Anywhere365 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 following Services in accordance with the details as set out in the Order (each a "**Service Bundle**"). The Customer can select a CCaaS Contact Centre bundle, a CPaaS Contact Centre bundle or a combination of both for each Instance**:**

1.1 Anywhere365 Contact Centre - CCaaS:

BT will provide the Customer with a CCaaS Anywhere365 Contact Centre via a selection of one or more of the bundled CCaaS products on a per named User license:

CCAAS PRODUCT BUNDLE	DESCRIPTION	FEATURES
(a) CCaaS Voice Basic Bundle	This CCaaS product bundle enables the Customer to control every incoming and outgoing contact centre interaction integrated with their Microsoft Teams service.	**(i) Handling inbound voice**: includes Interactive Voice Response, management of the contact centre business hours and holidays, advanced routing strategies, DTMF and key phrase routing, presence-based routing, queued call back, voicemail, skill-based routing and quality monitoring; **(ii) Handling outbound voice**: includes preview campaign dialer, queued and scheduled call backs; **(iii) Access to WebAgent Essentials:** Allows Users to manage voice interactions, basic call and recording controls and for supervisors to monitor calls. Embed WebAgent as an App within Microsoft Teams client; **(iv) Access to applicable administrator consoles**: to administer applications, Users and basic call routing strategies; **(v) Recording**: includes voice recording (recordings are stored in the Customer's Enabling Services)**;** **(vi) Licenses:** This bundle includes "Anywhere365 Enterprise User" and "Anywhere365 WebAgent Essentials**"** for each User, one (1) "Anywhere365 Concurrent Dialogue" for every four (4) Users, one (1) "Anywhere365 Enterprise" and one (1) "Anywhere365 Additional UCC" for every twenty (20) Users.
(b) CCaaS Voice Standard Bundle	This CCaaS product bundle provides the Customer with all the features of the CCaaS Voice Basic Bundle together with the following features:	**(i) Access to WebAgent for Voice Communications:** Allows Users to retrieve End Customer contact information, case information from a Customer CRM system, access User interaction history and End Customer contact timeline; **(ii) Standard CRM Connector (Read-only):** Allows the Customer to connect a CRM/Database to Anywhere365 standard list of supported CRM/Databases. **(iii) Licenses:** This bundle includes the features as detailed above for the CCaaS Voice basic Bundle plus "Anywhere365 WebAgent for Voice Communications" for each User, one (1) Instance of "Standard CRM Connector (Read Only)".

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(c) CCaaS Omnichannel Premium Bundle:	This CCaaS product bundle provides the Customer with all the features of the CCaaS Voice Basic Bundle and CCaaS Voice Standard Bundle together with the following features:	**(i) Handling inbound omnichannels:** including email and WebChat **(ii) Access to WebAgent for Omnichannel Communications:** Allows Users to take inbound webchat, email and via third parties for other text based social media and messaging applications; **(iii) Licenses:** This bundle includes the features as detailed above for CCaaS Voice Standard Bundle plus "Anywhere365 WebAgent for Omnichannel" for each User.

1.2 Anywhere365 Contact Centre - CPaaS:

Anywhere365 Contact Centre CPaaS offers the core Dialogue Cloud license on a per Instance basis. Anywhere365 Contact Centre enables the Customer to control every incoming and outgoing contact centre interaction from a central point. BT will provide the Customer with a CPaaS Anywhere365 Contact Centre via a selection of one or more of the bundled CPaaS products on a per named User license:

CPAAS PRODUCT BUNDLE	DESCRIPTION	FEATURES
(a) CPaaS Corporate Basic	This product bundle provides an Anywhere365 Dialogue Cloud Service per Platform Corporate Instance Licence, (unlimited number of core Named Users) providing contact centre capabilities.	**(i) Handling inbound voice**: includes Interactive Voice Response, management of the contact centre business hours and holidays, advanced routing strategies, DTMF and key phrase routing, Microsoft Graph presence routing, queued call back, voicemail, skill-based routing ad post call surveys; **(ii) Voice Dialogues**: For every four Users, one Anywhere365 Concurrent Dialogue is licenced. Additional Dialogues can be ordered as a Service Option; **(iii) Access to WebAgent Essentials**: allows agents to take inbound and place outbound voice calls, control call recording, and supervisory features to monitor their agents. Embed WebAgent as an App in Microsoft Teams client; **(iv) Access to applicable administrator consoles**: to administer applications, Users and basic call routing strategies; **(v) Recording:** includes inbound voice recording. **(vi) Unified Contact Centre (UCCs):** allows up to a maximum of eight (8) UCCs for every CPaaS Corporate Basic bundle. **(vii)Licenses:** This bundle includes "Anywhere365 WebAgent Essentials" for each User, one (1) "Anywhere365 Concurrent Dialogue" for every four (4) Users, and one (1) Instance of "Anywhere365 Corporate".
(b) CPaaS Enterprise Standard	This CPaaS product bundle provides the Customer with all the features of CPaaS Corporate Basic together with the following features:	**(i) Access to Anywhere365 Enterprise:** includes additional features, call classifications, direct and outbound call recording, enhanced routing and queuing capabilities **(ii) Handling outbound voice:** includes preview campaign dialer, queued and scheduled call backs; **(iii) Access to WebAgent for Voice Communications**: allows agents and supervisors to retrieve CRM contact, case information from a CRM system. Access their interaction history and customer contact timelines; **(iv) Unified Contact Centre**: Each Instance can support multiple UCCs up to the architectural limits. **(v) Licenses:** This bundle includes "Anywhere365 WebAgent for Voice Communications" for each User, one "Anywhere365

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		Concurrent Dialogue" for every four (4) Users, and one (1) Instance of "Anywhere365 Enterprise".
(c) CPaaS Enterprise Premium	Service Bundle includes the following features in addition to those included with the 'CPaaS Corporate Basic' Service and 'CPaaS Enterprise Standard' Service Bundle:	**(i) Voice Dialogues**: For every three agents, one Voice Dialogue is licensed, voice additional dialogues can be added as a Service Option; **(ii) Access to Enterprise Plus**: includes Anywhere365 Dialogue Studio, integrate to third party bots and AI Speech services **(iii) Access to WebAgent for Omnichannel Communications**: includes Users to take inbound webchat, email and via third parties for other text based social media and messaging applications; **(iv) Licences:** "Anywhere365 Enterprise Plus", "Anywehere365 WebAgent for Omnichannel Communication for each User" and one (1) Instance of "Anywhere365 Concurrent Dialogues" for every three (3) named users.

1.3 Anywhere365 Contact Centre Administrative Services. In addition to the support services as detailed in the Service Management Schedule, BT will provide the Customer with service templates for SharePoint and PowerBI to enable the Customer to perform the following:

1.3.1 capability to create, modify and delete agents, supervisors and skills;

1.3.2 create and change contact centre basic call flows and user configuration;

1.3.3 access contact centre dashboards;

1.3.4 provide PowerBI template that visualises the real-time and historical data of Services; and

1.3.5 create and change advanced call flows with Dialogue Studio in accordance what is set out in the applicable Order.

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 that Order:

2.1 Additional Licenses. The following licenses are available in addition to any licences which are already contained in the product bundles set out at paragraphs 1.1-1.2 above:

Licence	Anywhere365 Contact Centre type	Restrictions on Licence
Anywhere365 Enterprise User	CCaaS	Minimum of twenty (20) named users per Instance. Maximum of fifty (50) UCCs and three hundred and fifty (350) concurrent dialogues per UCC Service
Anywhere365 Reception Queue Dialogue Cloud Instance	CCaaS	Per Instance Including one (1) UCC and ten (10) Concurrent Dialogues, only for use in combination with Anywhere365 Attendant Console for Dialogue Cloud Users
Anywhere365 Additional UCC	CCaaS	Per Instance Not available in combination with the Anywhere365 Reception Queue Maximum of fifty (50) UCCs per UCC Service
Anywhere365 Dialogue Studio	CCaaS and CPaaS	Per Instance

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Anywhere365 Corporate	CPaaS	Maximum of eight (8) UCCs
Anywhere365 Enterprise	CPaaS	Maximum of fifty (50) UCCs per UCC Service and three hundred and fifty (350) concurrent dialogues per UCC Service
Anywhere365 Enterprise Plus	CPaaS	Maximum of fifty (50) UCCs per UCC Service and three hundred and fifty (350) concurrent dialogues per UCC Service
Anywhere365 Test / Acceptance Instance for Enterprise	CCaaS and CPaaS	Per Instance
Anywhere365 Test / Acceptance Instance for Enterprise Plus per Instance	CCaaS and CPaaS	Per Instance
Anywhere365 Concurrent Dialogue	CCaaS and CPaaS	Per Dialogue For each **additional** UCC Service within each Instance, a minimum of 25 dialogues must be assigned to the UCC Service.
Anywhere365 WebAgent Essential	CCaaS and CPaaS	Per named User
Anywhere365 WebAgent for Voice Communication	CCaaS and CPaaS	Per named User
Anywhere365 WebAgent for Omnichannel Communication	CCaaS and CPaaS	Per named User
Anywhere365 WebAgent add-on: CRM Embedded	CCaaS and CPaaS	Per named User Requires Anywhere365 WebAgent for Voice Communication or Anywhere365 WebAgent for Omnichannel Communication
Anywhere365 Hybrid PSTN Agents	CPaaS	Per block of 100 named users available with Anywhere365 Enterprise or Anywhere365 Enterprise Plus or CPaaS Enterprise Standard or CPaaS Enterprise Premium
Anywhere365 Attendant Console for Dialogue Cloud	CCaaS	Per named User Must purchase Anywhere365 Reception Queue Dialogue Cloud Instance
Anywhere365 Attendant Console for Dialogue Cloud	CPaaS	Per named User Requires a dedicated UCC within the Instance order.
Anywhere365 Standard CRM Connector (Read Only)	CCaaS and CPaaS	Per Instance One Standard CRM Service per UCC Service
Anywhere365 Non-Standard CRM Connector (Read-Only)	CCaaS and CPaaS	Per Instance Dialogue Studio restricted usage to CRM/Database Integrations.
Anywhere365 Third Party Workforce Management Connector	CCaaS and CPaaS	Per Instance Restricted to standard third party WFM connectors
Anywhere365 Non-Standard Third-Party Workforce Management Connector	CCaaS and CPaaS	Per Instance Dialogue Studio restricted usage to WFM Integrations.

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2.2 **Anywhere365 Attendant Console for Dialogue Cloud.** This allows telephone operators to route voice interactions to internal users, native to Microsoft Teams with the following features:

2.2.1 Anywhere365 Reception Queue: includes one (1) UCC;

2.2.2 Voice Dialogues: For each 'Anywhere365 Reception Queue' ten (10) Voice Dialogue is licensed, voice additional dialogues can be added as a Service Option;

2.2.3 Access to Attendant Console for Dialogue Cloud Client;

2.2.4 Licences: the licences included in this bundle are one (1) instance of 'Anywhere365 Reception Queue', and 'Anywhere365 Attendant Console for Dialogue Cloud'

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 Anywhere365 firewall used to protect the Anywhere365 platform against unauthorized access.

3.2 Paragraph 3.1 together constitutes the "**Service Management Boundary**."

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

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

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

3.6 Incidents which result from additional features and configurations of the Service which have been carried out directly by the Customer, or any third-party suppliers of the Customer, are outside of BT's responsibility and will not be supported by BT.

4. ENABLING SERVICES

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

4.1.1 a Microsoft365 and Microsoft Azure subscription that is configured to allow BT to integrate with the Service as outlined in the product handbook provided by BT;

4.1.2 A service supplied by BT that enable inbound telephony calls; e.g. Inbound Contact Global;

4.1.3 A service supplied by BT that enables outbound telephony calls: e.g. One Voice Global SIP Trunking;

4.1.4 A service supplied by BT that enables Microsoft Teams telephony e.g. One Cloud Microsoft Service Trunking;

4.1.5 A service supplied by BT or a third party that enables data transport between the Anywhere365 contact platform and the Users; and

4.1.6 A service supplied by BT or a third party that enables messaging services between Users on the Anywhere365 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 deliver and configure the Service as set out in the Order;

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

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5.1.3 connect the Service to each Enabling Service;

5.1.4 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://anywhere365.io/terms-conditions/

Section C Service Management

8. SERVICE MANAGEMENT

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

9. SERVICE AVAILABILITY SERVICE LEVEL TARGET

9.1 The Service Availability Targets for the Service elements are as follows:

Service element	Description of criteria	Monthly Service Availability Target
Anywhere365 CCaaS	Monthly Service Uptime of Anywhere365 Dialogue Cloud Instance	99.9%
Anywhere365 CPaaS Contact Centre	Monthly Service Uptime of Anywhere365 Dialogue Cloud Instance	99.9%

9.2 Service Availability Target is measured on a monthly calendar basis and using actual Anywhere365 service availability data. Availability is calculated as a percentage based on agreed Service uptime and downtime, impacted by the duration of a legitimate P1 severity incidents for each Service Element and shall be calculated in accordance with the following formula:

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$$\text{Uptime \%} = \frac{\text{Actual Month Duration} - \text{Cumulative P1 Outage Duration}}{\text{Actual Month Duration}}$$

9.3 Service Downtime is measured from when a Qualifying Incident is opened on BT's incident management system and ends when BT resolves the Qualifying Incident. The Customer will be given an Incident ticket number for each Qualifying Incident. BT will inform the Customer when the Qualifying Incident is cleared and will close the Incident ticket when either the Customer confirms within 20 minutes that the Qualifying Incident is resolved, or BT has attempted and failed to contact the Customer, and the Customer does not respond within 20 minutes. If the Customer confirms that the Qualifying Incident is not resolved within 20 minutes of being informed, the Incident ticket will remain open, and the Service Downtime calculation will be adjusted.

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