Scorecard Education:</b> 1.5 days of performance management data flows, source mapping, scorecard setup, source measuring, and objective setting for application administrators and managers and .5 day of application overview, viewing scorecards, understanding goals and adding assessments/notes for supervisors, managers, and end users</li> <li>▪ Unit of NRC measure per environment based on scope of work</li> </ul>							
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

20	NBCC Workforce Management System Optimization Service	NBOP0000	<p>NBCC Workforce Management System Optimization Service includes the features of NBCC Workforce Management System and NBCC Workforce Management System Advanced with enhancements to include:</p> <ul style="list-style-type: none"> <li>▪ Premier Scorecards provides the base scorecard plus the ability to edit KPI's, and select additional/pre-built KPI's.</li> <li>▪ eLearning – Lesson Management includes:                             <ul style="list-style-type: none"> <li>– Displays assignments, lesson priorities and duration, and completion deadlines</li> <li>– Allows managers to assign, deliver, and track training</li> <li>– Enables End Users to access training, review their learning history, monitor their progress, and develop competencies</li> </ul> </li> <li>▪ Strategic Planner includes:                             <ul style="list-style-type: none"> <li>– “What-If” scenario tool for long range planning (greater than 12 months)</li> <li>– Enables users to analyze long-range staffing, service levels and revenue scenarios in week, month, quarter, annual or longer formats</li> </ul> </li> </ul>	N/A	\$96.09	Per Configured User	N/A	No	Required
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21	NBCC Workforce Management System Optimization – Implementation Package	NWMO0000	<p>NBCC Workforce Management System Optimization Implementation Package provides for one time set up for the NBCC Workforce Management System Optimization Environment not to exceed 10 hours. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.</p> <p>NBCC Workforce Management System Optimization Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>▪ Application administration: Including configuring settings, establishing rules, customizing the Inbox and managing the application</li> <li>▪ Forms administration: Includes the building and designing of evaluation forms in the Forms designed tools</li> <li>▪ Coaching: includes settings, creating coaching sessions, managing &amp; editing sessions, viewing sessions, scheduling sessions and optimizing scheduled sessions</li> <li>▪ Includes 20 hours of Professional Services via a statement of work. The professional service includes consultation, creation of the solution design statement of work and implementation of the design statement of work</li> <li>▪ Forecast and scheduling training</li> <li>▪ Four day session for up to 10 attendees at Verizon-designated location</li> </ul>		\$59,000.00	N/A	Per Environment	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

			<ul style="list-style-type: none"> <li>• Application administration training – 1 day for up to 10 attendees at Verizon designated location</li> <li>• Management and measure training – 3 day for up to 10 attendees at Verizon designated location</li> </ul>							
22	NBCC Workforce Management System Optimization Advanced Service	NBOA0000	<p>NBCC Workforce Management System Optimization Advanced Service includes the features of NBCC Workforce Management System, NBCC Workforce Management System Advanced and NBCC Workforce Management System Optimization Service with enhancements to include</p> <ul style="list-style-type: none"> <li>▪ Unified Evaluation and Playback Workspace provides the ability for Supervisors to perform evaluations without having to toggle between systems and screens.</li> </ul>		N/A	\$100.45	Per Configured User	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

23	NBCC Workforce Management System Optimization Advanced Implementation Package	NWMA0000	<p>NBCC Workforce Management System Optimization Advanced Implementation Package provides the following:</p> <ul style="list-style-type: none"> <li>▪ <b>Application administration:</b> Including configuring settings, establishing rules, customizing the Inbox and managing the application</li> <li>▪ <b>Forms administration:</b> Includes the building and designing of evaluation forms in the Forms designed tools</li> <li>▪ <b>Coaching:</b> includes settings, creating coaching sessions, managing &amp; editing sessions, viewing sessions, scheduling sessions and optimizing scheduled sessions</li> <li>▪ <b>E-learning:</b> 10 hours of Professional Services configuration</li> <li>▪ <b>E-learning:</b> 1 day of configuring lessons, course content behavior, setting training priorities, assigning roles, and creating organizations for application administration and 1 day of catalog overview, adding lessons, and understanding scoring for supervisors and managers</li> <li>▪ <b>Advanced Scorecard implementation:</b> 10 hours of Professional services configuration</li> </ul>		\$ 88,750.00	N/A	Per Environment	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

			<ul style="list-style-type: none"> <li>▪ <b>Advanced Scorecard Education:</b> 1.5 days of performance management data flows, source mapping, scorecard setup, source measuring, KPI setup and objective setting for application administrators and managers and .5 day of application overview, viewing scorecards, understanding goals and adding assessments/notes for supervisors, managers, and end users</li> <li>▪ <b>Advanced Scorecard KPI Integration:</b> setup of scorecard points to receive incoming KPIs, configuring of file watcher and FTP server, and ongoing maintenance of FTP resources</li> </ul>							
24	NBCC Advanced Score Card/Advanced Quality Management	NASC0000	<p>NBCC Advanced Score Card /Advanced Quality Management Integration provides for additional features to NBCC Quality Management. The additional features include the following:</p> <ul style="list-style-type: none"> <li>▪ Enables up to five (5) additional key performance indicators beyond the three included with Quality Management</li> <li>▪ Smart Inbox™ delivers recorded interactions directly to the desktop based on user defined criteria</li> <li>▪ Ability to interface specific recording and adherence screens for enhanced adherence tracking</li> </ul>	Includes up to 35 hours including Example QM forms and Set-up of 2 forms	\$ 6,950.00	\$14.35	Per Agent	N/A	No	Required



**6.1.2.2 Network Based Contact Center (NBCC) General Features**

			<ul style="list-style-type: none"> <li>▪ Ability to automatically trigger eLearning assignments for targeted training</li> <li>▪ Forms Builder/Evaluation Forms</li> <li>▪ Initial Setup for NBCC Advanced Score Card/Advanced Quality Management not to exceed 35 hours including Example QM forms and Set-up of 2 forms.</li> </ul>							
25	NBCC Workforce Management System Echo Survey	NWME0001	NBCC Workforce Management System Echo Survey is an enhancement to Work Force Management provides a tool that delivers a customer service survey immediately following a contact allowing the customer to leave comments regarding their experience which will be made available to agents and administrators in near real time.		N/A	\$30.75	Per Agent	N/A	No	Required
26	NBCC Workforce Management System Echo Survey Complete Results	NWME0002	NBCC Workforce Management System Echo Survey Complete Results is an enhancement to Work Force Management is per Survey results analysis. This report is provided per completed survey.		N/A	\$1.16	Per Completed Survey	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

27	NBCC Hiring	NBHR0000	<p>NBCC Hiring enhancement to the Work Force Management provides a customized job hiring system providing development of up to two job models.</p> <ul style="list-style-type: none"> <li>▪ Customized-branded portal for delivery of assessments</li> <li>▪ API's for ease of integration into HR systems</li> <li>▪ Remote assessment capabilities</li> <li>▪ Supports multiple assessments</li> <li>▪ Job models can be customized</li> <li>▪ Review analysis of Job models</li> <li>▪ Manager reports.</li> </ul>		\$6,500.00	N/A	Per Environment	N/A	No	Required
28	NBCC Hiring Additional Candidate	NHAC0000	<p>NBCC Hiring Additional Candidate is an enhanced feature to add additional candidate.. Development of up to two job models. A job model is a collection of traits and behaviors (or lack thereof) that correlates with effective employees in a given position. Job models are created by analyzing the profiles of the most successful employees in a given position within a company and/or industry. New job candidates are then assessed for traits and behaviors which are evaluated for compatibility/fit for the target position's job model.</p>		\$ 2,000.00	\$14.35	Per Candidate / Per Module	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

29	NBCC Screen Capture Customer Premium Network Interface	NSCP0000	NBCC Screen Capture Customer Premium Network Interface collection and retention for extended database.. Screen recording delivers recordings to a server optionally residing on the End User premises and provides the ability to capture information associated with optional applications such as Customer Relationship Management Tools.. NBCC Screen Capture Customer Premium Network Interface Service will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.		ICB	ICB	Per Environment	N/A	No	Required
30	NBCC Progressive Dialing	NPRD0000	NBCC Progressive Dialing allows the agent to initiate a manual outbound call when not handling an inbound interaction and offers agent productivity while limiting the risk of abandoning. Works in conjunction with NBCC advanced outbound application usage.		\$ 4,000.00	N/A	Per Occurrence	N/A	No	Required
31	NBCC Advanced Outbound Application Usage	NBAO0000	NBCC Advanced Outbound Application Usage provides bandwidth support for premier outbound functionality including NBCC Automated Preview Outbound Dialing, NBCC Automated Predictive Outbound Dialing, and NBCC Progressive Dialing. Unit of measure is per environment per minute.		\$ 0	\$0.1025	Per Minute	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

32	Network Based Contact Center (NBCC) Agent Console for Salesforce	SFDI0006	<p>Agent Console for Salesforce</p> <ul style="list-style-type: none"> <li>Enables intelligent contact routing so the call and caller information are delivered on a single, unified salesforce.com screen on the agent's desktop.</li> <li>Integrated interface</li> <li>ANI-based screen pops</li> <li>Click-to-Dial (CTD)</li> <li>DNIS scripts and custom screen pops</li> <li>Handles voice and routing for salesforce cases</li> <li>Automated call record creation in salesforce</li> </ul> <p>Multi-tab/multi-browser support</p>	<p>Prerequisite: implementation of NBACD Enhanced Agent (EAGN0000)</p> <p>Requires HICR Web Application Content Development Implementation (WACD0000) based on customer requirements.</p> <p>Customer may require Salesforce integration packages, API's or Pro Services to integrate with this feature to include:</p> <ul style="list-style-type: none"> <li>Microsoft XP or 7</li> <li>Internet Explorer 7.0 , 8.0</li> <li>Mozilla Firefox 3.5+</li> <li>Microsoft .NET environment</li> <li>Salesforce.com Enterprise or higher</li> <li>inContact Agent Adapter for salesforce.com</li> <li>Network ports 9000 – 9020</li> </ul> <p>10-digit phone system (international numbers and extensions are supported)</p>	N/A	\$11.36	Per Agent	\$0.00	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

<p><b>Short Message Service (SMS)</b> Virtual Contact Center offers SMS service for both inbound applications for contact centers to accept and respond to support request via text messaging as well as outbound applications to send messages to customers for campaigns including promotions, appointment reminders, and other frequent notices that might need to be sent to a broad audience.</p> <p>Using the system requires the customer to choose a type of code to use for SMS communication, provisioning of the code, building of the appropriate scripting to accept and route SMS messages to an agent, and building campaigns that can query other systems to generate lists for outbound SMS campaign messages</p>										
<p>Inbound SMS</p> <p>Inbound SMS is used for contact centers to configure inbound applications for contact centers to accept and respond to support request via text messaging.</p> <p>Inbound SMS Requires the following Components:</p> <ul style="list-style-type: none"> <li>- Inbound SMS Implementation</li> <li>- Inbound SMS Application Setup</li> <li>- Inbound SMS Application Platform</li> <li>- Overage Inbound SMS Per Message</li> <li>- Code (4 available Options) <ul style="list-style-type: none"> <li>Short Code</li> <li>Custom Short</li> <li>Long Code</li> <li>Toll Free Long</li> </ul> </li> </ul>										
33	Inbound SMS Implementation	INBI0000	This one time charge is for the configuration of the customers business unit to accept and route SMS messages to agents. As part of this implementation Verizon will configure scripting that will take the incoming SMS message and route it to the appropriately skilled agent, which includes working with the customer to define the appropriate agent skills for SMS.		\$1,800.00	N/A	Per Application	N/A	No	Required
34	Inbound SMS Application Setup	INBS0000	This one time charge is for the procurement and initial configuration of the customers SMS application by the carrier.		\$450.00	N/A	Per Occurrence	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

35	Inbound SMS Application Platform	INBP0000	Inbound SMS Application Platform, per Business Unit, which is a prerequisite to a short and/or long code (e.g. items below). The Inbound SMS feature is meant for patrons who wish to initiate an agent conversation via SMS. The following are the key product features and components to include: <ul style="list-style-type: none"> <li>– 2,000 monthly messages included short/long code, carrier surcharges may apply. Messages do not roll over month to month.</li> </ul> Supports sending of messages to US destinations only. Messages configured for any other destination will be rejected by the carrier.		N/A	\$125.56	Per Business Unit	N/A	No	Required
36	Overage Inbound SMS Per Message	INBM0000	Overage Inbound SMS Per Message applies to messages above 2,000 monthly as a per message pricing for receiving an individual text message from a patron into the Verizon Contact Center (e.g. VCC inContact platform) for this feature.		N/A	\$0.0185	Per Message of Overage	N/A	No	Required
Short Message Service (SMS) Short Code Provides premium dedicated (5 or 6 digit) service number, used in large scale mobile messaging. A random <i>short code</i> is selected by the carrier. Used to initiate from and send messages to destinations in the United States only. This is a component of Inbound and/or Outbound SMS Messaging. See Inbound or Outbound for full component details. This feature will apply for both inbound and/or outbound service.										
37	SMS Short Code Implementation	SMSI0000	SMS Short Code Implementation provides setup and establishment of a single SMS Short Code for use on a per code basis.		\$4,200.00	N/A	Per Application	N/A	No	Required
38	SMS Short Code Platform	SMSP0000	SMS Short Code Platform has a monthly charge per short code in use.		N/A	\$1,921.88	Per Code	N/A	No	Required
Short Message Service (SMS) Custom Short Code Provides premium dedicated (5 or 6 digit) service number, used in large scale mobile messaging. A custom short code is selected by the customer and must be verified for availability by the carrier. Used to initiate from and send messages to destinations in the United States only. Used to initiate from and send messages to destinations in the United States only. This is a component of Inbound and/or Outbound SMS Messaging. See Inbound or Outbound for full component details. This feature will apply for both inbound and/or outbound service.										

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

39	SMS Custom Short Code Implementation	SMCI0000	SMS Custom Short Code Implementation provides setup and establishment of a single SMS Custom Short Code for use on a per code basis.		\$4,200.00	N/A	Per Application	N/A	No	Required
40	SMS Custom Short Code Platform	SMCP0000	SMS Custom Short Code Platform has monthly charge per custom short code in use.		N/A	\$2,762.38	Per Code	N/A	No	Required
Short Message Service (SMS) Long Code Provides dedicated, randomly assigned 10-digit telephone number that can carry limited traffic. Used to initiate from and send messages to destinations in the United States only. This is a component of Inbound and/or Outbound SMS Messaging. See Inbound or Outbound for full component details. This feature will apply for both inbound and/or outbound service.										
41	SMS Long Code Implementation	SMLI0000	SMS Long Code Implementation provides setup and establishment of a single SMS Long Code for use on a per code basis.		\$450.00	N/A	Per Application	N/A	No	Required
42	SMS Long Code User Platform	SMLP0000	SMS Long Code User Platform monthly charge per long code in use.		N/A	\$192.19	Per Code	N/A	No	Required
Short Message Service (SMS) Toll Free Long Code Provides dedicated toll free 10-digit service number randomly assigned. Used to initiate from and send messages to destinations in the United States only. Used with Inbound SMS only. This is a component of Inbound and/or Outbound SMS Messaging. See Inbound or Outbound for full component details. This feature will apply for both inbound and/or outbound service.										
43	SMS Toll Free Long Code Implementation	SMTI0000	SMS Toll Free Long Code Implementation provides setup and establishment of a single SMS Toll Free Long Code for use on a per code basis.		\$1,080.00	N/A	Per Application	N/A	No	Required
44	SMS Toll Free Long Code Platform	SMTL0000	SMS Toll Free Long Code Platform monthly charge per Toll Free long code in use.		N/A	\$179.38	Per Code	N/A	No	Required
45	SMS Toll Free Long Code Usage Per Message	SMTU0000	SMS Toll Free Long Code Usage Per Message provides is per message pricing of receiving an individual text message from a patron into the Verizon Contract Center (e.g. VCC inContact platform) via Toll Free Long Code.		N/A	\$0.0205	Per Message	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

<p>Outbound SMS Outbound SMS is used for contact centers to configure outbound applications to send messages to customers for campaigns including promotions, appointment reminders, and other frequent notices that might need to be sent to a broad audience.</p> <p>Outbound SMS Requires the following Components:                      - Outbound SMS Campaign Implementation                      - Outbound SMS Application Setup                      - Outbound SMS Application Platform                      - Outbound SMS Per Message                      - Code (4 available Options)                          Short Code (Above)                          Custom Short (Above)                          Long Code (Above)                          Toll Free Long (Above)</p>										
46	Outbound SMS Campaign Implementation	OBSM0000	This one-time implementation is to add the long or short code(s) to the Verizon Contact Center system (e.g. VCC inContact) and setup a skill and message template for one campaign. Implementation includes training for supervisor or administrator on how to configure on SMS skill and message template.		\$1,200.00	N/A	Per Application	N/A	No	Required
47	Outbound SMS Setup	OBSS0000	A one time charge to setup a Business Unit for Outbound SMS in the carrier's system.		\$450.00	N/A	Per Occurrence	N/A	No	Required



**6.1.2.2 Network Based Contact Center (NBCC) General Features**

48	Outbound SMS Application Platform	OBSA0000	<p>Outbound SMS Application Platform, per Business Unit, which is a prerequisite to a short and/or long code (e.g. items above). The Proactive Outbound SMS feature is meant for a customer who wants to initiate proactive messages to their patrons without involving an agent.</p> <p>The following are the key product features and components to include:</p> <ul style="list-style-type: none"> <li>- 10,000 monthly messages included short/long code carrier surcharges may apply. Messages do not roll over month to month.</li> <li>- Supports sending of messages to United States destinations only. Messages configured for any other destination will be rejected by the carrier.</li> </ul> <p>The following components are required to run at least one successful Outbound SMS Campaign to have at least one Personal Connection user (e.g. Enhanced Agent).</p>	N/A	\$574.00	Per Business Unit	N/A	No	Required
49	Overage Outbound SMS Message	OBSU0000	<p>Overage Outbound SMS Message applies to messages above 10,000 monthly is a per message pricing for sending an individual text message out from Verizon Contact Center (e.g. VCC inContact) to a patron.</p>	N/A	\$0.0185	Per Message of Overage	N/A	No	Required
<p>Outbound Email Campaign Implementation</p> <p>Outbound Email provides the customer with the ability to set up and execute campaigns to send messages to customers for different reasons including promotions, appointment reminders, and other frequent notices that might need to be sent to a broad audience. This utilizes Personal Connection (PC) to send one-way email messages to contacts in an email contact list. Every Enhanced Agent contains the Personal Connection User feature. This cannot be combined into the same calling list or cadence as PC voice or SMS contacts. Email can be sent without agent involvement to a list provided by the user and merged with a template. This is a distinct service from the ability to receive and reply to emails as a support channel.</p> <p>The Outbound Email Campaign requires the following components:</p> <ul style="list-style-type: none"> <li>- Outbound Email Campaign Implementation</li> <li>- Choice of a package size of either 100,000 (100K) or 1,500,000 (1.5M) messages per month</li> <li>- Per message charges are assessed for overages above amount allocated in the customer's monthly plan</li> </ul>									

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

50	Outbound Email Package for 100K or 1.5M Plan Implementation	OBEI0000	A one-time setup fee to build an email skill and template and configure the customer's email service information in the Verizon Contact Center system (e.g. inContact) to include email configuration remote training for a customer administrator.		\$1,200.00	N/A	Per Application	N/A	No	Required
51	Outbound Email Package 100K Plan	OBEM0100	The ability to send 100K within the monthly plan of outbound proactive agentless email messages.		N/A	\$143.50	Per 100k Plan	N/A	No	Required
52	Outbound Email Package 100K Plan Per Message Overage	OBEO0100	Overage charges apply for additional messages above the 100K plan email message plan.		N/A	\$0.0133	Overage Per Message / Per Email	N/A	No	Required
53	Outbound Email Package 1.5M Plan	OBEM1005	The ability to send 1.5M within the monthly plan of outbound proactive agentless email messages.		N/A	\$896.88	Per 1.5M Plan	N/A	No	Required
54	Outbound Email Package 1.5M Plan Per Message Overage	OBEO1005	Overage charges apply for additional messages above the 1.5M plan email message plan.		N/A	\$0.0005	Overage Per Message / Per Email	N/A	No	Required

### 6.1.2.2 Network Based Contact Center (NBCC) General Features

#### NBCC Digital Customer Experience (CX)

The NBCC Digital Customer Experience (CX) product suite, delivered as a Contact Center SaaS cloud-hosted solution, is comprised of several main components that can be sold and operate independently or can be together to address your solution needs. End users are looking to digital channels such as websites and social media channels to get answers to their questions or perform tasks, preferring self-service models as opposed to making a phone call to a contact center. NBCC Digital CX enables organizations to deploy scalable self-service options to deflect call volumes, as well as solutions to improve quality and efficiency of contact center agents to reduce call times. NBCC Digital CX is made up of the following main components including:

NBCC Virtual Agent - A chatbot solution that can be deployed on multiple channels, enabling end user self-service using artificial intelligence to automate a conversation to answer questions and perform tasks on behalf of the organization.

NBCC Knowledge Assist - An artificial intelligence driven knowledge management solutions enables contact center agents to locate information quickly and easily, reading from multiple data sources to compile the most relevant and up to date answers so agents can assist their customers.

NBCC Live Agent - A live chat solution enables agents to connect directly to end users over digital channels including webchat, social messaging applications, mobile applications and Short Message Service (SMS).

Social - A social media management solution set designed to help organizations retrieve posts made on public social media channels about their organization or other key topics and using artificial intelligence bring to the forefront the most relevant and actionable posts so digital teams can respond and manage their social media presence within a single application.

CRM - A customer relationship management tool that enables contact centers to track customer interaction history with agents, open service tickets, and provides automation of data entry.

CRM Quality Assurance - A CRM auditing solution that makes use of Artificial Intelligence to find common data entry errors within customer and case management platforms.

Managed Services is included in within the monthly price, which offers CX expertise monitoring the use and performance of solutions, and recommending configuration adjustments to increase capabilities overtime (excluding integrations to third party systems, which would require Implementation Custom).

Implementation is required to deploy each of the components (e.g. NBCC Virtual Agent, NBCC Knowledge Assist, etc.). Digital CX can be sold with other Contact Center services or as a standalone service.

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

*NBCC Virtual Agent*

Delivered as SaaS, cloud-hosted solution, NBCC Virtual Agent (often referred to as a 'chatbot'), enables automation of conversations with end users over digital channels to include: webchat, social messaging applications, mobile applications, and Short Message Service (SMS). NBCC Virtual Agents can be configured to answer inquiries or perform tasks on behalf of end users, engaging in an automated two-way conversation.

55	NBCC Virtual Agent - Implementation Small	VAIS0000	<p>Implementation is required to deploy a NBCC Virtual Agent, per business unit. Implementation size is determined by number of use cases (tasks or inquiry types for the NBCC Virtual Agent to perform), number of supported languages the NBCC Virtual Agent will communicate in, number of channels the NBCC Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement.</p> <p>NBCC Virtual Agent - Small Implementation includes:          - Deployed on up to 3 channels          - 1 supported language          - Configuration of up to 20 use cases          - Integration with external systems through Standard or Verizon Connectors only          Not to exceed 180 Professional Service Hours</p>	\$40,590.00	N/A	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

56	NBCC Virtual Agent - Implementation Medium	VAIM0000	<p>Implementation is required to deploy a NBCC Virtual Agent, per business unit. Implementation size is determined by number of use cases (tasks or inquiry types for the NBCC Virtual Agent to perform, number of supported languages the NBCC Virtual Agent will communicate in, number of channels the NBCC Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement.</p> <p>NBCC Virtual Agent - Medium Implementation includes:                  - Deployed on up to 5 channels                  - Supported on up to 3 languages                  - Configuration of up to 60 use cases                  Not to exceed 360 Professional Service Hours</p>		\$81,180.00	N/A	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

57	NBCC Virtual Agent - Implementation Large	VAIL0000	<p>Implementation is required to deploy a NBCC Virtual Agent, per business unit. Implementation size is determined by number of use cases (tasks or inquiry types for the NBCC Virtual Agent to perform, number of supported languages the NBCC Virtual Agent will communicate in, number of channels the NBCC Virtual Agent will be deployed on, and whether integration to other customer operated systems can be facilitated through Standard or Verizon Connectors OR integrations making use of published API. Implementation tasks outside of defined standard implementation tasks will require a separate Professional Services engagement.</p> <p>NBCC Virtual Agent - Large Implementation includes:                  - Deployed on up to 6 channels                  - Supported on up to 5 languages                  - Configuration of up to 90 use cases                  Not to exceed 752 Professional Service Hours</p>		\$169,576.00	N/A	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

58	NBCC Virtual Agent - Implementation Custom Per Hour	VAIC0000	NBCC Virtual Agent custom implementation hours can be applied in conjunction with standard implementation packages above to address requirements over and above the standard packages. This will be quoted as a fixed quantity of hours per specific implementation including: - Deploy additional channels - Support of additional languages - Configure additional use cases - Develop custom code for integrations between NBCC Virtual Agent and third party systems - Develop new or additional API calls for NBCC Virtual Agent		\$225.50	N/A	Per Hour	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

59	NBCC Virtual Agent Up to 100k sessions	VAGT0100	<p>The NBCC Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business unit. If the monthly included quantity is exceed, a per session overage fee will be applied. A session is an interaction with a unique user on a single channel. This tier includes up to 100k sessions, and the per session overage fee is outlined in the NBCC Virtual Agent Over 100k sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies:                  Implementation Package (small, medium, or large)</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Virtual Agent - Third-party API Up to 100k sessions                  - SMS/MMS</p>	N/A	\$12,019.15	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

60	NBCC Virtual Agent Up to 500k sessions	VAGT0500	<p>The NBCC Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business unit. If the monthly included quantity is exceed, a per session overage fee will be applied. A session is an interaction with a unique user on a single channel. This tier includes up to 500k sessions, and the per session overage fee is outlined in the NBCC Virtual Agent Over 500k sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies:                  Implementation Package (small, medium, or large)</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - Third-party API                  - SMS/MMS</p>	N/A	\$48,076.60	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

61	NBCC Virtual Agent Up to 1M sessions	VAGT1000	<p>The NBCC Virtual Agent feature is priced as a monthly flat rate based on an included quantity of monthly sessions, per business unit. If the monthly included quantity is exceed, a per session overage fee will be applied. A session is an interaction with a unique user on a single channel. This tier includes up to 1M sessions, and the per session overage fee is outlined in the NBCC Virtual Agent Over 1M sessions feature. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation Package (small, medium, or large)</p> <p>Optional features, not included in this charge, that may accompany this line item include: - Third-party API - SMS/MMS</p>	N/A	\$72,114.90	Per Occurrence	N/A	No	Required
62	NBCC Virtual Agent Overage Over 100k sessions	VAOV0100	<p>NBCC Virtual Agent Overage - Over 100k sessions is required when ordering the NBCC Virtual Agent Up to 100k sessions feature, per business unit. Any sessions occurring within the month that exceed 100k sessions will be subject to the per session overage fee.</p> <p>Dependencies: Implementation Package (small, medium, or large) NBCC Virtual Agent Up to 100k sessions</p>	N/A	\$0.090	Per Session	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

63	NBCC Virtual Agent Overage Over 500k sessions	VAOV0500	<p>NBCC Virtual Agent Overage - Over 500k sessions is required when ordering the NBCC Virtual Agent Up to 100k sessions feature, per business unit. Any sessions occurring within the month that exceed 500k sessions will be subject to the per session overage fee.</p> <p>Dependencies: Implementation Package (small, medium, or large) NBCC Virtual Agent Up to 500k session</p>	N/A	\$0.070	Per Session	N/A	No	Required
64	NBCC Virtual Agent Overage Over 1M sessions	VAOV1000	<p>NBCC Virtual Agent Overage - Over 1M sessions is required when ordering the NBCC Virtual Agent Up to 1M sessions feature, per business unit. Any sessions occurring within the month that exceed 100k sessions will be subject to the per session overage fee.</p> <p>Dependencies: Implementation Package (small, medium, or large) NBCC Virtual Agent Up to 1M sessions</p>	N/A	\$0.060	Per Session	N/A	No	Required
65	NBCC Virtual Agent - Third-party API Up to 100k sessions	VAAP0100	<p>An optional add-on to the NBCC Virtual Agent, enterprise customers may elect to use third-party API as part of their NBCC Virtual Agent solution, per business unit. This may include third-party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply.</p> <p>Dependencies: Implementation Package (small, medium, or large) NBCC Virtual Agent Up to 100k sessions NBCC Virtual Agent Overage Over 100k sessions</p>	N/A	\$0.021	Per API request	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

66	NBCC Virtual Agent - Third-party API Up to 500k sessions	VAAP0500	<p>An optional add-on to the NBCC Virtual Agent, enterprise customers may elect to use third-party API as part of their NBCC Virtual Agent solution, per business unit. This may include third-party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply.</p> <p>Dependencies:                  Implementation Package (small, medium, or large)                  NBCC Virtual Agent Up to 500k sessions                  NBCC Virtual Agent Overage Over 500k sessions</p>		N/A	\$0.010	Per API request	N/A	No	Required
67	NBCC Virtual Agent - Third-party API Up to 1M sessions	VAAP1000	<p>An optional add-on to the NBCC Virtual Agent, enterprise customers may elect to use third-party API as part of their NBCC Virtual Agent solution, per business unit. This may include third-party AI engines or external data sources such as Google Maps to enhance the customer experience. Per API request fees may apply.</p> <p>Dependencies:                  Implementation Package (small, medium, or large)                  NBCC Virtual Agent Up to 1M sessions                  NBCC Virtual Agent Overage Over 1M sessions</p>		N/A	\$0.010	Per API request	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

*NBCC Knowledge Assist*

Delivered as SaaS, cloud-hosted solution, this knowledge management solution enables agents quick access to an organization's knowledge and data sources through a single interface as they are assisting customers. Knowledge Assist uses Artificial Intelligence to compile responses to agent inquiries from system integrations, web-crawling (reading) of internal and external websites, and authored content. Agents can ask questions of Knowledge Assist using natural language without having to memorize specific search terms. Reporting provides administrators with insights on what agents are searching for and alerts them of gaps in the knowledge content.

68	NBCC Knowledge Assist - Implementation Standard Fixed Priced Implementation	KAIF0000	<p>Implementation is required to deploy the NBCC Knowledge Assist platform, per business unit, and consist of the following activities:</p> <ul style="list-style-type: none"> <li>- Provision environment</li> <li>- Provide access credentials</li> <li>- Configuration and Integration services to customer systems</li> <li>- Training to customer administrators, content creators, and authors to pull in existing content and author new content</li> <li>- Testing and User Acceptance Testing plan</li> </ul> <p>Not to exceed 356 Professional Service Hours</p>		\$80,278.00	N/A	Per Implementation	N/A	No	Required
69	NBCC Knowledge Assist - Implementation Custom Per Hour	KAIM0000	<p>NBCC Knowledge Assist custom implementation hours can be applied in conjunction with standard implementation packages above to address requirements over and above the standard packages. This will be quoted as a fixed quantity of hours per specific implementation including:</p> <ul style="list-style-type: none"> <li>- Develop custom code for integrations between NBCC Knowledge Assist and third party systems</li> <li>- Develop new or additional API calls for NBCC Knowledge Assist</li> </ul>		\$225.50	N/A	Per Hour	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

70	NBCC Knowledge Assist 1 - 250 agents	KAIM0001	<p>Provides access to the NBCC Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 1-250 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: NBCC Knowledge Assist - Additional Languages</p>		N/A	\$181.49	Per Named Agent	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

71	NBCC Knowledge Assist 251-500 agents	KAIM0002	<p>Provides access to the NBCC Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 251-500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: NBCC Knowledge Assist - Additional Languages</p>		N/A	\$174.28	Per Named Agent	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

72	NBCC Knowledge Assist 501-750 agents	KAIM0003	<p>Provides access to the NBCC Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 501-750 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: NBCC Knowledge Assist - Additional Languages</p>		N/A	\$156.25	Per Named Agent	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

73	NBCC Knowledge Assist 751-1000 agents	KAIM0004	<p>Provides access to the NBCC Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 751-1000 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: NBCC Knowledge Assist - Additional Languages</p>		N/A	\$144.23	Per Named Agent	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

74	NBCC Knowledge Assist 1001-1500 agents	KAIM0005	<p>Provides access to the NBCC Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 1001-1500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: NBCC Knowledge Assist - Additional Languages</p>		N/A	\$120.19	Per Named Agent	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

75	NBCC Knowledge Assist 1501-2500 agents	KAIM0006	<p>Provides access to the NBCC Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 1501-2500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: NBCC Knowledge Assist - Additional Languages</p>		N/A	\$102.16	Per Named Agent	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

76	NBCC Knowledge Assist 2501-5000 agents	KAIM0007	<p>Provides access to the NBCC Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 2501-5000 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: NBCC Knowledge Assist - Additional Languages</p>		N/A	\$72.12	Per Named Agent	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

77	NBCC Knowledge Assist 5001-7500 agents	KAIM0008	<p>Provides access to the NBCC Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 5001-7500 agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: NBCC Knowledge Assist - Additional Languages</p>		N/A	\$54.09	Per Named Agent	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

78	NBCC Knowledge Assist 7501 and up agents	KAIM0009	<p>Provides access to the NBCC Knowledge Assist agent-facing search capabilities, administration functionality, authoring tools, and reporting for the total quantity of agents ordered, per business unit. This is the price per user for 7501 and up agents ordered. Included in the monthly price is managed services to make ongoing configuration changes, add additional use cases (not requiring integrations), performance tuning, provide consultative services and recommendations for incremental improvements.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: NBCC Knowledge Assist - Additional Languages</p>		N/A	\$36.06	Per Named Agent	N/A	No	Required
79	NBCC Knowledge Assist - Additional Language Each additional language	KAIM0010	<p>Optionally, NBCC Knowledge Assist may be offered in additional languages for a per language per monthly fee, per business unit. NBCC Knowledge Assist is available in the following languages: English US, English UK, Spanish, French, French Canada, Portuguese, German, Italian, Dutch, Austrian, Polish, Hungarian, Greek, Chinese, Korean.</p> <p>Dependencies: - Implementation - NBCC Knowledge Assist</p>		N/A	\$924.55	Per Additional Language	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

<i>NBCC Live Agent</i>										
Delivered as SaaS, cloud-hosted solution, this live chat solution enables agents to connect directly to customers over digital channels including webchat, social messaging applications, mobile applications, and Short Message Service (SMS). Live agent supports textual chat communication, as well as voice and video over web real-time communications (Web RTC). It can optionally be paired with the NBCC Virtual Agent feature to serve as an escalation to a human agents to take over the interaction, while passing over full context of the NBCC Virtual Agent interaction to the human agent.										
80	NBCC Live Agent - Implementation Standard Fixed Priced Implementation	LVIM000	<p>Implementation is required to deploy the NBCC Live Agent platform, per business unit, and consist of the following activities:</p> <ul style="list-style-type: none"> <li>- Provision environment</li> <li>- Provide NBCC Live Agent widget for deployment/customization by Customer on end channels</li> <li>- Configuration and Integration services to customer systems</li> <li>- Configuration of routing rules</li> <li>- Training to customer administrators</li> <li>- Testing and User Acceptance Testing plan</li> </ul> <p>Not to exceed 244 Professional Service Hours</p>		\$55,022.00	N/A	Per Implementation	N/A	No	Required
81	NBCC Live Agent - Implementation Custom Per Hour	LVIC0000	<p>NBCC Live Agent custom implementation hours can be applied in conjunction with standard implementation package above to address requirements over and above the standard package. This will be quoted as a fixed quantity of hours per specific implementation including:</p> <ul style="list-style-type: none"> <li>- Develop custom code for integrations between NBCC Live Agent and third party systems</li> <li>- Develop new or additional API calls for NBCC Live Agent</li> </ul>		\$225.50	N/A	Per Hour	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

82	NBCC Live Agent Per connected channel type (textual chat, voice, video)	LVCN0000	<p>NBCC Live Agent is an agent interface and web real-time communications (Web RTC) connection for an end user to interact with a human agent via chat, voice, or video as further described below.                  Customers can select to connect 1, 2, or 3 channel types of textual chat, voice, or video for a per connection type monthly fee, per business unit.</p> <p>Dependencies:                  - Implementation                  - NBCC Live Agent Text Per minute actual usage (when using textual chat)                  - NBCC Live Agent Voice Per minute actual usage (when using voice over WebRTC)                  - NBCC Live Agent Video Per minute actual usage (when using video over WebRTC)</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Live Agent Co-Browse</p>		N/A	\$2,034.01	Per Channel Type (Text, Voice, or Video)	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

83	NBCC Live Agent - Co-Browse Flat monthly	LVAF0000	<p>NBCC Live Agent Co-browse is an optional feature, and can be used with any of the NBCC Live Agent channels textual chat, voice, and video and provides the ability for a human agent to co-browse (screenshare) on website to assist end-users to navigate or perform a desired function.</p> <p>Dependencies:                      - Implementation                      - NBCC Live Agent Per Connected Channel Type (minimum 1 channel)                      - NBCC Live Agent Text Per minute actual usage (when using textual chat)                      - NBCC Live Agent Voice Per minute actual usage (when using voice over WebRTC)                      - NBCC Live Agent Video Per minute actual usage (when using video over WebRTC)</p>		N/A	\$4,068.02	Per Business Unit	N/A	No	Required
84	NBCC Live Agent - Text Per session actual usage	LVAS0000	<p>NBCC Live Agent used for textual chat on web applications, social messaging applications, or within a mobile application will incur per session usage charge, per business unit.</p> <p>Dependencies:                      - Implementation                      - NBCC Live Agent Per Connected Channel Type (textual chat enabled)</p> <p>Optional features, not included in this charge, that may accompany this line item include:                      - SMS/MMS</p>		N/A	\$0.010	Per Platform Session	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

85	NBCC Live Agent - Voice Per minute actual usage	LVAV0000	NBCC Live Agent used for voice using WebRTC on web applications, social messaging applications, or within a mobile application will incur per minute usage charge, per business unit.  Dependencies: - Implementation - NBCC Live Agent Per Connected Channel Type (voice enabled)		N/A	\$0.060	Per Platform Minute	N/A	No	Required
86	NBCC Live Agent - Video Per minute actual usage	LVVI0000	NBCC Live Agent used for video using WebRTC on web applications, social messaging applications, or within a mobile application will incur per minute usage charge, per business unit.  Dependencies: - Implementation - NBCC Live Agent Per Connected Channel Type (video enabled)		N/A	\$0.070	Per Platform Minute	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

*NBCC Social Intelligence, NBCC Social Command Center, and NBCC Social Outbound Campaigns*

NBCC Social Intelligence provides a listening and engagement module to bring together public consumer social media posts of interest, as defined by the organization across social media channels into a single dashboard. Using natural language processing, it provides sentiment tracking, identifies important influencers, associates, and trending alerts to the forefront so digital teams can route and manage large NBCC Social volumes to appropriate team members and engage constituents appropriately. NBCC Social Intelligence is required when ordering from Social product suite, while NBCC Social Command Center and NBCC Social Outbound Campaigns are optional add-ons.

NBCC Social Command Center provides real-time aggregated data analysis of social posts, as configured by the organization, to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what constituents feel about their organization.

NBCC Social Outbound campaigns are used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns.

87	NBCC Social - Implementation Standard Fixed Priced Implementation	SIST0000	<p>Implementation is required to deploy NBCC Social Intelligence, NBCC Social Command Center, and NBCC Social Outbound Campaigns, per business unit. NBCC Social Intelligence and NBCC Social Command Center are a fixed priced standard implementation, while NBCC Social Outbound Campaigns is not included and will require a custom separate professional services engagement. Activities involved with the NBCC Social Intelligence/NBCC Social Command Center implementation include:</p> <ul style="list-style-type: none"> <li>- Provision environment</li> <li>- Provide access credentials</li> <li>- Configuration and Integration services to customer systems</li> <li>- Training to customer administrators, content creators, and authors to pull in existing content and author new content</li> <li>- Testing and User Acceptance Testing plan</li> </ul> <p>Not to exceed 260 Professional Service Hours</p>		\$58,630.00	N/A	Per Implementation	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

88	NBCC Social - Implementation Custom Per Hour	SIMC0000	NBCC Social Intelligence, NBCC Social Command Center, and NBCC Social Outbound Campaign custom implementation hours can be applied in conjunction with standard implementation package above to address requirements over and above the standard package. This will be quoted as a fixed quantity of hours per specific implementation including: - Configure NBCC Social Outbound Campaigns - Develop custom code for integrations between social features and third party systems - Develop new or additional API calls for the NBCC Social features		\$225.50	N/A	Per Hour	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

89	NBCC Social Intelligence up to 50K social posts	SINT0001	<p>NBCC Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 50k public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:                      - NBCC Social Command Center                      - NBCC Social Outbound Campaigns                      - NBCC Social Historical Data Analysis</p>	N/A	\$3,004.79	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

90	NBCC Social Intelligence up to 250K social posts	SINT0002	<p>NBCC Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 250k public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$6,009.58	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

91	NBCC Social Intelligence up to 1M social posts	SINT0003	<p>NBCC Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 1M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:                      - NBCC Social Command Center                      - NBCC Social Outbound Campaigns                      - NBCC Social Historical Data Analysis</p>	N/A	\$12,019.15	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

92	NBCC Social Intelligence up to 5M social posts	SINT0004	<p>NBCC Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 5M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>		N/A	\$18,028.73	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

93	NBCC Social Intelligence up to 10M social posts	SINT0005	<p>NBCC Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 10M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$24,038.30	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

94	NBCC Social Intelligence up to 15M social posts	SINT0006	<p>NBCC Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 15M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$30,047.88	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

95	NBCC Social Intelligence up to 20M social posts	SINT0007	<p>NBCC Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 20M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$36,057.45	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

96	NBCC Social Intelligence up to 30M social posts	SINT0008	<p>NBCC Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 30M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:                      - NBCC Social Command Center                      - NBCC Social Outbound Campaigns                      - NBCC Social Historical Data Analysis</p>		N/A	\$45,672.77	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

97	NBCC Social Intelligence up to 40M social posts	SINT0009	<p>NBCC Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 40M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$55,288.09	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

98	NBCC Social Intelligence up to 50M social posts	SINT0010	<p>NBCC Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 50M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Outbound Campaigns                  - Social Historical Data Analysis</p>		N/A	\$64,903.41	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

99	NBCC Social Intelligence up to 75M social posts	SINT0011	<p>NBCC Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 75M public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:                      - NBCC Social Command Center                      - NBCC Social Outbound Campaigns                      - Social Historical Data Analysis</p>	N/A	\$86,537.88	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

100	NBCC Social Intelligence up to 1B social posts	SINT0012	<p>NBCC Social Intelligence includes Managed Services and provides a listening and engagement module to identify public consumer posts of interest across social media, as defined by the Customer's search criteria, into a single dashboard. Additionally it enables the Customer to engage and respond to end users as needed. This tier will retrieve up to 1B public social media posts per month, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include:                      - NBCC Social Command Center                      - NBCC Social Outbound Campaigns                      - NBCC Social Historical Data Analysis</p>		N/A	\$108,172.35	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

101	NBCC Social Command Center up to 50K social posts	SOCC0001	<p>NBCC Social Command Center is an optional add-on to NBCC Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for NBCC Social Intelligence for retrieval of social media posts, the NBCC Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$3,004.79	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

102	NBCC Social Command Center up to 250K social posts	SOCC0002	<p>NBCC Social Command Center is an optional add-on to NBCC Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for NBCC Social Intelligence for retrieval of social media posts, the NBCC Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>		N/A	\$4,567.28	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

103	NBCC Social Command Center up to 1M social posts	SOCC0003	<p>NBCC Social Command Center is an optional add-on to NBCC Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for NBCC Social Intelligence for retrieval of social media posts, the NBCC Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$9,134.55	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

104	NBCC Social Command Center up to 5M social posts	SOCC0004	<p>NBCC Social Command Center is an optional add-on to NBCC Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for NBCC Social Intelligence for retrieval of social media posts, the NBCC Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$11,418.19	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

105	NBCC Social Command Center up to 10M social posts	SOCC0005	<p>NBCC Social Command Center is an optional add-on to NBCC Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for NBCC Social Intelligence for retrieval of social media posts, the NBCC Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$14,422.98	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

106	NBCC Social Command Center up to 15M social posts	SOCC0006	<p>NBCC Social Command Center is an optional add-on to NBCC Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for NBCC Social Intelligence for retrieval of social media posts, the NBCC Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>		N/A	\$17,427.77	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

107	NBCC Social Command Center up to 20M social posts	SOCC0007	<p>NBCC Social Command Center is an optional add-on to NBCC Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for NBCC Social Intelligence for retrieval of social media posts, the NBCC Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$20,432.56	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

108	NBCC Social Command Center up to 30M social posts	SOCC0008	<p>NBCC Social Command Center is an optional add-on to NBCC Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for NBCC Social Intelligence for retrieval of social media posts, the NBCC Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$24,038.30	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

109	NBCC Social Command Center up to 40M social posts	SOCC0009	<p>NBCC Social Command Center is an optional add-on to NBCC Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for NBCC Social Intelligence for retrieval of social media posts, the NBCC Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$30,047.88	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

110	NBCC Social Command Center up to 50M social posts	SOCC0010	<p>NBCC Social Command Center is an optional add-on to NBCC Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for NBCC Social Intelligence for retrieval of social media posts, the NBCC Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$36,057.45	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

111	NBCC Social Command Center up to 75M social posts	SOCC0011	<p>NBCC Social Command Center is an optional add-on to NBCC Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for NBCC Social Intelligence for retrieval of social media posts, the NBCC Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$50,480.43	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

112	NBCC Social Command Center up to 1B social posts	SOCC0012	<p>NBCC Social Command Center is an optional add-on to NBCC Social Intelligence and provides real-time aggregated data analysis of social posts, as configured by the organization to provide insights on global trends, post performance, geographical and other demographic details so data teams can determine where, how, and what consumers feel about the organization. Based on the tier selected for NBCC Social Intelligence for retrieval of social media posts, the NBCC Social Command Center will provide analysis on the corresponding data, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Outbound Campaigns                  - NBCC Social Historical Data Analysis</p>	N/A	\$63,701.50	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

113	NBCC Social Outbound Campaign up to 50K social posts	SOCM0001	<p>NBCC Social Outbound Campaigns is an optional add-on to NBCC Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for NBCC Social Intelligence and is flat monthly add-on fee for NBCC Social Outbound Campaigns, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Historical Data Analysis</p>		N/A	\$3,004.79	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

114	NBCC Social Outbound Campaign up to 250K social posts	SOCM0002	<p>NBCC Social Outbound Campaigns is an optional add-on to NBCC Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for NBCC Social Intelligence and is flat monthly add-on fee for NBCC Social Outbound Campaigns, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Historical Data Analysis</p>		N/A	\$4,567.28	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

115	NBCC Social Outbound Campaign up to 1M social posts	SOCM0003	<p>NBCC Social Outbound Campaigns is an optional add-on to NBCC Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for NBCC Social Intelligence and is flat monthly add-on fee for NBCC Social Outbound Campaigns, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Historical Data Analysis</p>		N/A	\$9,134.55	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

116	NBCC Social Outbound Campaign up to 5M social posts	SOCM0004	<p>NBCC Social Outbound Campaigns is an optional add-on to NBCC Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for NBCC Social Intelligence and is flat monthly add-on fee for NBCC Social Outbound Campaigns, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Historical Data Analysis</p>		N/A	\$11,418.19	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

117	NBCC Social Outbound Campaign up to 10M social posts	SOCM0005	<p>NBCC Social Outbound Campaigns is an optional add-on to NBCC Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for NBCC Social Intelligence and is flat monthly add-on fee for NBCC Social Outbound Campaigns, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Historical Data Analysis</p>		N/A	\$14,422.98	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

118	NBCC Social Outbound Campaign up to 15M social posts	SOCM0006	<p>NBCC Social Outbound Campaigns is an optional add-on to NBCC Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for NBCC Social Intelligence and is flat monthly add-on fee for NBCC Social Outbound Campaigns, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Historical Data Analysis</p>		N/A	\$17,427.77	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

119	NBCC Social Outbound Campaign up to 20M social posts	SOCM0007	<p>NBCC Social Outbound Campaigns is an optional add-on to NBCC Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for NBCC Social Intelligence and is flat monthly add-on fee for NBCC Social Outbound Campaigns, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Historical Data Analysis</p>		N/A	\$20,432.56	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

120	NBCC Social Outbound Campaign up to 30M social posts	SOCM0008	<p>NBCC Social Outbound Campaigns is an optional add-on to NBCC Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for NBCC Social Intelligence and is flat monthly add-on fee for NBCC Social Outbound Campaigns, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Historical Data Analysis</p>		N/A	\$24,038.30	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

121	NBCC Social Outbound Campaign up to 40M social posts	SOCM0009	<p>NBCC Social Outbound Campaigns is an optional add-on to NBCC Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for NBCC Social Intelligence and is flat monthly add-on fee for NBCC Social Outbound Campaigns, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Historical Data Analysis</p>		N/A	\$30,047.88	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

122	NBCC Social Outbound Campaign up to 50M social posts	SOCM0010	<p>NBCC Social Outbound Campaigns is an optional add-on to NBCC Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for NBCC Social Intelligence and is flat monthly add-on fee for NBCC Social Outbound Campaigns, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Historical Data Analysis</p>		N/A	\$36,057.45	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

123	NBCC Social Outbound Campaign up to 75M social posts	SOCM0011	<p>NBCC Social Outbound Campaigns is an optional add-on to NBCC Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for NBCC Social Intelligence and is flat monthly add-on fee for NBCC Social Outbound Campaigns, per business unit.</p> <p>Dependencies:                  - NBCC Social Intelligence Implementation                  - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include:                  - NBCC Social Command Center                  - NBCC Social Historical Data Analysis</p>		N/A	\$50,480.43	Per Occurrence	N/A	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

124	NBCC Social Outbound Campaign up to 1B social posts	SOCM0012	<p>NBCC Social Outbound Campaigns is an optional add-on to NBCC Social Intelligence and is used by digital marketing teams to manage social marketing campaigns across platforms, track and compare campaign performance, understand successful aspects of a campaign, and configure audience types for social marketing campaigns. Pricing is based on the tier selected for NBCC Social Intelligence and is flat monthly add-on fee for NBCC Social Outbound Campaigns, per business unit.</p> <p>Dependencies: - NBCC Social Intelligence Implementation - NBCC Social Intelligence</p> <p>Optional features, not included in this charge, that may accompany this line item include: - NBCC Social Command Center - NBCC Social Historical Data Analysis</p>		N/A	\$63,701.50	Per Occurrence	N/A	No	Required
125	NBCC Social Intelligence - Historical Data Analysis up to 1M social posts mined	SOIH0000	<p>An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization.</p> <p>Dependencies: - NBCC Social Intelligence Implementation - NBCC Social Intelligence - NBCC Social Command Center</p>		\$6,765.00	N/A	Per Occurrence	N/A	No	Required



**6.1.2.2 Network Based Contact Center (NBCC) General Features**

126	NBCC Social Intelligence - Historical Data Analysis up to 5M social posts mined	SOIH0001	An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization.  Dependencies: - NBCC Social Intelligence Implementation - NBCC Social Intelligence - NBCC Social Command Center		\$13,530.00	N/A	Per Occurrence	N/A	No	Required
127	NBCC Social Intelligence - Historical Data Analysis up to 10M social posts mined	SOIH0002	An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization.  Dependencies: - NBCC Social Intelligence Implementation - NBCC Social Intelligence - NBCC Social Command Center		\$28,187.50	N/A	Per Occurrence	N/A	No	Required
128	NBCC Social Intelligence - Historical Data Analysis greater than 10M social posts mined	SOIH0003	An optional one-time analysis, per business unit, retrieving selected number of social media posts for historical trends based on topics or keywords of interest to the organization.  Dependencies: - NBCC Social Intelligence Implementation - NBCC Social Intelligence		\$45,100.00	N/A	Per Occurrence	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

<i>NBCC Connectors</i>										
Provides a standard integration between the NBCC Digital CX features and third party or Verizon products and are charged by number of agents making use of the connector in any given month. Implementation is required if the connector will make use of voice or video via WebRTC.										
129	NBCC Connector - Implementation Standard Fixed Priced Implementation	CNIM0000	Implementation for connectors are required if the connector will make use of the voice or video via WebRTC and will involve the following activities: - Apply the connector integration between NBCC Digital CX and third party or Verizon products - Provide widget for deployment/customization by Customer on end channels - Testing and User Acceptance Testing plan		\$40,590.00	N/A	Per Implementation	N/A	No	Required
130	NBCC Standard Connectors Per Agent connected actual usage	CNST0000	Connectors provide a software integration between the NBCC Digital CX product features and 3rd party applications, as available.  Dependencies: One of the following - NBCC Virtual Agent, NBCC Knowledge Assist, NBCC Live Agent, NBCC Social Intelligence, CRM Implementation if making use of voice/video via WebRTC capabilities		N/A	\$23.11	Per Agent Using the Connector	N/A	No	Required
131	NBCC VZ Connectors Per Agent connected actual usage	CAGT0000	Connectors provide a software integration between the NBCC Digital CX product features and the following Verizon product offerings: - Virtual Contact Center (VCC)  Dependencies: One of the following - NBCC Virtual Agent, NBCC Knowledge Assist, NBCC Live Agent, NBCC Social Intelligence, CRM Implementation if making use of voice/video via WebRTC capabilities		N/A	\$9.25	Per Agent	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

132	NBCC Connector - Voice Per minute actual usage	CVCE0000	Optional, voice over WebRTC can be used to facilitate voice communication between agents and end users for a per minute usage charge.  Dependencies: - One of the following: NBCC Virtual Agent, NBCC Knowledge Assist, NBCC Live Agent, NBCC Social Intelligence, NBCC CRM - Implementation if making use of voice/video via WebRTC capabilities - Standard or Verizon Connector Per Agent		N/A	\$0.060	Per Platform Minute	N/A	No	Required
133	NBCC Connector - Video Per minute actual usage	CVID0000	Optional, video over WebRTC can be used to facilitate video communication between agents and end users for a per minute usage charge.  Dependencies: - One of the following: NBCC Virtual Agent, NBCC Knowledge Assist, NBCC Live Agent, NBCC Social Intelligence, NBCC CRM - Implementation if making use of voice/video via WebRTC capabilities - Standard or Verizon Connector Per Agent		N/A	\$0.080	Per Platform Minute	N/A	No	Required
<p><i>NBCC Short Message Service (SMS)/NBCC Multimedia Message Service (MMS)</i></p> <p>SMS and MMS can optionally be used with the Virtual Agent, Live Agent, and/or Connector solutions to facilitate communication with end users over the SMS/MMS channel. A per SMS/MMS code implementation fee is required unless the Customer brings their own SMS/MMS code from a third party provider. Usage and operating charges apply as described in this section. This service is only available within the United States.</p>										
134	NBCC SMS - Implementation Per Code	SMIM0000	Implementation for SMS/MMS is required if Verizon provides the SMS code for the customer and charged as a per SMS code.		\$2,255.00	N/A	Per SMS Code	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

135	NBCC SMS - Implementation Custom Per Hour	SMIC0000	<p>SMS custom implementation hours can be applied in conjunction with standard per SMS code implementation above to address requirements over and above the standard implementation. This will be quoted as a fixed quantity of hours per specific implementation including:</p> <ul style="list-style-type: none"> <li>- Develop custom code for integrations between NBCC Digital CX features and third party systems</li> <li>- Develop new or additional API calls for the NBCC Digital CX features</li> </ul>		\$225.50	N/A	Per Hour	N/A	No	Required
136	NBCC SMS - US-based Per SMS	SMSU0000	<p>Short Message Service (SMS) is only available within the United States, and charges a per SMS message inbound and outbound usage fee. End users may experience additional SMS charges separately by their cell phone provider.</p> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>- NBCC Virtual Agent, NBCC Live Agent, or NBCC Connector</li> <li>- If Verizon provided SMS code, Implementation</li> <li>- SMS Operating Charge</li> </ul>		N/A	\$0.010	Per SMS	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

137	NBCC MMS - US-based Per MMS	MMSU0000	<p>Multimedia Message Service (MMS) is only available within the United States, and charges a per MMS message inbound and outbound usage fee. End users may experience additional MMS charges separately by their cell phone provider.</p> <p>Dependencies: - NBCC Virtual Agent, NBCC Live Agent, or NBCC NBCC Connector - SMS - US-based - If Verizon provided SMS code, Implementation - MMS Operating Charge</p>		N/A	\$0.010	Per MMS	N/A	No	Required
138	NBCC SMS/MMS Operating Charge Per SMS or MMS	SMMS0000	<p>A per SMS/MMS Operating Charge will apply for each inbound and outbound SMS/MMS</p> <p>Dependencies: - NBCC Virtual Agent, NBCC Live Agent, or NBCC Connector - If Verizon provided SMS code, Implementation - SMS US-based</p>		N/A	\$0.010	Per SMS/MMS	N/A	No	Required
<p><i>NBCC CRM</i></p> <p>CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, interaction history, helps guide agent actions, and provides automation and simplification of common tasks and data entry.</p>										
139	NBCC CRM - Implementation Standard Fixed Priced Implementation	CRIS0000	<p>Implementation is required to deploy CRM, per business unit. Activities involved with the CRM implementation include: - Provision environment - Provide access credentials - Configuration and Integration services to customer systems - Training to customer administrators - Testing and User Acceptance Testing plan</p>		\$89,298.00	N/A	Per Implementation	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

140	NBCC CRM - Implementation Custom Per Hour	CRIC0000	CRM custom implementation hours can be applied in conjunction with standard implementation package above to address requirements over and above the standard package. This will be quoted as a fixed quantity of hours per specific implementation including: - Develop custom code for integrations between CRM features and third party systems - Develop new or additional API calls for the CRM features		\$225.50	N/A	Per Hour	N/A	No	Required
141	NBCC CRM 1 - 250 agents	CRMA0001	CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit.  Dependencies: Implementation  Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance		N/A	\$176.77	Per Named Agent	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

142	NBCC CRM 251 - 500 agents	CRMA0002	<p>CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance</p>		N/A	\$170.88	Per Named Agent	N/A	No	Required
143	NBCC CRM 501 - 750 agents	CRMA0003	<p>CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance</p>		N/A	\$164.98	Per Named Agent	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

144	NBCC CRM 751 and up agents	CRMA0004	<p>CRM is a customer engagement CRM tool that allows contact center staff to quickly and effectively resolve customer issues. It provides a unified view of the customer, helps guide agent actions, and provides automation and simplification of common tasks. The CRM requires ordering a specific number of agents and will be priced per named agent, per business unit.</p> <p>Dependencies: Implementation</p> <p>Optional features, not included in this charge, that may accompany this line item include: - Data Center Geographic Redundancy - CRM Quality Assurance</p>		N/A	\$159.09	Per Named Agent	N/A	No	Required
145	NBCC CRM - Data Center Geographic Redundancy 1 - 250 agents	CRMD0001	<p>An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit.</p> <p>Dependencies: - CRM Implementation - CRM</p>		N/A	\$217.56	Per Named Agent	N/A	No	Required



**6.1.2.2 Network Based Contact Center (NBCC) General Features**

146	NBCC CRM - Data Center Geographic Redundancy 251 - 500 agents	CRMD0002	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM.  Dependencies: - CRM Implementation - CRM		N/A	\$210.31	Per Named Agent	N/A	No	Required
147	NBCC CRM - Data Center Geographic Redundancy 501 - 750 agents	CRMD0003	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit.  Dependencies: - CRM Implementation - CRM		N/A	\$203.06	Per Named Agent	N/A	No	Required
148	NBCC CRM - Data Center Geographic Redundancy 751 and up agents	CRMD0004	An optional add-on to the CRM feature, provides additional Regions on top of the basic Disaster Recovery service, which includes at least 2 data centers across 2 separate availability zones. The price will apply to the number of named agents ordered with CRM, per business unit.  Dependencies: - CRM Implementation - CRM		N/A	\$195.80	Per Named Agent	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

<i>NBCC CRM Quality Assurance</i>										
CRM Quality Assurance automates the auditing of CRM case data to help contact center teams generate clean, accurate customer data. It uses AI to identify and help address systemic issues such as training weaknesses and under-performing agents, and integrates with the leading CRM solutions.										
149	NBCC CRM Quality Assurance - Implementation	CRQI0000	Implementation is required to deploy CRM Quality Assurance, per business unit. Activities involved with the CRM Quality Assurance implementation include: - Provision environment - Provide access credentials - Configuration and Integration services to customer systems including CRM - Training to customer administrators - Testing and User Acceptance Testing plan		\$19,844.00	N/A	Per Implementation	N/A	No	Required
150	NBCC CRM Quality Assurance - Implementation Custom Per Hour	CRQC0000	CRM custom implementation hours can be applied to address implementation requirements over and above the standard CRM implementation package will be quoted as a fixed quantity of hours per specific implementation including: - Develop custom code for integrations between CRM features and third party systems - Develop new or additional API calls for the CRM features		\$225.50	N/A	Per Hour	N/A	No	Required
151	NBCC CRM Quality Assurance - Up to 1 - 10,000 cases per month	CRQA0001	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit.  Dependencies: - CRM Quality Assurance Implementation		N/A	\$2,356.93	Per Occurrence	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

152	NBCC CRM Quality Assurance - Up to 10,000 - 49,999 cases per month	CRQA0002	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit.  Dependencies: - CRM Quality Assurance Implementation		N/A	\$4,713.85	Per Occurrence	N/A	No	Required
153	NBCC CRM Quality Assurance - Up to 50,000 - 99,999 cases per month	CRQA0003	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit.  Dependencies: - CRM Quality Assurance Implementation		N/A	\$7,070.78	Per Occurrence	N/A	No	Required
154	NBCC CRM Quality Assurance - Up to 100,000 - 149,999 cases per month	CRQA0004	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit.  Dependencies: - CRM Quality Assurance Implementation		N/A	\$9,427.70	Per Occurrence	N/A	No	Required
155	NBCC CRM Quality Assurance - Up to 150,000 - 199,999 cases per month	CRQA0005	The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit.  Dependencies: - CRM Quality Assurance Implementation		N/A	\$11,784.63	Per Occurrence	N/A	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

156	NBCC CRM Quality Assurance - Up to 200,000 cases and up per month	CRQA0006	<p>The CRM Quality Assurance feature is priced based on the number of cases the system should review and check for potential data errors on a monthly basis, per business unit.</p> <p>Dependencies:                  - CRM Quality Assurance Implementation</p>		N/A	\$14,141.56	Per Occurrence	N/A	No	Required
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157	CCGF Quality Management Pro Service	CQMP0001	<p>CCGF Quality Management Pro Service includes the features of Quality Management in addition to enhancements that include:</p> <ul style="list-style-type: none"> <li>- Agent self-evaluations, automated feedback and work flows in order to provide effective balance between operational requirements and agent empowerment.</li> <li>- Self assessments which allows as many evaluations as needed and are performed by the agent on their own interaction, using the evaluation form.</li> <li>- Calibrate agent scorecard forms and evaluations between agent and independent evaluators.</li> <li>- Coaching Package and Plans that consists of attachments that can be sent to agents for learning purposes.</li> <li>- Configured Users are billed based on highest number of users set up on the platform at any one time during the month.</li> <li>- Allows for configuration at a team level</li> <li>- Number of users can be configured for less than the number of agent licenses based on configuration per agent (e.g. % of contacts being recorded).</li> </ul> <p>This service is best suited for small environments.</p> <p>CCGF Quality Management Pro Implementation Package provides for one time set up for the CCGF Quality Management Pro. Implementation will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost. CCGF Quality Management</p>		\$3,051.00	\$28.17	Per Configured User	\$0.00	No	Required
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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

			<p>Pro Implementation Package also includes:</p> <ul style="list-style-type: none"> <li>- Business requirements session and documentation</li> <li>- Initial Standard System Configuration</li> <li>- User acceptance testing</li> <li>- Go live support</li> <li>- 2 weeks of Post Go Live Support</li> </ul> <p>Customer will obtain the consent of call participants and provide callers the option to revoke consent.</p> <p>Customer will also gain consent of call participants and/or employees' prior to recording and obtain the required authority to use, process, and transfer such employees' personal data.</p>							
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**6.1.2.3.7.1 Network Based Automatic Call Distributor (NBACD) Basic Agent Package**

<b>Contractor's Summary description of service:</b> Network Based Automatic Call Distributor (NBACD) Basic Agent Package features.										
<b>Geographic Availability:</b> Statewide										
<b>Service Limitations and Restrictions</b> N/A										
<b>Change Charge Applicability:</b> Change Charge Applicability varies by service and feature code. See applicable service feature code line item description as how this change charge applies by service and feature.										
A	B	C	D	E	F	G	H	I	J	K
Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of measure	Charge per change per item	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Agent Package - Agent	ABAP0000	Basic Software package as described in Section 6.1.2.3.7.1		N/A	\$51.25	Agent	\$ 0	No	Required
2	Basic Agent Package – Desktop Server	BAPD0000	Contractor hosted server that supports the Basic Agent Package above. Does not include redundancy.		\$ 0	\$0.00	Tenant	\$ 0	No	Required
3	Abandon Call Clearing	ABAC0000	Removes calls from the contact center queue when the caller abandons: - while waiting in queue (or) - after call is presented to agent.		\$ 0	\$0.00	Agent	\$ 0	No	Required
4	Automatic Overflow	ABAO0000	Allows Customer to specify where new incoming calls overflow.		\$ 0	\$0.00	Agent	\$ 0	No	Required
5	Call Priority	ABCP0000	Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs.		\$ 0	\$0.00	Agent	\$ 0	No	Required
6	Night Service	ANSV0000	Activated for entire contact center when all agent positions logoff. Automatically forwards incoming calls.		\$ 0	\$0.00	Agent	\$ 0	No	Required
7	Overflow Scan	ABOS0000	Scans up to four (4) other contact centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied.		\$ 0	\$0.00	Agent	\$ 0	No	Required

**6.1.2.3.7.1 Network Based Automatic Call Distributor (NBACD) Basic Agent Package**

8	Ring Threshold	ABRT0000	Reroutes call when agent does not answer after a predetermined amount of time.		\$ 0	\$0.00	Agent	\$ 0	No	Required
9	Call Delay /Forced Announcement	CDFA0000	Provides recorded announcement(s) to callers when all agents are busy or the contact center is in Night Service mode.		\$ 0	\$0.00	Agent	\$ 0	No	Required
10	Queue Status	AQST0000	Indication when queue thresholds are exceeded. Separate from telephone sets, this data will be provided to a wall mounted display or a workstation.		\$ 350.00	\$44.28	Agent	\$ 0	No	Required
11	Agent Queue Status Display	AQSD0000	Provides agents status of call queue. Shows either: number of calls in queue, or amount of time oldest call in queue.		\$ 0	\$0.00	Agent	\$ 0	No	Required
12	Called Number Display	CLND0000	Displays the dialed contact center directory number on agent Equipment.		\$ 0	\$0.00	Agent	\$ 0	No	Required
13	Call Tracking	CLTK0000	Allows agent to indicate type of call being processed by pressing tracking key and entering a code ("account code").		\$ 0	\$0.00	Agent	\$ 0	No	Required
14	Controlled Access to PSTN/Switched Network	CNTA0000	Outbound dialing permission from total restriction to unrestricted access to the public network.		\$ 0	\$0.00	Agent	\$ 0	No	Required
15	Supervised Call Transfer – Off Net	SCTO0000	Allows an agent to transfer a call to any ten (10) digit phone number not serviced by the NBCC, to remain on the line after the transfer until the agent disconnects, and for the caller to remain connected with the transferred party after the agent disconnects.		\$ 0	\$0.00	Agent	\$ 0	No	Required



**6.1.2.3.7.1 Network Based Automatic Call Distributor (NBACD) Basic Agent Package**

16	NBACD Universal Capacity Queue Port	UCQP0000	<p>NBACD Universal Capacity Queue Port is an enhancement to the agent port queue, which is included with the base agent. Universal Capacity Queue Port provides additional blended queue capacity if required for inbound call queues.</p> <ul style="list-style-type: none"> <li>○ Baseline universal capacity queue port capacity is determined on Agents in conversation state. One queue port is available for each agent in active conversation state.</li> <li>○ Baseline universal capacity queue port capacity provides a queue depth equal to one.</li> </ul> <p>NBACD universal capacity queue port capacity allows customer to augment capacity greater than baseline queue port capacity.</p>	N/A	\$45.10	Queue port	N/A	No	Required
17	NBACD Enhanced Agent	EAGN0000	<p>NBACD Enhanced Agent includes:</p> <ul style="list-style-type: none"> <li>▪ 1 ACD Agent</li> <li>▪ 1 Campaign Dialer Agent</li> <li>▪ 1 Universal Port – Used for IVR, voice, but does not affect chat or email</li> <li>▪ 1 GB Data Storage and Management for storage of recordings, prompts, scripts, messages, files, and more.</li> <li>▪ Supervisor reporting</li> <li>▪ IVR programming toolset</li> <li>▪ CTI &amp; Database Connectivity (Standard, Encrypted, VPN, FTP, Web Service, and HTML Connector)</li> </ul>	N/A	\$107.63	Agent	N/A	No	Required

**6.1.2.3.7.1 Network Based Automatic Call Distributor (NBACD) Basic Agent Package**

18	NBACD Port Capacity	PCPT0000	<p>NBACD Port Capacity is a single port provided to the NBACD application for IVR and IVR self-service interactions.</p> <ul style="list-style-type: none"> <li>▪ Baseline port capacity is determined on confirmed agents plus configured supervisor.</li> <li>▪ Port consumption includes                             <ul style="list-style-type: none"> <li>○ Callers in active communication with IVR and IVR Self-Service Applications.</li> <li>○ Calls receiving IVR prompts</li> <li>○ Contacts leaving voice messages or receiving automated messages via IVR or Self-Service Applications.</li> </ul> </li> <li>▪ NBACD port capacity allows customer to augment capacity greater than baseline port capacity.</li> </ul>		N/A	\$55.35	Port	N/A	No	Required
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**6.1.2.3.7.2 Network Based Automatic Call Distributor (NBACD) Supervisor's Package**

<b>Contractor's Summary description of service:</b> Network Based Automatic Call Distributor (NBACD) Supervisor's Package features.										
<b>Geographic Availability:</b> Statewide										
<b>Service Limitations and Restrictions</b> N/A										
<b>Change Charge Applicability:</b> Change Charge Applicability varies by service and feature code. See applicable service feature code line item description as how this change charge applies by service and feature.										
A	B	C	D	E	F	G	H	I	J	K
Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of measure	Charge per change per item	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Supervisor's Package	SPVP0000	Basic Supervisor's Package Software as described in Section 6.1.2.3.7.2		\$ 15.00	\$99.99	Supervisor	\$ 0	No	Required
2	Additional Supervisor Positions	SPVA0000	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one (1) per 20 agents.)		\$ 0	\$ 0	Supervisor	\$ 0	No	Required
3	Controlled Overflow	CNTO0000	Allows a supervisor to direct new contact center calls to an overflow route.		\$ 0	\$ 0	Supervisor	\$ 0	No	Required
4	ACD Status Display	ACDS0000	Supervisor(s) with display set can monitor contact center call status. Minimum Requirements - Queue Status Display shows: - Number of calls in incoming call queue and average time in queue - Total number of occupied agent positions (agents idle, active, or not ready)		\$ 0	\$ 0	Supervisor	\$ 0	No	Required
5	Position Status Display	PSTD0000	Provides supervisor with visual indication of agent activity in real time.		\$ 0	\$ 0	Supervisor	N/A	No	Required

**6.1.2.3.7.2 Network Based Automatic Call Distributor (NBACD) Supervisor's Package**

6	Position Status Summary Display	PSTS0000	Allows supervisor to quickly check status of the contact center. Supervisor can have multiple position status summary display keys to monitor multiple contact center Groups within their System. Minimum Requirements: Display indicates total number of agents: i.) On contact center calls ii) On non contact center calls (on virtual number) iii) Idle (logged in and waiting for call) iv) Not ready (clerical status) logged off		\$ 0	\$ 0	Supervisor	N/A	No	Required
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**6.1.2.3.7.3 Network ACD System Administrator Software Package**

<b>Contractor's Summary description of service:</b> Network ACD System Administrator Software Package services and features.										
<b>Geographic Availability:</b> Statewide										
<b>Service Limitations and Restrictions</b> N/A										
<b>Change Charge Applicability:</b> Change Charge Applicability varies by service and feature code. See applicable service feature code line item description as how this change charge applies by service and feature.										
A	B	C	D	E	F	G	H	I	J	K
Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of measure	Charge per change per item	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Administrator's Package	BADP0000	Basic Administrator's Package Software as described in Section 6.1.2.3.7.3		\$ 0	\$ 0	Package	\$ 0	No	Required

**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

<b>Contractor's Summary description of service:</b> Network Based Interactive Voice Response (NBIVR) services and features.										
<b>Geographic Availability:</b> Statewide										
<b>Service Limitations and Restrictions</b> N/A										
<b>Change Charge Applicability:</b> Change Charge Applicability varies by service and feature code. See applicable service feature code line item description as how this change charge applies by service and feature.										
A	B	C	D	E	F	G	H	I	J	K
Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of measure	Charge per change per item	Delegation Needed (Yes/No)	Required or Discretionary
1	NBIVR Usage	IVRU0000	Usage charge associated with the IVR platform.		N/A	\$0.0308	Minutes	N/A	No	Required
2	NBIVR Usage – Speech Recognition	IVSR0000	Usage charge associated with the IVR platform with speech recognition input.		N/A	\$0.0103	Minutes	N/A	No	Required
3	NBIVR Custom Environment	NBIV0000	One-time charge to configure a custom IVR environment to support IVR applications. Shall include 100 hours of professional services to configure the custom environment.		\$ 25,000.00	N/A	Environment	N/A	No	Required

**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

4	HICR Enhanced Automatic Speech Recognition ASR	CASR0000	<p>HICR (Hosted Intelligent Contact Routing) Automatic Speech Recognition (ASR) platform provides a rich feature capability and functionality that incorporates all of the normal IVR capabilities and makes them available via speech activation/recognition.</p> <ul style="list-style-type: none"> <li>▪ Speech recognition is includes advanced capabilities including Natural Language.</li> <li>▪ Speech enabled IVRs have the ability for caller input to be recognized at any point in the menu process. This allows for pre-selection of the option, rather than waiting for all options to be read before being allowed to make a response.</li> </ul>		N/A	\$0.0615	Per Minute	N/A	No	Required
5	HICR Advanced Activation - Basic Self Service IVR	CAAB0000	<p>HICR Advanced Activation - Basic Self Service IVR is an enhancement that provides for IVR integration to customer hosted databases:</p> <ul style="list-style-type: none"> <li>▪ Adds data lookup to one internal hosted database table</li> <li>▪ Up to 3 database "calls" (lookup only)</li> </ul>		\$ 3,900.00	N/A	Per Activation	N/A	No	Required
6	HICR Advanced Activation Self Service IVR Premium	CAAP0000	<p>HICR Advanced Activation Self Service IVR Premium provides for additional IVR integrations to customer databases:</p> <ul style="list-style-type: none"> <li>▪ Adds data lookup to one internal hosted database table</li> <li>▪ Up to 3 database "calls" (lookup only)</li> <li>▪ Adds integration to one external CRM/database</li> <li>▪ Up to 3 database/Web Service "calls"</li> </ul>		\$ 10,500.00	N/A	Per Activation	N/A	No	Required

**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

7	HICR Advanced Screen POP/Call Routing/ Named Agent	CASP0000	<p>HICR Advanced Screen POP/Call Routing/ Named Agent is an enhancement to the HICR Routing Capabilities capacity to provide CRM Driven Screen Pop/Call Routing or Named Agent Routing:</p> <ul style="list-style-type: none"> <li>▪ Adds integration to one CRM solution to support a screen-pop or custom call routing</li> <li>▪ Up to 3 web service "calls" (lookup only)</li> </ul> <p>For Named Agent adds:</p> <ul style="list-style-type: none"> <li>▪ Enable routing to a named "Account Manager" type agents, backup agent or queue</li> <li>▪ Integrate with a CRM to identify the Account Manager, not all external CRM solution supported.</li> </ul>		\$ 6,500.00	N/A	Per Activation	N/A	No	Required
8	HICR IVR with Standard Applications	ISTN0001	<p>HICR Interactive Voice Response (IVR) Systems uses a human voice to present menu options to the caller. The caller can select an option using DTMF or the keypad on the telephone. Additional options include the deployment of self service or speech automated systems. Includes customized call flows and automated voice menus that gather call routing information and customer IDs and deliver pre-recorded announcements - instantly and without programming</p>		\$ 1,000.00	\$192.19	Per Application	N/A	No	Required
9	HICR IVR with Standard Application Usage	ISTN0002	<p>HICR IVR with Standard Application Usage is an enhancement to IVR services are Usage Based/MOU services.</p>		N/A	\$0.0253	Per Minute	N/A	No	Required



**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

10	Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Setup	VCBS0000	Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Setup		\$81,000.00	N/A	Per Occurrence	\$0	No	Required
11	Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Queue Platform	VCBP0000	Callback for NBIVR IP Hosted Intelligent Contact Routing (HICR) Queue Platform		N/A	\$9,236.28	Per Application	\$0	No	Required
12	Callback for NBIVR IP Hosted Intelligent Contact Virtual Queuing Application	VCBQ0000	Callback for NBIVR IP Hosted Intelligent Contact Virtual Queuing Application		\$1,200.00	N/A	Per Queue	\$0	No	Required
13	Callback for NBIVR IP Hosted Intelligent Contact Virtual Queuing Call Transaction	VCBT0000	Callback for NBIVR IP Hosted Intelligent Contact Virtual Queuing Call Transaction		N/A	\$0.3895	Per Transaction Per Call	\$0	No	Required
14	NBIVR Open Hosted IVR	OHVR0000	This advanced enhancement provides Open Hosted IVR functionality customer agency control via GUI interface of the development, test and production environment IVR applications. Provides customer the opportunity to utilize internal resources to manage applications while maintaining the scalability, security, and redundancy of Verizon's hosted platform. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		N/A	\$0.0410	Per Transaction	N/A	No	Required

**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

15	NBIVR IP Hosted Intelligent Contact Routing (HICR)-A	HICA0000	<p>NBIVR IP Hosted Intelligent Contact Routing (HICR) is a comprehensive, managed, network-routing solution that intelligently routes multimedia transactions, such as voice, e-mail, chat, and web collaboration for contact centers. Hosted ICR is based on software from Genesys Telecommunications Laboratories. Hosted ICR employs user-defined business rules, caller characteristics, data requested and provided by the caller, and data retrieved from contact center host computers (HostConnect) within the network. .This enhanced functionality is provided by IP HICR IVR Routing to customize call routing capabilities. This feature may require Custom Application development charges. This is a custom application that requires specific development on a case by case basis as defined by a customer requirement. These services provide for the non-recurring costs associated with the implementation of IP Hosted Intelligent Contact Routing (HICR). NRC will apply on a per occurrence basis.</p>		N/A	\$60.82	Per Agent	N/A	No	Required
16	NBIVR Menu Routing	MNRT0000	<p>NBIVR Menu Routing is an enhancement to allow the caller defined routing based on menu choice. Charged on a per call basis.</p>		N/A	\$0.0259	Per Call	N/A	No	Required

**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

17	NBIVR Message Announce	MSAN0000	NBIVR Menu Routing Message Announce is a custom enhancement that can be evoked by the customer during high utilization or to redirect traffic. This allows the caller to hear a pre-recorded announcement prior to, during or after the call is routed. Charged on a per call basis.		N/A	\$0.0077	Per Call	N/A	No	Required
18	NBIVR Announce Connect	ACNT0000	Sometimes referred to as "whisper," NBIVR Announce Connect provides a customized message to the called party before the caller is connected. Charged on a per call basis. This is a feature of HICR platform.		N/A	\$0.0077	Per Call	N/A	No	Required
19	NBIVR Busy/No Answer Rerouting (BNAR)	BSYN0000	If a call reaches a busy signal or is not answered within a specified number of rings, BNAR automatically reroutes the call to a pre-specified alternate location or to a recording. Charged on a per call basis.		N/A	\$0.0077	Per Call	N/A	No	Required

**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

20	NBIVR Take Back/SIP Refer Transfer	TBRT0000	<p>NBIVR Take Back/SIP Refer Transfer allows the called party to transfer a call to another location</p> <ul style="list-style-type: none"> <li>▪ Take Back and Transfer (TnT) is an Enhanced Call Routing (ECR) feature that is ordered with the application..</li> <li>▪ TnT can be invoked either by a person or by a VRU.</li> <li>▪ Transfers are done with speed dialed numbers in a TnT database. The agent or Voice Response Unit (VRU) enters "*" and predetermined digits. The database is part of TnT with no additional charge.</li> <li>▪ DTMF can be transferred along with the call.</li> <li>▪ Charged on a per transaction basis.</li> </ul>	N/A	\$0.0103	Per Transaction	N/A	No	Required
21	NBIVR Caller Take Back	CTBK0000	<p>NBIVR Caller Take Back allows a caller to return to the ECR menu to make additional call routing selections, or to access "hidden" menus not available during the initial selection process. Either the answering agent (GiveBack) or the caller (TakeBack) enters predefined digits (*plus one or two digits) and the caller is returned to the menu. Charged on a per transaction basis. Feature Identifier may require Custom Application Development.</p>	N/A	\$0.0384	Per Transaction	N/A	No	Required

**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

22	NBIVR Remote Audio Update	RMTA0000	NBIVR Remote Audio Update is an enhancement that allows customers to make real-time (within 15 minutes) updates to their audio messages that callers hear. Using their assigned ID number and password, customers can dial into their application message and modify or review it. A setup charge and monthly recurring charge for access to the service will apply.		N/A	\$76.88	Per Month	N/A	No	Required
23	NBIVR Foreign Language Recording (per language)	FLNR0000	NBIVR Foreign Language Recording (per language) is an enhanced call routing feature that provides the ability to translate IVR scripts and recordings into languages other than English.		\$ 112.50	N/A	Per Application	N/A	No	Required
24	NBIVR Professional Voice Recording	PROV0000	NBIVR Professional Voice Recording enhancement provides for professional Voice Recording allows the development and recording of IVR scripts using professional voice talent. Monthly charges may apply on a per recording basis. This feature may require Custom Application development charges.		\$205.00	N/A	Per Hour	N/A	No	Required
25	NBIVR Call Router Reports per Package	CRRP0000	NBIVR Call Router Reports per Package enhancement provides for call Router Reports include Daily Activity and Daily Call Profile Reports for Daily, Weekly, and Monthly Distribution to each Customer broken down by hour.		N/A	\$576.56	Per Application	N/A	No	Required

**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

26	NBIVR Custom Reports Package-M	CRPM0000	NBIVR Custom Reports Package-M is an advanced custom Reports Package that provides application specific reporting capabilities. Monthly charges may apply on a per application basis. Change charge applies to modifying or updating custom report requirements. This feature may require Custom Application development charges.		\$205.00	N/A	Per Hour	N/A	No	Required
27	NBIVR Custom Reports Package-C	CRPC0000	NBIVR Custom Reports Package-C is an advanced custom Reports Package that provides application specific reporting capabilities. Monthly charges may apply on a per application basis. Change charge applies to modifying or updating custom report requirements. This feature may require Custom Application development charges.		\$205.00	N/A	Per Hour	N/A	No	Required
28	NBIVR Database Lookups	DBLK0000	NBIVR Database Lookups enhancement provides for additional Database Lookups are available with the Network Based IVR service. This feature may require Custom Application development charges.		N/A	\$0.0538	Per Transaction	N/A	No	Required
29	NBIVR Standard Database Routing	SDBR0000	NBIVR Standard Database Routing enhancement enables calls to be routed automatically to the appropriate destination. Data fields contain information for use by the call processing application. Examples of data fields are DNIS outdial telephone number, message number, and password. Charged on a per call basis. This feature may require Custom Application development charges.		N/A	\$0.0538	Per Call	N/A	No	Required

**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

30	NBIVR Network Database Routing	NDBR0000	NBIVR Network Database Routing is similar to Standard Database Routing, but can handle more complex databases. Network Database Routing provides customers with the ability to make real-time updates to their own database records. Using a touchtone phone, customers can add, delete or change application database records such as personal identification numbers, account numbers or zip codes for near real-time changes. Charged on a per call basis. This feature may require Custom Application development charges.		N/A	\$0.0469	Per Call	N/A	No	Required
31	HICR Web Application Content Development Implementation	WACD0000	HICR Web Application Content Development Implementation provides Custom Web Application Content Development Implementation through Support Services for use with Web-based content.		\$256.25	N/A	Per Hour	N/A	No	Required
32	NBIVR Custom Application Development-N	IVCA0000	NBIVR Custom Application Development-N enhancement provides for custom application development via Professional Services for all IVR features and application enhancements. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		\$230.63	N/A	Per Hour	N/A	No	Required

**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

33	NBIVR Custom Application Development-M	IVCA0001	NBIVR Custom Application Development-M enhancement provides for custom application development via Professional Services for all IVR features and application enhancements. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.	Not to exceed 20 hours	N/A	\$4,612.50	Per Project (20 Hrs)	N/A	No	Required
34	HICR Custom Identity Management Application Development-N	CIMA0000	HICR Custom Identity Management Application Development-N is an enhanced engagement that will provide Custom Application development via Professional Services and/or provide interface to Custom Identity Management Applications. Application development may include platform integration to Genesys, Verizon Business, MS Speech Server 2007 and Nuance. Supported databases may include MS SQL Server, Oracle DB, Oracle Internet Directory and IBM Tivoli Directory Server with DB2 and MS Active Directory and MS ADAM. This feature may require Custom Application development charges. SLA's will be defined in the customers Statement of Work (SOW). This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		\$230.63	N/A	Per Hour	N/A	No	Required



**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

35	NBIVR Custom Project Management-N	IVCP0000	<p>NBIVR Custom Project Management-N enhancement provides for Custom Project Management associated with a complex contact center IVR project deployment. One time charges include the initial set up of the project/program office.</p> <p>Custom Project Management may include the following roles or responsibilities:</p> <ul style="list-style-type: none"> <li>• Technical Document Development</li> <li>• Advanced Project Director</li> <li>• Quality Assurance Manager</li> <li>• Application Development Manager</li> <li>• Enhanced Training Environments</li> </ul> <p>Custom Project Management will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.</p> <p>IVR/ACD implementations are subject to the Managed Project Work requirements of Section B.6.2, Volume 1, SOW Business Requirements.</p>		\$205.00	N/A	Per Hour	N/A	No	Required
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**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

36	NBIVR Custom Project Management-M	IVCP0001	<p>NBIVR Custom Project Management-M enhancement provides for on-going Custom Project Management associated with a complex contact center IVR project deployment. Monthly recurring charges include the on-going support from the project/program office.</p> <p>Custom Project Management may include the following roles or responsibilities:</p> <ul style="list-style-type: none"> <li>• Technical Document Development</li> <li>• Advanced Project Director</li> <li>• Quality Assurance Manager</li> <li>• Application Development Manager</li> <li>• Enhanced Training Environments</li> </ul> <p>Custom Project Management will be defined by a statement of work agreed upon by Verizon and the Customer at no additional cost.</p> <p>IVR/ACD implementations are subject to the Managed Project Work requirements of Section B.6.2, Volume 1, SOW Business Requirements.</p>	Not to exceed 20 hours	N/A	\$4,100.00	Per Project (20 Hrs)	N/A	No	Required
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**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

37	NBIVR Custom Help Desk Services	CHDA0000	NBIVR Custom Help Desk Services enhancement provides for development of customized help desk services and ongoing support associated with Contact Center applications, deployment and ongoing operation. This feature may require Custom Application development charges. This is a Custom application that requires specific development on a case by case basis as defined by a customer requirement.		\$205.00	N/A	Per Hour	N/A	No	Required
38	NBIVR Quota Routing	IQRT0000	NBIVR Quota Routing enhancement provides the customer the ability to self-service manage the number of calls processed within a specified timeframe. Once the maximum number is reached, calls are either re-routed to another specified call center location or a call treatment message or busy signal is given as predetermined by the customer. This service provides for enhanced control over call routing strategies and provides the ability to provide call blocking thresholds when necessary.		\$ 37.50	\$38.44	Per Number	N/A	No	Required

**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

39	HICR Custom IWD	NIWD0000	<p>HICR Custom Intelligent Workload Distribution optimizes the work streams that support your customers. By prioritizing, assigning and monitoring tasks based on business rules and employee skills, it helps you meet customer deadlines while improving efficiency</p> <p>Captures 'tasks' from multiple work sources, like workflow, claims or mortgage origination systems</p> <p>Out-of-the-box adapters for quick integration</p> <p>Adapters are bi-directional</p> <p>Define Business SLAs using business rules</p> <p>Intuitive user interface</p> <p>Automatically monitors tasks against SLAs and adjusts to ensure SLA Adherence</p> <p>Leverages the resource/skill awareness in Genesys</p> <p>Proactive assignment to right resource (push or pull)</p> <p>Manage across physical or logical locations – front-office, back-office, home agent, outsourcing partners</p> <p>Skills and proficiencies of back office team members</p> <p>Performance of individuals, groups and teams</p> <p>Task backlog for workforce planning</p> <p>Provides valuable insights into business performance</p> <p>Statistics can be used in Genesys CCPulse+, or existing 3rd party BI tools</p> <p>Compare against KPIs defined by business users</p>	N/A	\$24.45	Per Occurrence	N/A	No	Required
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**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

40	HICR Custom WFM	NWFM0000	<p>HICR Custom Workforce Management Solution provides forecasts that are based on actual trends across all channels (Voice, Email, Chat, SMS, Social Media) and work items calculated on both immediate and deferred activities.</p> <p>Schedules with development plans, skills, and training are linked to a single interface for ease of access.</p> <p>Allowing for an unlimited numbers of hypothetical skill combinations, working rules, and skill prioritization without affecting any current configuration or schedule data, profiles ensure that the right skills are always available.</p> <p>Schedules, schedule trading, time-off management and real-time adherence data are all available on the web.</p> <p>Provides automated multi-site/multi-skill forecasting and intraday schedule re-optimization.</p>		N/A	\$10.63	Per Occurrence	N/A	No	Required
41	HICR Custom Skills Assessor	NCSA0000	<p>HICR Custom Skills Assessor allows companies to use a combination of online tests, self-assessment, and observational feedback to assess the level of agent skills across their contact centre. Agent skill levels are stored in a central skills database and can be combined with performance data from legacy systems, for example, CRM sales data, Learning Management System courses</p>		N/A	\$18.27	Per Occurrence	N/A	No	Required

**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

42	HICR Advance Integration Connector	NBAI0000	<p>HICR Advance Integration Connector enables the following types of advanced application:</p> <ul style="list-style-type: none"> <li>▪ An advanced agent desktop application which has agent-based interaction processing capabilities plus statistics and configuration capabilities associated with the agent and resources (queues, agent groups, etc.) he/she is associated with.</li> <li>▪ Any type of Contact Center Supervisor or manager desktop application. This application can have the following capabilities:                             <ul style="list-style-type: none"> <li>○ Resource (agent, queues) management and definition</li> <li>○ Resource monitoring (real-time)</li> <li>○ Routing Strategy tuning</li> <li>○ Outbound campaign management</li> </ul> </li> <li>▪ A customer/partner application which needs to access or modify (at the desktop) configuration data with the Genesys platform.</li> </ul>		N/A	\$2.91	Per Occurrence	N/A	No	Required
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**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

43	NBIVR Service Direct Data Connect (DDC)	HDDC0000	<p>NBIVR Service Direct Data Connect (DDC) is an enhancement to current agent reporting package, queue and call activity reporting. The enhancement is a direct feed and access into Microsoft Excel (minimum Excel 2010) to allow users conversant with Excel to create their own reports by directly accessing the contact center database. Provides direct access to all contact center data through a secure connection. Create, save and distribute a virtually unlimited number of historical reports. Reporting data is updated in 15 minute intervals to ensure access to the most recent information. Leverage industry standard tools and user knowledge to flexibly create tabular and graphical historical reports.</p> <p>Provides a client with a secure connection from Microsoft Excel directly to the in Contact data model for reporting and analytics using their existing Virtual Contact Center user credentials. End user is required to provide their own license to MS Excel 2010 or greater. Verizon does not provide support on Excel. Customer is required to get an internet connection to get this service through the Verizon Web Portal.</p>		\$2,100.00	\$717.50	Per Business Unit	N/A	No	Required
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**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

44	Omnichannel Analytics	OFMT0001	<p>Omnichannel Analytics A robust speech analytics tool that allows users to search recorded calls for keywords and phrases, provides sentiment analysis, trending, and word clouds</p> <ul style="list-style-type: none"> <li>• Configured Users are billed based on the highest number of users configured to dynamic address books at any one time during the month.</li> <li>• Key product features &amp; components include: <ul style="list-style-type: none"> <li>• Digitize existing call recording files, call playback, and call searching</li> <li>• Call tagging</li> <li>• Custom queries</li> <li>• Sentiment analysis and trend analysis</li> </ul> </li> </ul> <p>Basic Implementation includes:</p> <ul style="list-style-type: none"> <li>• Remote Build Requirements Session to plan out users, tags, and review initial standard phrases</li> <li>• Billed as a one time (non-recurring) charge</li> <li>• Implementation includes: <ul style="list-style-type: none"> <li>- Initial configuration of users, tags, and standard phrases</li> <li>- 2 hours eLearning</li> <li>- 2 hours remote training to create users, tags, and custom phrases</li> <li>- 1 hour follow up Q&amp;A post go live.</li> </ul> </li> </ul>	Personal information about individuals should not be stored within this platform	\$7,500.00	\$36.00	Per Configured User	N/A	No	Required
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**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

45	Auto Attendant Standard	ANTS0100	<p>Auto Attendant Standard provides corporate directory management features and is a self-service call management solution for contact center agents and non-agent end-users. Standard Auto Attendant includes the following features:</p> <ul style="list-style-type: none"> <li>- Seamless integration with the ACD</li> <li>- Transfer inbound callers without live intervention</li> <li>- Dial-by-name, Dial-by-extension, DNIS or company directory</li> <li>- Bulk upload</li> <li>- Auditing and logging of user and system events</li> <li>- Enhanced website access security</li> <li>- Automatic extension assignment</li> <li>- Out-of-office/unavailable call routing</li> <li>- It is available only in English.</li> <li>- Billed based on the peak number of active users that log in to Auto Attendant during the month.</li> <li>- Voicemail management with multiple options for voicemail access</li> </ul>	Personal information about individuals should not be stored within this platform.	\$5,400.00	\$7.24	Per Configured User	N/A	No	Required
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