

Contact Centre as a Service

External Service Guide

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Glossary

24x7 - continuous availability 24 hours a day, 7 days a week, 365 days a year

Bundle - packaged license that includes different features

CCaaS -Contact Centre as a Service

Channel - ways of communication between a consumer who interacts with your agents (e.g voice, chat, email, social media).

Component - license subscription or any subscription to a CCaaS optional feature

“Platform” or “NICE inContact Platform” - NICE inContact’s products, services, and related documentation.

SoW - Statement of Work

Tenant - virtual Contact Center in the cloud; for example a call center environment used by a Customer with complete Tenant Isolation from other call center environments.

User - is an agent, admin or supervisor who consumes a CCaaS service

User license - bundle of components that enables a User to consume the service (note: Ordering items are referred to as ‘Bundle-X’)

1. What is Colt CCaaS?

Colt Contact Centre as a Service (CCaaS) is a flexible, managed, cloud-based one stop shop solution that integrates the capabilities of the best in class Contact Centre solution powered by Nice inContact, while creating and managing the entire solution infrastructure.

The omnichannel solution unifies and centralizes all the needed technical and operational parameters in the creation of a successful cloud Contact Centre solution:

- User Licenses providing high effectiveness and productivity features
- Tier 1 connectivity throughout Colt countries footprint
- Flexible licences provisioning and its management
- Unified Communications integration
- Professional services
- End to end maintenance and helpdesk

Colt's global footprint allow us to be close to the client and manage the interaction in the local language with the highest expertise.

2. CCaaS benefits at a glance

- Improved customer interaction management through Omnichannel convergence, integration and consistent user experience across devices and geographies.
- Optimised operational costs thanks to having Colt managing the Voice connection to the Platform
- Increase your workforce productivity: Users can log in anytime, anywhere on any device
- Simplified procurement by having one supplier providing application, infrastructure and support, in a one stop shop.
- Increased integration and productivity with a platform that connects together the best in class productivity tools with an immersive collaboration.
- Enhanced business continuity by relying on a secure and robust solution enabled and supported fully by Colt.
- Pan-European coverage for service (numbers, language and professional services)
- Cloud based - no CPE deployment required

3. Overview

Colt CCaaS is the integration between the Nice inContact CXone capabilities with all the best Colt Voice and networking expertise can provide. This integration allows users to benefit from the unification of the entire infrastructure, not only in a technical perspective but also with procurement, support and invoicing, this simplifies the operational model and reduces costs.

The Cloud model followed by CCaaS allows the users to benefit from a higher flexibility, allowing them to increase and decrease its user count and align the service with its business requirements, increasing also the business competitiveness by not having a high investment for the creation of the architecture.

This approach to Contact Centre applications increases the productivity of your organization by empowering your collaborators while controlling the way they communicate, increasing productivity by enabling changes in the processes. The operational scalability given by the cloud together with integrated modules of productivity gives businesses the push to be successful.

All the technical aspects of the solution like upgrades and updates and application disaster recovery are already part of the product, meaning that managers can focus on their business with the assurance the service will be there working correctly when needed.

Colt is putting together years of experience in the Voice business to give its clients and users the best experience possible, that better experience comes from the best-in-class Contact Centre solution. Indeed, only a provider with the large scope such as Nice inContact is able to adamantly connect together channels of communication for Agents with productivity tools, collaboration together over a platform designed to give the best experience.

To enable the solution to work correctly and integrated correctly with the existing infrastructure, it's important to have skilled engineers handling the setup and configuration. These services won't be just focused on setting up the solution but also to help the user understand the solution is the right one for him, tailoring it to its needs. When the solution is installed the focus should be in the construction of the correct knowledge base in which the users will support themselves to handle questions and issues, those adoption services can also be part of the solution.

Even the most resilient architecture needs some tweaking and support during its life-cycle, for that reason Colt put a considerable amount of effort constructing a means of assuring your solution gets changed and updated to your needs in a fast way. Colt's service assurance is available 24x7 and ensures that every possible and existing fault is dealt with in the corresponding SLAs.

4. Why Colt?

- Colt has an outstanding track record in delivering integrated network, data centre, voice and cloud services.
- Colt CCaaS is a flexible & scalable fully managed cloud-based Agent software as a Service in a one stop shop, including IP Telephony, integration with Microsoft Teams, productivity tools, voice minutes and native business applications integration (e.g. Salesforce, etc.).
- CCaaS offers the same user experience in Colt 13 countries across Europe: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Portugal, Spain, Sweden, Switzerland and United Kingdom which allows to support multi-national organisations with a single integrated voice solution.
- The interfaces languages available for Users are English, French, Italian, German, Spanish. Note that the Online Help is not available in Italian and the Analytics and Studio modules are only available in English.
- Leveraging its pan-European network, Colt can provide a single, consistent, one stop shop offer across all Colt countries to integrate all your Customer interaction management and communication needs into one global Contact Center solution provided as a service, including voice services, connectivity and value added services.

- CCaaS services are based on the Nice InContact cloud platform, which are renowned for high level of reliability, security and functionality by integrating seamlessly all the features and functionalities that an Agent need to be at the heart of the Customer Experience strategy.
- Colt has more than 20 years of experience in the European Voice business and terminating more than 2 billion voice minutes per month, Colt is the ideal partner for Pan-European companies.

5. Service Description

Colt has combined its network with Atos Professional Services, in order to offer an easy to deploy omni-channel Contact center platform, powered by Nice InContact. This cloud solution provides enterprises with the tools and data-driven insights to support their customer experience strategy and organisational outcomes, with a productive and fully remote workforce.

Thanks to Colt CCaaS organisations are enabled to build meaningful connections as they can provide personal customer engagements through the major contact channels (i.e. social media, chat bots, phone, etc.).

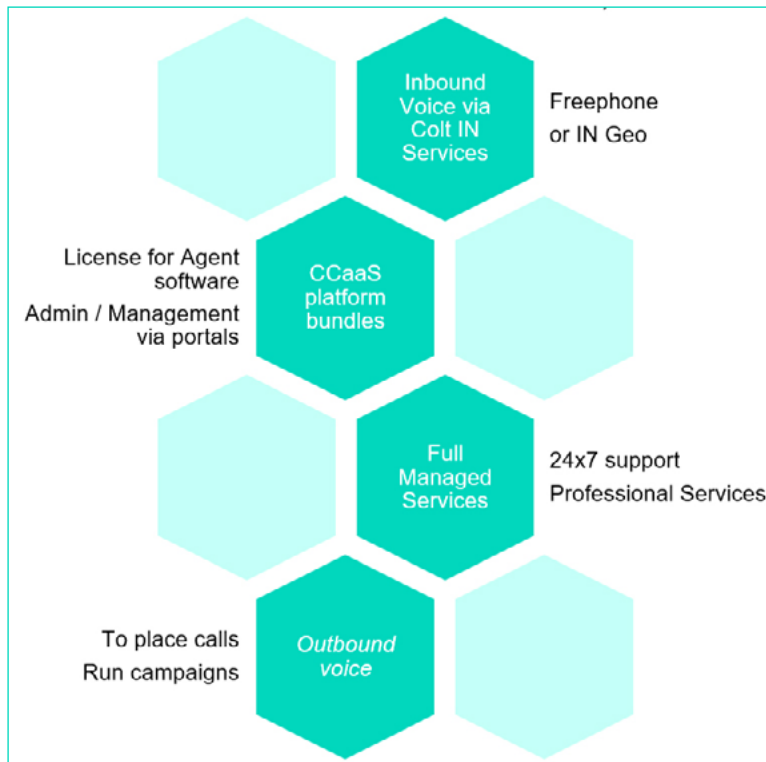
Moreover, the platform is “Work From Home compatible” so agents can continue to work effectively, with all the technologies they need to be more productive (everything they need in one interface) and add more value (can automate repetitive and unskilled interactions so can focus on more important tasks), with data insights available to improve performance through coaching and tailored feedbacks.

Colt stands out by providing to enterprises extensive capabilities, to improve customer engagements and agent performance, as well as creating 7 bundles for our CCaaS solution, which contains a range of features from basic to complex, that can be customised to the exact needs of an organisation, as well as flexible licence ordering through our online portal.

The key differentiators of Colt CCaaS are:

- One stop shop (with market leaders)
- Pan-European footprint
- End to end solution

The solution is based on the following building blocks, which will be explained in the next chapters:



6. CCaaS User Licenses (Bundles)

Colt CCaaS gives enough flexibility to the Customer to order the components described in the previous section to address different business needs by choosing amongst the following Bundles.

6.1. Configured User Licenses

There are certain business scenarios where Contact center Customers may have teams of Agents working on standard office hours or with teams designed to perform specific tasks during the day. These teams would work simultaneously and not necessarily need the same functionalities. In such example, a Customer could consider Configured Licenses for each Agent.

Most of these components require Users to have an individual License configured with their information, therefore they are not be able to share their License.

6.1.1. Overview

Colt Bundle Name	Bundle 1	Bundle 1+	Bundle 2	Bundle 3	Bundle 4
Components	CXone Call Center Global	Cxone Omnichannel Call Center	CXone Contact Center Core Global	CXone Contact Center Advanced	CXone Contact Center Complete Classic
ACD/IVR	•	•	•	•	•
WebRTC softphone	•	•	•	•	•
Audio Recording Pro	•	•	•	•	•
Ports	1	1	3	3	3
1GB Active storage	•	•	•	•	•
Screen Recording Pro			•	•	•
Chat & Email (NICE inContact)		•	•	•	•
Personal Connection			•	•	•
WorkForce Management Pro				•	•
Quality Monitoring Pro				•	•
InView Performance Mgt				•	•
Feedback Management (Survey per Agent)					•
Analytics Pro					•

6.1.2. Bundle 1 - NICE inContact CXone Call Centre Global (12641-996-000-XX)

This includes Admin users.

- 1 Universal Port
- Call Monitoring
- Virtual queue
- Agent Scripting
- Text to Speech
- Call conferencing (long distance charges apply)
- Monitor, Coach, and Barge functionality
- Additional features and services included with this User License:
 - 1 GB of storage per Configured User for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage

6.1.3. Bundle 1+ - NICE inContact Omnichannel Call Center

This includes Admin users.

- 1 Universal Port
- Call Monitoring
- Virtual queue
- Agent Scripting
- Text to Speech
- Call conferencing (long distance charges apply)
- Monitor, Coach, and Barge functionality
- Additional features and services included with this User License:
 - 1 GB of storage per Configured User for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage
- Chat:
 - Chat function includes access to the customer-facing chat application that can be embedded in the customer’s webpage or other interfaces
 - Chat can be enhanced using custom scripting tools in NICE inContact’s Studio application

- Email:
 - Email functionality can receive communications directly from the customer's email solution and send out responses using NICE inContact's secure gateway
 - Email can be enhanced using custom scripting tools in NICE inContact's Studio application

6.1.4. Bundle 2 - NICE inContact CXone Contact Centre Core Global
(12642-1000-000-XX)

This includes Admin users.

- 3 Universal Ports
- Call Monitoring
- Virtual queue
- Agent Scripting
- Text to Speech
- Call conferencing (long distance charges apply)
- Monitor, Coach, and Barge functionality
- Additional features and services included with this User License:
 - 1 GB of storage per Configured Users for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage
- Chat:
 - Chat function includes access to the customer-facing chat application that can be embedded in the customer's webpage or other interfaces
 - Chat can be enhanced using custom scripting tools in NICE inContact's Studio application
- Email:
 - Email functionality can receive communications directly from the customer's email solution and send out responses using NICE inContact's secure gateway
 - Email can be enhanced using custom scripting tools in NICE inContact's Studio application
- Personal Connection:
 - Outbound dialling solution
 - 2 Additional Universal Ports

6.1.5. Bundle 3 - NICE inContact CXone Advanced Global (12648-1352-000-XX)

This includes Admin users.

- 3 Universal Ports
- Call Monitoring
- Virtual queue
- Agent Scripting
- Text to Speech
- Call conferencing (long distance charges apply)
- Monitor, Coach, and Barge functionality
- Additional features and services included with this User License:
 - 5 GB of storage per Configured User for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage
- Chat:
 - Chat function includes access to the customer-facing chat application that can be embedded in the customer's webpage or other interfaces
 - Chat can be enhanced using custom scripting tools in NICE inContact's Studio application
- Email:
 - Email functionality can receive communications directly from the customer's email solution and send out responses using NICE inContact's secure gateway
 - Email can be enhanced using custom scripting tools in NICE inContact's Studio application
- CXone Screen Recording:
 - Screen Recording (total or %-based)
 - Search
 - Playback
 - Encryption
- Personal Connection:
 - Outbound dialling solution
 - 2 Additional Universal Ports

6.1.6. Bundle 4 - NICE inContact CXone Contact Centre Complete Classic (12642-1002-000-XX)

User License - Configured Users are billed based on the highest number of users logged into the platform at any one time during the month.

This includes Admin users.

- 3 Universal Ports
- Call Monitoring
- Virtual queue
- Agent Scripting
- Text to Speech
- Call conferencing (long distance charges apply)
- Monitor, Coach, and Barge functionality

- Additional features and services included with this contract:
 - 1 GB of storage for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage
- Chat:
 - Chat function includes access to the customer-facing chat application that can be embedded in the customer's webpage or other interfaces
 - Chat can be enhanced using custom scripting tools in NICE inContact's Studio application
- Email:
 - Email functionality can receive communications directly from the customer's email solution and send out responses using NICE inContact's secure gateway
 - Email can be enhanced using custom scripting tools in NICE inContact's Studio application
- Personal Connection:
 - Outbound dialling solution
 - 2 Additional Universal Ports
- CXone Screen Recording:
 - Screen Recording (total or %-based)
 - Search
 - Playback
 - Encryption
- Workforce Management Pro:
 - Forecasting and Scheduling
 - Shift Bidding
 - Time Off Management
 - Reporting: Historical Adherence
- Quality Management Analytics Pro:
 - Category Manager for creating your own categories
 - Out of the Box Categories available
 - Quality Planner including advanced sampling using analytics categories
 - Top Categories Widget and Category Trend Widget
 - Search includes analytics categories
 - Player tags
 - Form Designer/Evaluations/Calibration/Dispute processes
 - Coaching and Dashboards
 - Audio Recording (total or %-based), Playback, Encryption
- inView Performance Management:
 - Customizable graphical content and KPIs
 - Integrated KPIs from 3rd party data sources
 - Real-time and historical reporting
- Interaction Analytics Pro:
 - Automatic analysis of every voice, email, and chat interaction
 - Automatic topic, category and trend discovery
 - Sentiment analysis
 - Integrated WAV Player and 100% call transcription
 - Keyword, phrase, and entity search
 - Powerful filtering capabilities
 - Fully integrated with inContact ACD and SSO

- Feedback Management:
 - Ability to Survey Via (IVR, Email, Chat) depending on channel(s) implemented
 - 1 Admin user
 - For products outside of the inContact portfolio you will need to purchase or build a connector
 - Open API's allow for quick connections to existing solutions
 - 50 responses per agent across all channels per month

6.2. Concurrent Licenses

In certain use cases, Contact center Customers may have teams of Agents working around the clock. These teams would never work simultaneously but yet they would need the same functionalities. In such example, a Customer could consider Agents sharing the same licence and connecting to the platform at the different times of the day.

Note: some components like Workforce Management Pro, Quality Management Analytics Pro, inView Performance Management, Interaction Analytics Pro, Feedback Management and CRM integration are personalised to only work for individuals, hence only available with Configured Licenses.

6.2.1. Overview

Colt Bundle Name	Bundle 5	Bundle 6
Configured License	CXone Call Center Global Package Concurrent	CXone Call Center Global Package Concurrent
ACD/IVR	●	●
WebRTC softphone	●	●
Audio Recording Pro	●	●
Ports	1	1
1GB Active storage	●	●
Chat & Email (NICE inContact)	●	●
Personal Connection	●	●

6.2.2. Bundle 5 - NICE inContact CXone Call Centre Global (610203-1218-000-XX)

- Implementation of the Contact Center Core Package
- CXone Audio Recording
- Implementation manager who oversees the project from start to finish
- Business requirements session and documentation
- Initial System Configuration
- Setup of call recording based on business needs
- Application Overview

6.2.3. Bundle 6 - NICE inContact CXone Contact Center Core Global (610203-1013-000-XX)

- Implementation of the Contact Center Core Package
- CXone Audio Recording
- CXone Screen Recording
- Personal Connection
- Chat & Email
- Implementation manager who oversees the project from start to finish
- Business requirements session and documentation
- Initial System Configuration
- Setup of call recording based on business needs
- Application Overview

7. Basic and optional components

Each bundle described in the previous section is composed by the following components:

7.1. Available only for Configured User Licences

In this sub-section, the components described are compatible only with Bundles 1, 1+, 2, 3 and 4.

In such cases, the license billing depends on the maximum number of active Users configured on the platform at any one time during the month. In such case, each User has an individual License configured with their information.

7.1.1. NICE inContact CXone ACD Call Recording (799-13-159-XX)

- This is an audio only recording product for voice calls through inContact's Central platform
- 1 GB of storage included per User
- This includes both Agent and Admin users.

7.1.2. NICE inContact CXone Additional Configured Universal Port (308-8-167-XX)

- A Universal port is a resource needed to receive any interaction
- An agent connected to the system doesn't consume a port if processing no interaction. The moment he makes or receives a call, sends an email or a chat : a port is needed.
- At least one (1) Universal Port is included with every Configured User license
- Universal Ports in addition of port already included can be used for IVR, inbound or outbound calls, emails, chats, etc.

7.1.3. NICE inContact CXone Additional Active Storage (per GB)
(309-11-171-XX)

- Storage and management of recordings, prompts, scripts, messages, and files
- Billed per GB beyond the included 1GB of storage used
- Applies to storage from inContact platform recorder and inContact WFO recorders

7.1.4. NICE inContact CXone Chat & Email
(3157-18-204-XX)

- Chat & Email allows agents to be able to accept and respond to incoming chat requests and emails from customers. Using inContact's routing engine, scripting, and other utilities, any agent will be able to blend responding to emails, chats, and voice calls as needed
- The ordered quantity must match the total number of seat licenses.
- Key product features & components:
 - Chat function includes access to the customer-facing chat application that can be embedded in the customer's webpage or other interfaces
 - Email can receive communications directly from the customer's email solution and send out responses using inContact's secure gateway
 - Both solutions can be enhanced using custom scripting tolls in inContact's Studio application

7.1.5. NICE inContact CXone Performance Management
(3465-22-000-XX)

- CXone Performance Management is a performance management analytical tool designed for monitoring and managing agent performance and behavior
- This can be used by Admin users.
- Key product features & components:
 - Customizable graphical content and KPIs
 - Integrated KPIs from 3rd party data sources
 - Real-time and historical reporting

7.1.6. NICE inContact CXone Personal Connection
(3613-38-208-XX)

- Programmable Outbound dialing solution with the capability to upload numbers in bulk
- Billing based on the highest number of active users set up on the platform at any one time during the month
- This can be used by Admin users.
- Included in the license:
 - 2 Additional Universal Ports
- Additional Personal Connection Requirements and Information:
 - Personal Connection requires the use of an inContact ACD license.
 - An ACD User License includes a Universal Port that may also be used by Personal Connection meaning a total of three Ports (1 Universal Port and 2 Additional Universal Ports) are accessible by Personal Connection

7.1.7. NICE inContact CXone Automated Speech Recognition (per Minute)
(3615-000-000-XX)

- Automated Speech Recognition (ASR) allows callers to use their voice to provide input to the IVR to determine routing and other information
- Billed at a per minute model
- Key product features & components:
 - Multiple languages
 - Direct speech recognition
 - Ability to recognize numbers, alpha numeric input, dates, and digits
 - Custom grammars for custom speech input

7.1.8. NICE inContact CXone Workforce Management
(4100-701-000-XX)

- Provides forecasting, scheduling, and schedule adherence management. Intended for customers who need to generate forecasts for call volume only and generate the necessary agent schedules to handle the forecasted volume.
- This can be used by Admin users.
- Key product features:
 - Forecasting and Scheduling
 - Shift Bidding
 - Time Off Management
 - Reporting: Historical Adherence

7.1.9. NICE inContact CXone Quality Management Analytics
(4102-829-000-XX)

- Combining the power of QM and Analytics to analyze and categorize 100% of interactions for all voice and text channels
- Each Agents enabled can be evaluated/coached by Supervisors.
- Key product features & components:
 - Category Manager for creating your own categories
 - Out of the Box Categories available
 - Quality Planner including advanced sampling using analytics categories
 - Top Categories Widget and Category Trend Widget
 - Search includes analytics categories
 - Player tags
 - Form Designer/Evaluations/Calibration/Dispute processes
 - Coaching and Dashboards
 - Audio Recording (total or %-based), Playback, Encryption
 - 1 GB of storage included per user

7.1.10. NICE inContact CXone Feedback Management Text Analytics
(3399-1129-000-XX)

- Ability to use workflow logic for alert, notifications and escalation based on the context in the survey text comments
- Billed monthly per the contracted quantity and rate

- Key product features & components:
 - Open text will run through the NLP engine
 - Applying logic / rules to trigger alerts, notification
 - The sending of an automated email to the follow up owner is included
 - up to 7500 responses before overage is applied

7.1.11. NICE inContact CXone Interaction Analytics
(4108-561-000-XX)

- A robust text analytics tool that automatically analyzes every voice, chat, and email interaction and gives customers detailed, quantifiable, actionable insights
- Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month.
- This can be used by Admin users.
- Key product features & components:
 - Automatic analysis of every voice, email, and chat interaction
 - Automatic topic, category and trend discovery
 - Sentiment analysis
 - Integrated WAV Player and 100% call transcription
 - Keyword, phrase, and entity search
 - Powerful filtering capabilities
 - Multi-tenant, scalable cloud platform
 - Fully integrated with inContact ACD and SSO

7.1.12. NICE inContact CXone Screen Recording
(4104-644-000-XX)

- Provides capture of screen activity on the agent desktop while the agent handles a phone interaction. (Screen recording must be associated with voice recording.)
- Configured Users are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the month.
- Key product features & components:
 - Screen Recording (total or %-based)
 - Search
 - Playback
 - Encryption

7.1.13. NICE inContact CXone Audio Recording
(4107-645-000-XX)

- Provides audio recording, encryption, as well as search and playback of recorded interactions.
- Configured Users are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the month.
- Key product features & components:
 - Audio Recording (total or %-based)
 - Search
 - Playback
 - Encryption
 - 1 GB of storage included per user

7.1.14. NICE inContact Advanced Chat for CXone (500-617-000-XX)

- This standalone feature provides an enhanced customer experience with customized and automated web content shown as banners, vouchers, coupons, special offers, etc., as well as customized Dialog Boxes which behave as an embedded part of the company site
- Billing is based on usage. Any agent that handles at least (1) Advanced Chat in a month is considered a user.
- Key product features & components:
 - Embedded content - no pop-up or pop-out
 - Mobile APIs - click to chat or request a callback from a mobile device
 - Live Help Dialog - offer a live chat or callback
 - Web forms and surveys
 - Content share (text, docs, video, audio), Black list fields, Site Guidance, Visual Guidance, WebRTC Voice and Video (not managed, recorded or reported in inContact)
- Requires component NICE inContact CXone Chat & Email (per Configured User)
- Those agents who use both inContact Cobrowse (where the agent requests a code) and inContact Advanced Chat will be charged for both

7.1.15. Integrated Softphone - Agent Usage (610137-000-000-XX)

- MAX Integrated Softphone and agent usage for connectivity between Agent and the inContact Platform for 2-way voice service
- Softphone fully integrated into the inContact MAX Interface. All voice communication controls delivered via MAX. No separate downloaded softphones or desk-phones required
- Two-way voice connectivity between Agent and inContact using WebRTC (Web Real Time Communications) protocol and compatible browsers

7.1.16. NICE inContact CXone ACD Call Recording (799-13-159-XX)

- This is an audio only recording product for voice calls through the platform
- 1 GB of storage included per user
- This can be used by Admin user
- Search engine to browse in the agent recordings
- Playback on demand
- Encryption for higher security level and compliance

7.2. Available only for Concurrent Licences

In this sub-section, the components described are compatible only with Bundles 5 and 6.

In such cases, the license billing depends on the highest number of active Users logged into the service at any one time during the month. In such case, a group of Users can effectively share a license. The caveat to this is that only one User per license may be logged in to use the service at any time. Once that User logs out, another User may log in and use the platform under the concurrent User license.

7.2.1. NICE inContact CXone ACD Call Recording

(799-334-189-XX)

- This is an audio only recording product for voice calls through inContact's Central platform
- 1 GB of storage included per user

7.2.2. NICE inContact CXone Additional Concurrent Universal Port

(308-8-168-XX)

- A Universal port is a resource needed to receive any interaction
- An agent connected to the system doesn't consume a port if processing no interaction. The moment he makes or receives a call, sends an email or a chat : a port is needed.
- At least one (1) Universal Port is included with every Concurrent User license
- Universal Ports in addition of port already included can be used for IVR, inbound or outbound calls, emails, chats, etc.

7.2.3. NICE inContact CXone Additional Active Storage (per GB)

(309-11-172-XX)

- Storage and management of recordings, prompts, scripts, messages, and files
- Billed per GB beyond the included 1GB of storage used
- Applies to storage from inContact platform recorder and inContact WFO recorders

7.2.4. NICE inContact CXone Chat & Email

(3157-18-205-XX)

- Chat & Email allows agents to be able to accept and respond to incoming chat requests and emails from customers. Using inContact's routing engine, scripting, and other utilities, any agent will be able to blend responding to emails, chats, and voice calls as needed
- The ordered quantity must match the total number of seat licenses.
- Key product features & components:
 - Chat function includes access to the customer-facing chat application that can be embedded in the customer's webpage or other interfaces
 - Email can receive communications directly from the customer's email solution and send out responses using inContact's secure gateway
 - Both solutions can be enhanced using custom scripting tolls in inContact's Studio application

7.2.5. NICE inContact CXone Performance Management

(3465-666-000-XX)

- CXone Performance Management is a performance management analytical tool designed for monitoring and managing agent performance and behavior.
- This can be used by Admin users and supervisors.
- Key product features & components:
 - Customizable graphical content and KPIs
 - Integrated KPIs from 3rd party data sources
 - Real-time and historical reporting

7.2.6. NICE inContact CXone Personal Connection

(3613-38-88-XX)

- Programmable Outbound dialing solution with the capability to upload numbers in bulk
- Billing based on the highest number of users logged into the platform at any one time during the month
- Included in the license:
 - 2 Additional Universal Ports
- Additional Personal Connection Requirements and Information:
 - Personal Connection requires the use of an inContact ACD license.
 - An ACD User License includes a Universal Port that may also be used by Personal Connection meaning a total of three Ports (1 Universal Port and 2 Additional Universal Ports) are accessible by Personal Connection

7.2.7. NICE inContact CXone Automated Speech Recognition (per Minute)

(3615-000-000-XX)

- Automated Speech Recognition (ASR) allows callers to use their voice to provide input to the IVR to determine routing and other information
- Billed at a per minute model
- Key product features & components:
 - Multiple languages
 - Direct speech recognition
 - Ability to recognize numbers, alpha numeric input, dates, and digits
 - Custom grammars for custom speech input

7.2.8. NICE inContact Advanced Chat for CXone

(500-617-000-XX)

- This standalone feature provides an enhanced customer experience with customized and automated web content shown as banners, vouchers, coupons, special offers, etc., as well as customized Dialog Boxes which behave as an embedded part of the company site
- Billing is based on usage. Any agent that handles at least (1) Advanced Chat in a month is considered a user.
- Key product features & components:
 - Embedded content - no pop-up or pop-out
 - Mobile APIs - click to chat or request a callback from a mobile device
 - Live Help Dialog - offer a live chat or callback
 - Web forms and surveys
 - Content share (text, docs, video, audio), Black list fields, Site Guidance, Visual Guidance, WebRTC Voice and Video (not managed, recorded or reported in inContact)
- Requires component NICE inContact CXone Chat & Email (per Concurrent User)
- Those agents who use both inContact Cobrowse (where the agent requests a code) and inContact Advanced Chat will be charged for both

7.2.9. Integrated Softphone - Agent Usage (610137-000-000-XX)

- MAX Integrated Softphone and agent usage for connectivity between Agent and the inContact Platform for 2-way voice service
- Softphone fully integrated into the inContact MAX Interface. All voice communication controls delivered via MAX. No separate downloaded softphones or desk-phones required
- Two-way voice connectivity between Agent and inContact using WebRTC (Web Real Time Communications) protocol and compatible browsers

7.2.10. NICE inContact CXone ACD Call Recording (799-334-189-XX)

- This is an audio only recording product for voice calls through the platform
- 1 GB of storage included per user
- Search engine to browse in the agent recordings
- Playback on demand
- Encryption for higher security level and compliance

8. Microsoft Teams integration

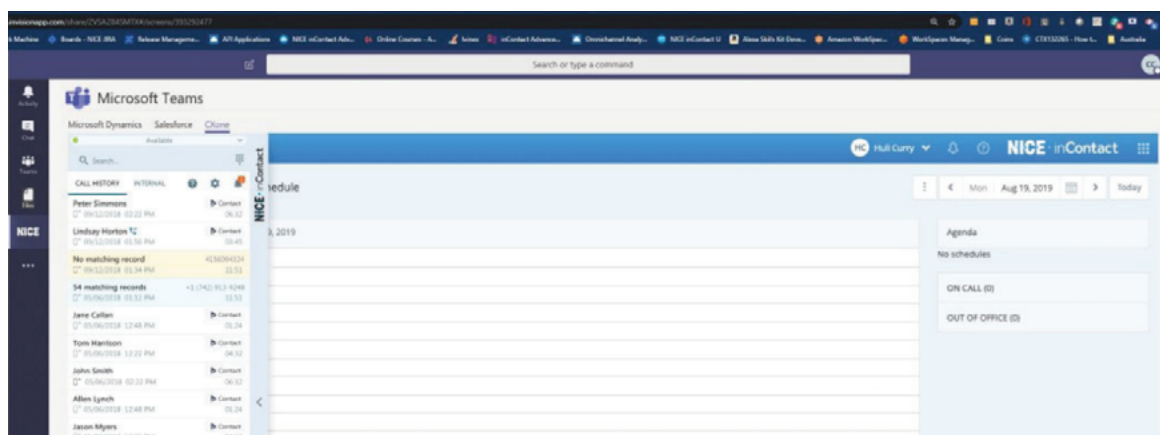
NICE inContact CXone for Microsoft Teams is a pre-built unified communications and contact center integration that powers company-wide collaboration for faster service. The agent bundle—embedded seamlessly within Teams—provides full contact center controls and synchronizes Teams contacts and presence information, for one-click access to experts across your organization. With frictionless collaboration and a customizable Teams workspace, agents can resolve complex issues faster than ever.

Colt's global carrier-grade voice services safeguard every interaction and reduce costs with an easy-to-deploy integration.

All this—plus, our contact center expertise and strong Microsoft partnership—delivers the most robust contact center and Teams integration available.

Such integration forms part of a separate SoW and charges apply.

Once the integration between CXone and Microsoft Teams is completed, an agent doesn't need to switch between two applications or between two screens: the agent features are directly accessible from Microsoft Teams as shown below.



Unified view of an agent software

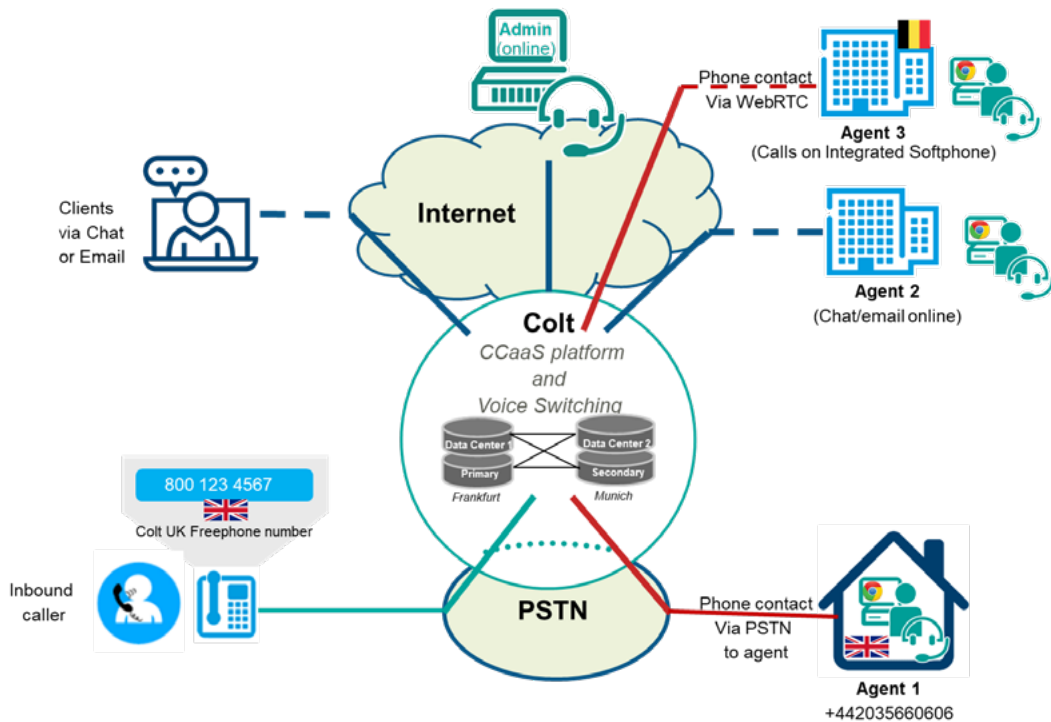
9. Colt architecture

The cloud-based contact centre solution that Colt provides includes essential capabilities to route inbound customer interactions to the appropriate agent. The service comprises:

- CCaaS platform licenses powered by CXone and resold by Colt enabling:
 - browser based clients for agents and supervisors
 - Admin and management via portals for operation of the CCaaS
- Professional Services for transition, deployment and integration services

And through a separate order:

- Inbound voice via Freephone or IN Geo via Colt IN services terminating on any Direct Dial-IN number as showed with Agent 1 below. Termination rates apply in this scenario.
- The connectivity of the CCaaS platform to the internet for messaging, portal access and agent access. However, please note all agents and admin users connectivity to the platform is via the Internet access provided by the Customer or Colt IP Access



- Outbound calls (Agent to PSTN) can be made either
 - from the Softphone through WebRTC
 - Or from a Direct Dial-Out number through a Voice Line or a SIP Trunking solution connected to the CCaaS platform

¹ If the Customer is ordering IN Geo numbers, although it's a Cloud solution, the National Regulatory Authority in Austria, Belgium, Germany, France, Ireland, Italy, Netherlands, Portugal and Spain requires the Customer to have a physical address in the local areas of the IN Geo number and provide proof of this; except if it's a Nomadic IN Geo number which is not linked to any Local Area Code.

² All outbound calls to agents or calls originating from agents (such as outbound campaigns) for a contact centre will be charged against a single billing country account regardless of the location of the agent or inbound number.

10. Admin portal

Through the Admin portal the Administrator of the CCaaS platform is able to manage:

10.1. Users

Beyond the setup of profiles for Agents or Supervisors, the Admin can create additional users with specific profiles like Managers, Schedulers, Reporting Analyst, etc.

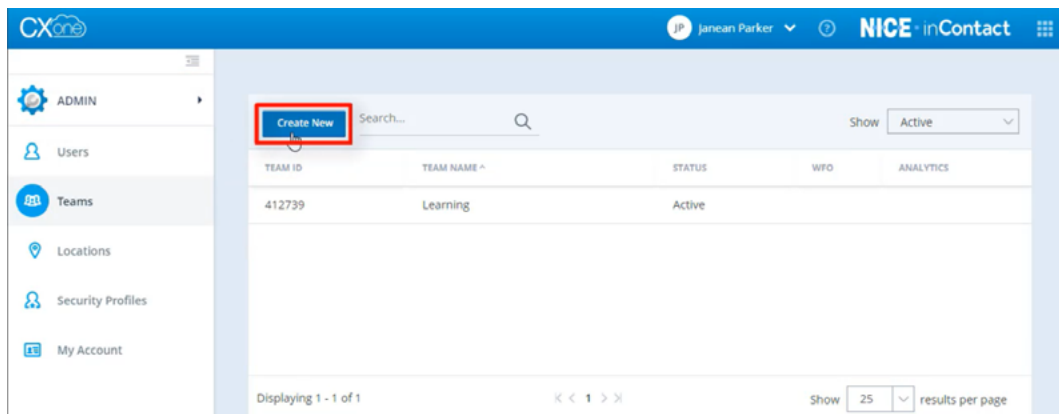
10.1.1. In the Agent settings, the Admin has the capability to parameter the number of seconds before an Agent is being put into the “Unavailable” state for example. There are setting on “contact handling” as well which enables to define the maximum numbers of chats/emails an Agent can handle.

10.1.2. Instead of creating Agents individually, the Admin is able to create Agents in bulk by downloading an Excel or .csv template with all the required information.

10.2. Teams

By defining different teams, the Admin will create a structure that reflects the Contact Center organization. That will enable to organize users, filters reports, grant supervisor access, define the maximum concurrent chats and maximum parked emails. Any user defined under a team will inherit the team settings and features.

The Admin can perform these tasks by using a specific URL to the platform shared once the implementation is completed and navigate through the different tabs to configure an entire workforce.

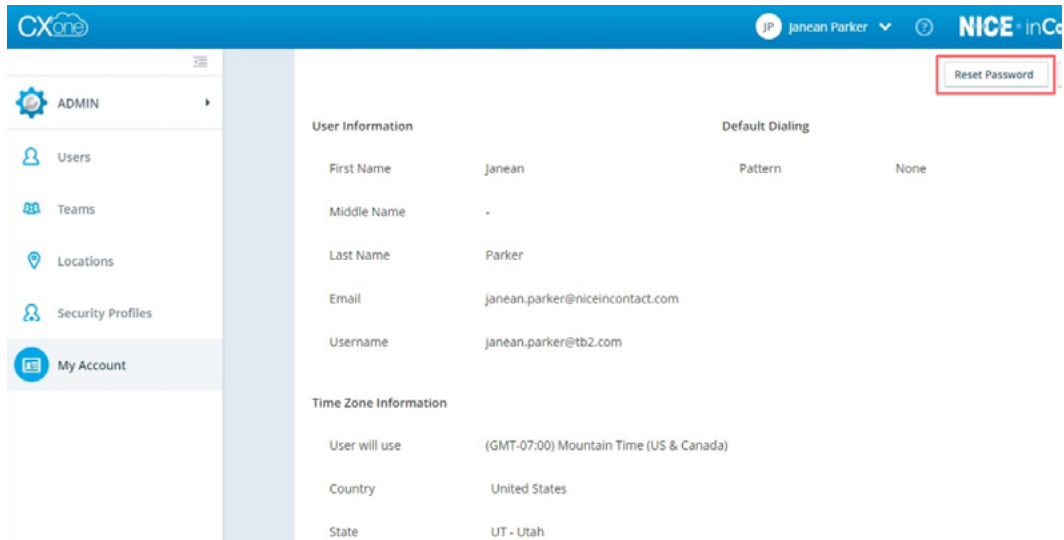


10.3. Security Profiles

Security profiles allow the Customer to control the tools, features, and reports a user has access to along with password management. The default profiles are Agents and Supervisors but specific profiles can be created by activating parameters such as “View”, “Edit”, “Create”, “Deactivate” on features.

10.4. Personal account information

From the tab “My Account”, users can view or edit information about their account. From there, they are also able to reset their password.



11. Standard Professional Services

Standard professional services are provided by Colt’s partner Atos.

Atos has years of experience as best in class System integrator.

Atos experts will accompany the Customer in the Digital transformation to the Cloud and provide guidance before the commencement of the project. The project scope and delivery are based on a Statement of Work (SoW). Atos will then involve their professional services consultants technically certified in relevant technologies because the technologies available for integration are constantly evolving.

Professional services for CRM integration can be used if CRM integrations are needed beyond the defined setup scope. Possible CRM integrations can be based on the configuration of predeveloped integrations that need to be configured (Salesforce, SAP CRM, Microsoft Dynamics, Oracle Service Cloud, Customer Dynamics, spicccsm, Front-line Services, Vinex) or CRM integrations to be developed.

Professional services for any other integration can be used if such integrations are needed beyond the defined setup scope. Possible other integrations can be based on the configuration of predeveloped integrations that need to be configured (Agent Extensions: RiverStar, Vidyo, SnowFly, inbenta, RemoteDesk, LanguageLineSolutions; Reporting/Analytics: Benchmark Portal, Skybox, VisualCue, nexidia, OPSTEL; Automation: inbenta, AnswerDash, SmartAction, Lumen, Cognicor) or other integrations to be developed.

For integrations to be developed Nice inContact CXone can integrate with other third-party software via SOAP based Web Services, REST APIs and ODBC connectivity.

CRM licenses and CRM integration royalty fees are not included

Professional services:

Different phases of Customer journey	Description
Qualify	Half day of Qualification remote consultancy
	Full day of Qualification remote consultancy
	Full day of Qualification on-site
	Outside business hours on workdays
	Non-workdays during business hours
	Non-workdays outside business hours
Solution design	Half day of Solution design remote consultancy
	Full day of Solution design remote consultancy
	Full day of Solution design on-site
	Outside business hours on workdays
	Non-workdays during business hours
	Non-workdays outside business hours
Handover	Half day of Handover remote consultancy
	Full day of Handover remote consultancy
	Full day of Handover on-site
	Outside business hours on workdays
	Non-workdays during business hours
	Non-workdays outside business hours
Post-sales	Half day of Training remote consultancy
	Full day of Training remote consultancy
	Full day of Training on-site
	Outside business hours on workdays
	Non-workdays during business hours
	Non-workdays outside business hours

All professional services performed under any SoW constitutes configuration of NICE inContact existing commercial software product(s). Atos is not transferring to the Customer or any other party any intellectual property rights, title, discovery, improvement, or patent related to this work or the deliverables. All data, copyrights, registrations, reports, or any works of authorship developed in performance of any SoW and its related agreements or other documents, will be the sole property of Atos or its licensors. For the avoidance of doubt, all intellectual property rights associated with any and all aspects of any Appendix/SoW will remain the sole property of Atos without exception. License to Software and Documentation in the Deliverables.

12. Billing

Customers with agents sitting in different countries will be invoiced in the country of their choice (usually the same country as the Colt Service Access Number but it's not mandatory).

12.1. Charging Structure

Colt CCaaS services are clearly broke down into 2 separate invoices:

12.1.1. Contact center charges

12.1.1.1. One-off Fees

- Professional Services activities undertaken for the customer (e.g. consultancy / design work)
- Installation fee
- Moves, Adds, and Changes

12.1.1.2. Monthly Recurring Charges

- User licenses (including Support)
- Additional features

12.1.2. IN Services

12.1.2.1. Usage based Charges

- Voice tariff –inbound and outbound minutes (based upon in-country tariffs)

12.1.2.2. Monthly Recurring Charges

- Rentals for the IN Geo or Freephone numbers

12.2. Invoicing

Customers are invoiced either on a monthly basis, subject to the commercial terms agreed with Colt. Invoices are sent via post to customers in paper format, with the option to have invoices delivered electronically via email. Invoices are also archived (up to 6 months only) on the Colt online customer portal.

Note: Separate invoices are generated from each country where services are delivered to customers.

12.3. Payment terms

Customer's first bill with Colt will reflect the agreed monthly recurring charge. The entirety of the amount will be billed even if the billing cycle is a partial month of service starting from the activation date of the Service.

Note: no pro-rata fee corresponding to the portion of the month of activation will be billed; but a full month charge instead.

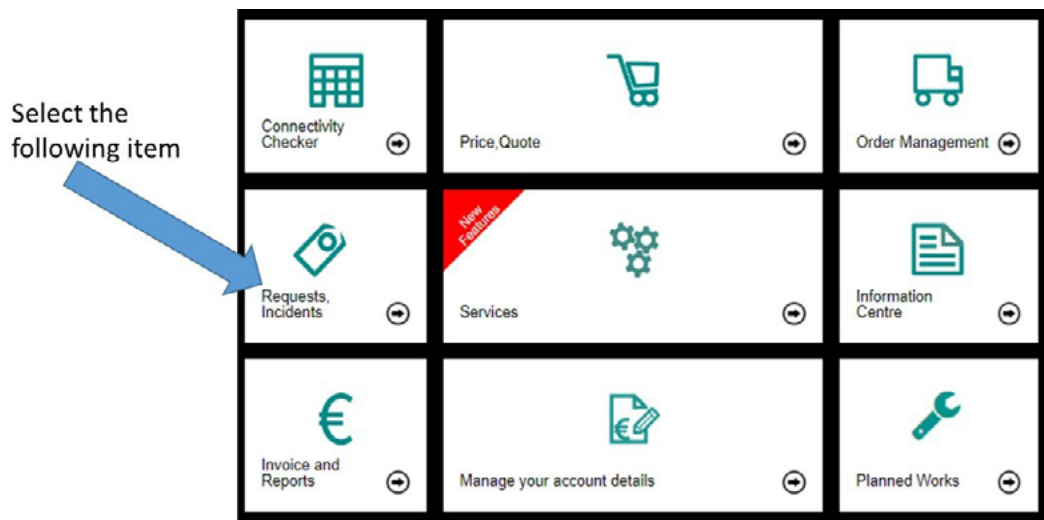
13. Support

One of the components that make CCaaS an integrated experience is the unified Helpdesk that aims to support the whole solution in a centralized way.

- IN Services which will be covered by its own SLAs
- Nice inContact User licenses, when acquired from Colt will always have access to the Helpdesk support via the standard helpdesk.
- If purchased with Colt, connectivity and SIP Trunking will be covered by its own SLAs

13.1. How to raise an incident

In order to raise tickets in Colt Online the following steps should be followed:



In the next screen you'll be able to track the tickets which were raised and also raise new ones, in order to raise a new one:



After this page you'll be able to choose what kind of request do you want to raise:

Raise New Ticket

Select your enquiry

Provide details

Review and submit

Track Your Tickets

Select your enquiry

Service Issues & Outages -
<input type="radio"/> My service is currently not working as expected <input type="radio"/> I need information about a recent outage on my service
Other Technical Request (For Technical Service Queries/Requests ONLY) +
Billing and Account Details +
Planned/Maintenance Works +

For the sake of explaining how to use we'll chose 'My service is currently not working as expected'. The next page will show all the services you have with Colt (in the case below, it's 3 different services), you'll have to let us know which one is not working correctly so we can sort it out quickly.

Press select in the one which you want to raise the ticket to and press the next button at the bottom of the page.

At the next screen we'll be asking for some info in order to align the service with one on the degrees of priority (P1 to P4, where P1 is the more urgent one). Please provide all the available information you have so our initial analysis of the issue can be the most accurate possible.

After adding all the information press next and you'll be requested a confirmation of the information before it gets sent to the support team. At this point you'll be able to check the status of your ticket at the 'Track your tickets' page. In case there's an issue with the system which is recurrent and still hasn't been solved, use the following escalation matrix.

1	2	3	4	5
Level 1- 5 Colt Escalation contact matrix				
in the event that an escalation is required or follow-up with an existing escalation, please call:				
Team Leader	Incident Manager	Senior Manager	Director	VP
+44 203 481 7007	+44 203 481 7008	+44 203 481 7009	+44 203 481 7010	+44 203 481 7011
and enter your ticket reference				

14. About Colt

Colt provides network, voice, data centre and managed cloud services to thousands of businesses around the world, allowing them to focus on delivering their business goals instead of the underlying infrastructure. Our customers include 18 of the top 25 bank and diversified financial groups and 19 out of the top 25 companies in both global media and telecoms industries (Forbes 2000 list, 2014). In addition, Colt works with over 50 exchange venues and 13 European central banks.

Colt operates across Europe, Asia and North America with connections into over 200 cities globally. It recently completed the acquisition of KVH, an integrated managed communications and IT infrastructure services business, with headquarters in Tokyo and operations in Hong Kong, Seoul and Singapore. :

15. Our environment

At Colt we believe in reducing the negative effects of our business and expanding the positive contributions our people and products can make to a sustainable future. We are committed to projects that are both good for Colt and good for the environment and communities in which we operate. We comply with all relevant legislation in the countries in which we operate and we closely monitor our compliance with the European Union Environmental Directive.

Help reduce your carbon footprint | Think before you print

Please recycle these folders once your analysis of our offer has been successfully implemented.

For more information,
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