



## CONTACT CENTER MANAGED SERVICE +

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### 1. GENERAL

1.1 **Service Definition.** Verizon’s Contact Center Managed Service + (CCMS) provides 24x7, 365 days remote monitoring and management of Customer’s Contact Center Infrastructure and applications located either at a Customer Site or a Verizon Facility.

### 1.2 Standard Service Features

1.2.1 **Contact Center Application Management.** CCMS includes full management services for Customer-provided Genesys, Cisco, Verint and NICE products (except to the extent the manufacturer has stopped supporting them), and associated hardware, as determined by Customer’s contact center configuration.

CCMS Feature	Software Version
Genesys*	v8.x
Cisco UCCE	V8.5, 9.x, 10.x, 11.x**
Verint	V15.1
NICE	NIM 4.1,4.2, WFM v6.x, Engage v6.3

\* Unavailable when software version reaches its end of life and/or end of support

\*\*As available from Cisco

1.2.1.1 **Locations.** Verizon will provide a list of available countries upon Customer’s request.

1.2.2 **Incident and Event Management.** Verizon receives, identifies, correlates and classifies incoming alerts and requests to resolve issues and restore services within the Service Level Agreements (SLA) standards.



Verizon will document actions and communicate with Customer throughout the event within the Verizon ticketing system (ETMS).

- 1.2.3 **Change Management.** Verizon provides review, documentation, scheduling and approval processes to facilitate change with minimal impact to Customer's production environment, with a Change Order mutually agreed upon and executed by the Parties when required.
- 1.2.4 **Problem Management.** Verizon manages the lifecycle of identified and classified problems within the environment.
- 1.2.5 **Capacity Management and Performance Reporting.** Verizon gathers, analyzes, and communicates to Customer performance metrics to identify capacity related constraints which may need Customer action.
- 1.2.6 **Release and Deployment Management.** Verizon will apply routine, vendor-distributed patches upon review with and approval by Customer. Customer is solely responsible for the resources and costs required to upgrade Customer-provided applications to new (or newer) software versions, although it may engage Verizon Professional Services for that purpose.
- 1.2.7 **Availability Management.** Verizon will actively monitor and analyze service availability, recommending device and design improvements, as required. When needed, Verizon will proactively address availability improvements through the development and execution of service improvement plans.
- 1.2.8. **Asset and Configuration Management.** Verizon will perform configuration management by identifying, controlling, maintaining, and verifying the versions of configuration items originally identified by Customer for Verizon.
- 1.2.9 **Monitoring.** Verizon provides proactive monitoring and fault management (i.e., identification of logical and physical faults by Verizon and resolution of physical faults by Customer's maintenance provider) of managed Contact Center components 24 hours a day, 7 days a week, 365 days a year.
- 1.2.10 **Customer Portals.** Verizon provides a managed services portal (Verizon Enterprise Center or VEC), which provides real time access to Customer's ticket information 24 hours a day, 7 days a week. Customer is limited to 10 user accounts.
- 1.2.11 **Notification.** Verizon will open an incident ticket and attempt to electronically notify Customer within 15 minutes of receiving a critical alarm for managed servers or applications. Customer can view the status of trouble tickets on the VEC.
- 1.2.12 **Reporting.** Standard reports on performance and ticket status (for changes and incidents) are available to Customer on the VEC.
- 1.2.13 **Standard Change Management Activities.** This category encompasses change activity required to maintain the ongoing health and operation of the Contact Center applications and infrastructure under management by Verizon. The table below describes remotely provided Change Management activities included in CCMS MRC for supported hardware and application software.

Activity	Description
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Server Operating System ("OS")/Application Patch	Non-critical Customer requested patch to the server operating system or server-based applications. Patches will be validated with the server, OS and application vendor to determine if applicable.
Server Administrator Account Add/Delete/Modify	Add, delete or modify a Customer account with limited server or Administrator access.
Upload Media File	Upload Wav file to Media Server.
Operational Administration Schedule	Time Of Day Routing, for example changes in operational schedule.
CCMS Request to Backup Media	Request for special backup process execution, outside of normal schedule.
Vendor-issued break-fix patches	Non-critical Customer-requested patch to the server operating system or server-based applications. Patches will be validated with the server, OS and application vendor to determine if applicable.
Remove CCMS feature	Upon Customer request, remove specified application management feature from the CCMS.
Remove Physical Server or VM	Upon Customer's written request, remove specified servers (physical or virtual) from the CCMS.
Vulnerability Assessment Request	Upon Customer's written request, provide assessment of security bulletin impact to Customer environment.

All requests for change management not listed above are considered optional, including but not limited to changes associated with an end user device (e.g., an IP phone).

### 1.3 Optional Service Features

1.3.1 **Optional Change Management.** All requests for changes to the Service, other than the standard change management activities listed above, are considered 'optional' and will be performed by Verizon at an additional charge as listed in the Contract, Customer's Service Order or Section 4 below. Upon receipt of the request from Customer via the Global Change Management function, Verizon will conduct a review and develop an estimate for the number of hours required to complete the change. After Customer approval is received, Verizon will complete the change, following the established change management process mutually agreed and documented by Verizon and Customer during the implementation phase.

Customer change requests for CCMS managed hardware and software applications are submitted via the VEC portal using the Global Change Management function. All changes that affect CCMS, whether initiated by Customer or Verizon, will be tracked by Verizon in Verizon's Change Management system as a part of the mutually agreed upon Change Management process documented during the implementation phase.



Requests for change that introduce new features/functions, are complex in nature or are otherwise design-impacting will be treated as “Projects” and will be transferred to the Verizon Account Team, who will engage the Professional Services team. Upon receipt of the request, the Professional Services team will conduct a review and develop a Statement of Work (SOW) describing the effort and cost for implementing the change. Then the mutually agreed upon Professional Services Agreement (PSA) SOW will be executed by Customer or both parties, as applicable, under Customer’s separate PSA, and/or Service Order, as applicable, following the established change management process.

1.3.2 **Vendor Applications.** As an option, Verizon provides monitoring and management for the following Genesys, NICE, Verint and Cisco products, for an additional charge.

1. Inbound Routing & Reporting	2. SIP Interaction Routing & Reporting
3. IVR & Reporting	4. Speech Enabled IVR
5. Interaction Recording	6. E-mail
7. SMS	8. Chat
9. Co-browse	10. Social Media
11. Infrastructure Management	12. SIP Voicemail
13. Lab Environment	14. Agent Desktop Software
15. Outbound Routing	16. Screen Recording
17. Advisor	18. Interaction Analytics
19. Quality Management/Optimization	20. Workforce Management
21. Real-time Impact	22. IVR User Experience Monitoring
23. Encryption	24. Supplemental Application Management
25. Supplemental Application Assist	

#### 1.4 **Verizon Responsibilities**

1.4.1 **Backup Process Monitoring.** Verizon will monitor backup processes utilizing an automated backup system provided by Customer, and communicated to Verizon during the implementation phase. Upon failure of a scheduled backup, Verizon will re-submit the backup process based on established procedure and prevailing business need (typically in conjunction with a Priority 1 Issue or Outage). Verizon will make changes to the backup schedule when requested by customer via change request. Customer may initiate restoral process via the change request process to address a specific business request. If the requested restoral is in response to a critical incident or Outage, it will be handled as an ‘emergency’ change and expedited accordingly. In either situation, Verizon will coordinate the restoral process with the customer through completion. Customers will not be able to submit backup processes for the Contact Center applications and infrastructure under Verizon management. Customer is responsible for providing and managing all storage media for backup processes.

1.4.2 **Customer Application Licenses.** Verizon will notify Customer of lack of application licenses or expired application licenses referenced in section 1.5.10 below, and provide Customer with quarterly reports in relation to such application licenses.

#### 1.5 **Customer Responsibilities**

1.5.1 Customer will ensure hardware and software applications meet Verizon certification levels and remediate current environment to meet Verizon’s minimum standard for management, when necessary.

1.5.2 Customer will be responsible for inside wiring and special construction charges.



- 1.5.3 Customer will separately contract for the following CCMS related Verizon Professional Services 1) a Verizon assessment of Customer's Contact Center infrastructure and related equipment, 2) any necessary upgrades or remediation to bring Customer's environment up to CCMS standards and 3) installation and activation of monitoring and management software on the CPE to bring CCMS online.
- 1.5.4 Customer will provide local access to Customer's network and secondary access via a Virtual Private Network (VPN).
- 1.5.5 Customer will maintain 7 days/week by 24 hours per day (7x24) maintenance contracts for both hardware and software and provide Verizon with a Letter of Agency to interact with maintenance providers on Customer's behalf.
- 1.5.6 Customer will ensure hardware for the management infrastructure gateway that resides and is installed at each Customer Site with servers is (a) provided and installed by Customer and managed by Verizon (hardware specification to be provided by Verizon), or (b) ordered from and installed by Verizon.
- 1.5.7 Customer will provide Verizon with a pre-defined list of Customer authorized users and ensure business level end-user (agent, supervisor, etc.) support is provided by a Customer Help Desk.
- 1.5.8 Customer will provide capability for Verizon to remotely control mouse and keyboard functions on devices under Verizon management.
- 1.5.9 Customer is responsible, at its own expense, for all security measures needed to protect those things in Customer's control and used in connection with CCMS, whether owned by Customer, Verizon, or Verizon's subcontractors. Notwithstanding the above, Customer will allow Verizon to implement security and break-fix patches as needed to maintain integrity of the hardware and software environment.
- 1.5.10 Customer is responsible for providing and managing (1) all third-Party provided telecommunications circuits; (2) necessary application licenses; and (3) storage media for backup processes and for the provision of Verizon supported anti-virus software. Customer is also responsible for notifying Verizon when a software patch is to be applied.
- 1.5.11 Customer will agree to turn over administrative privileges to Verizon upon completion of the onboarding process.
- 1.5.12 Customer will work with Verizon to schedule and inform users of any planned systems Outage.

## 2. SUPPLEMENTAL TERMS

- 2.1 **Maintenance Threshold.** If Customer provides less than 7x24 coverage for hardware and software maintenance services, any SLAs provided by Verizon will be adjusted to reflect the service levels provided by the maintenance provider.
- 2.2 **Customer Administrative Access.** Customer will have read only access to CPE and read/write access as required to perform end user administration functions. If agreed by Verizon and Customer during implementation, read write access may be extended to Customer technical staff for purpose of making changes to Contact Center applications, such as scripting changes, but Verizon will not be responsible for SLA failures that result from a Customer-implemented change.
- 2.3 **Performance.** Verizon controls the means, methods, places and time of its performance of the CCMS (including the use of subcontractors and consultants).



## 2.4. **Disclaimers**

2.4.1 **Configuration Integrity.** Customer will not modify the Verizon installed configuration without first reaching agreement on the change with Verizon. Otherwise, the SLAs do not apply and Verizon may immediately terminate the Service.

2.4.2 **Disclaimer of Liability.** Customer agrees that Verizon is not liable in contract, tort, or on any other basis, for any loss of or damage to Customer data or any loss resulting from Security Occurrences.

3. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (SLA) for Contact Center Managed Services may be found at the following URL: [www.verizonenterprise.com/external/service\\_guide/reg/cp\\_ccms\\_sla.pdf](http://www.verizonenterprise.com/external/service_guide/reg/cp_ccms_sla.pdf)

3.1 **Contact Center Managed Service Without SLA.** On a case by case basis, upon Customer's request, Verizon will manage Customer Contact Centers that do not meet minimum requirements for High Availability but will not provide SLA coverage for these Customer Contact Centers.

## 4. **FINANCIAL TERMS**

4.1 **General Financial Terms.** Customer will pay the charges for CCMS specified in the Agreement, including those below, and at the following URL: [www.verizonenterprise.com/external/service\\_guide/reg/applicable\\_charges\\_toc.htm](http://www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm). Charges below are in U.S. dollars and will be billed in the invoice currency for the associated service.

4.2 **Change Management Non-Recurring Charges.** Customer will pay the Optional Change Management Non Recurring Charges (NRC) specified below for any additional remote change management support needed by Customer for Verizon's CCMS.

Change Management Activity	Unit of Measure	NRC Fee
Supplemental Changes (Hourly)	per hour as used (billed in 15 minute increments)	\$160 per hour as used (billed in 15 minute increments)

4.3 **Catastrophic Failures.** Unless Verizon is at fault, Catastrophic Failures are not included as part of CCMS and time and materials charges may apply if Customer requests assistance with catastrophic failure recovery.

### 4.4 **Payment Options for Optional Change Management Activity**

4.4.1 **Purchase of Change Management Blocks.** Customers can purchase 40-hour blocks per month to be used for processing optional change management requests. Optional change management requests will be charged against the 40 hours for the current billing month. Optional change requests that exceed the purchased block of hours will be billed for each change. Customers can elect not to purchase additional blocks and will be charged for incremental changes as they occur.

4.4.2 **Supplemental Changes.** Customers can choose to pay for optional changes on an individual basis for a standard hourly fee set forth in the pricing tables. Billing will occur in 15 minute increments based on the time required to complete the change.



- 4.5 **Backup Restoration.** Verizon will not charge for data restoration from Customer backup data if the Customer backup is valid and complete for the impacted device, the backup has been performed using Customer tools pursuant to the backup plan, and the Customer Site is stable.
5. **DEFINITIONS.** The following definitions apply to CCMS, in addition to those identified in the Master Terms of the Agreement and the administrative charge definitions at the following URL [www.verizonenterprise.com/external/service\\_guide/reg/definitions\\_toc\\_2017DEC01.htm](http://www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm).

Catastrophic Failure	Either i) a failure at a Customer Site(s) that renders Customer's Contact Center inoperable, or ii) a failure that requires a complete restoration of the operating system, the applications, or Customer data to restore functionality, and iii) a valid, complete Customer backup is unavailable.
Contact Center	Central point in an enterprise from which customer contacts are managed. Typically includes one or more call centers for processing telephone contacts but may include other types of customer contact as well, including e-mail, Web site inquiries and chats, and the collection of information from customers during their interactions with the enterprise.
High Availability	Requirement that core hardware and application components of a production deployment must be redundant (in an active-active configuration) and designed to fail over automatically, and recover without manual intervention.
Outage	Total loss of service such that Customer does not have the ability to make or receive calls and/or messages.
Security Occurrence	Security risks to the systems and networks of Customer, including but not limited to misuse, unauthorized access, alterations, theft, destruction, corruption and attacks.