



Partnering with Digital14 for Implementing Cisco Contact Center Solution



The logo for Digital14 features the word "digital" in a lowercase, sans-serif font, followed by "14" in a larger, stylized, italicized font where the vertical stroke of the "1" and the top of the "4" are connected.

Proposal Ref: COG-DIG14-CC-2022040003

Date: 18th April 2022

Confidentiality Statement

This proposal is being submitted to DIGITAL 14 "Client" by Cognicx "Partner" in response to the site inspection and audits requirements as shared, that the Contents of this document will not be divulged to any third party without the express written consent of Cognicx. Also, the Partners will not divulge any of the clients or its customer's confidential information that is attained during the course of the execution of this project. It is also understood that Partner will not divulge any of client or its customer's confidential information that it may have access to in the course of executing the project described in this proposal.

Table of Contents

Executive Summary	4
Our Understanding of the Business Requirements.....	7
Proposed Solution	8
Scope and Deliverable	9
Detailed Scope of Work	10
High Level Deployment Timelines.....	23
Team Structure with Roles & Responsibilities.....	23
Governance Model	26
Assumptions and Dependencies	26
Commercial Section.....	28
Cognicx Terms & Conditions:.....	30
Annexure:	32

CHANGE LOG			
DATE	VERSION	AUTHOR	CHANGE DESCRIPTION
22 September 2019	1.0	Rohit Raole	Initial Proposal Document with technical scope and commercials
21 October 2019	1.1	Rohit Raole	Revised Proposal Document with scope inclusion for B&S Connector Implementation and integration Onsite Support post go live Revised commercials
27 July 2020	1.2	Rohit Raole	BAFO commercials
31 March 2022	1.3	Rohit Raole	Updated current dated proposal document.
18 April 2022	1.4	Rohit Raole	Updated commercials with minimum quantity of 10 licenses for real time wallboard.

COGNICX CONTACT DETAILS		
NAME & DESIGNATION	PHONE	EMAIL
Rohit Raole, VP Sales	+971 50 7070253	rohit.raole@cognicx.com

Executive Summary

In today's continuously evolving fast paced Digital world, Connected & Collaborative experience are the key drivers for having engaged customers. Providing exceptional and differentiated customer services offering to the customers becomes the key aspect of any business engagement.

Cognicx is delighted to provide the proposal for the deployment of the state-of-the-art Voice contact center platform powered by Cisco, Self Service IVR with Call back features, Preview Outbound, contact center reporting for key KPI's, real time Wallboard, integration with MS Dynamics CRM along with Product and Application Support services engagement as required by the Digital14 team for one of their esteemed clients, which is detailed in the subsequent sections of this document.



The proposed solution is designed to meet the robust deployment requirements of Digital14 with inherent abilities such as high availability, support for multiple languages, future ready for Omnichannel, enterprise administration and maintenance.

Cognicx is excited about the opportunity of becoming the preferred partner for providing the Connected Customer Engagement Solutions for Digital14. Cognicx looks forward to working with your team to deliver an outstanding platform and solution that will bring great success to you, both in the near-term and the long-term.

The subsequent sections detail the unique and relevant capabilities of the Contact Center Platform solution.

About Cisco:

Cisco is THE WORLDWIDE LEADER, their solutions connect people, computing devices and computer networks, allowing people to access or transfer information without regard to differences in time, place, or type of computer system. The company was founded in 1984 in San Francisco, now a multi-national corporation, with over 35,000 employees in more than 115 countries. Today, Cisco solutions are the foundations for service providers, small to medium business and enterprise customers which includes corporations, government agencies, utilities, and educational institutions. So, as you explore the possibilities for your business, start at the beginning. Cisco Systems built the Internet, so they know exactly what it takes to get your business online. Take advantage of our experience and knowledge to get the Internet working effectively for your business.

Cisco is recognized as a leader in the Gartner Magic Quadrant for the Contact Center Domain. Cisco lays great importance in their R&D and is always leading the pack in terms of innovation and efficiency that gets passed on to your organization. Take a case of having a true connected and integrated experience across your enterprise ONLY cisco platform the essential building block be it a unified communication to the collaboration suite, that runs on a single platform, this gives your enterprises the leading edge of embracing a "True Connected & Integrated Experience".

Cisco solutions helps your business to:

- ✓ Engage with your customers and prospects whenever and however they prefer
- ✓ Provide personalized service through every step of the customer journey
- ✓ Make customer service agents more efficient, productive, and motivated
- ✓ Track the context of previous customer interactions, allowing your customer service agents to provide better/faster customer service.
- ✓ Better understand and improve your customer engagements through reports and analytics
- ✓ Identify up- and cross-sell opportunities to increase profits even while decreasing contact center costs.



About Cognicx:

Cognicx IT Solutions intends to reach out to its customers and touch their lives one way or another, which is why the Cognitive interface is based on several noteworthy human-like decision-making abilities that help them to get more closer to their customers by being empathetic and yet personalized. The world is looking for such solutions, and by infusing the cognitive touch, we Cognicx IT Solutions deliver it to you.

Cognicx, a rapidly growing organization focusing on Cognitive Customer experience through Secure and integrated Digital transformation across various industries. Cognicx can help businesses fully realize the potential of technology by helping them maximize the value of their deliverables. With its niche combination of best-in-class Consulting, Partners, and technology, Cognicx enables its customers to operate more efficiently and successfully in the markets they serve.

Being at the forefront of next-gen digital technologies, we provide customer engagement solutions by leveraging the cognitive interfaces that take the company's capabilities to the next level.

We work in close cooperation with you to plan, develop, and design the solutions to differentiate your offerings to your customers.

PARTIAL LIST OF BRANDS WE ARE WORKING WITH:



VENDORS & PARTNERS:



Our Understanding of the Business Requirements



In accordance with the discussion with the Digital14 team, they would like to start with Voice based Contact center solution and rapidly grow to a complete omnichannel suite.

Below are the functional requirements for the voice contact center to be implemented:

- Skill based Routing and Assignment for Agents
- Supervisor login and admin
- IVR Self-Service with menu-based call flow in English and Arabic.
- Call back management option for callers waiting above a threshold in the queue to be called back.
- Integration of Cisco finesse with MS Dynamics CRM using B&S Connector
- Reporting on contact center KPI's
- Real time Dashboards
- Call recording for Voice calls and Quality Management for agents
- Preview Outbound Dialer

Digital14 team has laid impetus in the testing of the solution in the test environment and subsequently in the production setup to ensure the solution works in line with the expectations. The training needs to be imparted to the end users (IT and Operations) to both Digital14 and their end customer.

Proposed Solution



The Cisco® Unified Contact Center Express (CCX) product line helps businesses and organizations deliver a connected digital experience, enabling you to provide contextual, continuous, and capability-rich journeys for your customers, across time and channels. This easy-to-deploy and easy-to-use solution supports up to 400 agents and is designed for midmarket companies or enterprise branch offices. Secure and highly available, it supports powerful agent-based services and fully integrated self-service applications, including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Computer Telephony Integration (CTI), and digital channels including email and chat.

Key Features:



Desktops

Intuitive agent and supervisor experiences supported with API for customization.



Choice of channels

Choice of channels for customers: inbound voice, outbound voice, outbound IVR, and digital channels.



Supervisor tools

Sophisticated supervisor tools including workforce optimization and reporting with live data.

Customer journey

Enjoy a productive agent experience that provides contextual and personalized customer experiences.



Security

Our secure platform is built on SELinux, is TLS 1.2 ready, and provides advanced threat protection for your contact center.

Cisco Unified CCX helps deliver each of your contacts to the right agent the first time. It enables this accuracy with sophisticated business rules for inbound and outbound voice, email, web chat, and customer interaction management. Cisco Unified CCX also offers numerous agent and desktop services and can scale to larger, more demanding environments.

Scope and Deliverable

Implementing a Voice based contact center having:

- Skill based Routing and Assignment for Agents
- Supervisor login and admin
- IVR Self-Service with menu-based call flow in English and Arabic.
- Call back management option for callers waiting above a threshold in the queue to be called back.
- Integration of Cisco finesse with MS Dynamics CRM using B&S Connector
- Reporting on contact center KPI's
- Real time Dashboards
- Call recording for Voice calls and Quality Management for agents
- Preview Outbound Dialer

Deliverables Description

- Product Licenses for 10 agents, for Real Time Dashboard and annual subscription for 20 agent licenses for Bucher and Suter connector for MS Dynamics.

Professional Services for

- UCM deployment for contact center as per Cisco BOQ*(mentioned in annexure).
- UCCX agent and finesse configuration
- AQM Implementation for voice recording and quality management
- Basic Menu based IVR scripting (English, Arabic)
- Call-back module on IVR
- Finesses CTI integration MS Dynamics CRM using B&S Connector.
- SIT and UAT (For 2 setups-Test & Production)
- Go-live
- Documentation
- Training for Agent, Supervisors, IT team
- Project Management.

Professional services for the B&S BASE Package

Prompts recording in English and Arabic General Voice Talent.

It includes Studio Recording with consideration for 2 pages in Each Language.

Support

Cognicx Business Support Services, on-call, onsite 24x7 for 1-year post go live or signoff whichever is earlier covering the deployed/implemented solution (except cisco gear)

Detailed Scope of Work

Scope of work includes the following:

1.1. Project Planning

- During the project planning phase the High Level Project Plan (HLPP) will be presented to the stakeholders and based on the feedback will be submitted for the HLPP signoff.

Deliverable (Project Planning)

High Level Project Plan

1.2. Project Requirements

- A detailed requirement analysis will be carried out, during which requirement gathering/walkthrough sessions will be conducted by Business Analysts with Digital14 users. A Functional Specification Document (FSD) will be prepared and submitted based on the outcome of these discussions.
- All the functional requirements from the users, including Voice process flows, IVR flows, Reports will be documented as part of scope in terms of functional requirements. All the requirements that the solution offers and requested by Digital 14 users will be documented. The entire process and flow will be defined during this phase.
- All the technical touch points like system architecture, endpoint integration, communication mechanisms will all be defined this phase. Any additional configurations required for the solutions to run will also be covered as part of this document.
- Specific integration details for MS Dynamics CRM for customer information to provide as screen pop on the agent finesse desktop will all be covered in this document.

Deliverables (Requirements)

- Functional Specification Document

1.3. Design, Development & Testing (Off Site)

- IVR application including Call back, call survey application with Admin
- CTI Configuration

Deliverables (Design, Development & Testing -off site)

- Code Delivery, Installation and configuration Guide, Vendor Integration
- Test Scripts and results

1.4. License delivery

- Delivery of 10 agent licenses for wall board and dashboard.
- Annual subscription of 20 agent licenses for Bucher and Suter connector for Microsoft dynamics.

Deliverables (license delivery in Sandbox and Test Environment)

- 10 agent Licenses for wall board and dashboard
- 20 agent licenses for Bucher and Suter connector for Microsoft dynamics.

1.5. Implementation & Testing

- Installation and configuration of AQM as per the BOQ detailed further in this document
- Installation and configuration of Real time dashboards
- Integration with MS Dynamics CRM using B&S Connector.
- Cisco Gear: the cisco gear with components like voice gateways, BE6000 Servers (after racking & Stacking), IVR, outbound dialler will be installed. This solution will be modified based on the FSD session with Digital 14 users if there is any change or customization required by business.
- Integration – All backend integrations including integration to CRM via B&S Connector, it will be tested along with the necessary personnel from Digital 14.
- Configurations - All the proposed solution related features functionalities as per the FSD will be configured.

Deliverables (Implementation & Configurations)

- Install and configure Cisco Gear
- Deploy solution from Test Environment to the installed in the Production setup. The deployable from the test environment will be manually deployed/ copied to the production environment with necessary changes in configuration.

1.6. UAT (Test & Production Set-up)

- UAT Support, Security Testing Support, Performance Testing Support, Bug fixes (including Release Management Process deliverables such as release notes and activity checklist), deployment guide.
- Setup launch for limited users in production environment servers.
- Migration of the solution after the successful testing and certification from the test environments to the Production environment.
- Production support (Out-of-Office hours (OOO) where necessary)

Deliverables (UAT)

- Onsite System Integration Testing
 - All integration points like MS Dynamics CRM will be tested in this phase, meeting all business scenarios.
 - The IVR workflows will be built and tested in the Cognicx setup however client needs to provide the environment to test the CRM integration.
 - Client to provide Sandbox environment with MS Dynamics CRM instance.
- Support Digital 14 for User Acceptance Test
- Support Digital 14 for Performance Test
- Support Digital 14 in Application Security/Vulnerability Test

1.7. Go Live, Orientation and Handover

- Go live, full production after go-ahead from users
- Applications walk-through
- User Manuals for
 - IVR
 - CTI
 - AQM recording solution
 - Dashboard
- Warranty Support (2 weeks post go live)

Deliverables (Go live, Orientation and Handover)

- Project management plan
- Project requirements document
- Admin and operational manual
- Application Executable(s)
- General Support and bug fixes including release management process deliverables such as release notes and activity checklist

Cognicx shall be responsible for implementation integration of the IVR flow. Cognicx will provide planning, requirements, design, development and implement Services. These services and responsibilities characterize the full set of deliverables for this project, thus constitutes the working agreement between Cognicx and the Client.

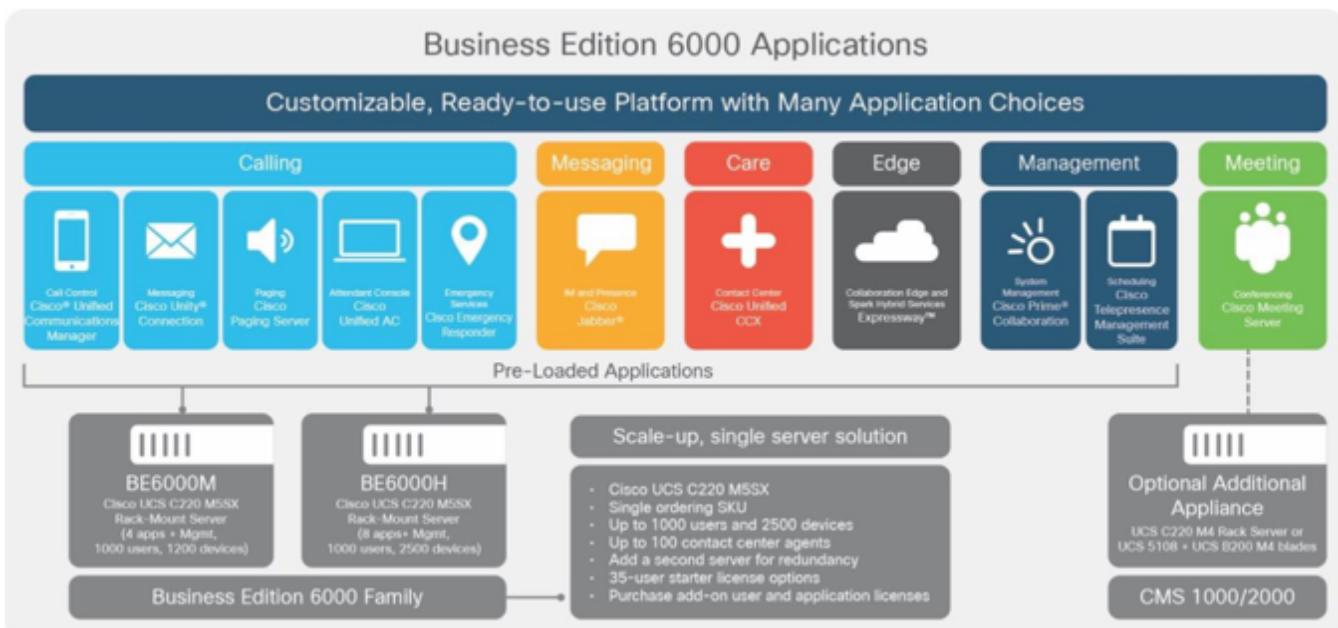
1.8. Training

A knowledge transfer is provided to maintain the Cisco solution components delivered as part of this solution. The aim of the consultants would be to provide a knowledge transfer of the new technology so that the administrators and Technology Support Staff are self-sufficient to maintain the solution with minimal help from outside. We will provide training as per the following training plan:

Sr. no.	Training Description	Training Agenda	Target Audience	No. of people	No. of Days
1	Applications Module	Covers the understanding of high level IVR call flow, the various host integrations, Admin module configurations, report generation, Outbound dialer, and admin configurations	Business Users	2	1
2	Supervisor Operations	Covers the understanding of Supervisor desktop along with IP phones, with login features, with basic featured like 'receive calls', 'make calls', 'put calls on-hold', 'speed dial numbers', 'transfer', 'conference', etc. Usage and Functionality of the Cisco finesse Supervisor Desktop	Digital14 Identified Staff	3	2
3	Agents	Covers the understanding of Agent desktop along with IP phones, with agent login features, with basic featured like 'receive calls', 'make calls', 'put calls on-hold', 'speed dial numbers', 'transfer', 'conference', etc. Usage and functionality of the customized Cisco finesse agent desktop	Digital14 Identified Staff	As per the BoQ	2
4	Infrastructure Engineer, Systems Analyst	This session will cover the procedures for all new systems a. Overview and as built documentation b. High level down to fundamental network design b. Hardware & Software inventory list c. Backup / Restore Plans and Procedures d. User Admin Procedures like performing configuration changes, basic scripting, basic reporting, and Troubleshooting.	IT Support & Voice Comm. Support	5	2

SOLUTION DESCRIPTION

The Cisco® Business Edition 6000 (BE6000) gives employees a full range of collaboration tools: premium voice, video, messaging, instant messaging and presence, conferencing, video conferencing, contact center services, mobility capabilities, and more. With these tools your small or midsize business can boost productivity among employees and strengthen relationships with customers and business partners. And they can help you speed decision making and reduce time to market.



Solution Components Details

CISCO Gear:

Unified Communications Manager (UCM)

Cisco Unified CM is the call-processing engine of Cisco's Collaboration Architecture.

- It extends voice and video features to network devices such as IP phones, telepresence endpoints, media-processing devices, gateways, and multimedia applications.
- It is equipped with instant messaging and presence services, and multimedia conferencing, collaborative contact centers, and interactive multimedia response systems are made possible through Cisco Unified CM open telephony APIs.

Unified Contact Center Express (UCCX)

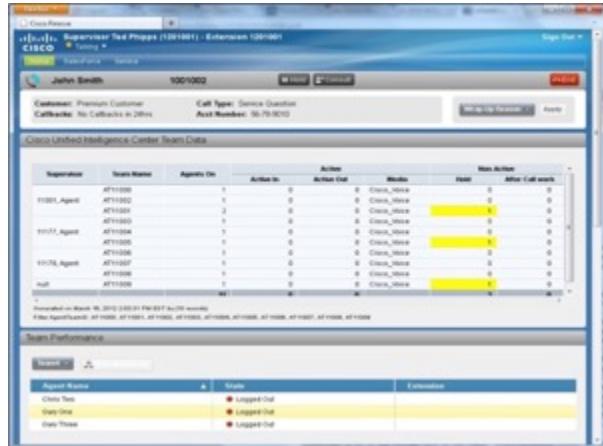
Cisco Unified CCX is the main ACD brain for the Contact Center.

- Cisco Unified Contact Center Express provides a secure, highly available, and easy to deploy customer interaction management solution.
- Unified CCX provides options to address multiple contact center functional areas such as:
 - Inbound voice
 - Outbound campaign

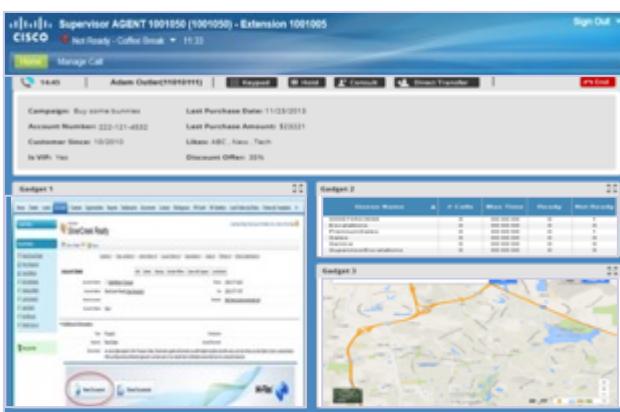
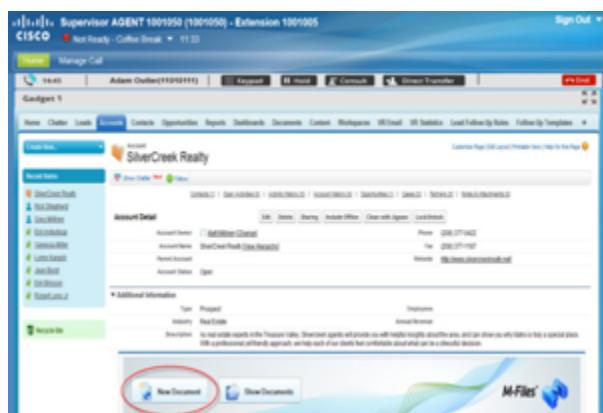
- Conditional Routing: Unified CCX supports routing based on caller input to menus, real-time queue statistics, time of day, day of week, ANI, dialed number, and processing of data from XML text files.
- Premium agent licenses are to be considered by digital 14 while procuring.

Agent Desktop (Cisco Finesse)

- Browser-based agent desktop for easy management & upgrades
- Designed to empower agents via user-centered design product
- Flexible and Expandable – Finesse is a web gadget container
- All applications that agents need (Cisco or 3rd party) contained within Finesse
- Administrators define agent and supervisor layouts
- Developer Friendly Web API



NOTE: In the current scope of deployment the MS CRM screen will be the prime desktop which will be integrated with finesse using B&S connector.

Self Service Application

The solution will be developed in Cisco platform with the focus on accessibility, Quality Assurance, responsiveness, and feedback. The IVR application provides comprehensive list of self-service functionalities to the user and helps the caller to inquire their related information in the application

Self Service IVR Overview

- The IVR application will be developed and deployed using Cisco IVR Platform
- The IVR self-service applications will support the following languages: English and Arabic
- The call flow for both languages would be exactly the same.
- There will be call back and call survey options available on the IVR

IVR Call flows: please note that the below mentioned flow is just to provide high level details of the call flow. The actual call flow will be detailed during the FSD stage.

- 1 basic call flow has been considered in which the calls will be transferred to agents post language and specific option selected in the main menu.

Self Service IVR Features

S. No	Features	Description
1	Welcome Message	IVR application plays the welcome message
2	Language Selection	IVR application provides the caller with the two language options – Arabic and English. Caller can choose their language
3	Main Menu	IVR application will provide the caller with the main menu options: Option 1 Option 2
4	Transfer to agent	After selection of the option from main menu, the IVR application will transfer the call to the available agents.

Call Back Option:

If any caller waiting in the Queue the System will collect the call back request from the caller and present it as a preview campaign to the outbound agents

AQM Call Recording:

Call Recording and Quality Management the Call Recording and Quality Management component is a highly scalable voice and screen call recording and quality evaluation solution that supports agents, and supervisors at any location.

- Call Recording: Enables 100-percent call recording of agents or knowledge workers for compliance and transaction verification and includes on-demand recording and archiving; it also includes the search and play application to find and play back recordings
- Quality Management: Provides audio call recording, quality evaluations, performance dashboard, and reports



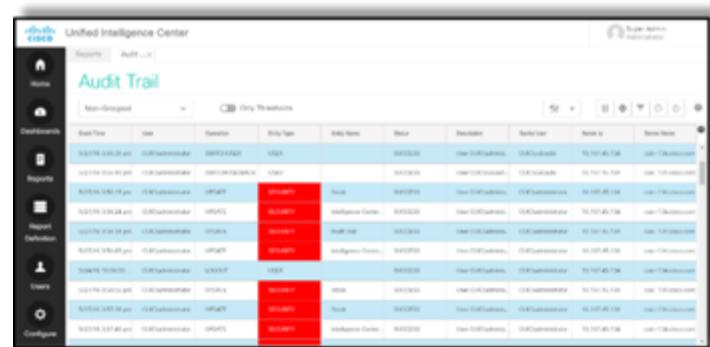
Key features include:

- Voice recording
- Live voice monitoring
- Configurable quality evaluation forms including points and percentage-based scoring, section- and question- level weighting, and unlimited number of sections and questions
- Up to 30 custom metadata fields, providing the ability to append important enterprise and customer data to recordings for easy search and retrieval
- The ability to control recording for manual start, pause, resume, and add metadata through Cisco Agent Desktop, Cisco Finesse gadget or Calabrio recording control browser or IP phone applications
- 100-percent voice recording for compliance and transaction verification
- The ability to evaluate, score, and report on the quality of customer interactions through any channel (chat, email, social media, etc.)
- Evaluation calibration capabilities, enabling contact center managers to benchmark evaluators
- Configurable and graphical reporting
- Role-based alerts to streamline evaluation workflows
- Advanced search capabilities that let you locate recorded calls quickly and easily
- The ability to export recorded files in .wav or Windows media formats
- Web 2.0-based framework and user interface
- Payment Card Industry (PCI) data security compliance
- System monitoring and notification utility that can alert through email or existing Simple Network Management Protocol (SNMP)-based network monitoring solutions; also, can match recording events to Call Detail Records (CDRs)
- A real-time recording status application that provides peace of mind that lines are recording
- Multiple recording storage locations that help ensure reliability if a server failover occurs

Cisco Reporting

CUIC Reports (out of the Box)

Cisco Unified Intelligence Center (CUIC) is a web-based reporting application that provides real-time and historical reporting in an easy-to-use, wizard-based application for Cisco Contact Center products. It allows contact center supervisors and business users to report on the details of every contact across all channels in the contact center from a single interface. Cisco Unified Intelligence Center allows customers to extend the boundaries of traditional contact center reporting to an information portal where data can be easily integrated and shared throughout the organization.



Cisco Unified Intelligence Center is a state-of-the-art, open platform offering a secure and unique 360-degree view of the enterprise with the capability to link down, up, or across to other data from any report. Stock and custom reports can be grouped with other web content to create dynamic dashboards. Permanent web links, or permalinks, also enable one-click access to reports and dashboards in Cisco Unified Intelligence Center, allowing reports to be embedded in other dashboards and simplifying access.

Cisco Unified CCX embeds Cisco Unified Intelligence Center and a set of stock Cisco Unified CCX reports for focused reporting on Cisco Unified CCX.

Features include:

- Cisco Unified Intelligence Center administrative reports
 - Dashboards
 - Rename columns
 - Reorder, hide, and unhide report columns
 - Define thresholds (change color, text, and graphics)
 - Change report filtering for ad hoc reporting
 - Perform partitioning through collections
 - Permalinks
 - Set individual default values for users or groups that define time zones, languages, and other interface preferences
- Administrators can control access to features, reports, and data by granting privileges only to authorized individual users or groups of users



Note: 5 custom reports have been considered.

AVAILABLE REPORTS

Inbound Historical Reports <ul style="list-style-type: none"> Abandoned Call Detail Activity Report Aborted Rejected Call Detail Report Agent Call Summary Report Agent Detail Report Agent Login Logout Activity Report Agent Not Ready Reason Code Summary Report Agent State Detail Report Agent Stat Summary by Agent Report Agent State Summary by Interval Report Agent Summary Report Agent Wrap Up Data Summary Report Agent Wrap Up Detail Report Call Custom Variables Report Called Number Summary Activity Report Common Skill CSQ Activity Report Contact Service Queue Activity by CSQ Report Contact Service Queue Activity Report Contact Service Queue Activity Report by Interval Report Contact Service Queue Call Distribution Summary Report Contact Service Queue Priority Summary Report Contact Service Queue Service Level Priority Summary Report CSQ Agent Summary Report Detailed Call by Call CCCR Report Detailed Call CSQ Agent Report Priority Summary Activity Report Traffic Analysis Report 	Chat Historical Reports <ul style="list-style-type: none"> Chat Agent Detail Report Chat Agent Summary Report Chart CSQ Activity Report Chat CSQ Agent Summary Report Chat Traffic Analysis Report Email Historical Reports <ul style="list-style-type: none"> Email Agent Activity Report Email CSQ Activity Report Email CSQ Agent Activity Report Email Inbox Traffic Analysis Report Email Resolution Detail Report Email Response Detail Report Finesse Email Historical Reports <ul style="list-style-type: none"> Email Agent Activity Report Email CSQ Activity Report Email Traffic Analysis Report Email Contact Detail Report System Historical Reports <ul style="list-style-type: none"> Application Performance Analysis Report Application Summary Report License Utilization Hourly Report Remote Monitoring Detail Report 	Outbound Historical Reports <ul style="list-style-type: none"> IVR Outbound Campaign Summary Report IVR Outbound CCCR Report IVR Outbound Half Hourly Report Preview Outbound Agent Detail Performance Report Preview Outbound Campaign Summary Report Agent Live Data Reports <ul style="list-style-type: none"> Agent CSQ Statistics Report Agent State Log Report Agent Statistics Report Agent Team Summary Report Supervisor Live Data Reports <ul style="list-style-type: none"> Team State Report Team Summary Report Voice CSQ Agent Detail Report Voice CSQ Summary Report
---	---	---

Wallboard/ Dashboard:

The real time dashboards are a software solution that empowers business users and supervisors to deliver information in real-time to every screen needed. A screen doesn't only mean large plasma screens in contact centres and breakrooms, the individual workstations of agents, supervisors, or even managers who are not part of the contact center. The Dashboard supports Unlimited # of screens, all Standard browsers: Chrome, IE, Edge, Mozilla, Safari can be rendered on Tablets, mobile phones, Smart TV'

We understand that agents, supervisors, and managers have different expectations. To meet various team's requirement, the Dashboards includes a predefined set of key performance indicators (KPIs). The data are stored in the MS SQL server database, thus providing flexibility to customer to create / build your own KPIs.

In line with the business requirements provided, Cognicx is offering wallboard solution suite which can not only meet the current requirements but can also be scaled up for future enhancements and growth. The Dashboards & Wallboards (DW) provided the complete set Real-Time KPIs and grids that can be generated from a UCCX platform. It encompasses hundreds of metrics derived from Key Call Center parameters:

- AGENTS (Contact Service Queues, Teams, Skills, and Sliding Interval)
- CALLS (Contact Service Queues, Applications and Sliding Interval)
- EMAILS (Contact Service Queues and Sliding Interval)
- TEXT (Contact Service Queues and Media Type)
- CHAT (Contact Service Queues, Team, Skills)
- AGENT STATES GRID (Skills, Contact Service Queues and Teams)
- CSQs GRID (Sliding Interval and Contact Service Queues) etc.,

SAMPLE LAYOUT

2RING Learn more at www.2Ring.com/DW .. Learn more at

Queue Stats										
CSQ Name	Handled	Handled SL	Presented	Abandoned	LWT	LTT	AWT	ATT	SL	Abandon %
Service Desk	657	565	692	35	00:04:51	00:07:35	00:00:16	00:03:53	81.6%	5.1%
IT HelpDesk	807	605	850	43	00:02:16	00:14:01	00:00:19	00:03:54	71.2%	5.1%
Customer Care	537	418	566	29	00:02:45	00:13:24	00:00:15	00:03:42	73.9%	5.1%
RMA	551	468	581	30	00:04:45	00:07:47	00:00:19	00:03:05	80.6%	5.2%
Product Info	550	445	579	29	00:03:18	00:12:44	00:00:11	00:04:03	76.9%	5.0%
Orders	639	485	673	34	00:03:00	00:14:25	00:00:18	00:03:49	72.1%	5.1%
Invoicing	561	426	591	30	00:05:00	00:10:51	00:00:17	00:03:16	72.1%	5.1%

Logged
68

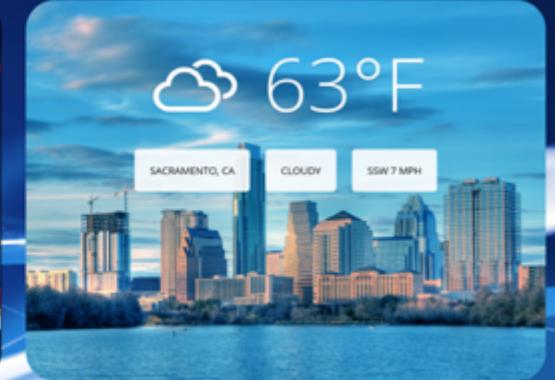
CiQ
8

Ready
4

SL
80%



VW EMISSIONS VOLKSWAGEN HAS AGREED A DEAL WITH THE U.S. GOVERNMENT TO BUY BACK SOME OF THE CARS AFFECTED BY THE EMISSIONS SCANDAL



63°F

SACRAMENTO, CA CLOUDY 63°F

SSW 7 MPH

PRESENTATION TYPES:

- Single KPIs
 - Numeric or gauges
 - Charts
 - Notifications (visual, audible, email)
- Grids
 - Agents
 - Queues
 - Conditional formatting & notifications
- Ticker
- Calendar

EXTERNAL CONTENT:

Websites

- Weather
- Pictures
- Pdf/ppt
- Data from other applications

MS Dynamics CRM integration

The Cisco UCCX system will be integrated with MS Dynamics CRM using B&S connector for the CTI POP-UP.

Supported Features

The following content (features) has been implemented:

Agent state control

- Login with login-screen
- State Change
 - Ready
 - Not Ready
 - Logout
- Reason codes

Call control

- Accept and hang up
- Hold and retrieve
- Transfer and conference
- Dial out, manually, to any number
- Click-to-dial
- Wrap-Up
- Call activity notes
- Unified Service Desk
- Configurable call data in call log

Data handling

- Data preview on calls
 - Call variables
 - Participant lookup on Dynamics
- Automatic Screen Pop Call logging
- Real Time Views
 - Team View
 - Directory lookup

Configuration

- Multi-location (multi-PG)
- Automatic Cisco Finesse Failover
- Configurable call variables
- Phone number manipulation for data preview, search, and click-to-dial
- Configurable record creation links

Unsupported Features and limitations

Agent state control

- Desktop Notifications

Call control

- Requesting wrap-up is not possible in a CCX environment
- Setting the wrap-up reason during a call is not possible in a CCX environment if the requirement was set on the Contact Service Queue (CSQ)
- Dialing in the ready state is not possible in any environment (USD limitation: results in error when done due to missing setClickToAct function)
- Mobile Agent
- Outbound option
- Media
- Call timers
- Keypad/Dialfield/DTMF tones

Data handling

- Share record/screen transfer
- Integration API
- Enable/disable call log
- Configurable colors
- Dark / Light mode

Compatibility

Operating System

The b+s Connects for Microsoft Dynamics application runs completely on the Dynamics platform. Consequently, no additional Server is required.

Cisco Finesse

- Cisco Finesse 11.5 and higher

Dynamics Editions

- Dynamics 365 V9 Unified Interface

Supported Browsers

- Microsoft Edge
- Google Chrome, most recent stable version

The Contact Center will have the following functionalities / licenses considerations (Cisco BOQ to be provided by the Client):

- Lower server footprint with Cisco BE6k UCS servers
- High Availability
- Complete virtual environment. All components are installed on VMWare
- Skill based contact center
- Licenses
 - Inbound Voice: 15 Agents
 - Cisco AQM :15 agents
 - Real time Dashboard: 10 agents
- Apart from the above licenses, the following is also an integral part of the solution:
 - Basic IVR Self Service Call flow.
 - Integration is with Finesse Desktop for CTI events (Screen pop-up)
 - Implementation and Integration with UCCX solution of MS Dynamics CRM using B&S Connector.
 - Cisco Advance QM: Voice recording and QM solution.

Key points to note:

1. Email, Chat, SMS, Webchat, Social is not considered in the current scope for implementation, however the platform supports the same and can be added later.
2. For the recording solution suite only Voice recording is considered, screen recording is supported and can be added later.
3. OS, DB to be provided by Digital 14/Client
4. The solution testing can be done from our LAB setup if required.

Hardware/Software requirements

The hardware, software, database has to be provided by the Client. The details will be shared before the implementation stage, and we have considered production setup only.

1. The Hardware and software requirement for Cisco solution is as per BOQ as shared by Client as it will be provided by the client.
2. For other application & database server or any other Server (virtual machine) requirement details like Resources required, OS, and DB requirement details will be shared during design and implementation stage as part of Site readiness document \ pre-requisites, same to be provided by Digital 14.

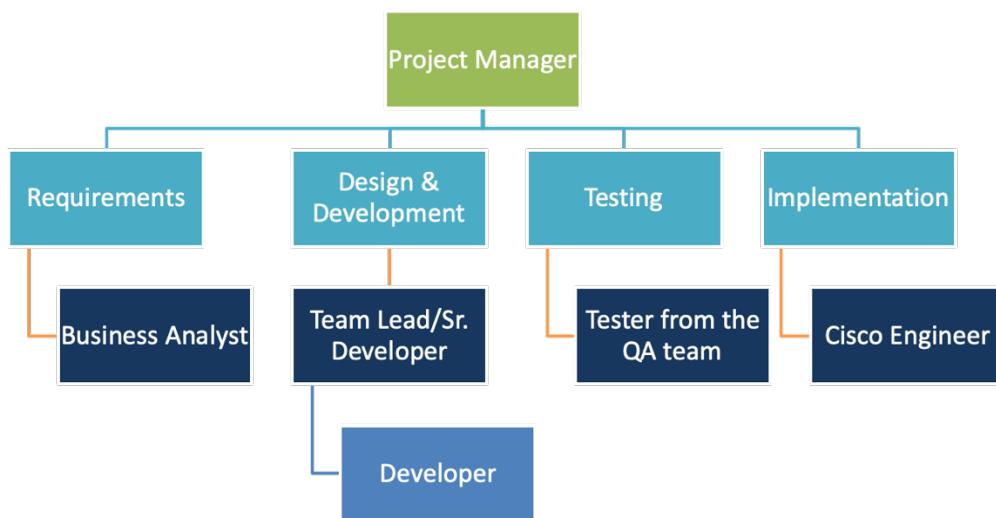
High Level Deployment Timelines

The following table describes high level project schedule for the requirements. The detailed project plan will be created and distributed during the project kickoff stage.

S. No	Activity Description	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12
1	Requirement Analysis, solution design and pre-requisites validation												
2	Cisco gear Supply and delivery												
3	Cisco Gear for contact center configuration installation and customization												
4	IVR application development												
5	CRM URL integration with Finesse desktop												
6	SIT & IT												
7	UAT and Bug fixing -Test Setup												
8	Documentation & Training to Darkmatter team												
9	Moving to Production Setup												
10	Training to end customer team												
11	UAT and fine tuning in production environment												
12	Go Live												

The Cisco gear delivery is assumed for 3 weeks which will be actually based on the procurement by Digital 14.

Team Structure with Roles & Responsibilities



Roles & Responsibilities:

After official confirmation of the LPO/commercial contract for the implementation services, the Cognicx team will be assigned to the project. The following is a representative team structure:

Project Manager

The Cognicx project manager will be the day-to-day Cognicx lead on the individual work-schedules and is the single customer point of contact for reporting and tracking status for the work-schedules. The Cognicx project manager has the responsibility for identifying and securing Cognicx resources for the work-schedules.

The Cognicx project manager is responsible for managing the scope of Cognicx involvement in the Project. The Project Manager also works with the Digital14 Project Managers to manage project scope and manage the delivery of project deliverables per the mutually agreed upon project plan.

The Cognicx project manager is available to lead and facilitate project meetings, such as business requirements gathering sessions and data definition sessions. Responsibilities include, but are not limited to:

- Interact with other Project Manager(s) assigned to this project.
- Manage Cognicx overall work-schedule plan.
- Coordination Plan of Resources/ Roles and Responsibilities.
- The Project Timelines related to the project.
- Weekly status report.
- The Change Control Process relating to the project.
- Document and manage Issue Escalation Process within the control of Cognicx or its Business Partners.
- Project Execution Strategy relating to the project.
- Post Project Review.
- Identify potential issues and delivery risks (including any issues lists).
- Suggest mitigating actions to address work-schedule risks

Business Analyst

The Cognicx business analyst will be responsible for championing the requirements document preparation for Digital14. Responsibilities include, but are not limited to:

- Interact with customer personnel at various levels to gather the requirements
- Conduct customer meetings to understand the current system and gather requirements
- Interact with other team lead(s) assigned to this project
- Prepare the Project Requirements Document

Team Lead

The Cognicx team lead will be responsible for overseeing all the custom applications, routing rules and scripts developed for Digital14. Responsibilities include, but are not limited to:

- Interact with other team lead(s) assigned to this project
- Manage developers assigned to this project
- Design and deliver the various custom applications
- Coordination Plan of Resources/ Roles and Responsibilities

Developer

The Cognicx developer will be responsible for the development of various custom applications as per the design. Responsibilities include, but are not limited to:

- Interact with other team lead(s) assigned to this project
- Develop the various custom applications
- Unit test the various custom applications
- Integrate and test the various custom applications
- Provide bug-fix for the developed custom applications

Tester

The Cognicx Testing lead will be responsible for overseeing all the testing and quality control procedures. The quality assurance lead will be responsible for the test case preparation and test case execution. Responsibilities include, but are not limited to:

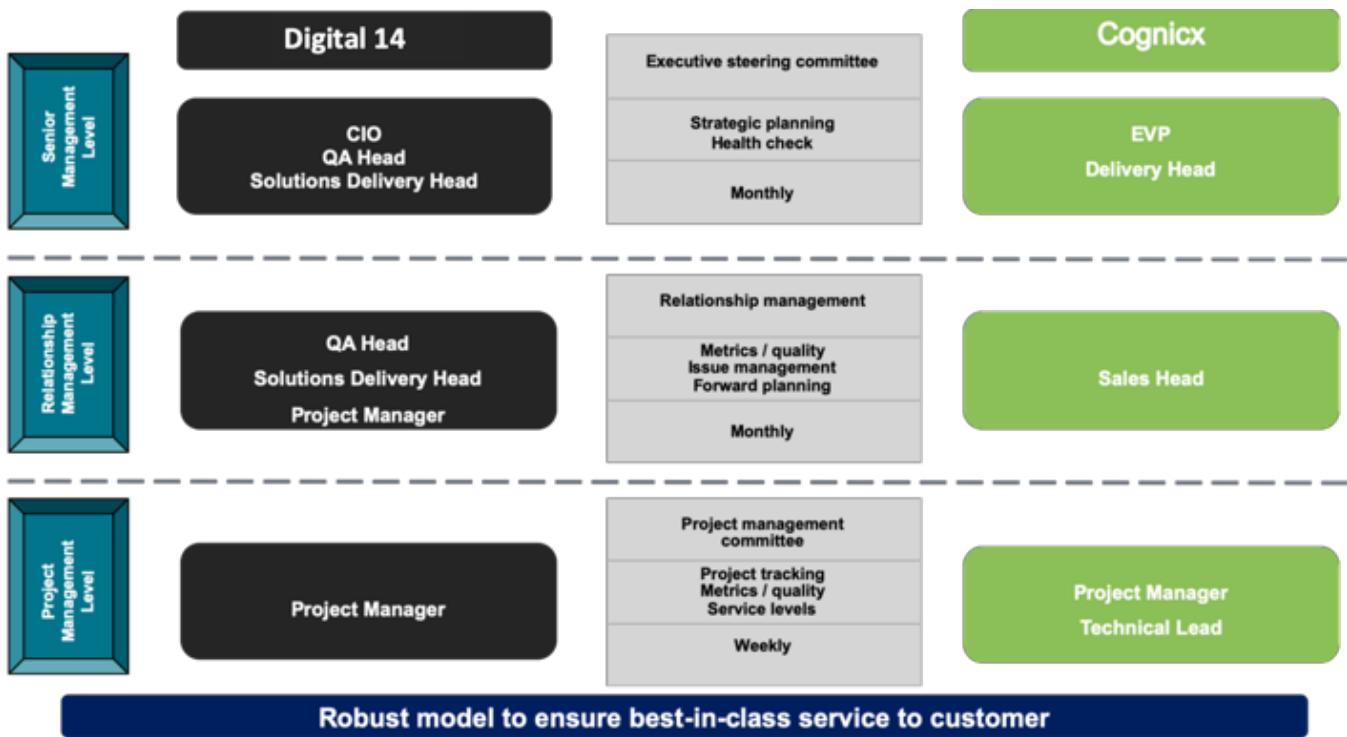
- Interact with other team lead(s) assigned to this project
- Manage test case preparation
- Manage test case execution
- Test Plan Review, User Acceptance Test Plan Review and Update

Cisco Engineer

The Cognicx network consultation engineer will be responsible for implementation of all the Cisco components in Digital14. Responsibilities include, but are not limited to:

- Coordination Plan of Resources/ Roles and Responsibilities.
- Weekly status report.
- Document and manage Issue Escalation Process within the control of Cognicx or its Business Partners.

Governance Model



Assumptions and Dependencies

Following are the assumptions considered:

- IVR application will be developed using CRS editor.
- IVR application will be DTMF based
- DNS and NTP server availability
- Database server to insert the IVR menu travel and customer data for the requirement on the IVR reporting.
- The call flow will be developed in English & Arabic language only.
- Database provisioning, administration & maintenance will be the responsibility of Client.
- Client to provide MS Dynamics instance for the sandbox environment for integrating with the B&S connector.
- Client will develop user test plans, scripts and data that will be used for UAT.
- It is assumed that the Client will provide configuration and topology information as required to complete the design, installation, available network bandwidth, configuration, and testing of the solutions.
- Load testing & stress testing is not considered in this scope of engagement.
- Client to provide AD for the solution
- Agents will have Windows based machines and will be provided by the Client
- Windows & DB licenses to be provided by Client
- It is assumed that the Client is responsible for providing power connections, cabling, and LAN connections.

- If the assumptions mentioned in this SOW do not hold good, then the estimates & scope have to be revised completely.
- Prior to the start of work for this project, Client will assign an overall project sponsor, who will have continuous oversight and authority for all aspects of the project. The Client project sponsor will have the authority to make decisions on behalf of Client with regards to all aspects of the project.
- Client must assign IT personnel with the appropriate knowledge and authority to assist Cognicx in developing the technical architecture and design.
- Client will provide Cognicx consultants with administrator and developer level access to the other Vendors/ Cognicx solution components (servers, workstations, telephony components, etc.) for the onsite implementation period.
- It is assumed that all development and related services will take place during standard business hours of 9 AM to 6 PM excluding Fridays, Saturdays, and public holidays, unless specifically stated otherwise herein.
- Security clearance for access to Client facilities (facilities security access card, etc.), all required passwords (Windows Administrator, etc.), access to telephones with outside lines, a PSTN connection with dialing facilities, Internet connection, a copier and normal office supplies as needed.
- During on-site efforts, it is assumed that Client will provide Cognicx with suitable workspace for consultants.
- Client to take care of the LAN cabling.
- Customizations, or components required for 3rd party components.
- All pictures in this document are for illustration purposes

Commercial Section

#	Service Description	Fee (AED)
1	10 Agent Licenses for real time dashboard	12,000.00
2	One-year subscription for 20 agent licenses for B&S MS dynamics connector	24,000.00
2	Professional services for the B&S BASE Package	42,000.00
3	Professional Services for UCM deployment and UCCX configuration	105,000.00
4	Support – 1-year Gold Support	60,000.00
Amount for Licenses, Implementation and Support		243,000.00
VAT		12,150.00
Total Amount including VAT		255,150.00

Invoicing Schedule

#	Milestone Description	Estimated Completion Date of Milestone	Invoice Amount (AED)	Retained Amount (AED)	Net Payable Amount (AED)
1	Upon completion of deliverables as detailed in "detailed scope description Section 1.1" Project Planning.	T+2 weeks	31,500.00	3,150.00	28,350.00
2	Upon delivery of B&S connector licenses on sandbox environment as per "Detailed scope description Section 1.4"	T+4 weeks	24,000.00	-	24,000.00
3	Upon the Delivery of 10 Agent Licenses on test environment for real time dashboard as per detailed scope description Section 1.4	T + 4 weeks	12,000.00	-	12,000.00
4	Upon completion of deliverables as detailed in detailed scope description Section 1.2 Project Requirements	T + 6 weeks	45,000.00	4,500.00	40,500.00
5	Upon completion of deliverables as detailed in "detailed scope description Section 1.3 Design Development and Testing (offsite)	T + 10 weeks	40,000.00	4,000.00	36,000.00
6	Upon completion of deliverables as detailed in "detailed scope description Section 1.5	T + 18weeks	20,000.00	2,000.00	18,000.00

#	Milestone Description	Estimated Completion Date of Milestone	Invoice Amount (AED)	Retained Amount (AED)	Net Payable Amount (AED)
	Implementation and configuration (onsite)				
7	Upon completion of deliverables as detailed in "detailed scope description Section 1.7 Go live, Orientation & Handover	T + 24 weeks	10,500.00	1,050.00	9,450.00
8	Commencement of Support Services for 12 months	L	60,000.00	6,000.00	54,000.00
9	Completion of the retention period for the services (3 months after Go Live, orientation and Handover)	T + 36 weeks	-	-	14,700.00
10	Completion of the retention period for the Support (3 months after the end of Support)	L + 15 months	-	-	6,000.00
Total (AED)			243,000.00		243,000.00
VAT @5%			12,150.00		12,150.00
Total including VAT (AED)			255,150.00		255,150.00

"T" = Commencement Date

"L" = Go Live Date

Note:

1. Commercials as quoted are valid for 1 month from the proposal date.
2. The project is assumed to be done in a single stretch with no breaks in between.
3. Any change in the scope defined will impact the timelines and commercials.
4. The payments have to be made within thirty (30) days from the date of the invoice.
5. The exact implementation plan, resource deployment plan will be mutually agreed during the initial project planning phase.
6. The support/AMC/subscription if due for renewal has to be renewed 1 month before the expiry of the due date.
7. The AMC/support includes support and maintenance for solution deployed by Cognicx as per this scope document and does not include Prices for hardware and software support is not included in the commercial section.

Cognicx Terms & Conditions:

Ownership of the Final Work

Post UAT and payment is completed, the Client has sole access to application produced by Partner and Client agrees that the Partner may put a byline on the bottom of their Web page for establishing design and development credit. Client also agrees that the application created for the Client may be included in the Partner's portfolio. The Partner retains the ownership of the source code which can be transferred to the client on mutually agreeable terms and conditions.

Changes in Project Scope

If at any time following acceptance of the proposal by Customer, Customer should desire to alter or amend the Specifications or other elements of the project, Customer shall submit to Partner a written proposal specifying the desired changes.

Partner will evaluate each such proposal at its standard rates and charges. Partner shall submit to Customer a written response to each such proposal within 10 working days following receipt thereof. Partner's written response shall include a statement of the availability of Partner's personnel and resources, as well as any impact the proposed changes will have on the contract price, delivery dates or warranty provisions of this Agreement.

Warranties

Post UAT the application furnished under this agreement is provided on an "as is" basis, without any warranties or representations express, implied or statutory, including, without limitation, warranties of quality, performance, non-infringement, merchantability, or fitness for a particular purpose. Nor are there any warranties created by a course of dealing, course of performance or trade usage. Partner does not warrant that the application will meet customer's needs or be free from errors, or that the operation of the application will be uninterrupted. The foregoing exclusions and disclaimers are an essential part of this agreement and formed the basis for determining the price charged for the application. The warranties set forth in this agreement are the only warranties granted by Partner.

Non-Disclosure / Confidentiality Agreement

Neither party will disclose any Confidential Information of the other party to third parties or use any Confidential Information other than pursuant to this Agreement except those directors, officers, employees, consultants, and agents who are required to have the information in order to carry out the discussions of the contemplated business. The contents of this document will not be divulged to any third party without the express written consent of Partner. It is also understood that Partner will not divulge any of Client or its customer's confidential information that it may have access to in the course of executing the project described in this proposal.

Contract Termination

Both parties understand that Client or Partner may terminate the service at any time if, for any reason, the relationship is deemed unsatisfactory by either party. Upon written or verbal cancellation, Client is responsible for payment for all expenses incurred and any work done toward the completion of the project based on the percentage of project completed. Should Client cancel the project following its completion, Client is responsible for full payment as per the above estimate plus all other expenses incurred.

If Partner terminates this Agreement because of Customer's default, all of the following shall apply:

Customer shall immediately cease use of the Application.

Customer shall, within 10 days of such termination, deliver to Partner all copies and portions of the Application and related materials and documentation in its possession furnished by Partner under this Agreement.

All amounts payable or accrued to Partner under this Agreement shall become immediately due and payable.

All rights and licenses granted to Customer under this Agreement shall immediately terminate.

Partner an Independent Contractor

Partner is an independent contractor, and neither Partner nor Partner's staff is, or shall be deemed, Client's employees. In its capacity as an independent contractor, Partner agrees and represents, and Customer agrees, as follows:

Partner has the right to perform services for others during the term of this Agreement subject to noncompetition provisions set out in this Agreement, if any.

Partner has the sole right to control and direct the means, manner, and method by which the services required by this Agreement will be performed.

Partner has the right to perform the services required by this Agreement at any place or location and at such times as Partner may determine.

Partner will furnish all equipment and materials used to provide the services required by this Agreement, except to the extent that Consultant's work must be performed on or with Customer's computer or third-party application.

Partner is responsible for paying all ordinary and necessary expenses of its staff.

Neither Partner nor Partner's staff shall be required to devote full-time to the performance of the services required by this Agreement.

Customer shall not withhold from Partner's compensation any amount that would normally be withheld from an employee's pay.

General Provisions

Complete Agreement: This Agreement together with all exhibits, appendices, or other attachments, which are incorporated herein by reference, is the sole and entire Agreement between the parties. This Agreement supersedes all prior understandings, agreements and documentation relating to such subject matter. In the event of a conflict between the provisions of the main body of the agreement any attached exhibits, appendices or other materials, the agreement shall take precedence.

Modification to the agreement: Modification or amendments to this agreement, including any exhibits or appendix hereto, shall be enforceable only if they are in writing and are signed by authorized representatives of both parties
Applicable Law: The agreement shall be governed by and construed in accordance with the laws of India

Notices: All notices and other communications given in connection with this agreement shall be in Writing.

Applicable Law: The agreement shall be governed by and construed in accordance with the laws of India

Notices: All notices and other communications given in connection with this agreement shall be in writing.

Force Majeure

Cognicx shall have no liability for any loss, damage, delay or failure to perform whether directly or indirectly due to: fire, explosion, lightning, pest damage, power surges or failures, strikes or labor disputes, water, acts of God, the elements, war, civil disturbances, acts of civil or military authorities or the public enemy, inability to secure raw materials, transportation facilities, fuel or energy shortages, acts or omissions of communications carriers, unauthorized use of the software, or other causes beyond Cognicx's control.

Annexure:

Cisco BOQ considered for Implementation: The Cisco Gear will be provided by the client:

Line Number	Part Number	Description	Service Duration (Months)	Qty
1	ISR4321-V/K9	Cisco ISR 4321 Bundle, w/UC License	---	2
1.0.1	CON-SNT-ISR4321V	SNTC-8X5XNBD Cisco ISR 4321 UC Bundle, PVDM4-32, UC L	12	2
1.1	SL-4320-IPB-K9	IP Base License for Cisco ISR 4320 Series	---	2
1.2	SL-4320-UC-K9	Unified Communication License for Cisco ISR 4320 Series	---	2
1.3	PWR-4320-AC	AC Power Supply for Cisco ISR 4320	---	2
1.4	MEM-FLSH-4G	4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard)	---	2
1.5	MEM-4320-4G	4G DRAM for Cisco ISR 4320 (Soldered on motherboard)	---	2
1.6	NIM-BLANK	Blank faceplate for NIM slot on Cisco ISR 4400	---	2
1.7	NIM-1MFT-T1/E1	1 port Multiflex Trunk Voice/Clear-channel Data T1/E1 Module	---	2
1.8	PVDM4-32	32-channel DSP module	---	2
1.9	CAB-AC-C5-C14	AC Power Cord, C5 to C14 converter cable US,CAN,EU,AU,EAC	---	2
1.1	SISR4300UK9-169	Cisco ISR 4300 Series IOS XE Universal	---	2
2	CP-7841-K9=	Cisco UC Phone 7841	---	15
2.0.1	CON-SNT-CP7841K9	SNTC-8X5XNBD Cisco UC Phone 7841	12	15
3	CP-HS-W-532-RJ=	Headset 532 Wired Dual + QD RJ Headset Cable	---	20
3.0.1	CON-SNT-CPHSW5RJ	SNTC-8X5XNBD Headset 532 Wired Dual + QD RJ Headset C	12	20
4	BE6M-M5-K9	Cisco Business Edition 6000M (M5) Appliance, Export Restr SW	---	2
4.0.1	CON-SNT-BE6MM5K9	SNTC-8X5XNBD Cisco Business Edition 6000M (M5) Appliance	12	2
4.1	BE6K-PSU	Cisco UCS 770W AC Power Supply for Rack Server	---	2
4.2	BE6K-RAIDCTRLR	Cisco 12G Modular RAID controller with 2GB cache	---	2
4.3	BE6K-DISK	300GB 12G SAS 10K RPM SFF HDD	---	12
4.4	R2XX-RAID5	Enable RAID 5 Setting	---	2
4.5	BE6K-RAM	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1.2v	---	6
4.6	BE6K-CPU	2.2 GHz 4114/85W 10C/13.75MB Cache/DDR4 2400MHz	---	2
4.7	CAB-C13-CBN	Cabinet Jumper Power Cord, 250 VAC 10A, C14-C13 Connectors	---	2
4.8	VMW-VS6-HYPPLS-K9	Embedded License, Cisco UC Virt. Hypervisor Plus 6.x (2-cpu)	---	2
5	R-CBE6K-K9	Cisco Business Edition 6000-Electronic SW Delivery-Top Level	---	1
5.0.1	CON-ECMU-RCBE6KK	SWSS UPGRADES Cisco Business Editi	12	1
5.1	BE6K-SW-12.5	Business Edition 6000 v12.5 export restricted software	---	1

Line Number	Part Number	Description	Service Duration (Months)	Qty
5.2	BE6K-START-UWL35	BE6000 Starter Bundle with 35 UWL Standard Licenses	---	1
5.3	JAB-ADR-CLNT-UWL	Jabber for Android CUWL Only	---	1
5.4	JAB-IPH-CLNT-UWL	Jabber for iPhone CUWL Only	---	1
5.5	JABBER-TABLET	Jabber for iPad and Android Tablet	---	1
5.6	JABBER-DESKTOP	Jabber for Desktop for PC and Mac	---	1
5.7	CCX-CUIC-PREM	License for Cisco Unified Intelligence Center Premium	---	1
5.8	CCX-12-PAK	CCX 12 autoexpanded PAK	---	1
5.9	CCX-12-N-P-LIC	CCX 12.0 PRE Seat Qty 1 LICENSE ONLY	---	25
5.9.0.1	CON-ECMU-CCNX12LN	SWSS UPGRADES CCX 12.0 PRE Seat Qty 1 LICENSE ONLY	12	25
5.1	UCXN-12X-SCPORTS	BE6000 Unity Connection 12x - VM Speech Connect Ports	---	2
5.11	BE-12X-UWLS-STR	BE6000 v12 UWL Standard Starter licenses (35-pack)	---	1
5.11.0.1	CON-ECMU-BE12XURT	SWSS UPGRADES BE6000 v12 UWL Standard Starter licenses	12	1
5.12	CCX-12-P-SVR-LIC	CCX 12.0 NEW PRE Server License	---	1
5.13	CCX-12-PHA-LIC	CCX 12.0 PRE HA-LICENSE ONLY	---	1
5.14	JAB-ADR-RTU	Jabber for Android Right to Use	---	1
5.15	JAB-IPH-RTU	Jabber for iPhone Right to Use	---	1
5.16	JABBER-TABLET-RTU	Jabber for Tablet Right to Use	---	1
5.17	JABBER-DSK-K9-RTU	Jabber for Desktop Right to Use	---	1
5.18	LIC-EXP-E-PAK	Expressway Series, Expressway-E PAK	---	1
5.19	LIC-EXP-GW	Enable GW Feature (H323-SIP)	---	4
5.2	LIC-EXP-E	Enable Expressway-E Feature Set	---	2
5.21	LIC-EXP-TURN	Enable TURN Relay Option	---	2
5.22	LIC-EXP-AN	Enable Advanced Networking Option	---	2
5.23	LIC-SW-EXP-K9	License Key Software Encrypted	---	4
5.24	LIC-EXP-SERIES	Enable Expressway Series Feature Set	---	4
5.25	EXPWY-VE-E-K9	Cisco Expressway-E Server, Virtual Edition	---	2
5.26	SW-EXP-12.X-K9	Software Image for Expressway with Encryption, Version X12	---	1
5.27	EXPWY-VE-C-K9	Cisco Expressway-C Server, Virtual Edition	---	2
5.28	LIC-EXP-DSK	Expressway Desktop Endpoint License	---	35
5.29	CCX-12-25P	Premium 25 seat Promo Bundle	---	1
5.3	CUCILYNC-CLNT-UWL	Cisco Unified Comm Integration for Lync for CUWL only	---	1
5.31	JABBER-SDK	Jabber Software Development Kit	---	1
5.32	VXME-USR	Cisco VXME Users	---	1
5.33	CUCILYNC-UWL-RTU	CUCILYNC UWL Right to Use Certificate	---	1
5.34	VXME-USR-RTU	VXME Right to Use	---	1
5.35	JAB-SDK-K9-RTU	Jabber Software Development Kit RTU	---	1

Line Number	Part Number	Description	Service Duration (Months)	Qty
6	CCX-12-ADD-K9	CCX 12.0 Add-on Licenses	---	1
6.0.1	CON-ECMU-CCX12DKA	SWSS UPGRADES CCX 12.0 Add-on Licenses	12	1
6.1	CCX-115-AQM-LIC	CCX 12.0 Adv Quality Manager Seat Qty 1 LICENSE ONLY	---	15
6.1.0.1	CON-ECMU-CCX115AL	SWSS UPGRADES CCX 12.0 Adv Quality Manager Seat Qty 1	12	15
6.2	CCX-12-PAK	CCX 12 autoexpanded PAK	---	1

LIST OF DOCUMENTS DURING HANDING OVER

We have, in this document, provided the list of documents that will be provided during the handover from Cognicx. These are other than the product manuals and other documents that will be coming from Cisco. The documents and its contents are listed below:

- a. Functional Specifications Document (FSD)

Contents	Description
Introduction & Purpose of the document	Identify and describe the business need or problem this document will address
In Scope and out of scope	Features that are covered in the project
Reference documents	List of documents that have the information that has been used to prepare the document
Terms/Acronyms and Definitions	Terms and its definition that are described in the functional specifications
Risks and Assumptions	Assumed factors and identified risks that could affect the functional design of the system including the 3 rd party system related risks
Solution Overview	Architecture of the application.
System actors	Various user roles and their responsibilities.
Process flow	If there are new processes, then the flow will be depicted along with the actors.
Functional specifications	Section that explains the requirements in detail for all the modules of the application <ol style="list-style-type: none"> 1. Inbound IVR Call Flow 2. CTI Screen POP with CRM Integration details 3. Call Back 4. Preview Outbound Dialer 5. Call recording & quality monitoring 6. Reporting

Contents	Description
	7. Real time Dashboards
Prerequisites	1. Hardware, software, 2. Applications related 3. General
Assumptions & Dependencies	List of agreed assumptions and dependencies.
Non-Functional Requirements	Browsers that are supported, if multi region is applicable then how the date and time will be stored and displayed

b. Design Document (DD)

Contents	Description
Introduction & Purpose of the document	Business need and / or problems addressed as part of the application will be detailed in this section.
In Scope and out of scope	Features that are covered in the project
Reference documents	List of documents that have the information that has been used to prepare the document
Terms/Acronyms and Definitions	Terms and its definition that are described in the functional specifications
Risks and Assumptions	Assumed factors and identified risks that could affect the functional design of the system including any 3 rd party system related risks
Business units, stakeholders, and locations	Various business units and locations in which the application will be used.
Architecture	1. Application architecture 2. Deployment architecture 3. Interface diagram 4. Explains the end point, web layer, application layer, database layer
Logical data model	Depicts the logical relationship among the critical data entities in the application.
Database design	Relationship diagram for the custom tables that are designed for the application. Product level tables will not be included.
Design details	Explains the design of individual components of the application.
Non-functional requirements (NFR)	Details on the devices, operating system, browsers, location, language supported, data sizing, data retention.
Hardware and software specifications	Listing of the hardware and software specifications requirements for running the applications smoothly.

c. User Manual

Contents	Description
Introduction & Purpose of the document	Detail on What-How-Who: <ul style="list-style-type: none"> • What the Manual is about • How to use the Manual • For whom the Manual is meant
Reference documents	List of documents that have the information that has been used to prepare the document
Terms/Acronyms and Definitions	Terms and its definition that are described in the functional specifications
Business units, stakeholders, and locations	Various business units and locations in which the application will be used.
Modules	List the modules that are covered in the user manual.
System summary	System configurations (as applicable) and the user level access.
Getting started	This section explains the login, change password, forget password and logout along with the screenshots.
Using the application	Module wise explanation of the user interface screens listed based on the user roles that are defined in the application.
System configurations handled by system admin	Screens that help to define the configurations that will be used by various modules / systems.

Overview of the Support Services Engagement

Cognicx Support Services goes beyond enterprises to garner continuous benefits from their IT investments: in the contact center and collaboration solutions deployed. Our support services will ensure that your systems are always available to deliver the desired business outcome.

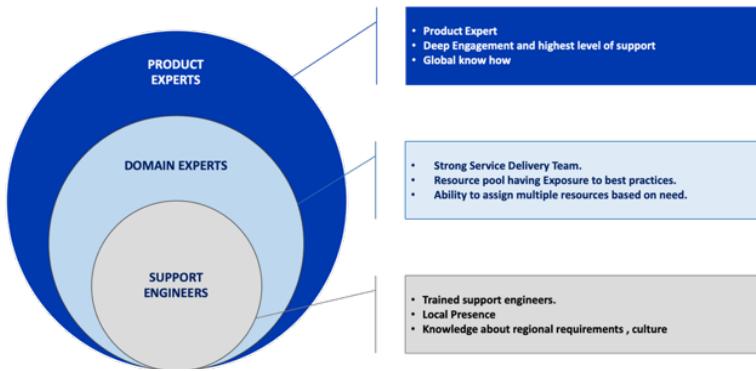
Support Services Overview: following services are included in the scope.

Support Services	Services
Support Coverage (On-call, Onsite)	24x7
Public Holidays	On call, onsite based on the issue Priority.
Break-Fix /Reactive Services	
Service Desk:	Single point of contact (SPOC) for all Client queries, incidents, issues, resolutions. Reachable via email.
Level 1 support.	Provide Incident detection, recording, classification, investigation, diagnostics, restoration, and closure.
Level 2 support.	Identify problems, known errors, changes to resolve problems, or provide a workaround.
Incident Reporting (Monthly)	Periodically track, and report incidents / Changes.
Third Party Product support:	Handling & managing L1 and basic L2 support for Cisco solution. Coordination and follow up with Cisco for L2/L3 issues including product issues, product upgrades & patches.
Preventive Services	
Review (Monthly)	Periodically perform preventive maintenance activities on the solution. Activities include Backup, Service Restart, and Server Housekeeping & Failover testing. Provide a health check report on the solution. The report contains current software versions, patch updates, performance metrics and recommendations.
Updates & Patch Management (Monthly)	Update system/solution with latest software updates and patches for the currently installed version.
Service Level Management	
Incident SLA – Response	30 minutes over telephone
SLA Reporting	Monthly report on SLA.
Governance	
Review Meet: (Quarterly)	Periodic meeting to review & discuss the support activities (engagement) happening on the solution under scope and discuss the action items moving ahead.

Service Delivery Model

The Support & Maintenance Services will be delivered in an On-call, Onsite support based on the priority of the incident.

Our Service Delivery Model



Engagement: Operational Activities and Steps

The Overall Operational Activities, steps involved during the Support and Maintenance engagement are as follows:

Step 1: Faults / Incidents / Tickets will be reported to the helpdesk via:

- email (For tickets logging please mail: support@cognicx.com)

The stakeholders can raise faults/incidents /ticket with our service desk.

- Support helpdesk (Client)
- Client's IT Team

Step 2: Once raised, the Support engineer and relevant stakeholders at Client end will get notifications via email/SMS alerts.

Step 3: The support engineer will initiate corrective action and establish response priorities based on the Priority level of the problem and agreed timeframes as decided.

Step 4: If the incident is a Problem, then the support engineer will engage the product team.

Step 5: If the incident is a Change, Change Management process will be followed to implement the Change Request.

The following table provides the escalation matrix in the event issues are not responded within the time frame specified below:

Elapsed Time After a Problem is Reported	Priority 1	Priority 2	Priority 3
2 Hours	Technical Manager	---	---
4 Hours	Service Manger	Technical Manager	---
5 Hours	General manager	Service Manger	---
12 Hours	---	General manager	Technical manager
24 Hours	---	---	Service Manager

Note: The Contact details, email ids will be provided during the support engagement initiation stage.

-----THANK YOU-----