Five9 Cloud Contact Centre Service Schedule
Part B – Service Description

Section A The Service

1. STANDARD COMPONENTS OF THE SERVICE

BT will provide the Customer with the one of the following standard bundled features in accordance with the details as set out in the Order (each a "**Service Bundle**"):

1.1 'Core' Service Bundle provides basic voice contact centre capabilities with the following features:

(a) **Handling inbound voice:** includes IVR, advanced screen pops, computer-telephony integration, advanced routing, queue call backs, voicemail routing, incoming call whisper, distribution algorithms, skill-based routing, web call back, agent scripting and post call surveys;

(b) **Handling outbound voice**: includes manual and automated dialler technologies like predictive, power, progressive and preview dialling;

(c) **Access to agent desktop plus:** allows agents to take inbound calls and place outbound calls;

(d) **Access to supervisor desktop plus**: to monitor agents, access to voice recordings and historical, custom and real-time reporting;

(e) **Access to applicable administrator consoles**: to administer applications, Users and call routing strategies;

(f) **Geographical Resiliency**: automated failover to a data centre in another location in the event of Service disruption at the primary data centre; and

(g) **Voice recording**: includes one month of voice recording storage and two months of call logs.

1.2 'Premium' Service Bundle includes the following features in addition to those included with the Core Service Bundle:

(a) **Digital channels via chat and email:** allows agents to deliver omnichannel customer journeys across voice and digital channels without losing continuity or context as the Customer changes channels; and

(b) **Essential quality management**: includes optimise agent performance with multi-channel evaluations, real-time agent desktop monitoring and assistance and automated scoring and evaluation selection.

1.3 'Optimum' Service Bundle includes the following features in addition to those included with the Premium Service Bundle:

(a) **Five9 enterprise quality management or Verint quality management**: evaluates, score and creates training for agents using recorded omnichannel events to help improve agent performance and enhance customer satisfaction;

(b) **Five9 enterprise work force management or Verint work force management**: optimise staffing with accurate multi-skill, multi-channel forecasts and schedules, real-time adherence and intraday management;

(c) **Five9 work force management everywhere mobile app:** mobile application that offers overtime and access to schedule views, shift bidding and adherence to reporting and other self-service features;

(d) **Five9 performance management:** application to share operational metrics, key performance indicators and service level agreement statistics to gain insight into the Service. The performance dashboard aligns goals, increases performance transparency and alignment and enables collaboration to create a culture of high performance and accountability; and

(e) **Proactive notifications**: includes automated outreach to the Customer via email or calls based on external events (e.g., item shipped, status change).

1.4 'Ultimate' Service Bundle includes the following features in addition to those included with the Optimum Service Bundle:

(a) **Five9 interaction analytics**: 100% call transcription, chat & email analysis, automated scoring and evaluations, ad hoc word/phrase search, automatic categorisation and sentiment analysis for calls;

(b) **Verint speech analytics**: add-on to Verint quality management feature that provides speech analytics of all call recordings to enable first call resolution, messaging usage, detecting defections and marketing campaign evaluation;

(c) **Verint automated quality management**: automates quality management process from scoring evaluations to assigning coaching; and

(d) **Workflow automation tools and applications**: uses pre-built connections to Five9 and other business systems to aggregate information in real-time and initiate intelligent automated workflows based on aggregated information.

2   Service Options

BT will provide the Customer with any of the following options as set out in any applicable Order and in accordance with the details as set out in the Order:

Feature	Description
Digital engagement	Provides additional channels in addition to voice, email and chat such as video and social messaging apps to allow full omnichannel experience.
Advanced recording upload	Provides for rules-based recordings stitching and upload.
Integration	Provision of APIs and software development kits that enables the Service to integrate with third party customer relationship management, knowledge management, workforce management, work force optimization, Teams and other business applications.
Intelligent virtual agent	Artificial intelligence driven self-service capability for voice and text with seamless handoff to live agents. Can be accessed via voice, chat, SMS and social media.
Agent assist	Provides practical artificial intelligence application to the contact centre. It produces call transcripts in real-time and gives agents turn-by-turn guidance. It can also generate after call summaries which can be sent to a customer relationship management.
Outbound SIP Trunking	Establishes a SIP trunk between Five9 and the Customer's SIP proxy.
Professional Services	to assist the Customer with any other activities in addition to the standard delivery of the Service provided by BT.
Secure voice traffic	This will encrypt agent voice traffic between agent PC and the data centre to which the agent connects.
Web real time communications	enables real-time voice, text and video communications capabilities between web browsers and devices.
Gamification	Enables the workforce to setup a game with virtual coins and badges as an incentive. Gamification can be extended with performance dashboards.

3   Service Management Boundary

3.1   BT's responsibility to provide and manage the Service is physically and logically limited up to the demarcation points where the voice and data services (including any equipment managed or controlled by the Customer) interconnects with:

3.1.1   in respect of voice connectivity, the media gateway(s) used by the Service; and

3.1.2   in respect of data connectivity, the Five9 firewall used to protect the Five9 cloud contact platform against unauthorised access.

3.2   The Service is not suitable for any confidential message exchange.

3.3   VOIP calls are not part of the Service. BT will not support VOIP calls or accept a report of an Incident in respect of VOIP calls or will notify the VOIP carrier of any Incidents.

3.4   The Service does not support, and BT has no responsibility for faults which result (directly or indirectly) from additional features and configurations of the Service that are done directly by the Customer or by any third-party suppliers of the Customer.

3.5   Paragraphs 3.1 – 3.4 together constitutes the "**Service Management Boundary**".

3.6   BT will have no responsibility for the Service outside the Service Management Boundary.

3.7   BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any Customer's equipment or other equipment and software.

4   Enabling Services

4.1   The Customer will have the following services in place that are necessary for the Service to function:

3.1.1   a service supplied by BT that enables inbound telephony calls; e.g. Inbound Contact Global;

3.1.2   a service supplied by BT that enables outbound telephony calls; e.g. One Voice Global SIP Trunking;

3.1.3   a service supplied by BT or a third party that enables data transport between the Five9 cloud contact platform and the Users; and

3.1.4   a service supplied by BT or a third party that enables messaging services between Users on the Five9 cloud contact Platform and Customer end-users

(each an "**Enabling Service**")

5   Commissioning of the Service

5.1   Before the Operational Service Date, BT will:

5.1.1   provide the Customer with the Start-Up Kit and credentials to access the Service knowledge base. This will include administrative usernames and passwords, access to and documentation for administrative tools, instructions for setting up agents, supervisors and administrator(s);

5.1.2   deliver and configure the Service by creating the Customer environment on the Five9 cloud contact platform;

5.1.3   connect the Service to the BT provided Enabling Services, where required;

5.1.4   conduct a series of standard tests on the Service to ensure that it is configured correctly; and

5.1.5   on the date that BT has completed the activities in this paragraph 5.1, confirm to the Customer that the Service is available for performance of any Acceptance Tests.

6   Acceptance Tests

6.1   The Customer will carry out the Acceptance Tests for the Service within five (5) Business Days after receiving notice from BT ("**Acceptance Test Period**").

6.2 The Service is accepted by the Customer if the Customer confirms acceptance in writing during the Acceptance Test Period or is treated as being accepted by the Customer if the Customer does not provide BT with notice to the contrary by the end of the Acceptance Test Period.

6.3 Subject to paragraph 6.4, the Operational Service Date will be the earlier of the following:

6.3.1 the date that the Customer confirms, or BT deems acceptance of the Service in writing in accordance with paragraph 6.2;

6.3.2 the date of the first day following the Acceptance Test Period; or

6.3.3 the date the Customer starts to use the Service.

6.4 If, during the Acceptance Test Period, the Customer provides BT notice that the Acceptance Tests have not been passed, BT will remedy the non-conformance without undue delay and provide the Customer notice that BT has remedied the non-conformance and inform the Customer of the Operational Service Date.

Section B   Supplier Terms

7   EULA

7.1 The applicable EULA will be: https://www.five9.com/legal/end-user-license-agreement

Section C   Service Management

8   Service Management

8.1 The Service Management Schedule as referred to in the Order will apply to this Service.