EXHIBIT 3A

DEFINITIONS

"Auto-Attendant" means a system that allows callers to be automatically transferred to an extension without the intervention of an operator/receptionist.

"Automatic Call Distribution" or "ACD" means a telephone facility that manages incoming calls and handles them based on the number called and an associated database of handling instructions.

"Affiliate" means an entity in which the Parent of the Prospective Service Provider owns more than fifty percent of the voting stock, or an entity in which a group of principal owners which own more than fifty percent of the Prospective Service Provider also own more than fifty percent of the voting stock.

"Contract" means any agreement between two unrelated legal entities under which Prospective Service Provider, acting as a Prime Contractor, provided data center relocation services of the type and nature described in the relevant agreement.

"CRM" or "Customer Relationship Management" means a system for managing a company's interactions with current and future customers.

"Data Center Services" means all services that are industry accepted data center infrastructure services including operating systems and environment provisioning and hosting of multi-platforms (i.e., IBM, UNIX, Unisys, Linux, and Windows), data management and storage, tape and backup services, integration services, etc.

"GTA" means the Georgia Technology Authority.

"Enhanced Quality Management" and "Quality Management" means tools used to record contacts and screen captures to evaluate staff performance. "Enhanced Quality Management" includes the ability to provide role-based scorecards, integrated learning & coaching management for staff/agents.

"Enhanced Workforce Management" and "Workforce Management" means a common set of performance-based tools to support management, supervisors, managers and workers across the operations. Enhanced Workforce Management includes the additional workforce optimization tools automating entire processes, making key data more visible encompassing all aspects of managing the complete workforce lifecycle.

"IMAC" (Installs, Moves, Adds, Changes) means all day-to-day activities associated with the scheduling and installation of hardware and software, changes to configuration, de-installation and relocation of equipment, including connectivity testing, data transfer and user orientation.

"Include" and its variants (such as "includes" or "including") means, whether or not capitalized, "including, without limitation".

"Integrated Voice Response" or "IVR" means a telephony technology that can read a combination of touch tone and voice input that gives users the ability to access a database of information via phone.

"IT Infrastructure Outsourcing" or "IT Infrastructure Services" in the context of this MSA (including Exhibits and Customer Purchase Agreements), includes data center services and telecommunications services but does not include application sourcing or business process sourcing.

"HCC" or "Hosted Contact Center" means a system that provides call and contact routing for high- volume telephony transactions, with specialist answering "agent" stations and a sophisticated real- time contact management system. The supporting infrastructure is normally provided as an off-site, dedicated "hosted service" solution; or as an off-site shared resource "software as a service" (SaaS) solution.

"Offerors" means the prospective service provider or contractor seeking qualification under an RFP.

"Open Records Act" means O.C.G.A. § 50-18-70 *et seq.*

"Parent" means the entity which owns more than fifty percent of the voting stock of Prospective Service Provider. In the case of an acquisition, "Parent" means the legal entity that acquired the Prospective Service Provider.

"Prime Contractor" means the single legal entity of a group of legal entities that are legally associated for the purpose of delivering Services under a contract that executes the contract with GTA and that is the single point of contact with GTA with respect to the Services being delivered.

"Principal Owner" means the entity which holds a ten percent or greater ownership interest in another entity.

"Prospective Service Provider"/"PSP" means the contractor / firm seeking qualification under this RFP.

"Prospective Service Provider Statement" has the meaning set forth in section 3.2 of this RFP.

"PSTN" or "Public Switched Telephone Network" means telephone lines, fiber optic cables, microwave transmission links, cellular networks, communications satellites, and undersea telephone cables, all interconnected by switching centers, thus allowing any telephone in the world to communicate with any other.

"Qualified Contractor" means the Prospective Service Provider(s) that has proved and

is selected to be qualified to perform the work set forth in this RFP. Only "Qualified Contractors" will receive and be able to submit proposals to the Hosted Contact Center Services "Quoting Process?".

"Respondent" means the prospective Service Provider or contractor seeking Qualification under this RFP.

"Request for Proposals" or RFP means the Request for Proposals to be developed and issued for the project subsequent to this Request.

"Request for Qualified Contractors" or RFP means this Request.

"Request Management and Fulfillment" has the meaning set forth in the IT Infrastructure Library (ITIL).

"Softphone" means a software program for making telephone calls over the Internet using a general-purpose computer, rather than using dedicated hardware.

"Software as a Service" or "SaaS" is a software delivery model in which software and associated data are centrally hosted on the cloud by independent software vendors or application service providers.

"Service Level Agreement" or "SLA" means a component of a service contract between a service provider and service recipient where the quality delivery of the service is formally defined.

"Service Provider" means the company that is responsible for delivering services under a contract with GTA and that is the single point of contact with GTA with respect to the services being delivered.

"State" means the State of Georgia.

"Supplier" means a company desiring to do business with the State of Georgia.

"Time Division Multiplexing" or "TDM" means a method of transmitting and receiving several telephones conversations over a common signal path by means of synchronized switches at each end of the transmission line.

"Telecommunications Services" means all services that are industry accepted telecommunications infrastructure services including network communications services, voice services, video services and wireless services.

"Virtual queuing" is a concept used in inbound call centers where systems allow customers to receive callbacks instead of waiting in an ACD queue.

VoIP – (Voice over Internet Protocol) means a category of hardware and software that enables people to use the Internet as the transmission medium for telephone calls by sending voice data in packets using IP rather than by traditional circuit transmissions of the PSTN.

EXHIBIT 3B

STATEMENT OF WORK

Core Contact Center Services

Hosted Services
The Service provider's solution addresses the requirements in this section with the following:

Avtex Response:

Genesys Cloud is an all-in-one SaaS contact center platform solution that can meet all the stated requirements.

It is deployed in multiple independent Amazon Web Services (AWS) regions around the globe. Avtex proposes the US-West-2 org for GTA's Genesys Cloud tenant, which consists of multiple availability zones, each of which are made up of three data centers. Redundancy is built into the fabric of the system even at this level, with each Availability Zone having separate power, backbone network connectivity, replicated data memory, and (in some cases) physical separation spanning tectonic fault plates. Amazon leads the industry in providing data center services that are astounding in their scale and sophistication. Amazon has been validated not only by its huge operation but by third-parties, such as Netflix, that use AWS to provide services to millions of people around the globe. Similarly, Genesys Cloud utilizes AWS to be able to handle a virtually unlimited number of users and events — and to increase capacity on the fly as needed. This "bursting" capability is one factor that separates an AWS-based cloud service from others. This ensures that regardless of the volume and events that occur for each of GTA's different contact centers, constituents' needs will be met by the contact center.

The robust architecture of Genesys Cloud not only guarantees a smooth and consistent constituent experience, but also provides all the proper tools for agents to be able to successfully handle calls under many different circumstances. Genesys Cloud natively uses Session Initiation Protocol (SIP) for Voice over Internet Protocol (VoIP), which allows agents in the system to use the remote work capabilities the solution offers and can use any 10 digit standard phone number. Genesys Cloud is fully capable of supporting a contact center environment no matter where your representatives are located and has been designed to support distributed users.
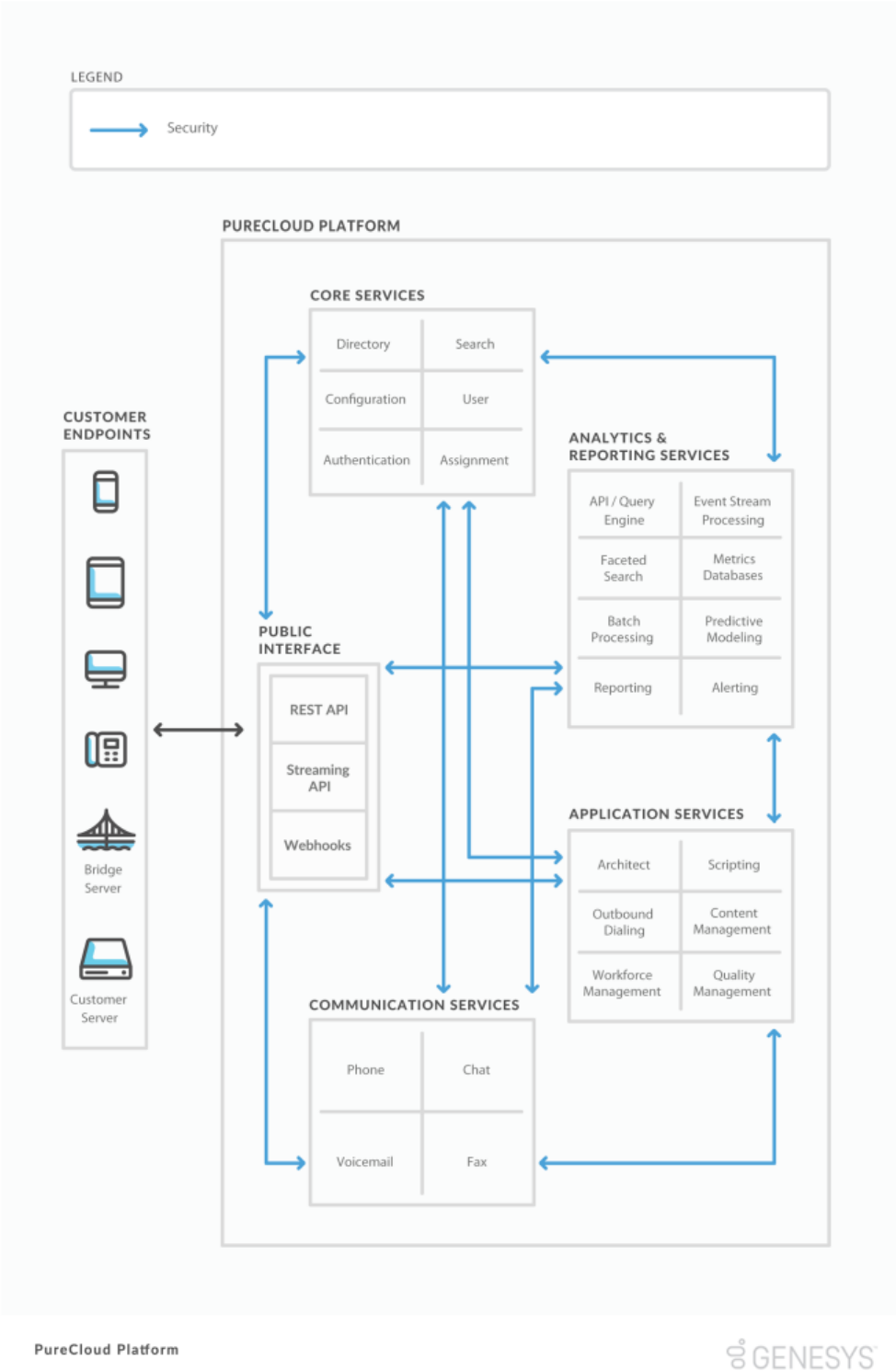
Figure 1: Genesys Cloud Architecture

The Genesys Cloud (formerly PureCloud) platform uses microservices architecture that provides virtually unlimited scalability across thousands of servers across multiple, geographically diverse data centers.

Agents can be assigned to queues and routed interactions regardless of their physical location. Home and remote users with a browser can make use of an Internet connection for Genesys Cloud access and a WebRTC station or remote number for voice connectivity. If agents prefer working in an office setting, they are able to use any of the hardphones that are supported by the Genesys Cloud solution as referenced in the help documentation. The agent's experience in the Genesys Cloud Agent desktop is the same, regardless of which phone type they select, as they both have access to all the call controls and disposition codes. Disposition codes are linked to each of the queues in Genesys Cloud, allowing agents to only have selection options that cater to the respective business model of the agency.

Administrators have an equally remote work friendly setup with the Genesys Cloud solution. Users with the admin permissions can log into the system via a supported web browser and control queues, update call flows, review reports and live displays and much more. They don't require dedicated desktop applications or tools to perform their day-to-day tasks; with Genesys Cloud, the administration functions are granted on a permission basis and is included in the Genesys Cloud 3 license and comes at no additional cost. A desktop application is available for agent use, and Avtex would work with GTA on the best process to deploy the application out to the agent desktops, taking into account all of the different workstation requirements for Genesys Cloud.

Genesys Cloud also contains a feature called divisions, which would allow GTA to house all the different state entities on one platform, but maintain them separately. Divisions break down access to contact center objects on a role basis, such that only users with a role within a defined division can access those objects. Divisions are extremely important for the management of the contact center, as it limits the number of separate environments that need to be maintained - with divisions, technically only one environment would exist!

Automatic Call Distribution
The Service provider's solution addresses the requirements in this section with the following:

Avtex Response:

Genesys Cloud is features rich IVR and ACD offerings that meet all of your stated requirements. Genesys Cloud combines intelligent routing capabilities with a helpful intuitive integrated agent interface to provide valuable, simple and painless constituent experiences. When a constituent requires or desires to interface with an agent, Genesys Cloud uses its ACD selection and evaluation methods to find the right agent to assist your constituent. The menu selection or key press the constituent makes in the call flow can add a certain skill, priority or preferred agent group into the evaluation process. Genesys Cloud allows for skills-based routing with any media type, and can use skills-based routing to ensure calls or emails become available to a larger group of agents as the time in queue increases.

All media types that route through flows in Genesys Cloud (email, SMS, Voice, Web Chat, Social) can utilize multi-skill routing, which enhances the specificity of the agent selection. Genesys Cloud queues are the "waiting line" of interactions where voice, email, chat and all other ACD media types are delivered to waiting agents. If no agents are available, the system can provide a callback option for the constituent to hold their place in line. Any agent in the system can be assigned a certain skill or placed in a certain queue regardless of their agency. They would just need to be granted access to the appropriate division in which the queue/skill exists. GTA can add or delete users in the system or to certain queues on an ad-hoc basis. This allows for ease of scalability for GTA contact centers as they experience changing volume and points towards the user-friendly design of Genesys Cloud. Administrators can also control the schedules for when interactions are able to get into the system, or trigger different routing behaviors based on agent availability at the flip of a switch.

As an all-in-one solution, agents use a single desktop to unify all engagements across channels voice and digital (email, SMS, web chat, social messaging), including advanced engagement features like co-browsing, screen share and file sharing. The omnichannel agent desktop eliminates the need to context switch and gives agents convenience and personalization they expect. Agents benefit from everything you know about the constituent, including profile information and conversation notes. In addition, agents can easily review past interactions as well as third-party apps or transactions through the constituent journey visualization panel to immediately understand what is relevant and eliminate unwanted repetition.

As agents receive calls, they can be configured to hear whisper tones in their headset to alert them that an inbound call is coming, so that they know what type of caller is on the other line. The agents also can set their status in this interface to make themselves ACD available or not-ACD available. Custom presence and status codes (or break codes) can be created, and administrators and supervisors can force agents to move to an ACD available status if high volume requires them to go on-queue and they are not. Administrators also have control over logging agents in and off and can also set up notifications for themselves based on different thresholds or metrics that agents need to meet. So for example if one agent drops below a specific metric that the contact center needs to meet, the supervisor will be notified and can message the agent after the interaction is complete to discuss areas of opportunity.
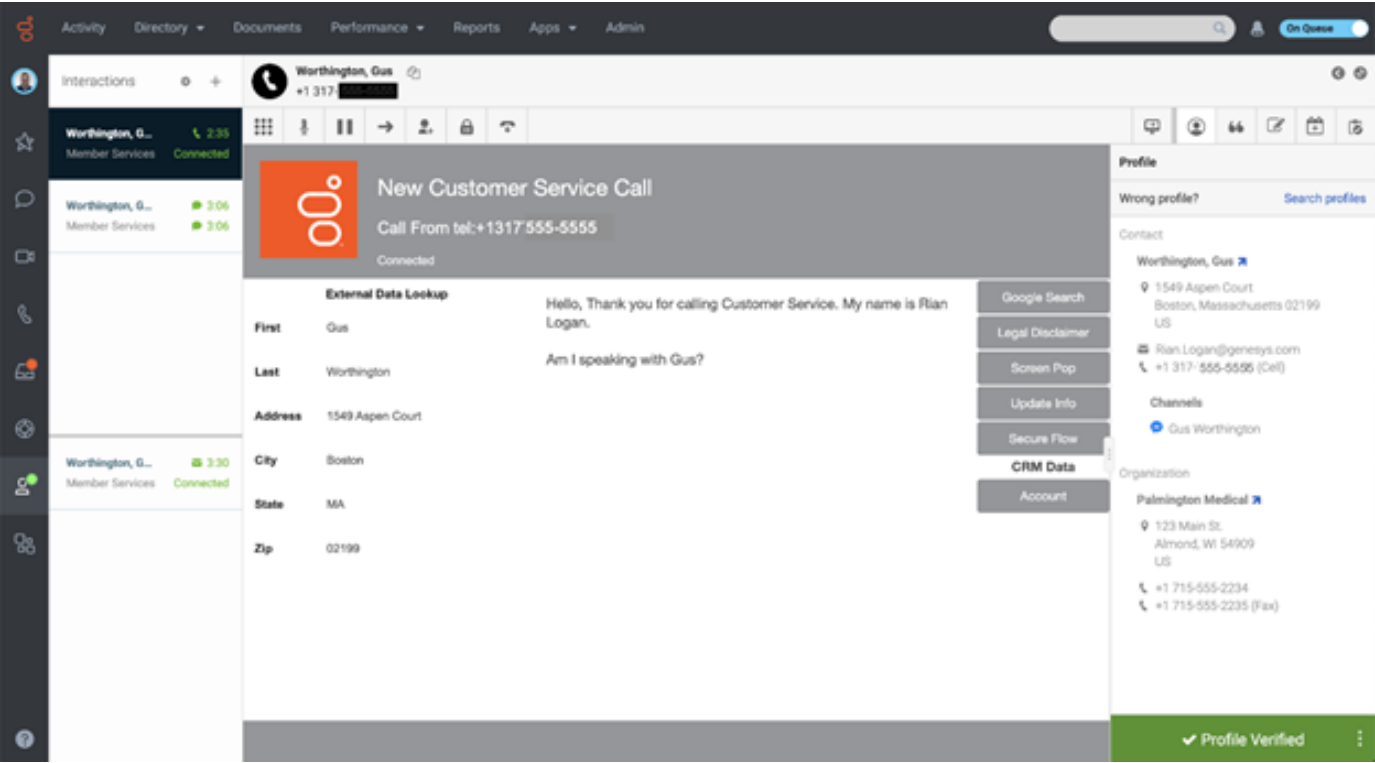

Figure 2: Agent desktop that is standardized for each media type and can display profile information and other custom scripting information based on the type of caller.

The omnichannel agent desktop reduces wrap-up time for agents with a panel to capture last notes and conversation status and codes. It provides agents with configurable agent assistance including a searchable response management panel. The desktop also includes a fully configurable agent scripts panel presenting the agent with recommended responses and next steps to take during an interaction, including the ability to capture constituent data as necessary and even trigger next best action inside the platform or in integrated third-party systems such as CRM. The agent desktop is designed as an extensible interface to improve the agent desktop experience with contextual embedded third-party applications. Examples include

CRM, knowledge management, and more. This framework is available to clients like GTA for building your own embedded application via our open API integration endpoints.

Genesys Cloud has many options when it comes to integrating with CRMs. There are standard connectors for Salesforce, Microsoft 365 Dynamics, ServiceNow and many more that embed the Genesys Cloud functionality within the CRM, providing a single pane of glass for the agents to perform their day-to-day customer service operations. There is also a data-dip style integration to the CRMs that connect Genesys Cloud Call Flows with the CRM database, enabling calls to be delivered to the proper agents based on attributes that are stored on the customer's profile in the CRM. With this method, attributes that are retrieved from the CRM can also be displayed to an agent in a script using the Genesys Cloud client.

During the pre-sales process and throughout the design phase of implementation, Avtex will work with GTA to define the inbound routing behavior that constituents will experience so that it meets the business requirements of the contact center. Once the design is completed, then Avtex will complete the initial configuration and unit testing it before handing it over to the GTA team for User Acceptance Testing (UAT) and review. There will be thorough training on the system to ensure that GTA is comfortable with the configuration.

Auto-Attendant and Integrated Voice Response
The Service provider's solution addresses the requirements in this section with the following:

Avtex Response:

Genesys Cloud's Architect module, the IVR builder native to the platform, is a WYSIWYG ("what you see is what you get") integrated development environment that enables administrators and flow designers to build out call flows for self-service functionality or for routing calls to agents. As a result, Genesys Cloud is the all-in-one solution to meet all of your stated requirements.

Genesys Cloud offers both directed speech recognition and dual tone multi frequency (DTMF) in the call flow menus and well as natural language when using an AI platform in the call flow. Architect allows for voice flows to include directed speech, TTS, and AI-assisted ASR for input and playback of information in the IVR. The company directory can be voice-directed as well.

Any information gathered in the IVR through REST-based web service calls can be passed onto the agent or used in the screen pop. Avtex will work with GTA to design the call flows during the Initiate & Design phase of the implementation and will configure and develop the call flows during the "Build" phase. This includes caller menu selections, voice message scripts and prompts and call routing to queues based on the DNIS, ANI, menu selection or information retrieved from a data dip. Once the solution is live, GTA will have a block of time for MACD (Move, Add, Changes, Delete) work, which can be used for IVR changes or updates if they are small.

To achieve self-service functionality, the web services data dip connector integrates the IVR system with a web service that you create, REST-based Agency Applications or a CRM directly. Your web service can call any third-party system that stores data, such as a CRM database or a GTA database that contains constituent information. The connector allows the IVR to dip into the third-party system using a web service to retrieve information with default or custom connector actions. Flow designers can then use this information within the call flow.

Data actions are pre-configured web service calls executed by Genesys Cloud to exchange information between Genesys Cloud IVR applications and those web services. One example would be looking up a caller's record in a CRM based on their phone number in an IVR call flow; the data action defines, in advance, everything needed to "talk to" the web service of the

CRM with a small "placeholder" for the phone number. Inclusion of self-service functionality not only enables constituents to be able to achieve their tasks without reaching an agent, but allows the constituent experience to be consistent whether they placed their call at 1pm or 1am. Genesys Cloud supports schedule based routing natively in the system and is available 24x7 so that no constituent ever hears a fast busy or dial tone when calling in after hours.
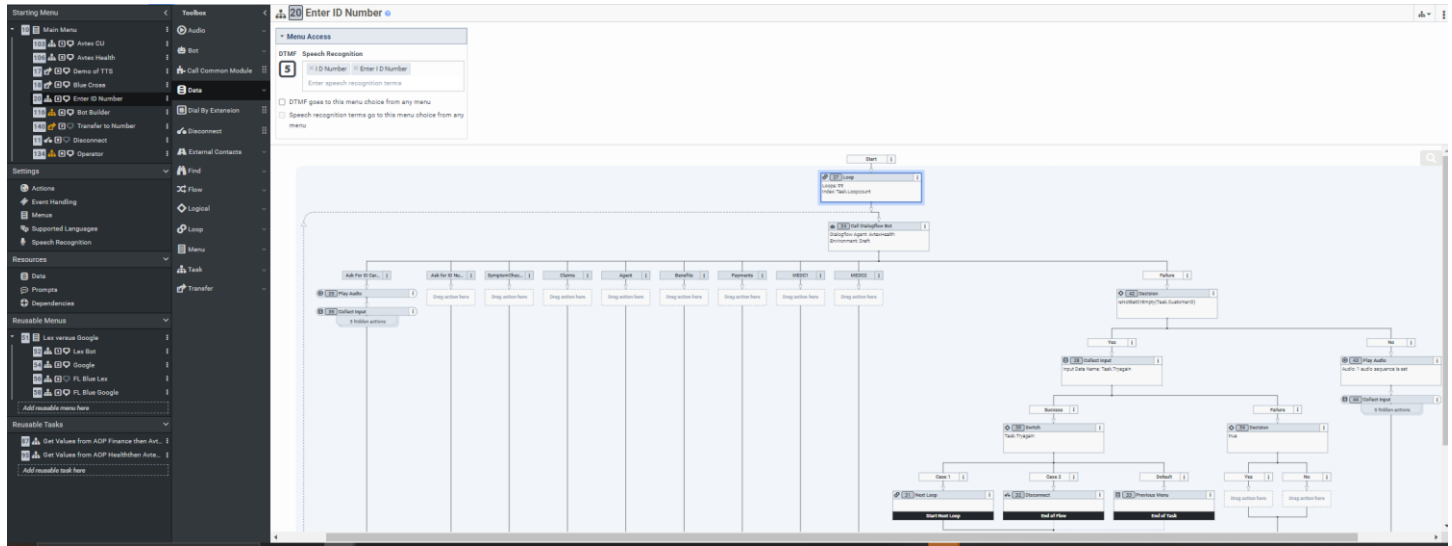

Figure 3: Architect is an integrated development environment with pre-defined tool steps and blocks of code that can be used to build a call flow. The tool steps support drag and drop onto the visual editor.

Data actions are used in tandem with Genesys' Dialog Engine Bot flow, which provide a complete bot/AI solution for understanding customer requests and automating delivery of information. Dialog engine bot flows understands what customers say and uses this understanding to determine a customer's intent – the goal the customer wants to achieve from the interaction. Bots built with Genesys Dialog bot flows are integrated with the wider Genesys AI platform to enable use cases that build upon each other to provide improved customer experiences and improved outcomes, for example, leveraged as part of Genesys Predictive Engagement.

In addition to prompts or inputs from the callers, Genesys Cloud provides in-queue flows which provide the ability to set up configurable call treatment when call is waiting in queue such as expected wait time (EWT), position in queue, or custom / default hold music. Flow designers can also create a callback option in the in-queue flow to allow constituents to keep their place in line virtually. Genesys Cloud makes prompt changes or updates easy to deploy to ensure consistent messaging for all customers. Within Architect, the Genesys Cloud IVR tool, there is a prompt portal that contains all system and user defined prompts (prompts specific to GTA's deployment). GTA does not require a third-party to update prompts, as the portal is intuitive and provides the needed instructions in how to do so, so that GTA is equipped to make its own changes.
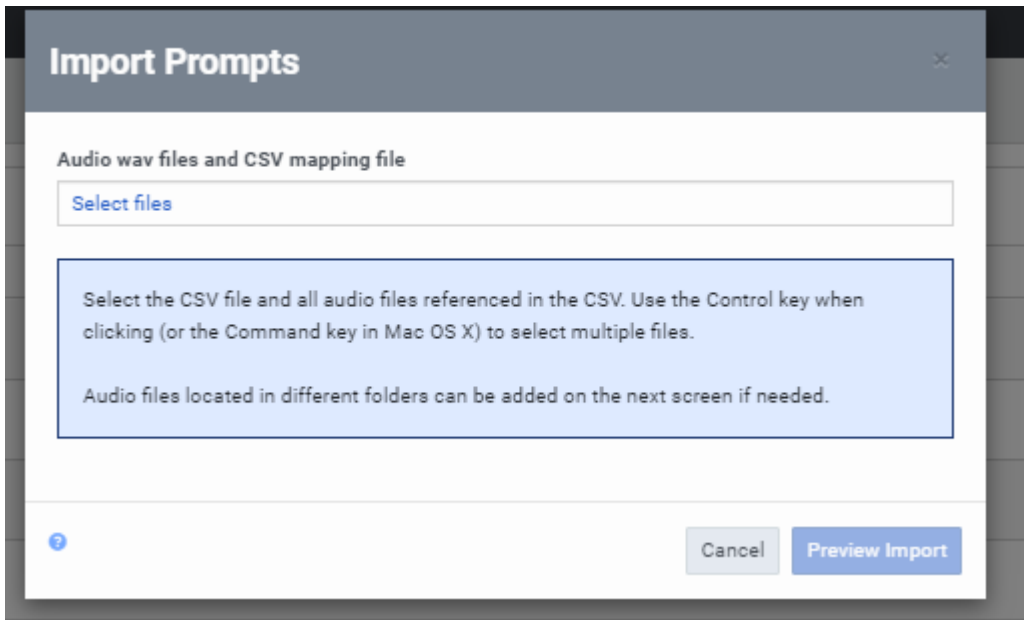
Figure 4: Importing prompts is easy with Genesys Cloud - it supports bulk import via a CSV or a single file upload.

To address redundancy, Genesys Cloud uses Amazon's S3, which stores objects redundantly on multiple devices across multiple facilities in an Amazon S3 Region, delivering 11 "9s" of durability. Genesys Cloud is housed in AWS in a multitenant environment. There is no physical separation for each tenant. Each organization is considered as a separate domain, and everything within the organization is segregated by a unique organization ID. Each organization will consume many shared microservices. Each microservice can scale on demand and is provisioned across multiple server instances as well as multiple data centers – fully leveraging all of the benefits of AWS.

Reporting & Analytics
The Service provider's solution addresses the requirements in this section with the following:

Avtex Response:

Genesys Cloud provides a full suite of reports, live dashboards and real-time views to equip Supervisors and Administrators with the tools they need to understand their contact center. The standard reports contain historical data about the contact center, and includes reports such as the Agent Status Report, Interaction Details Report, Queue Metrics Interval reports. Supervisors can break down these reports by queue, media type, time interval and can choose to schedule them for a defined time period in the file format they desire. This capability makes reporting easy for supervisors, as they only need to set up the scheduled report once and will then see the report in their inbox per the schedule they defined.

In addition to the standard canned reports, Genesys offers flexible and customizable performance views that compile the statistics from the defined time range and displays them in a clean, simple UI. For example, the Queues Activity and Performance view displays all queues in the contact center and their corresponding real-time volume and daily statistics, such as Answer %, ASA, SLA, Average Handle, and more. This view can be customized by adding different filters and metric columns to the view so that only the certain type of interactions is displayed. Interactions views are also exportable via PDF or CSV and can also be saved so that supervisors have multiple "views" that they navigate between with their custom metrics and filters pre-built.

Figure 5: Dynamic My Queues Performance view displays live queue metrics along with live agent metrics for that queue.

Lastly, Genesys Cloud's dashboards show real-time statistics for agents, queues, Wrap-Up codes and flows. Supervisors can configure dashboards show charts, metrics (in number form), text, or web content. The dashboards are extremely modular and provide flexibility for supervisors as they desire to add additional metrics or statistics to the view.
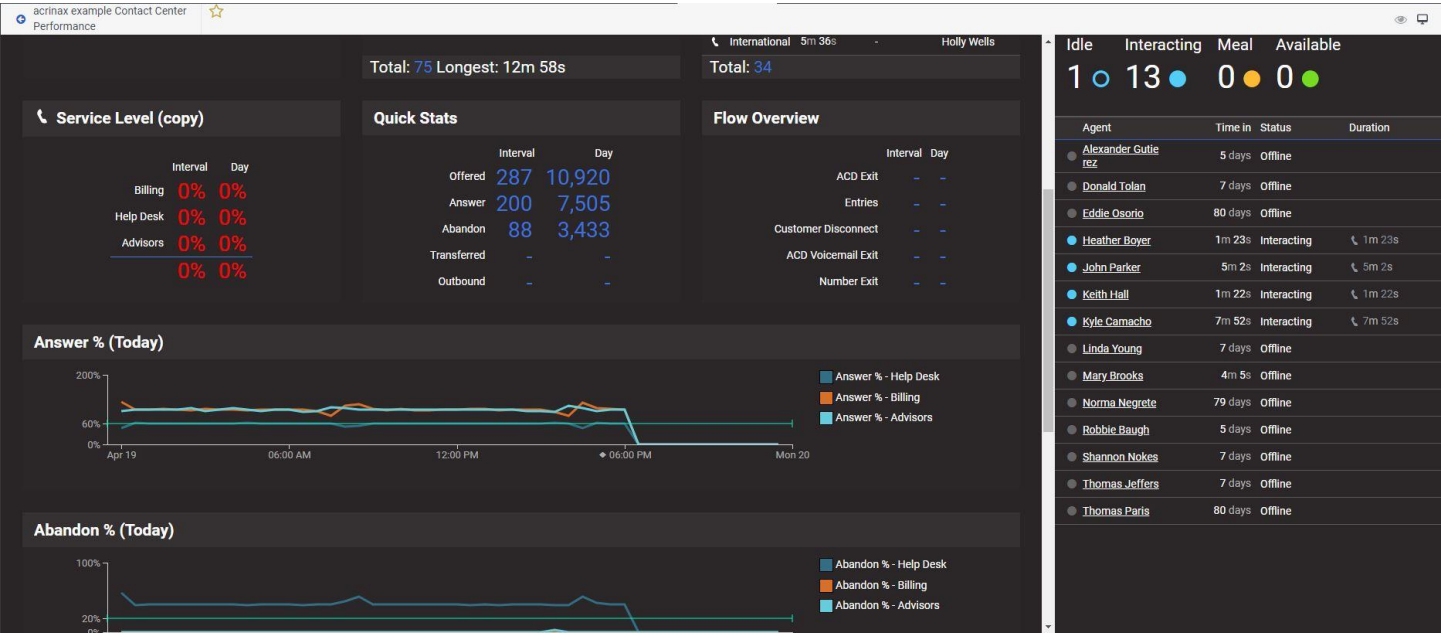

Figure 6:Genesys Cloud dashboards are quickly customizable via drag and drop tools that build out a full picture of contact center performance.

Each of the different reporting tools is available via the same all-in-one web interface that all other users log into. Report access is permission-based, so that only the supervisors and quality managers who need access to the data can review the contact center performance. Agents are able to see their own metrics through a My Queues View and Agent Performance views that helps them track their activity for the day.

From an architectural standpoint, Genesys Cloud has one specific core service dedicated to analytics and reporting, with different microservices performing different roles. These services run together to form a vast Genesys Cloud data lake with constituent and agent data, which is accessible in the platform for up to three years.

This architecture makes it easy to connect a Data Warehouse or ETL system to Genesys Cloud to combine Contact Center data with other customer-specific Data. One specific example of this is *Avtex Insights*, which is a custom data and analytics solution that extracts, transforms and stores data from Genesys Cloud into a more user friendly relational database and leverages Microsoft Power Bi. This allows GTA to focus on analyzing the data and gathering insights within PowerBI, a singular data tool that can enhance the reporting capabilities of Genesys Cloud if a custom report is required.

Call Recording & Basic Quality Management

The Service provider's solution addresses the requirements in this section with the following:

Call Recording

Avtex Response:

Genesys Cloud provides two basic categories of recording: policy-based recording and user-based recording. This all-in-one solution has the features to meet all of your stated call recording requirements.

Genesys Cloud provides 100% recording for all available interaction types. Administrators configure recording policies to retain, delete and archive recordings based on specific-defined criteria such as agent, time set, queue, wrap code and direction. Business users can manually create ad-hoc recordings from their user interface using the "Record" button. When a user records an interaction, Genesys Cloud sends a recording to that user's inbox, which is only available to that user. Call recordings are single-channel by default and can optionally be configured for dual-channel (stereo) recording. Stored interactions are encrypted using 256-bit public/private key pairs to create unreadable records.

Figure 7: ACD Recording Policy has many different settings in which

ACD interactions can have both an interaction recording and a screen recording. The interaction recording is an audio or text record of the interaction. Screen recordings are accessed with the same quality management interface as voice recordings. Quality Managers (QMs) can set up policies such that only 20% of calls and screens are recorded, for example, if required. Multiple overlapping policies can also be created, so that QMs can target specific queues or agents. For example, if a QM wanted to record one or a couple of agents on a random day, this policy would not interfere or overwrite other polices for the whole contact center.

The screen recording is a video of the agents' desktop activity while they handle ACD interactions. For example, while an agent handles a call, you can also record the agent's desktop. When you create a policy, you can specify whether to start a screen recording for different interaction types. Voice recordings can be stored up to three years in the system, as set by policy and screen recordings can be stored by default within Genesys Cloud for 365 days. The Genesys Cloud API can be used to export recordings for storage in other locations.

There is also a built-in AWS S3 integration that enables quality managers to create a policy to automatically export recordings, screen recordings, attachments, and metadata in bulk and store them in a configured AWS S3 bucket.
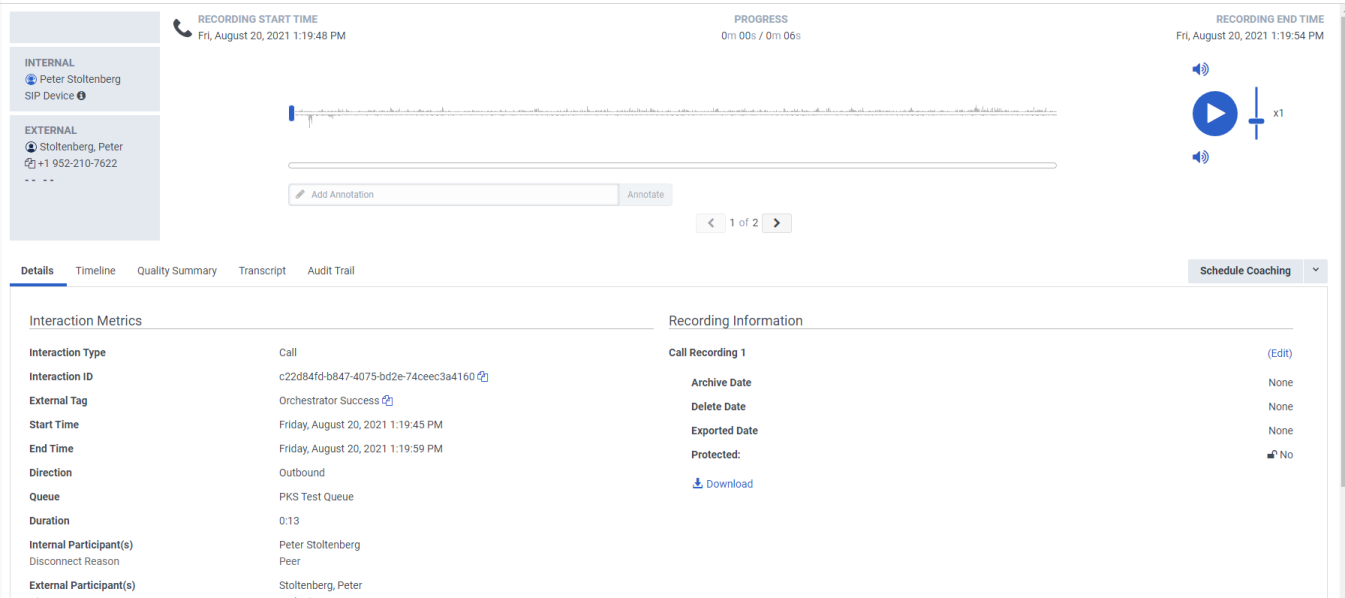
Figure 8:Recording Detail view contains Voice and Screen recording and other details associated with the call. Quality Administrators can schedule coaching directly from this view!

Within the real-time supervisor views in Genesys Cloud, a supervisor with appropriate permissions may select an interaction and listen to how agents are interacting with constituents. All recordings are accessible via the web browser, so recordings can be listened to from anywhere! Supervisors can also coach agents, and will be able to utilize barge-in and whisper capabilities by the end of Q3. Supervisors and quality managers are able to review screen and voice recordings, coach/barge-in/and monitor all through the Genesys Cloud web interface, which supports all system functionality. A separate application is not required in order for supervisors to perform these tasks.

Customer Surveys

Avtex Response:

Genesys Cloud has web surveys built into the platform for after-interaction surveys via SMS or email and reporting back into Genesys Cloud for reporting of NPS (Net Promoter Score) on the interaction and the agent. Web surveys allow you to invite a constituent to provide feedback about a previous interaction with your call center. After an interaction, Genesys Cloud sends the constituent an invitation email containing a link to the survey.

If GTA needs to deliver surveys using voice, or has other requirements than cannot be fully met by the built-in Web Survey functionality, then there are third-party options listed on the Genesys AppFoundry that can be added with full integration. Those applications include standard reporting as well. One great example is SurveyDynamix, which provides detailed real time and historical reporting, with a quick and easy installation process to enable GTA to start gathering constituent feedback.

Network & Transport
The Service provider's solution addresses the requirements in this section with the following:

Toll-Free service requirements

Avtex Response:

The different telephony models (BYOC Cloud and Genesys Cloud Voice) are both usage based services and each provides inclusive inbound and outbound toll-free services.. Pricing varies based on the location of your Genesys Cloud Organization region along with the to/from of each call. All Genesys Cloud Voice domestic and international calling rates are variable and subject to change, including, but not limited to, instances where the Genesys carriers change their rates. Porting and other Genesys Cloud Voice charges GTA can incur are subject to change, including but not limited to, snapback porting fees and porting escalation fees.

Trunking Requirements

Avtex Response:

Genesys Cloud Voice services provide GTA a high level of flexibility as their volume grows and changes based on state entity initiatives. Each Edge device can support 350 concurrent calls and additional Edge devices can be added at no-charge to the GTA Genesys Cloud tenant. Due to the architecture of Genesys Cloud, specifically the elastic load balancers, there is never a concern with performance issues related to high volume, as the system can scale up and down as the traffic changes on the telephony services. Genesys Cloud natively supports VoIP for trunking and requires an SBC to support TDM trunking, which would fall under the BYOC Cloud model. GTA can utilize both BYOC Cloud and Genesys Cloud Voice on the same Genesys Cloud tenant at no extra charge, as pricing is all usage based.

Data network requirements

Avtex Response:

All documentation required for network setup or firewall programming will be provided by Avtex to the GTA IT staff and coordinate with them to have changes required in place before testing phase of the project. Avtex will provide GTA a

bandwidth calculator to shows how much bandwidth is required for each agent, webRTC and network tests that show any ports that are blocked and need to be allowed for agent connectivity and other tools to ensure proper connectivity to Genesys Cloud.

The minimum bandwidth requires are defined by the number of concurrent calls, external calls and the recording policies that are set up for agents. There is a bandwidth calculator that calculators the bandwidth required depending on these factors. Agents can connect to Genesys Cloud over the public internet without the installation of any premise based equipment.

Genesys Cloud has the ability to monitor and provide Mean Opinion Score (MOS) score for each call. The MOS is a measurement of the voice quality of an interaction.

A call can also be flagged by an agent as having call quality issues and can be reported and researched to determine root cause of call quality. All interactions are tagged with MOS score information for real-time or historical review. The calculation of MOS uses an industry standard measurement methodology to rank audio quality from 1 (unacceptable) to 5 (excellent).

VPN / Security for Transport

Avtex Response:

Genesys Cloud is completely web browser based for all functions, including business users, agents, supervisors, administrators, quality manager, analytics, and reporting roles. All program access and functions are controlled using permissions assigned to roles that can be assigned to users to give them the permission and access they require for their role. Thin clients can use Genesys Cloud including the WebRTC phone. No VPN is required to access Genesys Cloud, but can be used if the proper firewall-allow rules are in place.

Genesys Cloud solution leverages TLS1.2 for information transiting the public internet, and increasingly within our backend VPC. Sensitive data such as call recordings are encrypted at the point of recording with customer-specific keys, encrypted in transport with TLS, and again encrypted at REST with Amazon S3 server-side encryption. From a networking perspective, Genesys has developed a monitoring tool based on a number of third-party network monitoring products that provide customer-facing network performance dashboards. As a key differentiator, bandwidth is monitored to ensure the reduction of false-positive alarms. Genesys also has internal SIP monitoring tools for troubleshooting and fault resolution. Genesys is fully responsible for the performance of the Genesys Cloud platform.

Enhanced Contact Center Services

Enhanced Quality Management
The Service provider's solution addresses the requirements in this section with the following:

Avtex Response:

Genesys Cloud includes extensive quality management built-in for recording interactions and screens, evaluation forms, after-call surveys with NPS scores, and speech analytics with full transcription of calls, keyword matching, category scoring and more. The Genesys Cloud quality management tools enable administrators to better understand their customers through the use of customer surveys, provide coaching and feedback to agents through evaluation forms and learning modules, and analyze interaction data through a robust suite of reporting tools to measure performance of the contact center.

Genesys Cloud's development and learning modules enable GTA to deliver information and learning content directly to an agent. Agents can identify their assigned modules, completed modules and in-progress modules. Quality Managers can create courses and modules within the all-in-one administrator interface and can assign modules on a criteria-type basis, such as assigning a module based on a skill.

Quality administrators, evaluators, or supervisors can schedule coaching appointments with agents to help close gaps and drive improvements through live monitoring of tools or performance on learning module assessments.
The coaching appointment wizard allows them to specify the people involved, any important details, a link to the interaction and any necessary documents, and the length of time and date. Appointments can include multiple interactions and documents to ensure everything is covered effectively.
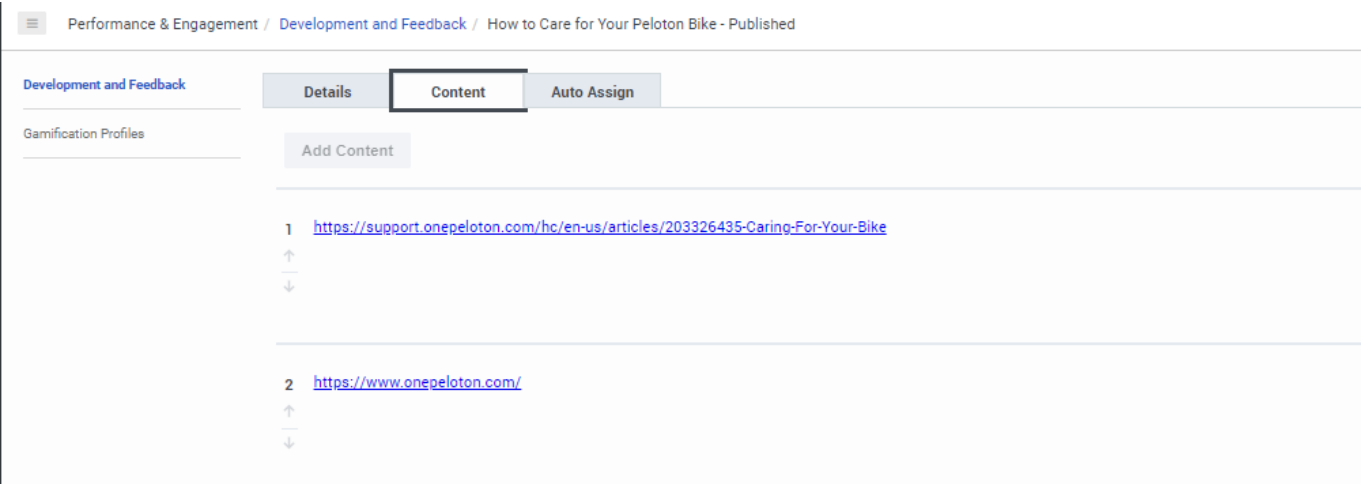

Figure 9: Learning Module with easily configurable content sections; where administrators and supervisors can post links to the content directly into Genesys Cloud.
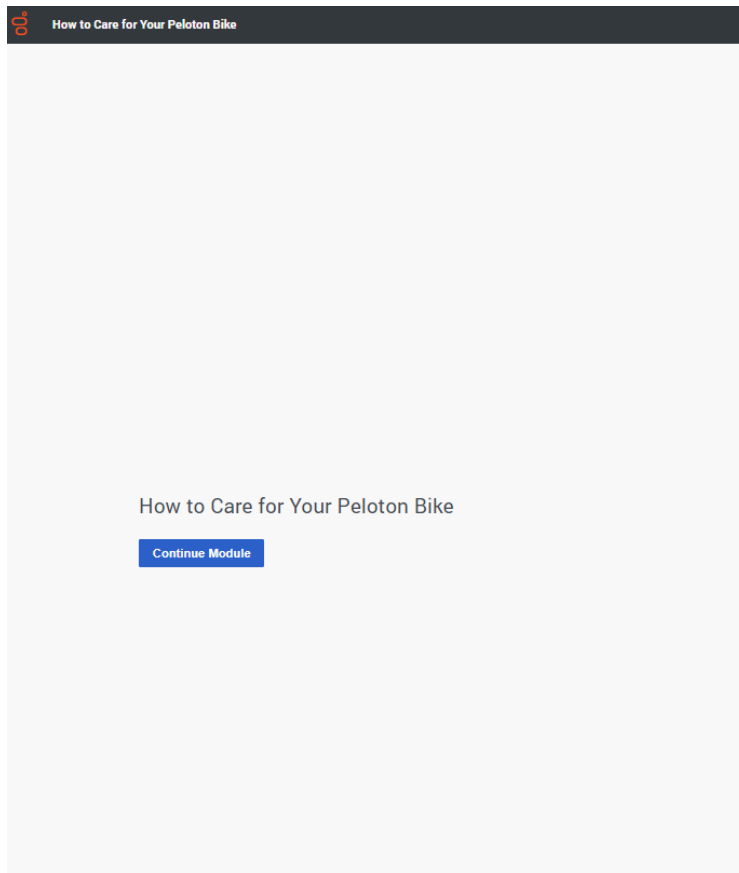
Figure 10: Once the learning module is published, it can be assigned on a per skill, queue or group basis and agents receive a notification they have a new module to complete.

The Genesys Cloud solution is a REST API friendly solution, with hundreds of available APIs that web services and third-party systems can connect to. This open architecture makes it easy for Genesys Cloud to blend in within the GTA IT ecosystem . One good example of this is the different workforce management (WFM) connectors that Genesys Cloud supports to transfer its own data to a WFM solution. Avtex' own WFM adapter for Genesys Cloud is compatible with on-premise and cloud-based NICE, Verint, and Calabrio systems. The REST-based compatibility of Genesys Cloud also allows it to integrate with ticketing solutions, such as ServiceNow, Salesforce and Microsoft Dynamics.

Avtex's recommended approach to connecting Genesys Cloud with a ticketing system is through the utilization of a standard connector. The standard connectors for Salesforce, Microsoft 365 Dynamics, ServiceNow and many more embed the Genesys Cloud functionality within the ticketing system, providing a single pane of glass for the agents to perform their day-to-day customer service operations. Ticketing system administrators can customize activity forms and create reporting tools from within the ticketing system so that the State of Georgia has an end-to-end solution, not disparate systems that do not interact with one another. Avtex is a leading Microsoft, Salesforce and Pega partner and can assist GTA in identifying the best solution to integrate with Genesys Cloud.

The platform was originally designed to equip administrators with the tools they needed to solve problems and make changes on their own. This design holds true today and allows all users to be able to make their own changes, such as call flow, queue or reporting changes, without the need for a 3rd party and is a standalone application that services all needs of the contact center within one interface.

Figure 11:Administrators can easily update queue membership, the routing selection method, wrap-up codes and more in queue module in Genesys Cloud. Changes can be done on the fly and do not require 3rd party for assistance.

Enhanced Workforce Management
The Service provider's solution addresses the requirements in this section with the following:

Avtex Response:

Genesys WFM is a comprehensive, automated software application that accurately forecasts, schedules and tracks the performance of multi-skilled employees in single and multi-site front and back-office environments. It is the only integrated workforce management system to offer automatic updates of historical data and employee skill information in real-time across all interaction channels to ensure the most accurate planning. The Genesys WFM applications provide everything you need to effectively plan and manage staffing.
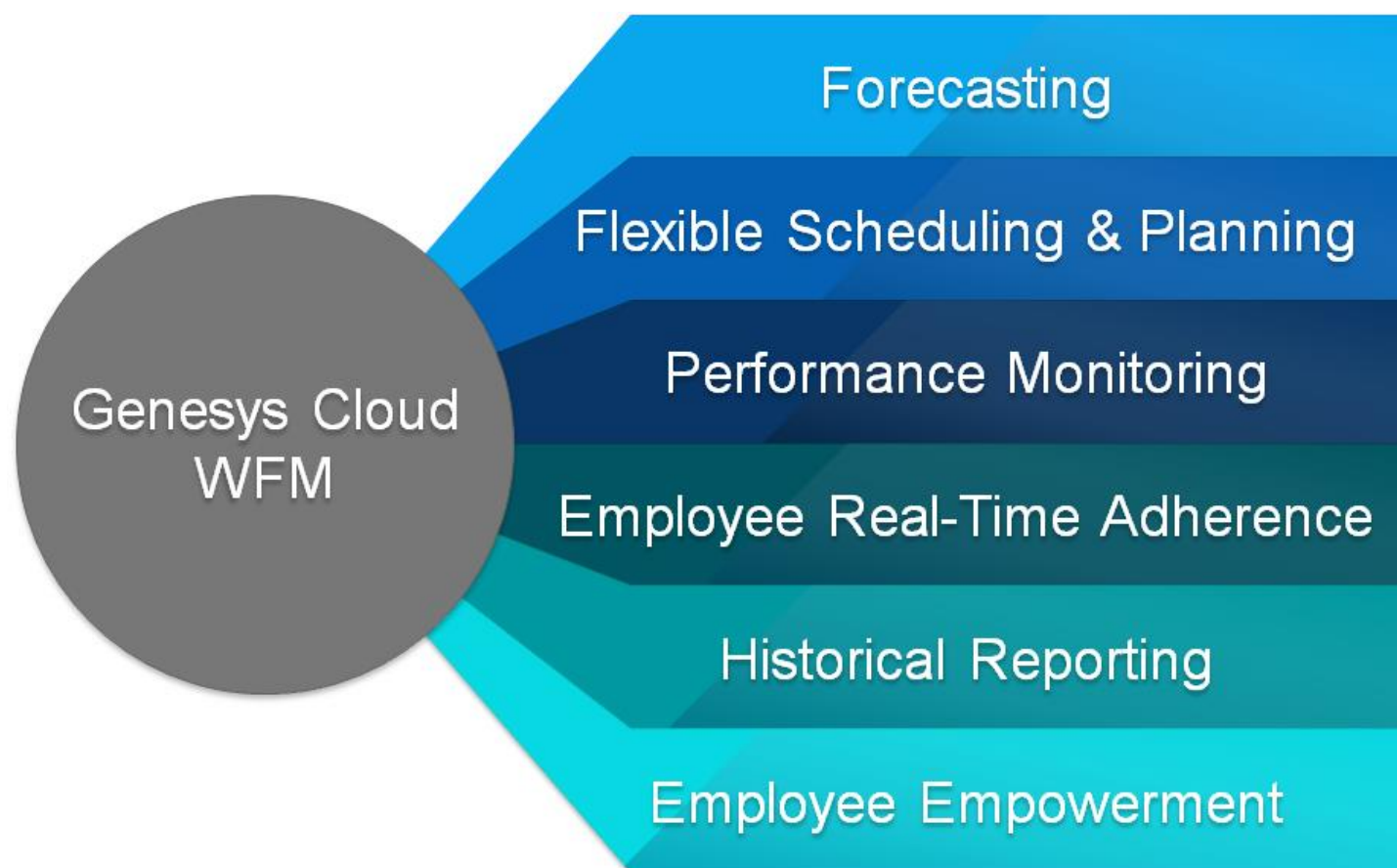
Figure 12: Genesys Cloud has six key features

The software also includes an out-of-the-box API for easy integration to third-party contact center and back- and front-office applications. Most environments maintain separate systems for routing interactions and tasks and for workforce management. This means that updates to employee skills, and making employees available who can handle work items or other media channels, must first be made in the contact routing system, and then manually updated in the workforce management system.

The unique Genesys Suite architecture seamlessly integrates the Genesys platform and the Genesys WFM software so that updates to historical data and employee skills across all contact types and locations are automatically synchronized in real-time. This gives planners the highest level of accuracy and eliminates the costly and time-consuming process of manually updating employee skill-set changes. Also, Genesys Workforce Routing ensures that routing decisions are based on an employee's future schedule state to prevent any adherence problems. For example, planners can create routing strategies that only route work or interactions to employees who are actually scheduled to handle that activity at that time, or strategies that do not route work or interaction to an employee who is changing to an off-line state within the next five minutes.

Genesys WFM automatically collects historical volumes and average handle time for any interaction or work times and allows for work to be categorized as activities. Each activity can have its own unique qualities and requirements, such as the requisite employee skills and skill levels needed in order to schedule an employee to perform this activity; unique statistical calculations for historical data collection; open and close hours specific to each day of the work; and prioritization parameters, allowing it to be ranked in importance against other activities.

The software can easily generate optimal forecasts in a multi-skill environment and account for the efficiency gain inherent in environments where employees can perform multiple types of work. It can also predict staffing requirements across multiple sites, accounting for details such as time zones, employee hire/termination dates, and employee availability based on a work contract and pre-planned obligations. Multiple forecast "scenarios" can be built for the same time range and activities using different forecasting parameters. These forecast scenarios can be anywhere from one day to two years in length, and be generated for any time period into the past or future. They also allow for staffing requirements to be forecasted through the application of agent behavior and reality-factors, as well as specific business goals, via a user friendly forecasting wizard. In addition, templates are available to define a unique value for every interval of every day of the week for your forecasting process.
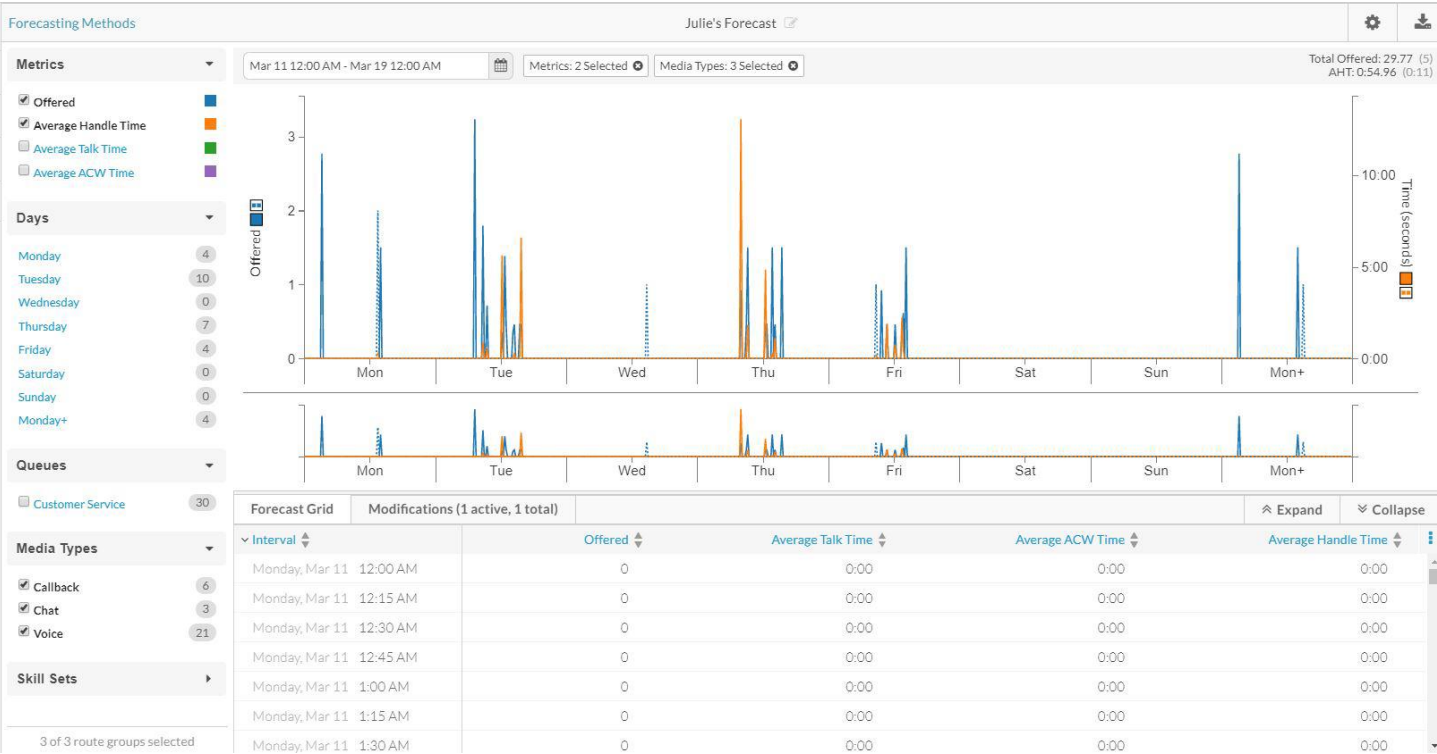
Figure 13:Genesys Cloud provides easily configurable forecasts that can be adjusted to include different metrics, media types and queues.

The WFM solution was designed to be able to provide advanced schedule optimization, even in the most complicated union or government regulated workforce environments. The application supports fixed, rotating and flex schedules, employee preferences, and team schedule synchronization. And, when assigning schedules, various schedule constraints can be applied that take into account work rules, conditions, contractual requirements, skills, skill proficiency, and employee rank. Prior to publishing a master schedule, multiple scheduling scenarios can be created.

Scenarios can be based on actual employees or employee profiles. Employee profiles allow users to view an optimal mix of shifts in a schedule based on theoretical employees. Profiles can also be used to build a hypothetical team model based on numerous "what if" scenarios to address over-/under-staffing. Schedules are graphically displayed and color-coded to reflect activity types, and they can be modified via a drop-down menu selection. Schedules can easily be re-optimized in real-time for part of the day, which allows for real-time adjustments to current schedules as a result of new, unexpected staffing needs. These re-optimizations can be flexibly done for a single employee, group of employees or entire sites. Genesys WFM not only allows you to view and manage all employee schedules for a given day, but you can also view and work with a single employee's schedule for multiple days on one screen.

Genesys Cloud's WFM also includes intra-day schedule views. These make it easy to view comparisons between forecasted data, scheduled data, and actual data. Configurable color options within the views make it easy for managers to identify items such as meals, breaks, activity sets and exceptions. Managers can view information at different intra-day or weekly granularities to help them understand how well they are meeting planned objectives. Views can be configured with visual alarms that will automatically activate when the variance between the expected values and actual values breaches a specified threshold. These alerts can be uniquely specified for every activity.

The view allows for all of the trending data to be displayed in its local time zone, or in the local time zone of the user. The real-time adherence capability allows managers and supervisors to monitor employee service level compliance, and to easily identify and track actual employee status against planned schedules. Visual alerts enable them to respond quickly if variances exceed specified levels. True real-time adherence monitoring can be performed for any activity being forecast and scheduled by the application. For example, it allows for the definition of an adherence severity threshold, and any employees who are out of adherence past this threshold can be categorized, filtered and displayed differently, and it can also differentiate between those employees who are just recently out of adherence and those that have been out of adherence much longer.
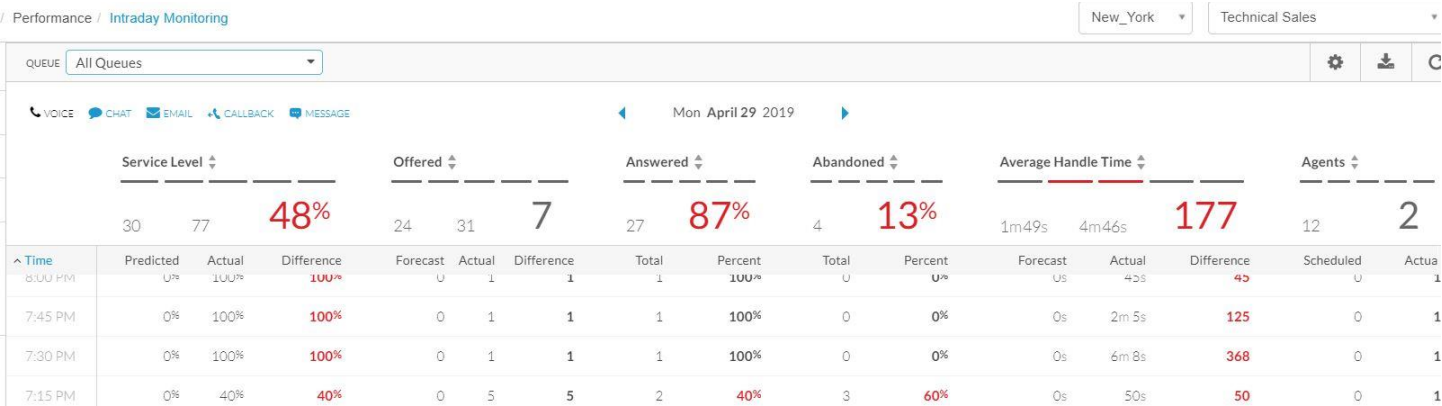
Figure 14:Intra-day schedule views allow managers and supervisors to easily see what employees should be doing at any particular time.

The employee web interface enables employees to view and manage their own schedules conveniently and flexibly. This includes managing and inserting exceptions directly into their scheduling; viewing the schedules for other employees; initiating, negotiating and confirming schedule trade proposals with other employees; defining schedule preferences by date; managing their own time off and participating in pre-generated schedule bids.

The Workforce Management Integration Application Programming Interface (API) provides standards-based access to data such as adherence statistics, schedule details, and forecasts. Managers and supervisors can use this data to monitor and manage employee performance, calculate payroll and import employee schedule exceptions from third-party applications such as HR systems or e-learning systems.
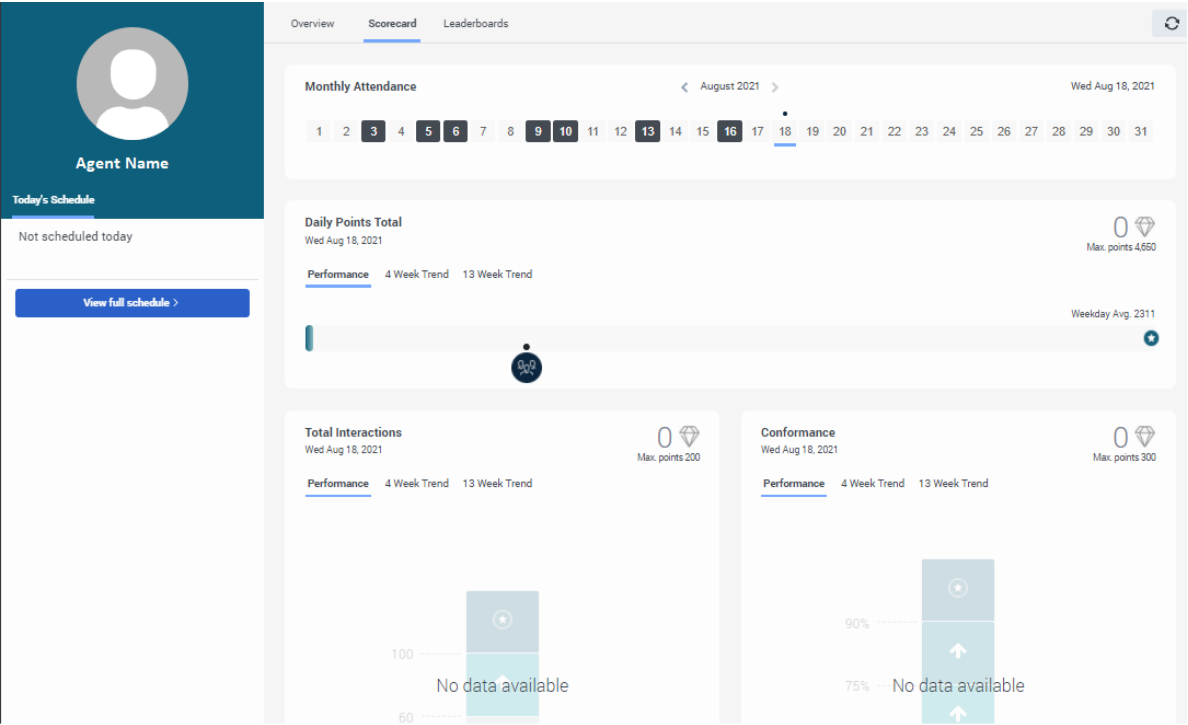
Figure 15:Employee Web Interface provides agents' visibility into their metric trends, schedules and more.

Speech Analytics is also a capability that is included with the Genesys Cloud 3 license that contains a set of features that provide automated speech and text analytics capabilities on 100% of interactions to provide deep insight into customer-agent conversations. For voice interaction, speech and text analytics provides automated transcription and employs speech-to-phrase grammar-based recognition. Along with non-linguistic analysis of recordings, speech and text analytics creates meaning from otherwise unstructured data.

Organizations can use this data to fulfill key use cases around agent performance improvement (for example, decrease AHT, increase first contact resolution, sales conversion, and so on), compliance, and customer satisfaction (for example, NPS). All customer analysis and discovery functionality is provided through the Genesys Cloud user interface, which is the unified interface for recording, quality management and interaction analytics capabilities. Supervisors and administrators can filter the interactions to only include those with negative sentiment scores (or a defined score that is below a defined threshold) in order to quickly navigate to the interactions that might contain teaching opportunities.

Customer Relationship Management (CRM)
The Service provider's solution addresses the requirements in this section with the following:

Avtex Response:

CRM is at the core of driving a modern constituent experience. At Avtex, we appreciate the unique responsibilities of our state and local government customers and the broad constituencies they serve. As a result, we leverage this expertise and our focus on fueling exceptional constituent experiences to help our government clients select the best CRM platform to optimize that constituent journey at every meaningful point of interaction to create a positive experience. Whether the needs stem from providing customer service, supporting communication and outreach, or addressing specific case management requirements, we recognize the value of CRM and how it may support the government space. As one of the leading partners for Microsoft Dynamics 365, Salesforce, and Pega, Avtex has the capability to migrate existing CRM data to a replacement option. We have a deep expertise in CRM projects and can also work with other CRMs as well.

Genesys Cloud has many options when it comes to integrating with CRMs. There are standard connectors for Salesforce, Microsoft 365 Dynamics, ServiceNow and many more that embed the Genesys Cloud functionality within the CRM, providing a single pane of glass for the agents to perform their day-to-day customer service operations. There is also a data-dip style integration to the CRMs that connect Genesys Cloud Call Flows with the CRM database, enabling calls to be delivered to the proper agents based on attributes that are stored on the customer's profile in the CRM. With this method, attributes that are retrieved from the CRM can also be displayed to an agent in a script using the Genesys Cloud client. Genesys Cloud can also pop any CRM via a URL screen pop using the Genesys Cloud scripting tool. Within the Genesys Cloud script, there is an option to pop a URL upon call connection. Genesys requires the URL of the actual Salesforce instance, along with the contact ID / record ID to be passed to it for agents to receive a screen pop.

Avtex is a National Systems Integrator for Microsoft and has been a partner for more than 20 years. Avtex was just recently named the 2021 Microsoft Partner of the Year for Dynamics 365 Marketing. We were also a Finalist for the 2021 Dynamics 365 Customer Insights Partner of the Year, and were named the 2021/2022 Inner Circle for Microsoft Business Applications for the sixth consecutive year. Lastly, we also won the 2021 Microsoft Eagle award for the second year in a row, an award recognizing the partners with the highest annual attainment of new Dynamics customers in the U.S. Avtex has 98 certified Microsoft professionals with 11 Gold competencies and two silver competencies. Avtex has won many other awards within the Microsoft community for work involving Business Applications, Azure Data and AI, Modern Workplace, and Application Development and could assist GTA in its migration of CRM data into a replacement option. We are also Salesforce and Pega partners and have substantial momentum with both products to accelerate our growth.

Transition Requirements

Setup & Transition
The Service provider's solution addresses the requirements in this section with the following:

Avtex Response:

Avtex is committed to the success of our projects. We ensure we are aligned with our clients on scope, deliverables, responsibilities and understanding of what success means to our client and their customers. To be successful, we have a regular cadence of planning calls and define our communication expectations up front at kick-off. Avtex works alongside our client every step of the way during an implementation, guiding and recommending best practices to fit our client's goals as well as understanding current pain points.

The Avtex Genesys Cloud Process methodology follows a five (5) Phase process, with Project Management throughout the project. With our methodology we can meet all of your stated requirements.

Figure 16: With this methodology, Avtex has successfully implemented hundreds of clients.

Our Approach

The Avtex project manager will schedule and lead a kick-off meeting where the Avtex sales and project teams will meet with the agency's project team to review the solution and set expectations for the project moving forward. Your entire project team (including sponsor and business users) should plan to attend. The project manager will then schedule a system review call with the contact center management team to remind the group of what the system can do so that design sessions are as effective as possible.

At this meeting or shortly after, your project team will be provided with a copy of the Avtex Genesys Cloud Playbook. This is an Excel document used to gather and store all the information required to configure the Genesys Cloud system.   The Avtex project team will walk your project team through the Playbook to assist them in completing it and will also work with them to develop Visio call flows and a prompt list that will be used to program the Genesys Cloud system. At the end of this phase of the project, you will be asked to sign off on both the call flows and the Playbook to confirm the decisions made. The Avtex team will work with GTA's team to build the call flows according to the business specifications. This might mean building call

flows that are heavily reliant on data tables, to enable administrators to make changes quickly without going into the call flows and having to republish.

Meeting Your Requirements

Once design documents and decisions are completed and signed off, Avtex engineers, developers, and application consultants will complete the configuration and custom development work included in the scope of the project. As part of the configuration build out, Avtex will perform base functionality testing before turning the system over to your project team for testing. Your project team will be tasked with preparing a test plan for UAT. Avtex will provide a sample template listing the kinds of items you team should be sure to test and your team will begin building additional key business cases to be tested during the Test & Train UAT step.

Quality Assurance

The Test & Train phase requires resources other than the original engineer, developer and/or consultant to test the solution to verify it meets agreed upon designs, and most importantly requires you to test the solution and confirm the required functionality and business cases are tested to ensure it meets designs and business needs. Test results will be recorded, and issues uncovered resolved. Adjustments will be made based on test results if they did not meet the design requirements. Occasionally new requirements result from business test cases that may require change requests, which will be handled through the project change management process. Avtex trainers will train GTA's key resources, e.g. subject matter experts, team leads, trainers, administrators during this phase, most often prior to UAT to ensure UAT testers are able to effectively navigate the solution and execute test scripts. Your assigned trainers will take the training provided and complete preparations for their end user training that will be delivered in the Deploy Phase. The Go Live Deployment plan will be finalized, and the Go Live date confirmed upon the successful completion of your team's UAT.

Going Into Production

The Deploy Phase is putting the new Genesys Cloud solution into a production environment, or the final environment included in the solution and scope. The Go Live Deployment plan will be executed, and the Genesys Cloud system will begin to take live traffic. Your trainers will train your agent and business end users just prior and during the Go Live period to ensure their preparedness.

During the first one to two days of live traffic, the Avtex project team will provide close monitoring and support to assist with any questions and/or issues. In most cases, remote support by the Avtex project team is enough for a successful Go Live and transition. Your project team, who received training just before UAT, is generally scheduled to spend time walking around answering user questions the first day or two. If Avtex onsite support is determined to be needed, the project manager will work with you on what is needed to add the additional support to the project.

Proper UAT is key to an overall great agent and management experience as well as a great experience for our client's customers. Avtex provides a dedicated Quality Analyst who builds a test plan with test scripts from the agreed upon design that we then use test the solution prior to turning the scripts over to the client team to assist in their testing as well.

In addition to testing, training will be provided prior to UAT to ensure success and prepare the client training resources for end user training. Ensuring the agents and supervisors can use the platform successfully will leave a seamless transition for them at Go Live. Our project manager will work with the full team to ensure carrier transitions are scheduled and conduct a go – no go readiness decision prior to cutover to ensure success. Our team supports the client post Go Live to answer questions and will schedule a hand-off to our support team to ensure a smooth transition.

Your Support Team

The Transition & Accept phase handles transitioning the environment from the project team to the Avtex Support organization. Most projects include a short Post Implementation Support period of up to about two weeks, unless otherwise agreed to, to handle post production questions and punch list items to ensure that smooth transition. Once the Genesys Cloud system has been live for a few days, the Avtex project team will meet with Avtex Support to orient them to the design of the individual customer Genesys Cloud system. Following that, a meeting will be scheduled to introduce your key project team and support contacts to our support team and orient them on how to open support requests in the future, as needed. Typically, one to two weeks after live traffic begins in the Genesys Cloud solution, the project is complete and ready for closure.

Training and Support

Training
The Service provider's solution addresses the requirements in this section with the following:

Avtex Response:

Training is one of the mission critical components of any Genesys Cloud deployment. We have a robust training team to accommodate likely whatever you might be looking for in terms of training and you can always engage with your Avtex Account Executive and Client Account Manager (your sales team post-contract signature) for any training related questions and/or opportunities.

Genesys Cloud Train-the-Trainer
Avtex trainers will train your key resources, (e.g. Team Leads, Trainers, Administrators) with a train-the-trainer approach. Avtex will hold knowledge transfer training that will explain how the ORG is set up and how to maintain the system including:

Set up of WebRTC phones

Invitation of new users

Quality Manager Policies

Roles and Permissions

Email setup and routing

Schedules and call routing

Prompt Management

Subscriptions and Billing

Please see attached descriptions of training classes offered for Genesys Cloud (Attachments 1 & 2). All except the quality management course are included with your implementation costs. The fee for the quality management course is $675. We also offer a course on Genesys Cloud for Salesforce for a fee of $450.

Test & Train Phase Overview
The Test & Train phase requires resources other than the original engineer, developer and/or consultant to test the solution to verify it meets agreed upon designs, and most importantly requires you to test the solution and confirm the required functionality and business cases are tested to ensure it meets designs and business needs. Test results will be recorded, and issues uncovered resolved. Adjustments will be made based on test results if they did not meet the design requirements. Occasionally new requirements result from business test cases that may require change requests, which will be handled through the project change management process.

Avtex trainers will train GTA's key resources, e.g. SMEs, Team Leads, Trainers, Administrators during this phase, most often prior to UAT to ensure UAT testers are able to effectively navigate the solution and execute test scripts. Your assigned

trainers will take the training provided and complete preparations for their end user training that will be delivered in the Deploy Phase. The Go Live Deployment plan will be finalized, and the Go Live date confirmed upon the successful completion of your team's UAT.

QA Testing

GTA Completes UAT Test Script & Case Development

Train-the-Trainer Sessions

Agent Training

Supervisor / Administrator Training

GTA Completes End User Training Plan

UAT Kick-off

GTA UAT

UAT Support & Adjustments

Milestone: UAT Acceptance

GTA Training Development

Production Deployment/Cutover Plan

Milestone: Production Go/No Go Decision

Genesys Cloud Documentation
Documentation typically consists of basic end user training materials. Genesys also offers training on Genesys Cloud and the resource center at https://help.mypurecloud.com has all the documentation, tutorials, and videos of the product for self-leaning.

Online Training

Avtex records train-the-trainer sessions delivered during implementation. These recorded sessions can be shared with GTA to view online. In addition, Avtex Genesys Cloud clients receive eight hours of remote training each year on topics of GTA's choice. We also host free webinars for our clients for tips and tricks. Genesys offers free (and paid for), extensive online training on all aspects of Genesys Cloud at https://training.mypurecloud.com.

Technical Support
The Service provider's solution addresses the requirements in this section with the following:

Avtex Response:

Avtex is a full-service support and customer experience (CX) partner and is the largest and oldest partner of Genesys. We have 90+ team members, located in throughout the United States and Canada. If needed, Avtex can commit to responding to

GTA support requests with team members in the United States. Our team members average 7.5 years of experience with Avtex and 10 years with Genesys solutions. We currently have 15 Genesys Cloud certified engineers.

What You Get With Genesys Cloud Support

Avtex Support will be included in GTA's pricing summary separate from the Genesys subscription fees. Any Avtex-provided hardware or custom applications / custom integrations will also include a warranty. Support will be provided by Avtex with escalation to Genesys when necessary for platform issues. Please see the Avtex Support Handbook included with our response package for full details. Avtex Genesys Cloud support includes the following:

Table 1: Genesys Cloud Features

Features	Description
Access to Avtex Technical Service	24 x 7
Access to Avtex OnPoint Portal	Included
User Experience (UX) Consulting	10% Discount off List Rates
Customer Experience (CX) Consulting	10% Discount off List Rates
Avtex VRA (Voice Readiness Assessment)	10% Discount off List Rates
Avtex AVPRO Proactive Voice Network Monitoring	$550.00/site/month
Solution Optimization Consulting	10% Discount off List Rates
Development support for Avtex applications	Required and Included
Remote training 8 hours per year	Included (Avtex training)
Remote Move, Add, Change, Delete (MACD)	Included – 2 hours per month
Travel Time	Not Included

Submitting Your Support Requests

A service request can be opened 24/7/365 with Avtex via live toll-free call, online client portal or email. All end users should contact GTA's helpdesk for level 1 triage and support. If needed, designated contacts from their helpdesk, IT/Telecom team(s) will contact Avtex to open a client ticket number (CTN) via live call, email, or the Avtex client portal.

When opening a new incident, you will be asked to categorize the severity.

Emergency (Requires a live call into support)

High

Medium (Default if not specified)

Low

MACD (Move, Add, Change or Delete)

It is important to note that GTA will have the ability to determine and set the desired status for your tickets. If you feel like something is critical even though it's only impacting one person, you can set the status to critical. Please see the following table with our Service Level Objectives. Our goal to respond to all service requests within the time-frames outlined below.

Table 2: Avtex Service Level Objectives

Priority	Business hours	Non-Business hours and Holidays	Hours of Activity
Emergency *Requires live call into queue*	Initial Contact: Immediate Follow-up: Constant	Contact: 30 min Follow-up: Hourly Escalation: 4 Hours	24 x 7
High *Live call into queue*	Initial Contact: Immediate Follow-up Service Level: Daily	Contact: 10:00 AM Central next business day Follow-up Service Level: Daily	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays
High *OnPoint or E-Mail*	Initial Contact: 4 Hours Follow-up Service Level: Daily	Contact: 10:00 AM Central next business day Follow-up Service Level: Daily	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays
Medium *All interaction types*	Initial Contact: 4 Hours Follow-up Service Level: 3 business Days	Contact: 10:00 AM Central next business day Follow-up Service Level: 3 business Days	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays
Low *All interaction types*	Initial Contact: 4 Hours Follow-up Service Level: 5 Business Days	Contact: 10:00 AM Central next business day Follow-up Service Level: 5 Business Days	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays
Move, Add, Change *All interaction types*	Requests will be completed within 2 business days after receipt of the request	Changes will be scheduled during Avtex business hours and will be completed within 2 business days after receipt of the request	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays

Escalations

If you are not completely satisfied with the service you have received from Avtex on an open CTN, you may escalate the CTN by contacting your Client Account Manager (CAM) or referring to the escalation flow chart shown below and contacting the appropriate resource.

Figure 17: Support Escalation Flow makes it easy for GTA to escalate issues when needed.
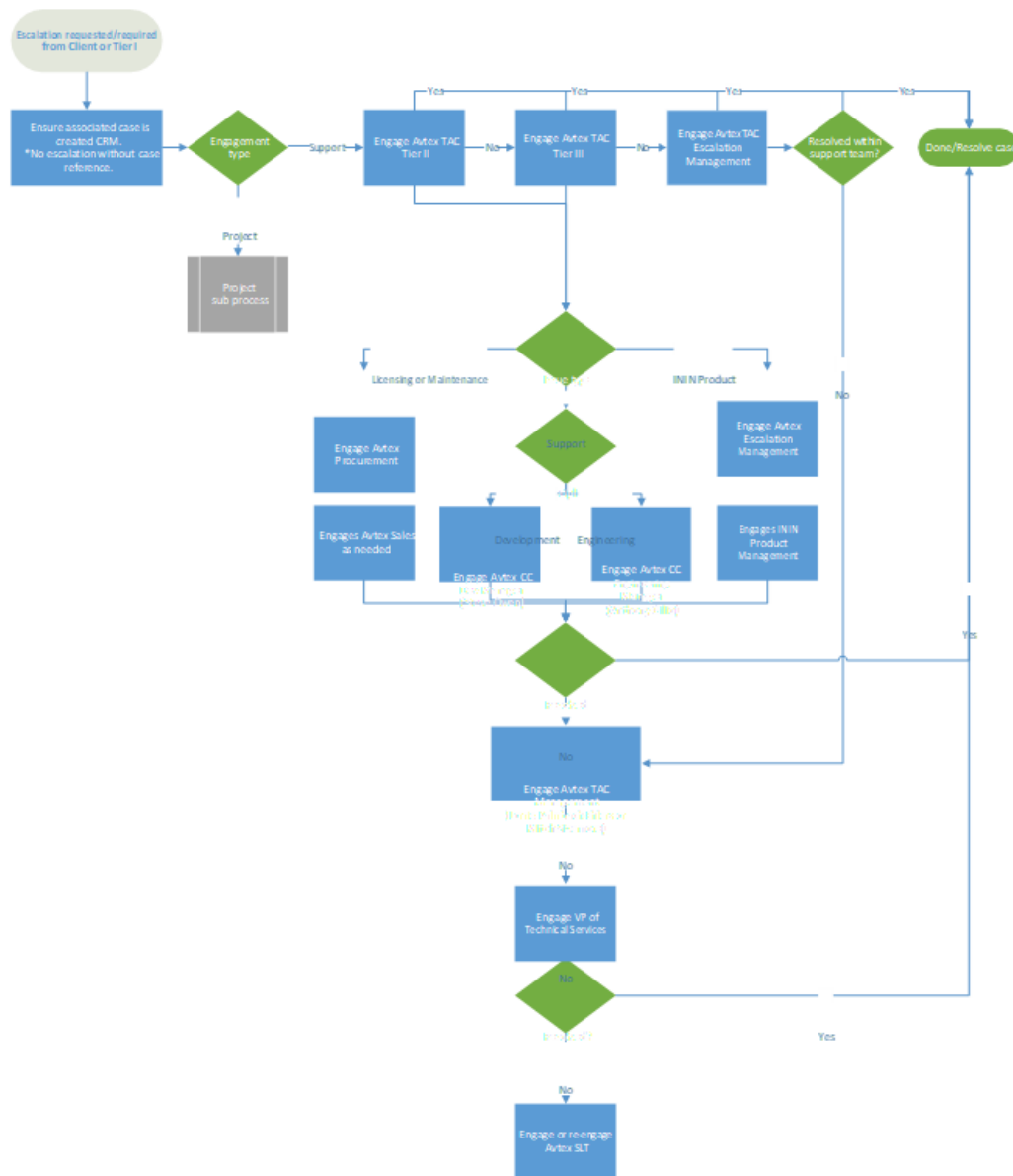
Avtex Client Support Portal

It is the goal to provide regular and timely updates on all open incidents. In addition to the updates Avtex provides, Avtex provides clients with access to its Client Support Portal. The Avtex Client Support Portal is a convenient way for clients to review and update their active cases and more. The Avtex Client Support Portal is located at https://onpoint.avtex.com. It can also be accessed from the main Avtex website www.avtex.com by clicking "Support".

Figure 18:The Avtex Client Support Portal provides easy access to updates on active cases and more.

The Avtex Client Support Portal provides clients with the following features:

Account

Register for an Avtex Client Support Portal

Review CTNs

Review active, resolved and/or cancelled CTNs

Create new CTNs

Monitor CTN status and updates

Add updates or attachments to CTNs

Export CTN histories

Projects

Review active projects

Review documentation, status updates and other information on current projects

Avtex Team

Contact information for your Avtex Team

Figure 19:With the Portal, you can track your active projects.

Figure 20: GTA can easily track open support tickets on the Avtex Client Portal.

Genesys Cloud Continuous Delivery Model

Genesys Cloud strives to provide a consistent and continuous experience for all users, so Genesys does not maintain multiple versions. All users always have the latest version.

Genesys Cloud products use the continuous delivery model. Instead of releasing large batches of changes two or three times a year, Genesys continuously releases changes as they make them. As soon as an update meets quality standards, it is pushed to production. If Genesys detects a problem, they immediately roll back the deployment to examine the problem with no downtime in service. This delivery model enables Genesys to deploy small batches of changes as needed without interrupting the user experience, giving Genesys Cloud the flexibility to quickly develop, test, and release:

Usability enhancements — The user experience team is always looking for new ways to make Genesys Cloud more useful and easier to use.

Patches — Engineering and quality assurance teams work together to keep the products running smoothly.

Security updates — Information Security stays vigilant of the evolving threats in cyberspace and adjusts our defensive strategy as needed, when needed.

Resource Center updates — Documentation and education teams update Resource Center content every week.

For Genesys Cloud customers, continuous delivery means that no one is locked into a specific version. When you subscribe to the service, you get the latest version, and you continue to have the latest version throughout the life of your subscription. Please see the attached document, "Attachment 3 - Genesys Cloud Upgrades and Enhancements" for complete details.

Genesys Cloud Uptime

Genesys Cloud has a World Class Architecture with Industry Leading Uptime and Stability. For the previous 12 months the region seeing the newest deployments (AWS Region US-West) has experienced 100% uptime. Anyone, (including non-customers) can browse to and see uptime for all microservices(application components). The URL to view the real time and historical uptime is http://status.mypurecloud.com. On this page, GTA can subscribe to updates and be notified of any service outages along with remediation plans and service restoration.

General Requirements

Pricing Model

The Service provider's solution addresses the requirements in this section with the following:

Avtex Response:

The Genesys Cloud all-in-one solution meets your requirements as follows:

Table 3: Pricing Model Requirements

Requirement	Response
Per seat subscription model.	We met requirement. Details are below and within the 2A_Pricing Financials workbook.
Tier volume discounts to individual agencies.	Tier volume discounts are available. This will require additional conversations around purchase commitments.
Basic seat pricing should include all features and functions (seat, email, chat, fax, etc.).	The Base seat options along with the feature breakdown are included within the documentation provided.
Inclusive toll-free services and per-minute toll-free services.	Telco charges are usage based. Please see the table provided in the Cost Proposal (tab 6) for details.
Rate card for optional Professional Services.	We have provided the Professional Services rate card within the 2A_Pricing Financials workbook.
Per seat pricing should include all installs, moves, adds or changes (IMAC).	The per seat charges included are exclusive of this cost. IMAC work will need to be scoped and determined what level of effort is needed.
No minimum requirement for the number of seats contact centers required to purchase.	There are no minimum requirements for additional seat purchases, once the solution is active.
Ability for agencies to add seasonal seats at any time without implementation or disconnect fees.	Seasonal seats can be added and removed at any time and have no disconnect fees.
No implementation fee or other fees besides the monthly recurring seat charges imposed for upgrading and downgrading solution capabilities.	There are no fees associated with upgrading or downgrading solution capabilities.
Ability to provide pricing that can include upfront transition costs within the per seat price (amortized over the life of the contract) as well as priced separately.	We have provided sample detailed pricing within the Cost Proposal document (tab 7).
Provide a-la-carte pricing for other than basic seat, such as Enhanced Quality Management, Enhanced Workforce Management, Customer Relationship Management, and Customer Surveys, etc.	Provided the pricing details within the 2A_Pricing Financials workbook.

Table 4: Additional Usage Costs and Terms

Genesys Cloud Voice	Genesys Cloud Voice fees are billed monthly and are based on the following pricing: https://help.mypurecloud.com/articles/purecloud-voice-pricing/
BYOC Cloud	Genesys Cloud Bring Your Own Carrier (BYOC) Cloud fees are billed monthly and are based on the following pricing: https://help.mypurecloud.com/articles/byoc-cloud-pricing/
Basic IVR	Genesys Cloud includes a monthly quantity of IVR Allocation minutes based on the type and quantity of billable users. Additional information may be found on the following page: https://help.mypurecloud.com/articles/ivr-usage/
Data Storage	Genesys Cloud includes a monthly data storage allotment based on the type and quantity of billable users. Additional information may be found on the following page: https://help.mypurecloud.com/articles/data-storage-usage/
API Requests	Your Genesys Cloud plan includes a robust allocation of Genesys Cloud public API requests based on the quantity and type of user licenses. Additional requests beyond the amount included are billable. API requests generated by Genesys Cloud for internal authentication or as part of the basic operation of the software are not considered billable nor are included in the calculation. Additional information may be found on the following page: https://help.mypurecloud.com/articles/api-overage-charge/
Genesys Dialog Engine	Genesys Cloud 2 and Genesys Cloud 3 subscriptions include access to Genesys Dialog Engine, Genesys' native bot authoring tool. Charges for Dialog Engine are per each API request in a bot conversation when a user interacts with the bot. These API requests are equivalent to each dialog "turn," or request and response pair, in the bot conversation. Additional information may be found on the following page: https://help.mypurecloud.com/articles/genesys-dialog-engine-per-api-request-pricing/
Dialog Engine Bot Flows	There are usage costs for Architect Dialog Engine Bot Flows that are invoked on Voice or Digital channels. Additional information may be found on the following page: https://help.mypurecloud.com/articles/architect-dialog-engine-pricing/ For use of Bot Flows on the voice channel, contents of interactions will be processed by Alphabet, Inc. Google Cloud Speech to Text and Google Cloud Text to Speech. Customer data is only processed in real time by Alphabet, Inc, and not stored. This processing may take place in any Alphabet data center globally, based on server availability. You consent to such potential transfers.
Bring Your Own Technology Services Model	As customers use 3rd party technology solutions inside of Genesys Cloud, customers may incur charges from the 3rd party vendor, for which they are billed directly, as well as Genesys "Bring Your Own" (BYO) utility charges, which will appear on the customer's monthly Genesys Cloud invoice. Additional information may be found on the following page: https://help.mypurecloud.com/articles/bring-your-own-technology-services-model/
Genesys Cloud for WhatsApp Messaging	For WhatsApp Messaging pricing see, https://help.mypurecloud.com/?p=150871 Customers using WhatsApp Business Solution via Genesys agree to be in compliance with the following WhatsApp Business Solution Terms at all times when accessing and using the WhatsApp Business Solution via Genesys. Initial and continued access to the WhatsApp Business API is subject to approval and ongoing review by WhatsApp. https://www.whatsapp.com/legal/business-solution-terms
SMS	Genesys Cloud allows you to order and manage SMS numbers through the Genesys Cloud administrative interface. Costs associated with the purchase and use of SMS is noted on the following page: https://help.mypurecloud.com/articles/acd-messaging-pricing/
Predictive Engagement	Genesys Cloud 2 and Genesys Cloud 3 subscriptions include access to Predictive Engagement, a real-time journey analytics platform that observes and analyzes visitors on customer websites. Pricing and instructions to configure and activate Predictive Engagement are located here: https://help.mypurecloud.com/articles/predictive-engagement-event-

	pricing/
Wall Board Subscription	Genesys Cloud allows the use of a Wall Board Account so that you can display a dashboard without having to pay for and use a full Genesys Cloud User license. A wallboard account has a reduced permission set compared with a Genesys Cloud user. Using the wallboard account allows you to display a wallboard without requiring the use of a full Genesys Cloud license during the billing cycle. The first wallboard account is free to use. You will be billed for any wallboard account that you configure after the first one. Wallboard accounts are billed based on the number of wallboard accounts that have been configured, not by log in events during the cycle. Current pricing is located here: https://help.mypurecloud.com/articles/create-a-wallboard-account/
Basic Voice Transcription	Customers can use the "fair use" voice transcription minutes allocated by user without being charged. See https://help.mypurecloud.com/articles/fair-use-voice-transcription-charges
Facebook terms and policies when using the Facebook Messenger integration with Genesys Cloud: Terms: https://www.facebook.com/terms.php Commercial Terms: https://www.facebook.com/legal/commercial_terms Platform Policy: https://developers.facebook.com/policy Approval and continuing usage of the Facebook Messenger platform is subject to initial and ongoing review and monitoring by Facebook.	

Genesys Cloud provides a simplified licensing model in which all Genesys features and functionality are grouped into three license levels (for contact center users) referred to as Genesys Cloud 1, Genesys Cloud 2, and Genesys Cloud 3. Each level includes additional capabilities that build on the previous levels. Genesys Cloud 1, 2, and 3 can be licensed as either a named user or a concurrent user. Genesys Cloud does not support mixing named and concurrent users for Genesys Cloud contact center. Genesys Cloud does not support a mix of Genesys Cloud 1, 2, and 3 users within the same organization. For non-contact center users, such as general business/enterprise or back-office workers, the Genesys Cloud Communicate license provides access to PBX and UC features without the contact center applications. In addition to the base Contact Center user licenses, there are many add-on licenses available for integrations with third-party CRM platforms and other applications. These add-ons include applications developed by Genesys, Avtex, or third-parties.

Please see the attached document, "Attachment 4 - Genesys Cloud Feature Comparison Chart" for complete details on which functionality is available with each type of license.

Security Requirements
The Service provider's solution addresses the requirements in this section with the following:

Avtex Response:

The Genesys Cloud security and operational controls are based on industry standard practices and are certified to meet HIPAA, HITRUST, PCI Service Provider Level 1, ISO 27001:2013, ISO 27018:2019, and SSAE18 Service Organization Control (SOC) 2 Type II/ISAE 3402 guidelines. Genesys Cloud completed a third-party SSAE 18 SOC 2 Type II examination. SSAE 18 conveys our commitment to the highest standards by providing Genesys Cloud customers with the assurance of security and privacy controls. Genesys Cloud is currently "in process" for FedRAMP ATO Moderate and we expect final approval in early Q1-2022.

Genesys Cloud has implemented and maintains a pseudo host/network-based intrusion detection system designed to alert us in the event of suspicious activity. The on-call Security Engineer does the initial investigation, then activates the Security

Incident Response Team (SIRT) as required. Genesys Cloud upholds the security principles of confidentiality, integrity, and availability with:

Centralized Security Information and Event Management (SIEM) to provide 24x7x365 Security Operations Center Monitoring and correlation between events and alerts

Pseudo Host/Network-based Intrusion Detection System (NIDS)

Server File Integrity Monitoring (FIM)

EXHIBIT 3C
PRICING

Service Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period		Charge
4	*Toll Free Services*	*per minute*	*monthly*	$	0.015
5	Enterprise Business User (non ACD/Agent)	*single named agent*	*monthly*	$	10
6	*Genesys Cloud Level 1 Agent license - please see the features breakdown document for all features and functionality included within Level 1*	*single named agent*	*monthly*	$	75
7	Genesys Cloud Level 2 Agent license - please see the features breakdown document for all features and functionality included within Level 2	single named agent	monthly	$	110
8	Genesys Cloud Level 3 Agent license - please see the features breakdown document for all features and functionality included within Level 3	single named agent	monthly	$	140
9	Genesys Cloud Level 2 WEM Upgrade - Adds the WEM suite into the Genesys Cloud Level 2 subscription (advanced WFM, screen recording, evaluation forms, surveys)	single named agent	monthly		$15
10	FedRamp Certified Uplift - additional charge for any Agent needing to leverage FedRamp solution	single named agent	monthly	30% uplift	

One-Time Charges

Ref ID	Service Charge	Unit of Measure	Recurring Period		Charge	Georgia Code 50-18-72
2	*HCC Implementation per Contact Center based on the sample SOW features and functions*	*per HCC*	*one-time*	$	173,016	(34) Any trade secrets obtained from a person or business entity that are required by law, regulation, bid, or request for proposal to be submitted to an agency. An entity submitting records containing trade secrets that wishes to keep such records confidential under this paragraph shall submit and attach to the records an affidavit affirmatively declaring that specific information in the records constitute trade secrets pursuant to Article 27 of Chapter 1 of Title 10. If such entity attaches such an affidavit, before producing such records in response to a request under this article, the agency shall notify the entity of its intention to produce such records as set forth in this paragraph. If the agency makes a determination that the specifically identified information does not in fact constitute a trade secret, it shall notify the entity submitting the affidavit of its intent to disclose the information within ten days unless prohibited from doing so by an appropriate court order. In the event the entity wishes to prevent disclosure of the requested records, the entity may file an action in superior court to obtain an order that the requested records are trade secrets exempt from disclosure. The entity filing such action shall serve the requestor with a copy of its court filing. If the agency makes a determination that the specifically identified information does constitute a trade secret, the agency shall withhold the records, and the requester may file an action in superior court to obtain an order that the requested records are not trade secrets and are subject to disclosure;

Rate Card Charges

Ref ID	Rate Card Charge		Charge per hour		Charge per week		Charge per month
1	*Contact Center Consultant*	$	231	$	9,240	$	36,960
2	*Professional Trainer*	$	231	$	9,240	$	36,960
3	*Project Manager*	$	231	$	9,240	$	36,960
4	Contact Center Developer	$	231	$	9,240	$	36,960
5	WFM Consultant	$	275	$	11,000	$	44,000
6	Business Analyst	$	231	$	9,240	$	36,960
7	Cloud Engineer	$	231	$	9,240	$	36,960

Equipment Charges

Ref ID	Service Charge	Unit of Measure		Price		Maintenance	Maintenance Period
2	VoIP Hard Phone Polycom VVX 201	each	$	90	$	-	annual
3	VoIP Hard Phone Polycom VVX 301	each	$	100	$	-	annual
4	VoIP Hard Phone Polycom VVX 311	each	$	125	$	-	annual
5	VoIP Hard Phone Polycom VVX411	each	$	173	$	-	annual
6	VoIP Hard Phone Polycom VVX 501	each	$	232	$	-	annual
7	VoIP Hard Phone Polycom VVX 601	each	$	289	$	-	annual
8							

Service Provider will provide all assumptions used in pricing the Services, notating those assumptions which impact price.

Ref ID	Price Impact (Y/N)	Description
1	Y	Genesys Cloud 3 subscription tier used for user pricing. There are lesser featured tiers available at a lower price. Genesys Cloud 1 is $75 per user per month, Genesys Cloud 2 is $110 per User per month.
2	Y	Toll Free Services pricing is based on actual usage. Per minute charge is $0.015
3	Y	One Time charges are completely based upon requirements and features needed by that Center. A sample Statement of Work "SOW" has been provided with the breakdown of costs for that type of Scope. That sample SOW is what was used to populate the details withinthe One Time Charges tab.
4	Y	Voip Hard Phone on Equiment Charges tab are for the Polycom models. Other make and models can be used with Genesys Cloud.

Genesys Cloud Voice	Genesys Cloud Voice fees are billed monthly and are based on the following pricing: https://help.mypurecloud.com/articles/purecloud-voice-pricing/
BYOC Cloud	Genesys Cloud Bring Your Own Carrier (BYOC) Cloud fees are billed monthly and are based on the following pricing: https://help.mypurecloud.com/articles/byoc-cloud-pricing/
Basic IVR	Genesys Cloud includes a monthly quantity of IVR Allocation minutes based on the type and quantity of billable users. Additional information may be found on the following page: https://help.mypurecloud.com/articles/ivr-usage/
Data Storage	Genesys Cloud includes a monthly data storage allotment based on the type and quantity of billable users. Additional information may be found on the following page: https://help.mypurecloud.com/articles/data-storage-usage/
API Requests	Your Genesys Cloud plan includes a robust allocation of Genesys Cloud public API requests based on the quantity and type of user licenses. Additional requests beyond the amount included are billable. API requests generated by Genesys Cloud for internal authentication or as part of the basic operation of the software are not considered billable nor are included in the calculation. Additional information may be found on the following page: https://help.mypurecloud.com/articles/api-overage-charge/
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Dialog Engine Bot Flows	There are usage costs for Architect Dialog Engine Bot Flows that are invoked on Voice or Digital channels. Additional information may be found on the following page: https://help.mypurecloud.com/articles/architect-dialog-engine-pricing/ For use of Bot Flows on the voice channel, contents of interactions will be processed by Alphabet, Inc. Google Cloud Speech to Text and Google Cloud Text to Speech. Customer data is only processed in real time by Alphabet, Inc, and not stored. This processing may take place in any Alphabet data center globally, based on server availability. You consent to such potential transfers.
Bring Your Own Technology Services Model	As customers use 3rd party technology solutions inside of Genesys Cloud, customers may incur charges from the 3rd party vendor, for which they are billed directly, as well as Genesys "Bring Your Own" (BYO) utility charges, which will appear on the customer's monthly Genesys Cloud invoice. Additional information may be found on the following page: https://help.mypurecloud.com/articles/bring-your-own-technology-services-model/
Genesys Cloud for WhatsApp Messaging	For WhatsApp Messaging pricing see, https://help.mypurecloud.com/?p=150871 Customers using WhatsApp Business Solution via Genesys agree to be in compliance with the following WhatsApp Business Solution Terms at all times when accessing and using the WhatsApp Business Solution via Genesys. Initial and continued access to the WhatsApp Business API is subject to approval and ongoing review by WhatsApp. https://www.whatsapp.com/legal/business-solution-terms
SMS	Genesys Cloud allows you to order and manage SMS numbers through the Genesys Cloud administrative interface. Costs associated with the purchase and use of SMS is noted on the following page: https://help.mypurecloud.com/articles/acd-messaging-pricing/
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Wall Board Subscription	Genesys Cloud allows the use of a Wall Board Account so that you can display a dashboard without having to pay for and use a full Genesys Cloud User license. A wallboard account has a reduced permission set compared with a Genesys Cloud user. Using the wallboard account allows you to display a wallboard without requiring the use of a full Genesys Cloud license during the billing cycle. The first wallboard account is free to use. You will be billed for any

Recurring Subscription						
Quantity	Part Number	Description	Term (months)	Subscription Unit Price	Extended Support Price	Extended Subscription Price
1500	GEN-PC-170-NV-USR3	Genesys Cloud 3 User	12	$140.00	$378,000.00	$2,520,000.00
1	GEN-PV-170-NV-PCBYOC	Genesys Cloud BYOC Usage (Actual billing based on actual	12	$0.0012	{Based on Usage}	{Based on Usage}
1	GEN-PV-170-NV-PCVOICE	Genesys Cloud Voice Usage (Actual billing based on actual	12	$0.00	{Based on Usage}	{Based on Usage}
				Total Recurring Subscription	$378,000.00	$2,520,000.00

Pricing Summary	
Other Recurring Subscription Grand Total	$2,520,000.00
Pre-paid Support Grand Total Support Plan: Basic Support Term (months): 12	$378,000.00
Avtex Services Grand Total	$173,016.00
Year 1 Grand Total	$3,071,016.00

Recurring Subscription Sub-Total (Year 2)	$2,520,000.01
Recurring Subscription Grand Total (Year 2)	$2,520,000.01
Pre-paid Support Sub-Total (Year 2)	$378,000.00
Pre-paid Support Grand Total (Year 2)	$378,000.00
Year 2 Grand Total	$2,898,000.02

Recurring Subscription Sub-Total (Year 3)	$2,520,000.01
Recurring Subscription Total (Year 3)	$2,520,000.01
Pre-paid Support Sub-Total (Year 3)	$378,000.00
Pre-paid Support Total (Year 3)	$378,000.00
Year 3 Grand Total	$2,898,000.02

Total Contract Value	$8,867,016.03

This quote (ID: QUO-22128-M2X4Q1 Rev. 0) expires

All pricing displayed in: US Dollar and does not include any applicable taxes or out-of-pocket expenses.

EXHIBIT 3D

STATEMENT OF WORK EXPLAINED SCOPE

Fully Integrated Solution

The Service Provider's responsibilities include and Service Provider shall do the following:

Describe how your solution is fully integrated, coupled or separated to deliver ACD routing, IVR and QM key components.

Avtex Response:

Genesys Cloud provides a web-based interface for the administration of all components of the solution, each of which are defined as unique modules. These modules are fully integrated into the Genesys Cloud All-in-One platform and are accessible through a common URL path. Third party solutions are not required to perform WFM, reporting or telephony administration, simplifying the day-to-day for all users in the system.

The different modules within the Genesys Cloud Administrator interface include: Account Settings, Directory, Documents, Contact Center, Genesys Cloud ACD, Architect (IVR Tool), Co-browse, Integrations, Outbound Dialing, People and Permissions, Quality Management, Routing, Reports, Scripting, Screen Share, Telephony, Workforce Management, Web Chat, and Genesys Cloud Voice, as applicable to the functionality licensed by GTA.

Genesys Cloud Admin

Search

Account Settings	People & Permissions	Directory	Integrations
Subscription	People	Groups	Integrations
Genesys Add Ons	Roles / Permissions	Locations	Actions
Organization Settings	Authorized Organizations	Profile Fields	Bridge
	Divisions	External Contacts	Single Sign-on
			OAuth
			Authorized Applications

Documents	Telephony	Genesys Cloud Voice	Contact Center
Workspaces	Topology	Number Management	ACD Skills & Languages
Search Audits	Metrics		Utilization
	Trunks		Queues
	Sites		Wrap-Up Codes
	Edge Groups		Email
	Edges		Canned Responses
	Phone Management		Co-browse
	Certificate Authorities		Widgets
	DID Numbers		Analytics
	Extensions		Scripts
			Script Templates

Figure 21: Different Modules within the Genesys Cloud Administrator homepage

Access to each of the modules is defined at the permission level. For example, the personnel administrator role has permissions to move/add/change user accounts, whereas the telephony administrator can configure phones and phone lines. Genesys Cloud's fully integrated solution simplifies GTA's approach to administration by providing a single web-based application that all users can log into for their day-to-day tasks.

Telephony Delivery Design & Capacity

The Service Provider's responsibilities include and Service Provider shall do the following:

Describe how your proposed solution will manage and deliver capacity for telecom trunking services as in TDM, SIP, Data, Toll Free for the anticipated volume in support of the contact centers.

Avtex Response:

Genesys offers three different telephony connection options to provide convenience and flexibility for GTA's cloud deployment. The first and simplest solution is, Genesys Cloud Voice, which is an Internet-based telephony service that GTA can activate for use within their Genesys Cloud organization. It provides public telephony access to any Genesys Cloud services and is completely scalable. Any volume increases will be easily handled by the elastic load balances that make up the Genesys Cloud architecture.

Next is the BYOC Cloud solution, which allows GTA to define SIP trunks between the Genesys Cloud AWS-based Edge and Media Tier and third-party carriers over the public Internet. With BYOC Cloud, volume will be restricted by the number of concurrent sessions on the carrier provided trunk. If additional sessions are required to support the current volume, GTA would need to reach out to their carrier.

The last option is BYOC Premise, which allows GTA to define SIP Trunks between the premises-based Edge appliances and a third-party system, either on the GTA network or over the public Internet. if desired, GTA can combine different deployment models to meet the needs of the contact center. There are also three different Edge devices (Micro, Mini, Standard v2), each with different concurrent call capacities. Depending on the needs of the GTA call centers, different sizes can be deployed to increase call capacity.

Please review the table below for further definition.

Table 1: Genesys Cloud Telephony Connection Options

Solution	Description	Voice provider	Carrier contract required	Equipment required	Media processing (IVR, recording, conferencing)
Genesys Cloud Voice	100% Cloud-based solution using Genesys Telecom for phone service. About Genesys Cloud Voice	Genesys Telecom (varies by country)	No	None	In Cloud
BYOC Cloud	100% Cloud-based solution where customers terminate SIP trunks from their Cloud carrier or premise equipment over the Internet into Genesys Cloud Media Tier resources in AWS. About BYOC Cloud	Customer-managed third-party carrier	Yes	None*	In Cloud
BYOC Premises	Hybrid solution where customers terminate SIP trunks into premises-based Genesys Cloud Edge devices. About BYOC Premises	Customer-managed third-party carrier	Yes	Genesys-provided Edge appliance	On premises

Security for Protected Voice/Data for compliance

The Service Provider's responsibilities include and Service Provider shall do the following:
Describe how your service protects the at-risk data when traversing the voice network to the remote, at home agents

Avtex Response:

The Genesys Cloud solution leverages TLS1.2 for information transiting the public internet, and increasingly within our backend VPC. Sensitive data such as call recordings are encrypted at the point of recording with customer-specific keys, encrypted in transport with TLS, and again encrypted at REST with Amazon S3 server-side encryption.

Genesys Cloud CX provides the following encryptions:

 Encrypted data connections: All connections to browsers, mobile apps, and other components are secured via Hypertext Transfer Protocol Secure (HTTPS) and Transport Layer Security (TLS) over the public Internet. Note that some GC Voice telephony cannot be encrypted due to carrier limitations.

Encrypted voice connections: Genesys Cloud CX makes it easy to encrypt voice traffic by means of TLS (SIP signaling) and SRTP (IP voice).

Encrypted call recordings and faxes: Genesys Cloud CX ensures the security of communications by encrypting call recordings and faxes over the public Internet.

Elastic Block Storage (EBS) volumes with customer data have server-side encryption enabled.

EC2 root file systems with customer data are encrypted using the Linux Unified Key Setup (LUKS). Passphrases are long and unique to each running instance.

S3 buckets with customer data use S3 encryption.

Segmentation of Agency Contact Centers within Multi-Tenant Solution

The Service Provider's responsibilities include and Service Provider shall do the following:
Describe how your proposed solution will ensure State contact centers will not impose performance of other agencies during unexpected surge events.

Avtex Response:

With Genesys Cloud, instead of using several tightly coupled components, Genesys Cloud divides its functionality into services, each of which handles a given type of request. Each Genesys Cloud service uses Elastic Load Balancers (ELBs) to distribute work; each grouping contains multiple servers, which dynamically scale based on load. Genesys continuously monitors service-level traffic and optimize the microservices based on usage levels and types of requests. This distributed architecture approach ensures that unexpected surge events for one State contact center will not affect other agencies. Genesys Cloud solves the problem of monolithic architecture with its use of microservices. With microservices, we solve the complex problems with simple, stateless objects. the microservices architecture also provides virtually unlimited scalability across thousands of servers across multiple, geographically diverse data centers.

Proposed Failover Design and Supporting Service Level Agreement

The Service Provider's responsibilities include and Service Provider shall do the following:
Please describe in detail your failover design in support of your proposed uptime SLAs. (How many 9s in support of the solution as a whole and/or for specific components)

Avtex Response:

The Genesys Cloud AWS platform takes advantage of the distributed nature of AWS infrastructure to enable full active-active multi-site disaster recovery by operating in multiple Availability Zones (AZs). AZs are distinct locations that are engineered to be insulated from each other. Independent application stacks are run in multiple AZs. In the event of the loss of a single AZ or data center, the remaining Genesys Cloud systems remain operational and are designed to auto-scale to replace the lost system capacity, effectively ensuring a Recovery Time Objective (RTO) of zero. Genesys Cloud guarantees 99.99% uptime. Genesys Cloud tests this on a regular basis with chaos testing and fire drills. However, Internet Service Provider(s) and/or customer network components such as routers and switches can present single points of failure. It is recommended that redundant connections with disparate entry points and different Internet Service Providers be considered for implementation. This also applies to LAN/WAN equipment — no single path or routing element should be allowed to increase fault tolerance.

EXHIBIT 3E

CUSTOMER PURCHASE AGREEMENT

GTA Direct Customer Purchase Agreement

This **Customer Purchase Agreement for** _____ (this "**Customer Purchase Agreement**" or "**CPA**"), effective as of _____ (the "**CPA Effective Date**") is executed and delivered by the undersigned customer ("**Customer**") and _____ ("**Supplier** ").

Services. Supplier will provide to Customer the Services set forth on each mutually agreed Statement of Work during the CPA Term (as defined below). In providing the Services and performing its obligations hereunder, Supplier shall comply with **Attachment A (Scope of Services)**.

Separate Agreement.

As set forth in the GTA Direct _____ Services Agreement, dated as of _____, 20___, by and between Georgia Technology Authority ("**GTA**") and Supplier (the "**GTA Agreement**"), this Customer Purchase Agreement incorporates the terms and conditions (other than Sections 2.6 Effect of Termination, 3. Fee and 14.10 Notice) of the GTA Master Services Agreement. As such, Customer and Supplier each acknowledges and agrees that: (i) Supplier shall be solely liable for its obligations under this Customer Purchase Agreement; (ii) Customer shall be solely liable for its obligations under this Customer Purchase Agreement; and (iii) neither GTA nor the State of Georgia (nor any third party) shall be responsible for the obligations of Supplier or Customer under this Customer Purchase Agreement. Any claim or cause of action that Customer may have under this Customer Purchase Agreement, and that Supplier shall have against Customer, shall be exercisable solely against Supplier or Customer (as applicable) and not GTA or the State of Georgia.

Promptly following the execution of this Customer Purchase Agreement, Supplier   shall return a copy of this executed Customer Purchase Agreement (including any applicable exhibits or attachments) to GTA at the address set forth below.

Collection of Customer Information. Customer and Supplier acknowledge and agree that from time to time, GTA may collect information in the form of Customer surveys, conduct Customer interviews, or request other information with respect to the services delivered or charges paid under this Customer Purchase Agreement.

Term. The term of this Customer Purchase Agreement shall begin on the CPA Effective Date and shall remain in effect until _____ (the "**CPA Term**"). Customer may extend the CPA Term upon written notice to Supplier , as long as the GTA Agreement remains in full force and effect at the time of such extension. For clarity, references to "Effective Date" in the GTA Agreement will be deemed to be the CPA Effective Date for purposes of this Customer Purchase Agreement.

GTA DIrect Customer Purchase Agreement

Address for Notices and Billing. All notices, requests, or other communications (excluding invoices) hereunder shall be sent to the following addresses:

Customer	Supplier

Contract Number: 98000-0000005215-AVT

Entity Name		
Address Line 1		
Address Line 2		
City, State, Zip		
Contact Name		
Contact Title		
Email		

Supplier shall submit invoices detailing the Charges for the Services to Customer at the following address:

	Customer
Entity Name	
Address Line 1	
Address Line 2	
City, State, Zip	
Contact Name	
Contact Title	
Email	

Entire Agreement; Counterparts. This Customer Purchase Agreement (including the relevant provisions of the GTA Agreement and any Attachments hereto) constitutes the entire agreement between the parties with respect to its subject matter and supersedes all other representations, understandings or agreements that are not expressed herein, whether oral or written. Except as otherwise set forth herein, no amendment to this Customer Purchase Agreement shall be valid unless in writing and signed by both parties. Supplier and Customer may execute this CPA in multiple counterparts, each of which constitutes an original, and all of which, collectively, constitute only one agreement. The signatures for both Supplier and Customer need not appear on the same counterpart, and delivery of an executed counterpart signature page by facsimile or by electronic mail shall be as effective as executing and delivering this CPA in the presence of the other party.

Third-Party Beneficiary. Customer and Supplier hereby agree that GTA is an intended and express third party beneficiary of Sections 2 and 3 of this Customer Purchase Agreement and shall have the right, exercisable in its sole discretion, to enforce such terms and conditions, or to exercise any other right, or seek any other remedy, which may be available to it as a third-party beneficiary of Sections 2 and 3 of this Customer Purchase Agreement.

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have executed this Agreement as of the date signed by both parties below.

[Name of Customer]   **[Supplier]**

_____   _____

By: _____   By: _____

Name: _____   Name: _____

Title: _____   Title: _____

Date: _____   Date:_____

Supplier to return a copy of this executed Customer Purchase Agreement, and any applicable exhibits or attachments to:

Georgia Technology Authority
GTA Direct Program
Attention: GTA Direct
Email: gtadirect@gta.ga.gov

Fee payments shall be submitted to GTA by Automatic Clearing House (ACH), for receipt not later than the Latest Fee Payment Date. Supplier must complete and submit the form authorizing electronic payment.

<u>Attachment A</u> <u>Scope of Services</u>

Core Contact Center Services

Hosted Services

The Service Provider's responsibilities include, and Service Provider shall do the following:
Is available as "Software as a Service" (SaaS)

Have the ability to scale up/down full contact center services as needed by request.

Support multiple contact center partitions and agents with flexibility to interact with other contact centers if possible.

Provide redundancy for Hosted Contact Center Services.

Support TDM and VoIP communications to agents.

TDM, ability to route calls to PSTN for call termination on Agency provided systems.
VoIP, provide choice of hard or soft phone
Soft Phone should have minimal impact on existing desktop real estate environment.
Can leverage any standard 10-digit number

Provide a hosted contact center solution that is physically located in data centers within the United States.

Hosted Contact Center supported by staff that is physically located within the United States.

Provide and support HCC seats in physical Agency locations and remote teleworker locations.

Administrative functionalities available to the Agencies should incur no fees if performed by the Agencies

Provide a call disposition tool that caters to the respective business model of the agency.

Interface with Agency designee on support of End User systems, desktop support, and standard images.

Automatic Call Distribution

The Service Provider's responsibilities include, and Service Provider shall do the following:

Support multi-channel routing, basic and advanced call routing, skills-based routing and call back/virtual queuing.

Be compatible with IVR, Chat, Email, BOTS and Virtual Agents

Ability for Agency to manage the creation, modification and deletion administration of agents.

Provide Agency with the ability to adjust wrap time and force calls to agents.

Ability to build not-ready codes, also the ability to automatically interrupt not-ready codes as call volumes increase excluding break codes.

Email routing for multiple skill sets.

Agent whisper feature

Interact with Agency regarding the configuration and scripting of Automatic Call Distribution (ACD), Intelligent Routing, and Predictive Dialing.

Ability to have agents from multiple agencies in a shared skillset

Ability to route calls to different agency groups

Force calls to agents when staffed in without them having to signal to receive a call.

Provide the ability to change gate - opening or closing

Provide an alert when an agent is dropped from the ACD queue

Ability to set thresholds on agent, application, and skillset levels.

Ability for supervisor to log agents out of the system.

Ability to integrate with Customer Relationship Manager (CRM)

Auto Attendant and Integrated Voice Response

The Service Provider's responsibilities include, and Service Provider shall do the following:

Provide for automated speech recognition (ASR) and Text-to-Speech (TTS)

Include call back/virtual queuing capability.

Ability to integrate with Customer Relationship Manager (CRM).

Ability to integrate to agency applications and database systems.

Setup, support, operate, and maintain the IVR systems and related call routing / mapping logic. This includes caller menu selections, all voice message scripts and prompts, and intelligent call routing or routing to call queues / Agents based on type or characteristics of inbound call. Make changes to the IVR system on a regular basis as required or as requested by Agency.

Create and record message scripts for call queuing and for information prompts as requested by Customers, including IVR applications that interface with host systems in designated sites.

Establish and follow Customer approval process for changes to IVR scripts, hold messages, music on hold, predicted wait times, queue messages, schedules and after hours or emergency messages.

Provide the ability to make emergency (short notice) changes to the IVR systems to address business problems, service issues, outages, or other items that may impact contact volumes.

Provide 24x7 automated (IVR) support in certain situations, including retrieval/recall

Allow each state agency the ability if needed to update their own recorded messages, routing messages, etc. without needing to contact their provider.

Have redundancy capability to an alternate system during a storm/disaster event. This would include alternative messaging, remote phone capability, etc.

Reporting & Analytics

The Service Provider's responsibilities include, and Service Provider shall do the following:

Provide industry standard reporting for system, agents, ACD and IVR, including real-time, industry standard call metrics and the ability to set SLA's therein.

Ability to provide base line, canned, ad-hoc, historical and real-time reports supported by dashboards with graphs and charts.

Ability to support wallboard displays for dashboard performance metrics such as calls/email/chat/etc. answered, service levels, abandon rates, calls waiting, hold times, view all agent's status, and banner messages.

Ability for Agency to define, build and run custom reports supporting business requirements.

Provide for real-time access by Authorized User to reporting systems.

Allow agent to view their individual call metrics (real time, historical and baseline) on their desktop.

Ability to change reporting metric requirements for different skillsets.

Ability to prompt messages on agent desktop displays.

Ability to provide an Agent Report that tracks the entire Agent call flow for any single call.

Ability to export raw contact center analytics data for use.

Provide access to application historical data for 37 months, agent historical data for 13 months.

Call Recording & Basic Quality Management

The Service Provider's responsibilities include, and Service Provider shall do the following:
Call Recording

Manage and maintain call recording systems, voice and screen, including:

Provide 20% random call recordings and screen capture per agent per day.
Provide online storage to hold at the minimum two calendar months of recordings per agent.
Provide interface to archive recordings to GTA or Agency provided storage.
Provide a method for appropriately adjusting monthly online storage needs.

Ability to barge-in a call, coach, conference or take over call and record it.
Ability to listen to a call at any point during the call.
Ability to record one agent during workday and not impact the 20% recording time
Ability to listen to recorded calls from any location (web-based call recording)
Ability to email downloaded recordings.
Ability for agent to initiate recording their own all
Ability to search recordings by filters
Have the ability to administer call center recordings based on agent. Be able to designate 100% recordings or unique amount separate from standard recording environment, per agent.

Customer Surveys

Provide the ability to initiate, collect, and track information on customer surveys within the system for the support of the contact center service.

Network & Transport

The Service Provider's responsibilities include, and Service Provider shall do the following:
Toll-Free service requirements

Service Provider needs to include toll-services on a per-minute and inclusive to the per-seat pricing model.

Provide per-minute inbound and outbound toll-free services
Provide inclusive inbound and outbound toll-free services

Trunking Requirements

Provide erlang standard calculations for appropriately sizing inbound trunking requirements and provide quarterly assessments to adjust as needed.
Trunking can be shared between Agencies but should not impact performance of individual contact centers
Service Provider may use either TDM or VoIP for trunking for the most efficient performance and price.

Data network requirements

Data network requirements described below are for optional VoIP termination to Agency contact centers.

Service provider can propose end-to-end data connection for call centers and agents where applicable or leverage existing State protected networks.
Service Provider will provide a tool(s) for self-assessing bandwidth requirements and voice quality performance.
Setting up, supporting, operating, and maintaining data circuits and VoIP circuits (if applicable) as required.

VPN / Security for Transport

Provide end-to-end network security and monitoring
Provide Virtual Private Network VPN access

Enhanced Contact Center Services

Enhanced Quality Management

The Service Provider's responsibilities include, and Service Provider shall include the following optionally provide;
Role based score cards with key performance indicators

Integrated Learning Tools

Coaching Management Tools

Enhanced correlation of reporting, optimization and forecasting of key performance indicators.

Open architecture and APIs to allow seamless and easy integrations to State of Georgia systems and databases, as well as third party systems (REST APIs, SQL. Webhooks, etc.) at low cost

Integrated with best -or-breed solutions for WFM system with real time data integration between the contact center and WFM to allow seamless data entry and reporting

Integrated with best-of-breed solutions for ticketing that allows the State of Georgia users/admins to create custom forms with custom fields and integrations, reporting, etc.

Allow the State of Georgia users/administrators to:

Easily change or enhance the call routing from point of the phone number through any IVRs, and Queues, including the ability to route calls based on flags, or options set by the administer or data enter by the caller(for chat users)

Provide guidance and assistance for changes/adds/removes as well as developing customized calls and reports at no additional charge

Enhanced Workforce Management

The Service Provider's responsibilities include, and Service Provider shall do the following:

Provider should describe the workforce management capabilities within their offering

Ability to analyze customer interactions

Leverage call data to adjust scheduling.

Identify customer and employee behavior

Ability to perform short term and long-term forecasting

Provide for skills improvement and coaching

Provide data to forecast schedules for shift assignments

Solution Live transcription and Captioning services

Provide data of the proposed solution accuracy data

Immediate download of transcripts and notes

Easily integrated with LMS and customer relation solutions

Customer Relationship Management (CRM)

The Service Provider's responsibilities include, and Service Provider shall do the following:
Provider should list integrated and separate CRM options as well as ability to leverage existing CRM sources.

Provider should have the capability to migrate existing CRM data into a replacement option.

Transition Requirements

Setup & Transition

The Service Provider's responsibilities include, and Service Provider shall do the following:

Setup & Transition Services to Install, manage and maintain Hosted Contact Center Systems used for callers' access to the Contact Centers, including:

Service provider will provide appropriate technical resources to guide, design, configure and implement all contact center functionality including call scripting and call flows, etc.

Program network-based routing.

Configure call prompters.

Configure transfer connect and advanced features.

Setting up, supporting, operating, and maintaining IVR, Auto Attendant, after-hours processing, call recording and other associated systems required to process calls and allow end-users to control after initial setup.

Develop and implement plan to transition in-scope access numbers including toll and toll free numbers and any other specified numbers from the current Agency Customers' current Service Provider.

Setting up, supporting, operating, and maintaining data circuits and voice over IP circuits (if applicable) as required processing contact center services and supporting features or products.

Develop, implement, and maintain call routing procedures, which define how calls will be received and allocated across multiple centers (if relevant) and within centers how calls will be distributed to queues. Develop, implement, and maintain process for Agency approval / notification of changes to these procedures.

Design, build, implement, and maintain call routing tables based on criteria defined by Agency, which route calls to Agents based on Agent skill sets and availability.

Develop and maintain routing tables, which map inbound numbers to centers and within centers to appropriate queues.

Provide a certified project manager to work with agencies during implementation phase to plan, document, execute and communicate tasks for the entire implementation process

Provide build, user application testing, test, and production lifecycle management.

Develop and implement procedures for re-routing calls in the event of center outages, emergencies, unexpected call volume spikes or overflows, or other unforeseen circumstances during transition. Plan and changes are subject to approval by Agency.

Training and Support Training

The Service Provider's responsibilities include, and Service Provider shall do the following:
E-learning, browser based, including training materials and./or videos.

Reference guides for ongoing support.

Provide onsite training for initial implementation.

Provide training for supporting Integration, Agent & Supervisors and End-Users for the use of the contact center services systems.

Technical Support

The Service Provider's responsibilities include, and Service Provider shall do the following:
Service Provider provides a service desk including 24x7x365 coverage accessible through voice, email, web, chat.

Receive notification of events, system issues, status and updates or can be provided as a web portal.

Hosted Contact Center supported by staff that is physically located within the United States.

General Requirements

Pricing Model

The Service Provider's responsibilities include, and Service Provider shall do the following:
Ability to provide a Per Seat subscription model, including quick scalability pricing

Ability to provide tier volume discounts to individual agencies based on projected enterprise volumes.

Basic Seat pricing should include all features and functions (seat, email, chat, fax, etc.) with the exception of enhanced workforce management, enhanced quality management, Customer Relationship Management, and Customer Surveys.

Provide inclusive toll-free services and per-minute toll-free services for competitive pricing.

Provide a rate-card for optional professional services.

Per Seat Pricing should include all installs, moves, adds or changes (IMAC)

No minimum requirement for the number of seats contact centers required to purchase

Ability for Agencies to add seasonal seats at any time without implementation or disconnect fees

There should be no implementation fee or other fees besides the monthly recurring seat charges imposed for upgrading and downgrading solution capabilities

Ability to provide pricing that can include upfront transition costs within the per-seat price (amortized over the life of the contract) as well as priced separately.

Provide a-la-carte pricing for other than basic seat, such as Enhanced Quality Management, Enhanced Workforce Management, Customer Relationship Management, and Customer Surveys, etc.

Security Requirements

The Service Provider's responsibilities include, and Service Provider shall do the following:
Provider must comply with the State and Agencies data integrity and privacy policies for the delivery of the contact center services.

Provide encryption for VoIP calls that meet or exceed IRS Publication 1075 requirements, if required by Agency.

EXHIBIT 3F

SERVICE LEVEL MATRIX

Critical Service Level Matrix

Ref ID	Service Levels	Initial + mos	Measurement Window	SL Type	Expected	Minimum	% of Invoice
CS-1	Genesys will make the Genesys Cloud Service available 24 hours a day, 7 days a week, and use commercially reasonable best efforts to provide 100% uptime, except for the following "Uptime Exclusions": i. occasional planned downtime at non-peak hours (for which we will provide advance notice); or ii. any unavailability caused by circumstances beyond our reasonable control, including failure or delay of your Internet connection, misconfiguration by you or any third party acting on your behalf, issues on your network, or telecommunications	As incident occurs. Your account team will work proactively with you to ensure any applicable credits are applied.	30 Days	Uptime	100%	99.99%	10% credit
CS-2	Genesys will make the Genesys Cloud Service available 24 hours a day, 7 days a week, and use commercially reasonable best efforts to provide 100% uptime, except for the following "Uptime Exclusions": i. occasional planned downtime at non-peak hours (for which we will provide advance notice); or ii. any unavailability caused by circumstances beyond our reasonable control, including failure or delay of your Internet connection, misconfiguration by you or any third party acting on your behalf, issues on your network, or telecommunications services contracted directly by you.	As incident occurs. Your account team will work proactively with you to ensure any applicable credits are applied.	30 Days	Uptime	100%	99.0%	30% credit
CS-3	Genesys will make the Genesys Cloud Service available 24 hours a day, 7 days a week, and use commercially reasonable best efforts to provide 100% uptime, except for the following "Uptime Exclusions": i. occasional planned downtime at non-peak hours (for which we will provide advance notice); or ii. any unavailability caused by circumstances beyond our reasonable control, including failure or delay of your Internet connection, misconfiguration by you or any third party acting on your behalf, issues on your network, or telecommunications services contracted directly by you.	As incident occurs. Your account team will work proactively with you to ensure any applicable credits are applied.	30 Days	Uptime	100%	97%	100% credit

Key Measurement Matrix

Ref ID	Service Levels	Initial + mos	Measurement Window	SL Type	Expected	Minimum
KM-1	Emergency: Business Hours: Initial contact is immediate and follow up is constant. Non-Business Hours and Holidays: Contact within 30 minutes, folow	GTA can access real-time data on all client tickets via the Avtex Client Support Portal.	24 x 7	Support	24 x 7	24 x 7
KM-2	High with live call into queue: Business Hours: Initial contact is immediate and follow up is daily. Non-Business Hours and Holidays: Contact by 10a (CT) next business day and follow up daily.	GTA can access real-time data on all client tickets via the Avtex Client Support Portal.	7a to 7p (CT), Monday - Friday, exxcluding holidays	Support	7a to 7p (CT), Monday - Friday, exxcluding holidays	7a to 7p (CT), Monday - Friday, exxcluding holidays
KM-3	High with contact via Client Support Portal or email: Business Hours: Initial contact within four hours and follow up is daily. Non-Business Hours and Holidays: Contact by 10a (CT) next business day and follow up daily.	GTA can access real-time data on all client tickets via the Avtex Client Support Portal.	7a to 7p (CT), Monday - Friday, exxcluding holidays	Support	7a to 7p (CT), Monday - Friday, exxcluding holidays	7a to 7p (CT), Monday - Friday, exxcluding holidays
KM-4	Medium: Business Hours: Initial contact within four hours and follow up is three business days. Non-Business Hours and Holidays: Contact by 10a (CT) next business day and follow in three business days	GTA can access real-time data on all client tickets via the Avtex Client Support Portal.	7a to 7p (CT), Monday - Friday, exxcluding holidays	Support	7a to 7p (CT), Monday - Friday, exxcluding holidays	7a to 7p (CT), Monday - Friday, exxcluding holidays
KM-5	Low: Business Hours: Initial contact within four hours and follow up is every five business days. Non-Business Hours and Holidays: Contact by 10a (CT) next business day and follow up in five business days.	GTA can access real-time data on all client tickets via the Avtex Client Support Portal.	7a to 7p (CT), Monday - Friday, exxcluding holidays	Support	7a to 7p (CT), Monday - Friday, exxcluding holidays	7a to 7p (CT), Monday - Friday, exxcluding holidays
KM-6	Move, Add, Change: Requests will be completed within two business days after receipt of request.	GTA can access real-time data on all client tickets via the Avtex Client Support Portal.	7a to 7p (CT), Monday - Friday, exxcluding holidays	Support	7a to 7p (CT), Monday - Friday, exxcluding holidays	7a to 7p (CT), Monday - Friday, exxcluding holidays

Operating Level Reports Matrix

Ref ID	Service Levels	Initial + mos	Measurement Window	SL Type
ORL-1	Status of service levels for client submitted support tickets.	monthly	30 days	Key Measure

Contract Number: 98000-0000005215-AVT

EXHIBIT 3G

SERVICE LEVEL DEFINITIONS

Critical Service Levels

Critical Service Levels are those SLA measures for which GTA Customers may become entitled to receive Service Level Credits as a result of Service Provider's failure to satisfy the associated ServiceLevel standards.

100% Uptime

SERVICE LEVEL NAME		SECTION REFERENCE	START DATE
100% Uptime		CS-1	TBD (Go Live Date)
SERVICE LEVEL TYPE	Critical Service Level		
METRIC DESCRIPTION	Genesys will make the Genesys Cloud Service available 24 hours a day, 7 days a week, and use commercially reasonable best efforts to provide 100% uptime.		
METRIC INCLUSIONS and DATA SOURCES	Genesys Cloud availability		
METRIC EXCLUSIONS	i. occasional planned downtime at non-peak hours (for which Genesys will provide advance notice of ii any unavailability caused by circumstances beyond Genesys' reasonable control, including failure or delay of your Internet connection, misconfiguration by you or any third party acting on your behalf, issues on your network, or telecommunication services contracted directly by you		
HOURS OF MEASUREMENT	24		
DAYS OF MEASUREMENT	365(366)		
MINIMUM SERVICE LEVEL	99.99%		
EXPECTED SERVICE LEVEL	100%		
ALGORITHM	Uptime percentage is calculated as follows: Uptime = (A-B+C)/A; where A = total time in the month, B = time during the month in which critical business functions are not accessible, and C = time of Uptime Exclusions during the month.		
COLLECTION PROCESS	Uptime is calculated automatically by Genesys.		
REPORTING TOOLS	Uptime status can be viewed at: https://status.mypurecloud.com/.		
RAW DATA STORAGE (ARCHIVES)	Incident data is also available at the Genesys Cloud Platform Availability Status page at https://status.mypurecloud.com/.		
PERFORMANCE CATEGORY	Availability		
METRIC REPORTING	☒ Monthly Quarterly Semi Annual		

Below 99% Uptime

SERVICE LEVEL NAME		SECTION REFERENCE	START DATE
Below 99% Uptime		CS-2	TBD (Go Live Date)
SERVICE LEVEL TYPE	Critical Service Level		
METRIC DESCRIPTION	Genesys will make the Genesys Cloud Service available 24 hours a day, 7 days a week, and use commercially reasonable best efforts to provide 100% uptime.		
METRIC INCLUSIONS and DATA SOURCES	Genesys Cloud availability		
METRIC EXCLUSIONS	i. occasional planned downtime at non-peak hours (for which Genesys will provide advance notice of ii any unavailability caused by circumstances beyond Genesys' reasonable control, including failure or delay of your Internet connection, misconfiguration by you or any third party acting on your behalf, issues on your network, or telecommunication services contracted directly by you		
HOURS OF MEASUREMENT	24		
DAYS OF MEASUREMENT	365(366)		
MINIMUM SERVICE LEVEL	99.0%		
EXPECTED SERVICE LEVEL	100%		
ALGORITHM	Uptime/Availability is measured as a % based upon minutes per month a customer experienced an outage. An outage is considered to be a problem with a core service such as the ability to make or receive calls or perform call recording.		
COLLECTION PROCESS	Uptime is calculated automatically by Genesys.		
REPORTING TOOLS	Uptime status can be viewed at: https://status.mypurecloud.com/.		
RAW DATA STORAGE (ARCHIVES)			
PERFORMANCE CATEGORY	[an overall category of service level measures (e.g. Availability)]		
METRIC REPORTING	☒ Monthly Quarterly Semi Annual		

Below 97% Uptime

SERVICE LEVEL NAME	SECTION REFERENCE	START DATE
Below 97% Uptime	CS-3	TBD (Go Live Date)

SERVICE LEVEL TYPE	Critical Service Level
METRIC DESCRIPTION	Genesys will make the Genesys Cloud Service available 24 hours a day, 7 days a week, and use commercially reasonable best efforts to provide 100% uptime.
METRIC INCLUSIONS and DATA SOURCES	Genesys Cloud availability
METRIC EXCLUSIONS	i. occasional planned downtime at non-peak hours (for which Genesys will provide advance notice of
	ii any unavailability caused by circumstances beyond Genesys' reasonable control, including failure or delay of your Internet connection, misconfiguration by you or any third party acting on your behalf, issues on your network, or telecommunication services contracted directly by you.
HOURS OF MEASUREMENT	24
DAYS OF MEASUREMENT	365(366)
MINIMUM SERVICE LEVEL	97%
EXPECTED SERVICE LEVEL	100%
ALGORITHM	Uptime/Availability is measured as a % based upon minutes per month a customer experienced an outage. An outage is considered to be a problem with a core service such as the ability to make or receive calls or perform call recording.
COLLECTION PROCESS	Uptime is calculated automatically by Genesys.
REPORTING TOOLS	Uptime status can be viewed at: https://status.mypurecloud.com/.
RAW DATA STORAGE (ARCHIVES)	
PERFORMANCE CATEGORY	Availability
METRIC REPORTING	☒ Monthly Quarterly Semi Annual

Key Measures
Key Measure are those SLA measures for which GTA Customers are not entitled to receive Service Level Credits as a result of Service Provider's failure to satisfy the associated Service Level standards, but in all other manner are treated as critical SLA measures.

Response Time for Emergency Issue

SERVICE LEVEL NAME		SECTION REFERENCE	START DATE
Response Time for Emergency Issues		KM-1	TBD (Go Live Date)
SERVICE LEVEL TYPE	Key Measure		
METRIC DESCRIPTION	Response time for service tickets submitted to the Avtex Help Desk marked as an Emergency.		
METRIC INCLUSIONS and DATA SOURCES	Business Hours: Initial contact is immediate and follow up is constant. Non-Business Hours and Holidays: Contact within 30 minutes with follow up hourly and escalation every four hours.		
METRIC EXCLUSIONS	Non-Emergency Issues		
HOURS OF MEASUREMENT	24		
DAYS OF MEASUREMENT	365(366)		
MINIMUM SERVICE LEVEL	24x7		
EXPECTED SERVICE LEVEL	24x7		
ALGORITHM	Clients determine what level to set a particular issue. There is no algorithm.		
COLLECTION PROCESS	Clients report issues via phone call.		
REPORTING TOOLS	Dynamics 365		
RAW DATA STORAGE (ARCHIVES)	Dynamics 365		
PERFORMANCE CATEGORY	Support		
METRIC REPORTING	☒ Monthly Quarterly Semi Annual		

Response Time for High Priority Issues – Live Call

SERVICE LEVEL NAME		SECTION REFERENCE	START DATE
Response Time for High Priority Issues – Live Call		KM-2	TBD (Go Live Date)
SERVICE LEVEL TYPE	Key Measure		
METRIC DESCRIPTION	Response time for service tickets submitted to the Avtex Help Desk via a live call marked as "High" priority.		
METRIC INCLUSIONS and DATA SOURCES	Business Hours: Initial contact is immediate and follow up is daily. Non-Business Hours and Holidays: Contact by 10a (CT) next business day with daily follow up.		
METRIC EXCLUSIONS	High issues with contact via Client Support Portal or email.		
HOURS OF MEASUREMENT	24		
DAYS OF MEASUREMENT	365(366)		
MINIMUM SERVICE LEVEL	24x7		
EXPECTED SERVICE LEVEL	24x7		
ALGORITHM	Clients determine what level to set a particular issue. There is no algorithm.		
COLLECTION PROCESS	Clients report issues via phone call.		
REPORTING TOOLS	Dynamics 365		
RAW DATA STORAGE (ARCHIVES)	Dynamics 365		
PERFORMANCE CATEGORY	Support		
METRIC REPORTING	☒ Monthly Quarterly Semi Annual		

Response Time for High Priority Issues – Portal or Email

SERVICE LEVEL NAME	SECTION REFERENCE	START DATE
Response Time for High Priority Issues – Portal or Email	KM-3	TBD (Go Live Date)

SERVICE LEVEL TYPE	Key Measure
METRIC DESCRIPTION	Response time for service tickets submitted to the Avtex Help Desk via the Client Support Portal or Email marked as "High" priority.
METRIC INCLUSIONS and DATA SOURCES	Business Hours: Initial contact is within four hours and follow up is daily. Non-Business Hours and Holidays: Contact by 10a (CT) next business day with daily follow up.
METRIC EXCLUSIONS	High issues with contact via Client Support Portal or email.
HOURS OF MEASUREMENT	24
DAYS OF MEASUREMENT	365(366)
MINIMUM SERVICE LEVEL	24x7
EXPECTED SERVICE LEVEL	24x7
ALGORITHM	Clients determine what level to set a particular issue. There is no algorithm.
COLLECTION PROCESS	Clients report issues via the Client Support Portal or by email.
REPORTING TOOLS	Dynamics 365
RAW DATA STORAGE (ARCHIVES)	Dynamics 365
PERFORMANCE CATEGORY	Support
METRIC REPORTING	☒ Monthly Quarterly Semi Annual

Response Time for Medium Issues

SERVICE LEVEL NAME	SECTION REFERENCE	START DATE
Response Time for Medium Priority Issues	KM-4	TBD (Go Live Date)

SERVICE LEVEL TYPE	Key Measure
METRIC DESCRIPTION	Response time for service tickets submitted to the Avtex Help Desk marked as "Medium" priority.
METRIC INCLUSIONS and DATA SOURCES	Business Hours: Initial contact is within four hours and follow up in three business days. Non-Business Hours and Holidays: Contact by 10a (CT) next business day with follow up after three business days.
METRIC EXCLUSIONS	Emergency, High, Low, and MACD issues.
HOURS OF MEASUREMENT	24
DAYS OF MEASUREMENT	365(366)
MINIMUM SERVICE LEVEL	24x7
EXPECTED SERVICE LEVEL	24x7
ALGORITHM	Clients determine what level to set a particular issue. There is no algorithm.
COLLECTION PROCESS	Clients report issues via phone, the Client Support Portal or by email.
REPORTING TOOLS	Dynamics 365
RAW DATA STORAGE (ARCHIVES)	Dynamics 365
PERFORMANCE CATEGORY	Support
METRIC REPORTING	☒ Monthly Quarterly Semi Annual

Response Time for Low Priority Issues

SERVICE LEVEL NAME		SECTION REFERENCE	START DATE
Response Time for Low Priority Issues		KM-5	TBD (Go Live Date)
SERVICE LEVEL TYPE	Key Measure		
METRIC DESCRIPTION	Response time for service tickets submitted to the Avtex Help Desk marked as "Low" priority.		
METRIC INCLUSIONS and DATA SOURCES	Business Hours: Initial contact is within four hours and follow up every five business days. Non-Business Hours and Holidays: Contact by 10a (CT) next business day with follow up after five business days.		
METRIC EXCLUSIONS	Emergency, High, Medium and MACD issues.		
HOURS OF MEASUREMENT	24		
DAYS OF MEASUREMENT	365(366)		
MINIMUM SERVICE LEVEL	24x7		
EXPECTED SERVICE LEVEL	24x7		
ALGORITHM	Clients determine what level to set a particular issue. There is no algorithm.		
COLLECTION PROCESS	Clients report issues via phone, the Client Support Portal or by email.		
REPORTING TOOLS	Dynamics 365		
RAW DATA STORAGE (ARCHIVES)	Dynamics 365		
PERFORMANCE CATEGORY	Support		
METRIC REPORTING	☒ Monthly Quarterly Semi Annual		

Response Time for Move, Add Change Issues

SERVICE LEVEL NAME		SECTION REFERENCE	START DATE
Response Time for Move, Add, Change Issues		KM-6	TBD (Go Live Date)
SERVICE LEVEL TYPE	Key Measure		
METRIC DESCRIPTION	Response time for service tickets submitted to the Avtex Help Desk marked as "Move, Add Change" priority.		
METRIC INCLUSIONS and DATA SOURCES	Requests will be completed within two business days after receipt of request.		
METRIC EXCLUSIONS	Emergency, High, Medium and Low issues.		
HOURS OF MEASUREMENT	24		
DAYS OF MEASUREMENT	365(366)		
MINIMUM SERVICE LEVEL	24x7		
EXPECTED SERVICE LEVEL	24x7		
ALGORITHM	Clients determine what level to set a particular issue. There is no algorithm.		
COLLECTION PROCESS	Clients report issues via phone, the Client Support Portal or by email.		
REPORTING TOOLS	Dynamics 365		
RAW DATA STORAGE (ARCHIVES)	Dynamics 365		
PERFORMANCE CATEGORY	Support		
METRIC REPORTING	☒ Monthly Quarterly Semi Annual		

Operational Reports

Operational Reports are additional reports and measures on the enterprise environment which are provided to GTA and GTA Customers. Operational Reports are not entitled to receive Service LevelCredits as a result of Service Provider's failure and do not specify a Service Level standards.

Client Ticket Number Report

SERVICE LEVEL NAME	SECTION REFERENCE	START DATE
Client Ticket Number Report	ORL-1	TBD (Go Live Date)

SERVICE LEVEL TYPE	Key Measure
METRIC DESCRIPTION	Status of service levels for client submitted support tickets (client ticket numbers).
METRIC INCLUSIONS and DATA SOURCES	Client Ticket Numbers (CTNs) submitted by the client via email, phone, or web.
METRIC EXCLUSIONS	Issues not reported to Avtex Support.
HOURS OF MEASUREMENT	24
DAYS OF MEASUREMENT	365(366)
MINIMUM SERVICE LEVEL	N/A
EXPECTED SERVICE LEVEL	N/A
ALGORITHM	Clients determine what level to set a particular issue. There is no algorithm.
COLLECTION PROCESS	Clients report issues via phone, the Client Support Portal or by email.
REPORTING TOOLS	Dynamics 365
RAW DATA STORAGE (ARCHIVES)	Dynamics 365
PERFORMANCE CATEGORY	Support
METRIC REPORTING	☒ Monthly Quarterly Semi Annual

<u>**Training Class Description**</u>

Class Title: Genesys Cloud ContactCenter Agent	Course Code: 2002-29	Duration: *2 Hours*
Class Description: *This 2-hour course covers basic and ACD functionality of the Genesys Cloud Clientas it pertains to Contact Center Agents.*		
Class Prerequisites: *None*		
Software/Hardware/Network requirements for training: *Ability to connect to a web meeting viaMicrosoft Teams or GoToMeeting.*		
Delivery Methods: *Online Instructor Led consisting of demo, and lecture.*		
Max Attendees: 10 people		

Learning Objectives

By the end of this training class, the participant will:

Be able to navigate and understand the Genesys Cloud Content viewer, User Settings box, Main Menusand the Communication Side Bar
Demonstrate the ability to:
Select a phone
Change Status
Collaborate via Chat, or phone calls
Use all business user calling tools (non ACD queued calls)
Perform all basic and advanced call activities such as Consult Transfers and Conference calls.
Handle applicable ACD queued interactions (Calls, Voice Callbacks, Chats, SMS, and Emails)

Also covered:

Agent Preferences
Agent Profile page
Agent Inbox
Agent Performance screens
Agent Evaluations – view and acknowledge

Class Breakdown and Agenda

The breakdown below includes the training agenda with estimated time for delivery. Time for deliverymay vary by client/project.

Module/Section	Topics Covered	Resources Needed	Estimated Time
Introductions	*Introductions* *Course Agenda Review*	*Genesys Cloud access*	*2 Hours*
Profile Page	*Completing your Profile Page* *Picture* *Contact Options*	*Configured Phone*	
User Settings Box	*Selecting a Phone*		
	Setting your Status		
	Forwarding Direct Calls		
	Agent Preferences *Notifications* *Chat* *Change Password* *Voicemail PIN* *Logging Out*		
Main Menus	*Activity Stream*		
	Directory		
	Documents dashboard		
	Performance Menu *My Queues Activity view* *Filter by media type* *Show, hide, and rearrangecolumns* *My Performance view* *Filter metrics by date* *Filter by media type* *Show, hide, and rearrangecolumns* *Filter by interaction details* *Scheduled Callbacks view*		
Communicatio nSide Bar	*Favorites view*		
	Chat panel *Direct chat* *Group chat*		
	Calls Panel o *Call History*		

	Dial Pad *Inbox* *Select a phone* *Make calls* *Receive calls* *Forward, Conference, Transfer*		
	Inbox Panel		
	Interactions Panel *Receive an ACD call* *Resize screen* *Timers* *Copy call URL* *Call Control Tools* *Dial pad* *Mute* *Hold* *Blind Transfer* *Consult Transfer* *Secure Pause* *Disconnect* *Caller Profile* *Canned Responses* *Notes* *Schedule a Callback* *Wrap-Up* *Manage ACD Voice Callbacks* *Manage ACD Chats/SMS* *Manage ACD Emails*		
Evaluations	*Review and acknowledge your quality evaluations*		
Wrap up/Closing	*Questions/Answers*		

Class Title: Genesys Cloud ContactCenter Supervisor	Course Code: 2004-29	*Duration: 90 Minutes*
Class Description: *This 90-minute course covers high-level basics of supervisory tasks on the GenesysCloud Platform. Attendees will typically have the Genesys Cloud Supervisor role in PureCloud and areresponsible for the day-to-day supervision of the Contact Center on the PureCloud communication platform for their organization.*		
Class Prerequisites: *None*		
Software/Hardware/Network requirements for training: *Ability to connect to a web meeting viaMicrosoft Teams or GoToMeeting.*		
Delivery Methods: *Online Instructor Led consisting of demo and lecture.*		
Max Attendees: 10 people		

Learning Objectives

By the end of this training class, the participant will be able to:

Navigate and understand the Genesys Cloud Performance and Activity screens
Understand how to:
Create a Dashboard to view common contact center statistics
Manage agents status and queue activation via the Activity screens
Measure queue metrics from the Performance screens
Examine the timeline of a call from the Interactions screens
View current and historical metrics and data about agents from Summary views
Listen to recorded interactions
Modify views, filter, sort, save and export all metrics available
Generate and schedule Reports
Also covered:
DNIS, Skills and Wrap-Up Performance views
Live monitoring of calls
Creating Supervisor Alerts based on preconfigured statistical thresholds

Class Breakdown and Agenda

The breakdown below includes the training agenda with estimated time for delivery. Time for delivery will vary by client/project.

Module/Section	Topics Covered	Resources Needed	Estimated Time
Introductions	*Introductions* *Course Agenda Review*	*Genesys Cloud access*	*90 Minutes*
Performance menu	*Dashboards* *Creating – modifying* *Help Button reminder*		
	Overview Dashlets		
	Queues views *Activity Summary* *Filter by media type* *Filter by queue* *Show, hide, and rearrange columns* *View aggregate data about selected queues* *Saving views* *Review Metrics* *Performance Summary* *View aggregate data about selected queues* *Filter metrics by date* *Filter by media type* *Show, hide, and rearrange columns* *Filter by queues* *Filter by interaction details* *Filter by outbound details* *Saving views* *Exporting data* *Review Metrics* *Activity Detail* *Filter by waiting or* *interacting interactions*		

	Sort Waiting and Interacting lists by duration *Filter the agents list by routing status.* *Filter the agents list by agent details* *Filter the agents list by user status* *Rearrange the duration columns in the agents' list* *View more information about an agent's activity* *Activate and deactivate agents* *Change an agent's status* *Interpret counts in the view* *Review Metrics* *Performance Detail* *View bar graphs* *All Filters and tools as in other Performance views* *Review Metrics* *Queues Interactions Detail* *Most Filters and tools as in other Performance views* *Review Metrics* *Queues Agents Detail* *Filter by Users* *Most Filters and tools as in other Performance views* *Review Metrics*		
	Agents Views *Agents Performance Detail* *View aggregate data for a group of agents* *Activate agents in queues* *Filter tools* *Review Metrics* o *Agents Status Summary Detail* o *Agents Evaluation Detail* o *Agents Interactions Detail* o *Agents Queues Detail* o *Agents Wrap-Up Detail*		

	Filter by wrap-up code		
	Interactions Views *Interactions Summary* *Most Filters and tools as in other Performance views* *Review Metrics* *Interactions Details* *Copy a customer's address from the interaction's detail page* *Monitor in-progress interactions* *View an interaction's timeline* *View an interaction's audit trail* *Annotate a recording* *Download a recording*		
	Other Performance Views *DNIS Performance* *Skills Performance* *Wrap-Up Performance*		
Alerts	*Alerts overview* *Create and manage alert rules*		
Reports	*Creating new Reports* *Categories* *Examples*		
	Custom Parameters *Advanced settings* *Format* *Scheduling*		
Wrap up/Closing	*Questions/Answers*		

Training Class Description

Class Title: **Genesys Cloud BusinessUser**	Course Code: 2008-29	Duration: *60 Minutes*
Class Description: *This 60-minute course covers basic functionality of the Genesys Cloud Client as itpertains to business users. Attendees typically have the employee and Communicate – User roles.*		
Class Prerequisites: *None*		
Software/Hardware/Network requirements for training: *Ability to connect to a web meeting viaMicrosoft Teams or GoToMeeting.*		
Delivery Methods: *Online Instructor Led consisting of demo and lecture.*		
Max Attendees: 10		

Learning Objectives

By the end of this training class, the participant will:

Be able to navigate and understand the Genesys Cloud Content viewer, User Settings box, Main Menusand the Communication Side Bar
Understand how to:
Select a phone
Change Status
Collaborate via Chat, Video Chat or phone calls
Use all business user calling tools
Perform all basic and advanced call activities such as Consult Transfers and Conference calls.
Utilize Workspaces and Directories

Class Breakdown and Agenda

The breakdown below includes the training agenda with estimated time for delivery. Time for deliverymay vary by client/project.

Module/Section	Topics Covered	Resources Needed	Estimated Time
Introductions	*Introductions* *Course Agenda Review*	*Genesys CloudAccess*	*60 Mins*
Profile Page	*Completing your Profile Page* *Picture* *Contact Options* *Adding other sections* *Adding Tags* *Searching by Profile Info*	*Configured Phone*	
User Settings Box	*Selecting a Phone*		

	Setting your Status		
	Forwarding Calls		
	Agent Preferences *Notifications* *Chat* *Change Password* *Voicemail PIN* *Logging Out*		
Main Menus	*Activity Stream*		
	Directory		
	Documents dashboard		
Communicatio n Side Bar	*Favorites view*		
	Chat panel *Group chat* *Other options* *Video chat* *Phone call*		
	Calls Panel		

	Call History *Dial Pad* *Inbox* *Select a phone* *Send a fax* *Make calls* *Receive calls* *Forward, Conference, Transfer*		
	Inbox Panel		
Wrap up/Closing	*Questions/Answers*		

Training Class Description

Class Title: Genesys Cloud Contact Center Administration	Course Code: 2001-29	Duration: 2 Hours
Class Description: *This course covers high-level basics of administration tasks on the Genesys Cloud Platform. Attendees will typically have the Master Admin role in Genesys Cloud and are responsible for the day-to-day management of the Contact Center settings on the Genesys Cloud communication platform for their organization.*		
Class Prerequisites: *None*		
Software/Hardware/Network requirements for training: *Ability to connect to a web meeting via Microsoft Teams or GoToMeeting.*		
Delivery Methods: *Online Instructor Led consisting of demo and lecture.*		
Max Attendees: 10 people		

Learning Objectives

By the end of this training class, the participant will be able to:

Navigate and understand the Genesys Cloud Admin screen and topics
Understand how to:
Add Users, Groups and Queues
Assign user rights via Roles
Manage your subscription and Organization settings
Manage IVR schedules and routing
IVR Prompt Management
Create and manage External Contacts
Also covered:
Licensing
ACD Skills
Utilization settings
Queue settings
Wrap-Up Codes
Canned Responses
Phone Management
DID and Extension Management

Class Breakdown and Agenda

The breakdown below includes the training agenda with estimated time for delivery. Time for delivery will vary by client/project.

Module/Section	Topics Covered	Resources Needed	Estimated Duration
Introductions	*Introductions* *Course Agenda Review* *Topics of focus* *Account Settings* *People and Permissions* *Directory* *Contact Center* *Routing* *Telephony*	*Genesys Cloud access*	*2 Hours*
Admin Interface	*Navigation* *Help Screens*		
Account Settings	*Subscription* *Understanding billing* *Understanding Usage Report* *Organization Settings* *Org Details* *Global settings* *Security and Compliance settings* *Password Restrictions* *Status Management*		
People and Permissions	*People* *Searching* *Adding users* *One or bulk import* *User State* *Active, Inactive, Deleted* *Resetting passwords* *Viewing and assigning user roles* *Understanding licenses and permissions* *User Phone settings* *User ACD Skills and proficiency scores* *Queue membership*		

	Roles and Permissions *Role assignments-membership* *Copying roles* *Understanding Role Permissions andConditions* *Divisions*		
Directory	*Understanding Groups* *Group settings* *Membership, Roles, Visibility, Callenabled, etc.* *Profile fields* *Search Advantages of Title/Department* *External Contacts* *Advantages* *Info for agents* *Call history* *Adding External Contacts* *External Organizations*		
Contact Center	*ACD Skills* *Understanding Utilization settings* *Wrap-Up Codes* *Canned Responses for Emails/Chats* *Queue settings* *After Call Work settings* *ACD Evaluation and Routing methods* *Members* *Assigning Wrap-Up Codes* *Interaction settings* *Service levels* *ANI* *Alerting timeout* *In-Queue flows and scripts*		
Telephony	*Phone Management* *DIDs and Extensions*		
IVR Routing andSchedules	*Intro to Architect Concepts* *Schedules and Schedule Groups* *Open – Closed hours* *Holidays* *IVR Call Routing* *Prompt Management*		

	Replacing Prompts		
	Finding flows where prompts are used		
	Edit-Publish Flows		
	Disconnecting "stuck" interactions		
Wrap Up/Closing	*Questions/Answers*		

Training Class Description

Class Title: Genesys Cloud Quality Management (Recordings & Evaluations)	Course Code: 2005-29	Duration: 90 minutes
Class Description: *This 90-minute course covers basic functionality of the tools provided as it pertains to Contact Center Quality Managers and recorded interactions. Attendees should have the responsibility of a Genesys Cloud Quality Manager or Supervisor for their organization, and typically have the Quality Administrator and/or Quality Evaluator roles in addition to typical Genesys Cloud User and/or Supervisor roles.*		
Class Prerequisites: *None, but assumptions are that attendees have previously attended Genesys Cloud Agent (and possibly Supervisor) training.*		
Software/Hardware/Network requirements for training: *Ability to connect to a web meeting via Microsoft Teams or GoToMeeting.*		
Delivery Methods: *Online Instructor Led consisting of demo and lecture.*		
Max Attendees: 10		

Learning Objectives

By the end of this training class, the participant will:

Understand how to:
Create evaluation forms
Build recording policies
Score recordings
Assign recordings to evaluators to be scored

Also covered:

The Quality Management Process
Quality Administrator responsibilities
Quality Evaluator responsibilities
Quality Reports
The Calibration Process

The breakdown below includes the training agenda.

Module/Section	Topics Covered	Resources Needed	Estimated Time
Introductions	*Introductions* *Course Agenda Review*		*90 Mins*
Quality Management process	*Process overview* *Responsibilities* *Quality Administrator* *Quality Evaluator* *Agent*		
Evaluation Forms	*Creating forms* *Publishing forms*	*PureCloud access*	
Quality Administrator	*Quality Administrator Dashboard* *Conduct a calibration* *Assign evaluations* *Recording Policies* *View an interaction's evaluations* *Encryption keys overview* *Quality Reports*	*PureCloud access*	
Quality Evaluator	*Quality Evaluator Dashboard* *Evaluate an interaction* *Annotate recordings*	*PureCloud access*	
Wrap up/Closing	*Questions/Answers*		

Class Title: **Genesys Cloud for Salesforce - TTT**	Course Code: 2003-29	Delivery Time: *90 Minutes*
Class Description: Learn the basics and advanced features of the Genesys Cloud embedded Salesforce client for managing direct calls, and inbound ACD interactions.		
Class Prerequisites: *Basic understanding of organizations use of Salesforce.com. Basic understandingof Genesys Cloud Client.*		
Software/Hardware/Network requirements for training: [See Appendix A](#)		
Delivery Methods: *Online Instructor Led consisting of demo and lecture.*		
Max Attendees: 15		
Note: *This class does not cover any training for Salesforce.com*		

Learning Objectives

By the end of this training class, the participant will be able to:

Log into the Genesys Cloud embedded client within Salesforce.

Selecting a phone and understanding the WebRTC connection in a Chrome/Firefox browser.

Navigate the Genesys Cloud for Salesforce client.

Manage basic inbound and outbound calling.

Understand and manage their status to control receiving ACD interactions.

Answer and manage inbound ACD calls, callbacks, webchats, and queued emails.

Understand how to enter call logs where applicable.

How to access personal voicemail.

How to access agents own ACD statistics.

How to log off and exit the Genesys Cloud for Salesforce Client.

How to prepare for end user training.

The breakdown below includes the training agenda with estimated time for delivery. Time for delivery will vary by client/project.

Module/Section	Topics Covered	Resources Needed	Estimated Time
Introductions	*Introductions* *Course Agenda Review*		*90mins*
Getting Started	*Logging into Salesforce* *Logging into the Genesys Cloud for Salesforce client module* *Windows Authentication* *Phone Selection* *WebRTC considerations* *Recommendations for multiple logins*		
Client Layout Overview	*Call Control Buttons* *Menu drop list options* *Interactions* *Interaction Log* *New Interaction* *Agent Performance* *User Inbox* *Queue Activation* *Settings* *Link to Genesys Cloud Client* *Status area and drop-down list*		
Presence Management	*Drop down list of status options* *Changing your status* *Importance of Available vs On Queue*		
Basic Call Management	*Direct dial outbound* *Dial on behalf of Queue* *Transfers* o *Blind & Consult* *Conference Calls*		
Inbound ACD Interactions	*Definition of ACD (Queued calls)* *Answer and Auto Answering inbound ACD interactions* *Utilizing the Call Log* *Identifying:* *SF search screen pop* *Wrap Up Codes*		

	o *After Call Work timers*		
Ending a Shift	*Logging out of the Genesys Cloud for SalesforceClient* *End of Shift status change* *Importance of End of Shift status change and* *File/Log Out action*		
Wrap up/Closing	*Overview of objectives* *Review recommended access and methods foragent* *direct training* *Questions/Answers*		

Appendix A

Training Set Up and Requirements

Prior to Training

For the Trainer: Remote access to a workstation/server on client's network (including

username/password) with access to the Salesforce.com environment

Required information to initiate inbound ACD interactions

DID and menu options to reach a call/callback queue

URL for webchats

Email address for queued emails

For the Trainer:

Remote access to a workstation (including username/password)

Access to the Salesforce.com environment with appropriate log in credentials

Genesys Cloud user with Master Admin and Salesforce roles

Student workstations able to log into MS TEAMS or GoToMeeting with appropriate device foraudio

connection.

Genesys Cloud Upgrades and Enhancements

Genesys Cloud strives to provide a consistent and continuous experience for all users, so Genesys does not maintain multiple versions. All users always have the latest version.

Genesys Cloud products use the continuous delivery model. Instead of releasing large batches of changes two or three times a year, Genesys continuously releases changes as they make them. As soon as an update meets quality standards, it is pushed to production.

If Genesys detects a problem, they immediately roll back the deployment to examine the problem with no downtime in service. This delivery model enables Genesys to deploy small batches of changes as needed without interrupting the user experience, giving Genesys Cloud the flexibility to quickly develop, test, and release.

Table 1: Genesys Cloud Delivery

Type	Description
Usability Enhancements	The user experience team is always looking for new ways to make Genesys Cloud more useful and easier to use.
Patches	Engineering and quality assurance teams work together to keep the products running smoothly.
Security Updates	Information Security stays vigilant of the evolving threats in cyberspace and adjusts our defensive strategy as needed, when needed.
Resource Center Updates	Documentation and education teams update Resource Center content every week.

For Genesys Cloud customers, continuous delivery means that no one is locked into a specific version. When you subscribe to the service, you get the latest version, and you continue to have the latest version throughout the life of your subscription.

Feature releases

Genesys Cloud feature releases occur weekly. Feature release approvals occur on Fridays. The actual feature release occurs five days later, on Wednesdays.

Release approval for new and enhanced features requires thorough testing and limited use in controlled production environments. Release approval includes other criteria such as completed documentation and a plan for customer communication.

Most new features and enhancements require administrator or contact center manager configuration. Some new features and enhancements impact agents and the agent interface but most new features are applied to users through permissions on roles.

To minimize customer impact in this abbreviated release cycle, particularly to agents and the agent interface: If a major functional change impacts the agent interface, Genesys takes extra care to communicate itacross the channels described below.

New features and major changes to existing functionality are typically gated from appearing in the agentinterface by one or both of the following:

— Administrators must enable new feature licensing and permissions.

— Administrators or contact center managers must complete new feature or major functionalitychange configuration.

Feature release communication

Genesys provides various pre-release and release communications to help customers prepare for new and enhanced feature releases.

Features coming soon

Advance notice about features coming in the next release are available five days before release in Features coming soon.

Genesys Knowledge Network and Genesys Community

Planned high-level changes, announcements, webinars, and blogs about upcoming features are postedin Genesys Knowledge Network and Genesys Community.

Genesys Cloud Developer Center

Advance notice about upcoming API changes is available in Announcements in the Genesys Cloud Developer Center.

Genesys Product Ideas Lab

Allows customers and resellers to submit ideas to Genesys product managers for consideration of new features. Other users can vote on these ideas to express interest in the idea. Progress of the idea through community review to accepted can be traced on this site. Genesys Cloud Ideas Lab (aha.io)

Genesys Cloud Release Notes

The Genesys Cloud Release Notes announce the new and enhanced features released each Wednesday, with links to Resource Center and Developer Center documentation. The Release Notes also include deprecation announcements. To increase accessibility:
— Customers can subscribe to receive weekly email notifications that Genesys sends after the WednesdayRelease Notes publish.
— Customers can open the Release Notes directly from the Genesys Cloud Admin UI in the right column.

In-app notifications

Genesys provides in-app notifications in the Genesys Cloud UI when new features and significant enhancements are released. The notifications provide links to supporting documentation in the Resource Center.

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Genesys Cloud Comparison Chart

7/12/2021

Functional Area	Function/Feature	Genesys Cloud 1 PC1	Genesys Cloud 2 PC2	Genesys Cloud 3 PC3
ACD	ACD Conferencing		Roadmap	Roadmap
ACD	ACD Fax to Queue		✓	✓
ACD	ACD Voicemail Routing		✓	✓
ACD	After-call work for all channels	✓	✓	✓
ACD	Agent Assist			✓
ACD	Agent-level Utilization	✓	✓	✓
ACD	Agent-requested ACW	✓	✓	✓
ACD	Asynchronous Web Messaging		✓	✓
ACD	Blind Transfer with or without Skills Removal	✓	✓	✓
ACD	Bullseye Routing		✓	✓
ACD	Callback Objects (IVR & Web)		✓	✓
ACD	Chat File Transfers		✓	✓
ACD	Customer Choice Routing			Roadmap
ACD	Customer Journey			✓
ACD	Digital Channel Proactive Engagement (Altocloud)			✓ $
ACD	Digital Channel Subscriptions	✓ $	✓ $	
ACD	Disable internal Chat	✓	✓	✓
ACD	Email		✓	✓
ACD	Email Forwarding		✓	✓
ACD	Email In-line Images		✓	✓
ACD	Email message threading (0-72 hours)		✓	✓
ACD	Email Signatures		Roadmap	Roadmap
ACD	Email Spam Management		✓	✓
ACD	External Contact (Custom Fields)	✓	✓	✓
ACD	External Contacts	✓	✓	✓
ACD	Facebook Messenger (native integration)			✓
ACD	Genesys Cloud for Chrome Extension	✓	✓	✓
ACD	In-Queue Audio Configuration	✓	✓	✓
ACD	In-Queue Call Flows	✓	✓	✓ $
ACD	Journey Mapping for External Contacts			✓
ACD	Last-used Queue for outbound calls	✓	✓	✓
ACD	Line Messaging			✓
ACD	Manual Assignment (Cherry Picking)	✓	✓	✓
ACD	MMS Messages			✓
ACD	Outbound Calls on behalf of Queue	✓	✓	✓
ACD	Outbound Email on behalf of Queue		✓	✓
ACD	Outbound Messaging on behalf of Queue			Roadmap
ACD	Outbound SMS/MMS on behalf of Queue			✓
ACD	Predictive Routing		✓	✓
ACD	Preferred Agent Routing	✓	✓	✓
ACD	Priority FIFO Routing	✓	✓	✓
ACD	Queue Activation Permissions	✓	✓	✓
ACD	RCS - Rich Text Messaging			✓
ACD	Reset Routing score after presence change	✓	✓	✓
ACD	Response Management		✓	✓

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Functional Area	Function/Feature	Genesys Cloud 1 PC1	Genesys Cloud 2 PC2	Genesys Cloud 3 PC3
ACD	Screen pop	✓	✓	✓
ACD	Secure Web Chat (Authorized/Domain Restriction)		✓	✓
ACD	Skills-based Routing		✓	✓
ACD	SMS Inbound routing			✓ $
ACD	SMS Same Number			✓
ACD	SMS Short Codes			✓
ACD	SMS Threading (0-72 hours)			✓
ACD	SMTP Server for External Integration		✓	✓
ACD	Social Media Routing		3rd-party	3rd-party
ACD	Task Routing / Orchestration (Generic Objects)		Roadmap	Roadmap
ACD	Templates for Web GUI	Roadmap	Roadmap	Roadmap
ACD	Utilization by media type by agent	✓	✓	✓
ACD	Voice	✓	✓	✓
ACD	Voice Agent Assist			Roadmap
ACD	Voice Co-browse			✓
ACD	Voice Screen Share			✓
ACD	Web Chat		✓	✓
ACD	Web Chat Co-browse			✓
ACD	Web Chat Screen Share			✓
ACD	WhatsApp Routing			✓
ACD	WhatsApp Template Messaging			✓
ACD	Wrap-up Codes	✓	✓	✓
Bot Technologies	Acapela TTS Support	✓	✓	✓
Bot Technologies	Amazon Polly Support (normal and Neural)	✓	✓	✓
Bot Technologies	Bot Flow Utterance History		✓	✓
Bot Technologies	Contextual Escalation to Agent		✓	✓
Bot Technologies	Genesys Bring your own Bot Connector		✓	✓
Bot Technologies	Genesys Dialog Engine Bot Flows	✓	✓	✓
Bot Technologies	Google TTS Support (normal and wavenet)	✓	✓	✓
Bot Technologies	Intent Miner		✓	✓
Bot Technologies	Knowledge Workbench			Roadmap
Bot Technologies	Nuance TTS Support	✓	✓	✓
Bot Technologies	Quick Replies		✓	✓
Bot Technologies	Speechminer TTS Support	✓	✓	✓
Chrome Integration	Chrome Plug-in Click-to-Dial	✓	✓	✓
Chrome Integration	Chrome Plug-in Embedded Genesys Cloud UI	✓	✓	✓
Chrome Integration	Chrome Plug-in Make Call from Context Menu	✓	✓	✓
Chrome Integration	Chrome Plug-in Screen Pops	✓	✓	✓
Data Integrations	Adobe Experience	✓	✓	✓
Data Integrations	External Contacts Bulk API	✓	✓	✓
Data Integrations	IP Whitelisting	✓	✓	✓
Data Integrations	Lambda Web Services	✓	✓	✓
Data Integrations	Microsoft Dynamics	✓	✓	✓
Data Integrations	Oracle Service Cloud	✓	✓	✓
Data Integrations	REST API Access	✓	✓	✓
Data Integrations	Salesforce	✓	✓	✓
Data Integrations	Secure Token Authentication	✓	✓	✓

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Category	Feature			
Data Integrations	UUI Data	✓	✓	✓
Data Integrations	Zendesk	✓	✓	✓
Graphical Scripting	Ability to Customize Script		✓	✓
Graphical Scripting	Chat		✓	✓
Graphical Scripting	Complex Variable Types		✓	✓
Graphical Scripting	Default Script	✓	✓	✓
Graphical Scripting	Email		✓	✓
Graphical Scripting	Import/Export Scripts		✓	✓
Graphical Scripting	Inbound Call Support	✓	✓	✓
Graphical Scripting	Outbound Call Support	✓	✓	✓
Graphical Scripting	Pre-packaged Validations		✓	✓
Graphical Scripting	Script Errors Panel		✓	✓
Graphical Scripting	Templates		✓	✓
Graphical Scripting	URL Screen Pop	✓	✓	✓
Graphical Scripting	Version Control		✓	✓
Graphical Scripting	Voice	✓	✓	✓
Omnichannel Architect (IVR)	Amazon Lex Integration for Chat/Voice Bot	✓	✓	✓
Omnichannel Architect (IVR)	Amazon Lex v2 Integration for bots	✓	✓	✓
Omnichannel Architect (IVR)	Archy - YAML Editor and Architect Tool	✓	✓	✓
Omnichannel Architect (IVR)	ASR-Supported Languages	13+	13+	13+
Omnichannel Architect (IVR)	Audio Debug a Call Flow	✓	✓	✓
Omnichannel Architect (IVR)	Chat Flow Bot Support		✓	✓
Omnichannel Architect (IVR)	Chat Flows		✓	✓
Omnichannel Architect (IVR)	Common Modules (subroutines)	✓	✓	✓
Omnichannel Architect (IVR)	Copy/Paste collapsed sections between flows	✓	✓	✓
Omnichannel Architect (IVR)	Customizable Schedules	✓	✓	✓
Omnichannel Architect (IVR)	Customized Hold Music	✓	✓	✓
Omnichannel Architect (IVR)	Data Tables for Lookups	✓	✓	✓
Omnichannel Architect (IVR)	Dependency Tracking	✓	✓	✓
Omnichannel Architect (IVR)	Drag & Drop Auto-Attendant	✓	✓	✓
Omnichannel Architect (IVR)	Dynamic Skills, Prompts, Users, Queues, Groups, etc.	✓	✓	✓
Omnichannel Architect (IVR)	Email Flows		✓	✓
Omnichannel Architect (IVR)	Genesys Dialog Engine Knowledge bot		✓	✓
Omnichannel Architect (IVR)	Genesys Dialog Engine NLU		✓	✓
Omnichannel Architect (IVR)	Google data actions	✓	✓	✓
Omnichannel Architect (IVR)	Google Dialog Flow	✓	✓	✓
Omnichannel Architect (IVR)	Google Dialog Flow CX for Bots	✓	✓	✓
Omnichannel Architect (IVR)	Graphical Task Editor	✓	✓	✓
Omnichannel Architect (IVR)	Inbound Call Flows (Unlimited)	✓	✓	✓
Omnichannel Architect (IVR)	Inbound Email Flows (Unlimited)	✓	✓	✓
Omnichannel Architect (IVR)	Inbound Messaging Flows (SMS/Messaging)			✓
Omnichannel Architect (IVR)	Integrated Prompt Management	✓	✓	✓
Omnichannel Architect (IVR)	Integrated Speech Enablement	✓	✓	✓
Omnichannel Architect (IVR)	Journey Mapping Session access			✓
Omnichannel Architect (IVR)	Messaging Flows			✓
Omnichannel Architect (IVR)	Native Versioning	✓	✓	✓
Omnichannel Architect (IVR)	Outbound Call Flows (Unlimited)		✓	✓
Omnichannel Architect (IVR)	Printing a Call Flow	✓	✓	✓

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Omnichannel Architect (IVR)	Prompt Management (Record or Upload)	✓	✓	✓
Omnichannel Architect (IVR)	Real-time Error Tracking	✓	✓	✓
Omnichannel Architect (IVR)	Robust Expression Editing	✓	✓	✓
Omnichannel Architect (IVR)	Scheduling before and during IVR	✓	✓	✓
Omnichannel Architect (IVR)	Secure IVR Flows		✓	✓
Omnichannel Architect (IVR)	TTS - Acapella TTS Support	✓	✓	✓
Omnichannel Architect (IVR)	TTS - AWS Polly Support	✓	✓	✓
Omnichannel Architect (IVR)	TTS - Google TTS Support	✓	✓	✓
Omnichannel Architect (IVR)	TTS - Nuance	✓	✓	✓
Omnichannel Architect (IVR)	TTS - SpeechMorphing TTS Support	✓	✓	✓
Omnichannel Architect (IVR)	TTS-Supported Languages	13+	13+	13+
Omnichannel Architect (IVR)	Voice Biometrics			Roadmap
Omnichannel Architect (IVR)	Workflow modules used across channels	✓	✓	✓
Omnichannel Architect (IVR)	YAML Flow Export/Edit/Import	✓	✓	✓
Outbound Campaign	3rd Party Dialing Platform (Gryphon) for TCPA		✓	✓
Outbound Campaign	Abandon Rate Configuration	✓	✓	✓
Outbound Campaign	Adv. Record Processing Rules		✓	✓
Outbound Campaign	Agentless SMS through API			✓
Outbound Campaign	Agentless/Auto Messaging		✓	✓
Outbound Campaign	Agent-owned Campaign		✓	✓
Outbound Campaign	Answering Machine Detection		✓	✓
Outbound Campaign	Automatic Timezone Mapping (Npp/Zip)		✓	✓
Outbound Campaign	Callable Times		✓	✓
Outbound Campaign	Caller ID Control		✓	✓
Outbound Campaign	Campaign Sequences		✓	✓
Outbound Campaign	Contact List Management		✓	✓
Outbound Campaign	Contact List Rest API		✓	✓
Outbound Campaign	Data Export		✓	✓
Outbound Campaign	DNC.com Support		✓	✓
Outbound Campaign	Dynamic Do Not Call Lists		✓	✓
Outbound Campaign	External Dialing Mode for TCPA (Gryphon)		✓	✓
Outbound Campaign	Filtering for Call Lists		✓	✓
Outbound Campaign	Force Campaign to top		✓	✓
Outbound Campaign	Inbound/Outbound Blending		✓	✓
Outbound Campaign	Multi-level Caller ID Settings		✓	✓
Outbound Campaign	Multiple DNC Lists Per Campaign		✓	✓
Outbound Campaign	Online DNC.com Integration		✓	✓
Outbound Campaign	Outbound Reports		✓	✓
Outbound Campaign	Outlook-style Schedule View		✓	✓
Outbound Campaign	Pacing Control and Overrides		✓	✓
Outbound Campaign	Power Dialing		✓	✓
Outbound Campaign	Precall Rules		✓	✓
Outbound Campaign	Predictive Dialing		✓	✓
Outbound Campaign	Preview Dialing		✓	✓
Outbound Campaign	Priority Preview Dialing		✓	✓
Outbound Campaign	Progress View		✓	✓
Outbound Campaign	Progressive Dialing		✓	✓
Outbound Campaign	Scheduled Callbacks		✓	✓

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Outbound Campaign	Scripting Tool		✓	✓
Outbound Campaign	SMS API			✓
Outbound Campaign	SMS Campaign (Long Codes - EMEA/APAC)			✓*
Outbound Campaign	SMS Campaign (Short Codes US)			✓
Outbound Campaign	SMS Short and Long Codes			✓
Outbound Campaign	SMS Templates for campaigns		✓	
Outbound Campaign	Time Zone Support		✓	✓
Outbound Campaign	Time-zone Mapping and Override		✓	✓
Outbound Campaign	Wrap-up Codes		✓	✓
Predictive Engagement	Adobe Experience Tracking		✓	
Predictive Engagement	Architect workflow integration		✓	
Predictive Engagement	Chat Scheduling		✓	
Predictive Engagement	Offer Chat based on outcome expectation		✓	
Predictive Engagement	Offer discount or other offer based on outcome		✓	
Predictive Engagement	Webhooks action maps		✓	
Predictive Engagement	Website tracking and analytics		✓	
Reporting and Analytics	Agent Availability Report	✓	✓	✓
Reporting and Analytics	Customizable Dashboards	✓	✓	✓
Reporting and Analytics	Dashboard URL Widget	✓	✓	✓
Reporting and Analytics	Development and Learning View		✓	
Reporting and Analytics	DNIS Report	✓	✓	✓
Reporting and Analytics	Email Performance View Reports	✓	✓	✓
Reporting and Analytics	Export of views to CSV	✓	✓	✓
Reporting and Analytics	Export of views to PDF	✓	✓	✓
Reporting and Analytics	External Tag Searching	✓	✓	✓
Reporting and Analytics	Filter by multiple items	✓	✓	✓
Reporting and Analytics	Flow Outcome destinations	✓	✓	✓
Reporting and Analytics	Flow Outcomes (IVR/Flow Reporting)	✓	✓	✓
Reporting and Analytics	Flow Outcome Milestones	✓	✓	✓
Reporting and Analytics	Group Agent Selection	✓	✓	✓
Reporting and Analytics	Interaction Details Report	✓	✓	✓
Reporting and Analytics	MOS Scores on all calls	✓	✓	✓
Reporting and Analytics	Performance iPad App		✓	✓
Reporting and Analytics	Performance View Export	✓	✓	✓
Reporting and Analytics	Performance View Stats and Filters (>85)	✓	✓	✓
Reporting and Analytics	Public Dashboards	✓	✓	✓
Reporting and Analytics	Queue Metrics Report	✓	✓	✓
Reporting and Analytics	Report Export (CSV/PDF)	✓	✓	✓
Reporting and Analytics	Reset Performance Views	✓	✓	✓
Reporting and Analytics	Scheduled Reports	✓	✓	✓
Reporting and Analytics	Status Timer for Agents	✓	✓	✓
Reporting and Analytics	Timeframe Selections	✓	✓	✓
Reporting and Analytics	Voicemail Flow Outcome Statistics	✓	✓	✓
Reporting and Analytics	Wallboard/Dashboard License	✓	✓	✓
Reporting and Analytics	Wallboard/Dashboard view	✓	✓	✓
Reporting and Analytics	Wrap-up Codes Report	✓	✓	✓
Salesforce Integration	Salesforce / Genesys Cloud SDK	✓	✓	✓
Salesforce Integration	Salesforce Call Logging $	✓	✓	✓

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Category	Feature			
Salesforce Integration	Salesforce Click-to-Dial $	✓	✓	✓
Salesforce Integration	Salesforce Embedded Genesys Cloud UI $	✓	✓	✓
Salesforce Integration	Salesforce Lead creation and campaign with PE		✓	✓
Salesforce Integration	Salesforce Screen Pops $	✓	✓	✓
Security and Compliance	CCPA Compliance	✓	✓	✓
Security and Compliance	Disable internal Chat	✓	✓	✓
Security and Compliance	GDPR Compliance	✓	✓	✓
Security and Compliance	HIPAA Compliance	✓	✓	✓
Security and Compliance	IP Whitelisting for Login	✓	✓	✓
Security and Compliance	PCI DSS - Secure IVR		✓	✓
Security and Compliance	PCI DSS - Secure Pause	✓	✓	✓
Skype Integration	Skype Genesys Cloud API	✓	✓	✓
Skype Integration	Skype Screen Pop		✓	✓
Speech Analytics	Keyword Searching			✓
Speech Analytics	Keyword Spotting			✓
Speech Analytics	Sentiment Analysis			✓
Speech Analytics	Sentiment Analytics Tagging and Scoring			✓
Speech Analytics	Speech Transcription			✓
Speech Analytics	Speech Transcription Word/Topic Search			✓
Speech Analytics	Speech-to-Text Transcription (3rd Party)		✓	✓
Speech Analytics	Topic Spotting			✓
Speech Analytics	Topic Scoring			✓
SSO/SCIM/SAML	Generic SSO/SAML 2.0 Provider	✓	✓	✓
SSO/SCIM/SAML	Google G-Suite	✓	✓	✓
SSO/SCIM/SAML	Microsoft ADFS for SSO and SCIM	✓	✓	✓
SSO/SCIM/SAML	Microsoft Azure AD Premium	✓	✓	✓
SSO/SCIM/SAML	Microsoft Azure Directory for SCIM	✓	✓	✓
SSO/SCIM/SAML	Okta (SSO & SAML)	✓	✓	✓
SSO/SCIM/SAML	OneLogin for SSO and SCIM	✓	✓	✓
SSO/SCIM/SAML	Ping Identity	✓	✓	✓
SSO/SCIM/SAML	Salesforce	✓	✓	✓
SSO/SCIM/SAML	Third-party Certificates (multiple)	✓	✓	✓
Supervisory Functions	Agent Activation (single and in bulk)	✓	✓	✓
Supervisory Functions	Assistance	✓	✓	✓
Supervisory Functions	Barge In	Roadmap	Roadmap	Roadmap
Supervisory Functions	Change Agent Status	✓	✓	✓
Supervisory Functions	Coaching and Scheduling Sessions		✓	✓
Supervisory Functions	Contact Center Dashboard	✓	✓	✓
Supervisory Functions	Disassociate User from station	✓	✓	✓
Supervisory Functions	External Links for Coaching Appointments	✓	✓	✓
Supervisory Functions	Flexible API Access	✓	✓	✓
Supervisory Functions	Interactions Details Views	✓	✓	✓
Supervisory Functions	Learning Management System		✓	✓
Supervisory Functions	Listen (Monitoring)	✓	✓	✓
Supervisory Functions	Logout Agent	✓	✓	✓
Supervisory Functions	Performance Views	✓	✓	✓
Supervisory Functions	Queues Activity Real-time Views	✓	✓	✓
Supervisory Functions	Scheduled Callbacks View	✓	✓	✓

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Category	Feature			
Supervisory Functions	View data attributes in Interaction Details			
System	Audit Logs for all Admin screens	✓	✓	✓
System	Bring Your Own SMS Carrier			Roadmap
System	BYOC Cloud Trunking (UDP/TCP/TLS)	✓	✓	✓
System	BYOC Local Trunking (UDP/TCP/TLS)	✓	✓	✓
System	CIDR IP range limitation for media	✓	✓	✓
System	Command Line (CLI)	✓	✓	✓
System	CX As A Service (Terradata Sync between ORGs)	✓	✓	✓
System	Division Control (ACL)	✓	✓	✓
System	End-to-End MOS Scores	✓	✓	✓
System	Error reporting by interaction	✓	✓	✓
System	Genesys Cloud Voice Trunking	✓	✓	✓
System	Geo-Turn Lookup for Local Region	✓	✓	✓
System	Global Media Call Fabric	✓	✓	✓
System	Hybrid Trunking	Roadmap	Roadmap	Roadmap
System	Network Capture (PCAP)	✓	✓	✓
System	Searchable SIP Repository	✓	✓	✓
System	SMTP Server for External Integration	✓	✓	✓
System	Telco Number Management	✓	✓	✓
System	STIR/SHAKEN for Genesys Cloud Voice	✓	✓	✓
System	VDI Infrastructure Support	✓	✓	✓
System	WebRTC Softphone (Browser-based)	✓	✓	✓
System	WebRTC Media Helper for VDI	✓	✓	✓
Teams Integration	Status sync between Teams and Genesys	Roadmap	Roadmap	Roadmap
Teams Integration	Teams Direct Routing Trunking	✓	✓	✓
Teams Integration	Teams to Genesys Cloud Presence	✓	✓	✓
Teams Integration	Transfer to Teams Users from Genesys	✓	✓	✓
User Profile Integration	Active Directory	✓	✓	✓
User Profile Integration	Microsoft Exchange	✓	✓	✓
User Profile Integration	REST API Access	✓	✓	✓
User Profile Integration	SharePoint	✓	✓	✓
User Profile Integration	SQL Database	✓	✓	✓
User Profile Integration	Workday	✓	✓	✓
Workforce Engagement	100% Email Recording		✓	✓
Workforce Engagement	100% Encryption	✓	✓	✓
Workforce Engagement	100% Voice Recording	✓	✓	✓
Workforce Engagement	100% Web Chat Recording		✓	✓
Workforce Engagement	Add/Copy Activities to Schedules			✓
Workforce Engagement	Agent Activity Dashboard			✓
Workforce Engagement	Agent Assist (digital)			✓
Workforce Engagement	Agent Assist (Voice)			Roadmap
Workforce Engagement	Audit log for changes in forecasts and schedules			✓
Workforce Engagement	Bulk Delete	API	API	API
Workforce Engagement	Bulk Export	✓	✓	✓
Workforce Engagement	Business Units with multiple management units			✓
Workforce Engagement	Calendar Sync/QR Code Download			✓
Workforce Engagement	Calibration Process		✓	✓
Workforce Engagement	Callback		✓	✓

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Workforce Engagement	Coaching - Add interaction to session		✓	✓
Workforce Engagement	Coaching Scheduling		✓	✓
Workforce Engagement	Coaching Sessions		✓	✓
Workforce Engagement	Content Search (Topics/Phrases)			✓
Workforce Engagement	Dual-channel Call Recording	✓	✓	✓
Workforce Engagement	Evaluation Assignment		✓	✓
Workforce Engagement	Evaluation Audit Trail		✓	✓
Workforce Engagement	Evaluation Form Designer		✓	✓
Workforce Engagement	Evaluation Form Group Weightings		✓	✓
Workforce Engagement	Evaluation Workflows		✓	✓
Workforce Engagement	External Calendar Support			✓
Workforce Engagement	Faceted Evaluation Search		✓	✓
Workforce Engagement	Flexible Search with Facets	✓	✓	✓
Workforce Engagement	Forecasting on all historical data			✓
Workforce Engagement	Forecasting on all historical data with Best Method			✓
Workforce Engagement	Gamification Leaderboards			✓
Workforce Engagement	Gamification Scoreboards			✓
Workforce Engagement	Historic Schedule Adherence			✓
Workforce Engagement	Intraday Monitoring			✓
Workforce Engagement	Learning Management System (Auto-assign agents)			✓
Workforce Engagement	Learning Management System (Content Management)			✓
Workforce Engagement	Load-based Schedule Generation			✓
Workforce Engagement	Long-term Cloud Storage	✓	✓	✓
Workforce Engagement	Long-term Forecasting			✓
Workforce Engagement	Manual Schedule Creation		✓	✓
Workforce Engagement	Metered Assignment of Evaluations		✓	✓
Workforce Engagement	Mobile App for Android/iOS			✓
Workforce Engagement	Multiple Question Types		✓	✓
Workforce Engagement	Multi-week Forecasting and Scheduling (up to 6 weeks)			✓
Workforce Engagement	Multi-week Scheduling Constraints			✓
Workforce Engagement	NPS Scores tied to interaction and agent			✓
Workforce Engagement	Omnichannel After Call Survey (Email/SMS)			✓
Workforce Engagement	Outbound Campaign Support			Roadmap
Workforce Engagement	Permission-based Playback	✓	✓	✓
Workforce Engagement	Planning Groups			✓
Workforce Engagement	Policy-based Retention	✓	✓	✓
Workforce Engagement	Protect recordings from deletion	✓	✓	✓
Workforce Engagement	Real-time Analytics and Transcription			✓
Workforce Engagement	Real-time Schedule Adherence			✓
Workforce Engagement	Record ACD Consult Calls	✓	✓	✓
Workforce Engagement	Recording Alert Beeps	✓	✓	✓
Workforce Engagement	Recording Audit Trail	✓	✓	✓
Workforce Engagement	Recording Export/Download (all media types)	✓	✓	✓
Workforce Engagement	Recordings & Evaluation Scores		✓	✓
Workforce Engagement	S3 Bucket for Recording Export	✓	✓	✓
Workforce Engagement	Scheduling constraints across multiple weeks			✓
Workforce Engagement	Screen Recordings (up to 4 monitors)		✓	✓
Workforce Engagement	Secondary Agent Status			✓
Workforce Engagement	Secure Pause	✓	✓	✓
Workforce Engagement	Service Goal Templates			✓
Workforce Engagement	Shift Bidding			

Workforce Engagement	Shift Rotation			✓
Workforce Engagement	Shift Preferences (replacement for Shift Bidding)			Roadmap
Workforce Engagement	Shift Trading			✓
Workforce Engagement	Short-term Forecasting			✓
Workforce Engagement	Single-channel Call Recording	✓	✓	✓
Workforce Engagement	SMS			✓
Workforce Engagement	Speech-to-Text Transcription (3rd Party)		✓	✓
Workforce Engagement	Time Off Planning			Roadmap
Workforce Engagement	Time Off Requests			✓
Workforce Engagement	Track Agent Attrition			✓

Workforce Engagement	Verint Integration		✓	✓
Workforce Engagement	Work Plan Validation			
Zendesk Integration	Zendesk Embedded Genesys Cloud UI	✓	✓	✓
Zendesk Integration	Zendesk Screen Pops	✓	✓	✓
Zoom	Zoom Conferencing Integration	✓	✓	✓
Zoom	Zoom Phone Integration	✓	✓	✓

Feature	Collaborate	Communicate
Audio Conferencing		✓
Auto-conferencing		✓
Auto-provisioning		✓
Call Recording		✓
Supervisor Monitoring		✓
Call Forwarding		✓
Chat	✓	✓
Chat - @mention	✓	✓
Chat - Personal and Public Groups	✓	✓
Cloud IP PBX		✓
Company Directory	✓	✓
Desktop Sharing	✓	✓
Direct Inward Dial (DID)		✓
External Contacts	✓	✓
Fax (Inbound and Outbound)		✓
Fax to Email		✓
Find me/Follow me		✓
File Sharing	✓	✓
Group Ring, Hunt Groups		✓
Inbound & Outbound Faxing		✓
Mobile App WebRTC	✓	✓
Native mobile application	✓	✓
Record a Call		✓
Transfer (blind and consult)		✓
Unified Inbox		✓
Video Calling - peer-to-peer	✓	✓
Video Calling - multi-user (12)		✓
Voicemail		✓
Voicemail Transcription		Roadmap
WebRTC Softphone		✓

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Certified Delivery Events	Status	Timestamp

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Christina Vines-Scott cvines-scott@avtex.com Security Level: Email, Account Authentication (None)	COPIED	Sent: 3/4/2022 12:46:20 PM Viewed: 3/4/2022 12:46:43 PM
Electronic Record and Signature Disclosure: Accepted: 9/1/2021 12:03:58 PM ID: 6c406f39-1161-427b-8b46-0ab682051dd2 Company Name: Avtex Solutions, LLC		
Presales presales@avtex.com Security Level: Email, Account Authentication (None)	COPIED	Sent: 3/4/2022 12:46:20 PM
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zzzdigital-dealsdesk-avtex@ttec.com		
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Notary Events	Signature	Timestamp

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Signing Complete	Security Checked	3/4/2022 12:46:11 PM
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