



CONNECTIV CX MANAGED SERVICE GUIDE

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1 OVERVIEW

InterVision ConnectIV CX (formerly InterVision Managed Amazon Connect) is a managed service offering provided in combination by InterVision and Amazon Web Services (AWS), an industry leading provider of cloud based solutions. The service provides cloud based Contact Center as a Service (CCaaS).

As an AWS Premier partner InterVision offers AWS's portfolio of products to our customers as a value-added managed service offering. This service combines InterVision Managed Services and various integrations with the Amazon Connect Contact Center platform. The Service is available in two service levels - **Standard** and **Premium** - which defines the included support related features and the level of responsiveness for service requests, change requests and incidences.

This service can be combined with additional InterVision services which both complement and enhance Amazon's default product offerings including Cloud Migration Services, Hosted Telephony & Collaboration Services, SD-WAN, Network and Security Management, Managed Carrier Services (circuits), custom integrations and more. See associated service guide and service description for details regarding these additional services. This Service Guide covers the Managed Amazon Connect Service by InterVision.

2 SERVICE DESCRIPTION AND DETAILS -

InterVision resells, designs, implements and supports Amazon Connect and provides customers with multiple choices for supporting or managing their AWS Connect infrastructure, allowing the choice and control to remain with the customer. The primary service levels, **Standard** and **Premium**, define the included features and the level of responsiveness for service requests, change requests and incidences.

2.1 STANDARD:

Our Standard service offering is the foundation of our service offerings. The Standard service level is designed for customers who want to retain a hands-on capability for the configuration and management of their AWS environment, while relying on InterVision for first call support and as a trusted advisor.

- Remote Support - Technical support of the AWS Platform including escalations to AWS engineers, if required
- 24x7x365 support for priority incidents
- Monitoring and automated alerts based on system events and defined metric criteria
- Vendor Management - We serve as your single point of contact for the software vendors attached to your solution.
- Proactive notification of customer experience issues
- Defined service level agreements (SLA)
- Flexible administration options (Self-Service administration or from InterVision on an hourly fee basis)
- Reporting on key performance metrics
- Access to a wide array of fee based professional services from certified professionals
- Monthly service invoicing from InterVision
- Access to AWS Partner funding programs

2.2 PREMIUM:

The Premium service level is designed for customers who need more comprehensive 24x7 management, alerting, and incident response for their environment, with SLA's as low as 30 minutes. The Premium service level includes



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all the services of Standard and includes additional services such as user administration and routine system changes plus periodic business reviews:

- All features of the Standard service offering
- System Administration - Expert administration from certified professionals with remote Moves/Adds/Changes/Deletes (MACD) included.
- Reporting on key performance metrics
- Periodic Business Reviews * - Regular meetings to help optimize service delivery to your business needs and strategic initiatives.
- Optional Client Service Delivery Manager (CSDM) & Client Service Engineer (CSE) services
- Optional Flexible Staff Extension hours - Accelerated Path to Pro Services resources when needed

2.3 SERVICE LEVEL COMPARISON

Services	Standard	Premium
Self-Service Support 24x7 access to AWS support documentation, best practices, tutorials and web-based administration tool for system configuration and management	X	X
AWS Platform Support Phone, email and ticketing access to support engineers for technical support for AWS services. Support includes unlimited cases with managed escalation back to AWS support as necessary.	X	X
Management & Monitoring Includes proactive management and reactive response to alerts within SLAs. For any reactive alerts includes initial troubleshooting and execution of escalation plan.	X	X
System Administration - Remote Moves/Adds/Changes/Deletes (MACD) Our team of specialists help manage your system by performing MACD (modifications, adds, changes, and deletions) for routine system changes.	Hourly (Added Fee \$)	X
Periodic Case Reporting Regular reports summarizing service metrics and key performance data.		X
Periodic Business Reviews * Regular meetings to review key performance metrics and help optimize service delivery to your business needs and strategic initiatives.		X *
Client Service Delivery Manager (CSDM)		Optional



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Services	Standard	Premium
An assigned InterVision advocate to manage for example, escalation management, prioritization of requests, best practice discussions, etc.		(Added Fee \$)
Client Service Engineer (CSE) A Designated Technical Account Manager to facilitate service onboarding and provide regular service reviews to ensure quality service delivery. Serves as an escalation point for day-to-day operations of your environment.		Optional (Added Fee \$)
Flexible Staff Extension Optional "included" hours designed to accommodate changing business needs without having to issue a Purchase Order or separate Statement of Work for every change. Typical uses for these hours include application changes, enhancements to the platform and miscellaneous consulting.		Optional (Added Fee \$)

* Periodic Business Reviews require the assignment of a Customer Success Manager (CSM) to your account. CSM eligibility is subject to minimum monthly expenditure thresholds.

2.4 SERVICE INFRASTRUCTURE

AWS is built on a high availability architecture and delivers a platform-wide uptime SLA of 99.99%. All services are hosted within AWS's cloud infrastructure. AWS provides a resilient, highly secure infrastructure built on mirrored, top-tier, and geographically diverse data centers located in over 15 locations spanning five continents worldwide. AWS's data centers have been SSAE 16 audited.

For more information visit:

- <https://aws.amazon.com/connect/>

2.5 SECURITY & COMPLIANCE

AWS is responsible for providing security and meeting compliance standards. AWS services are compliant with an array of 3rd party verified security and compliance standards such as SOC, PCI, FedRAMP, and HIPAA among others.

For more information visit:

- <https://docs.aws.amazon.com/connect/latest/adminguide/security.html>
- <https://docs.aws.amazon.com/connect/latest/adminguide/compliance-validation.html>
- <https://aws.amazon.com/compliance/services-in-scope/>

2.6 PSTN CONNECTIVITY

AWS provides all PSTN connectivity to customers. AWS offers full PSTN replacement and is able to source new number and port existing numbers to its communications services in over many countries worldwide.

For more information visit:



- <https://docs.aws.amazon.com/connect/latest/adminguide/concepts-telephony.html>
- <https://docs.aws.amazon.com/connect/latest/adminguide/contact-center-phone-number.html>

2.6.1 LOCAL NUMBER PORTABILITY (TELEPHONE NUMBER PORTING)

Porting of numbers refers to the ability to move an existing telephone number from one carrier to another provided you are the "customer-of-record." In the United States, portability is required and regulated by the Federal Communications Commission (FCC). The porting process requires the losing carrier to remove your number from their systems, the winning carrier (AWS) to add your number to their systems, and for number routing to be updated. InterVision will provide support to customers looking to port telephone number from another carrier over to AWS but the success of the porting process is not guaranteed given that certain elements of the process are outside of InterVision's control. For the number porting process to be successful the end customer and the losing carrier (existing carrier) each play an instrumental role in the process. Please review the porting process overview provided by AWS in the following links including the documentation requirements for porting numbers.

- <https://docs.aws.amazon.com/connect/latest/adminguide/port-phone-number.html>
- <https://docs.aws.amazon.com/connect/latest/adminguide/porting-documentation-requirements.html>

2.6.2 EMERGENCY CALLING

Amazon Connect does not offer emergency calling services as part of its default offering, and is not responsible for routing calls to emergency services. Custom solutions are available which may provide this functionality if required.

2.7 NETWORK CONNECTIVITY

Amazon Connect is a hosted contact center service requiring a quality network connection. Whether your network is ready for Amazon Connect services will depend on your local network setup. Local network connectivity, internet connectivity and the quality of such connections are the responsibility of the end user. To validate connectivity to Amazon Connect, or when your agents are experiencing problems with the [Contact Control Panel \(CCP\)](#)¹, we recommend using the [Amazon Connect Endpoint Test Utility](#)².

For more information visit:

- <https://docs.aws.amazon.com/connect/latest/adminguide/ccp-networking.html>
- <https://docs.aws.amazon.com/connect/latest/adminguide/check-connectivity-tool.html>

2.8 DEVICE SUPPORT

2.8.1 HARDWARE PHONES AND MOBILE DEVICE SUPPORT

Amazon Connect doesn't currently support the ability to directly register hardware phones to their platform however Amazon Connect does support the ability to utilize hardware phones (including mobile phones) via forwarding call traffic to external telephones via the PSTN. Additionally the default version of the [Contact Control Panel](#)³ or "CCP" (agent softphone interface) does not currently work with mobile device browsers

¹ <https://docs.aws.amazon.com/connect/latest/adminguide/agent-user-guide.html>

² <https://docs.aws.amazon.com/connect/latest/adminguide/check-connectivity-tool.html>

³ <https://docs.aws.amazon.com/connect/latest/adminguide/agent-user-guide.html>



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running on smart phones and tablets such as iPhones and iPads however you can set up your system to forward the audio portion of the call to a mobile phone and other external telephones via the PSTN.

For more information visit:

- <https://docs.aws.amazon.com/connect/latest/adminguide/foward-calls-to-mobile-device.html>

2.8.2 SOFTWARE CLIENT SUPPORT

Amazon Connect agents use a browser based softphone interface called the **Contact Control Panel (CCP)**⁴ to communicate with contacts. It is important to verify that your browser is supported for use with Amazon Connect, a list of support browsers can be found on AWS' website located here: <https://docs.aws.amazon.com/connect/latest/adminguide/browsers.html>

InterVision will not troubleshoot issues pertaining an end user's computer hardware or operating system.

2.8.3 AGENT HEADSET AND WORKSTATION REQUIREMENTS

Agent headsets and workstations in the contact center vary widely. While the Amazon Connect CCP is built to handle high levels of jitter and high latency environments, the architecture of the workstations that agents use, and the location and environment in which they take contacts, can impact the quality of experience. For specific requirements on headsets and workstations please visit the follow page: <https://docs.aws.amazon.com/connect/latest/adminguide/ccp-agent-hardware.html>

InterVision will not troubleshoot issues pertaining to Agent headsets or their connection to an end user's computer.

3 SERVICE ACTIVATION -

3.1 ONBOARDING

InterVision will work together with you to build out your new environment and initiate managed services for you. An on-boarding project team will be assigned to guide the Customer through the service activation and the work performed will be detailed in a separate professional services Work Order. It is assumed that the Customer will provide information such as user and telephone assignments and DID assignments as requested by the onboarding project team. The depth of onboarding varies based on service level.

- Ensure customer understands how to request support and what support is entitled under the current service level
- Ensure customer understands escalation process
- Ensure customer can access the InterVision Support Portal
- Establish a regular service review cadence with your Client Service Delivery Manager or Client Service Engineer (if applicable)
- Ensure InterVision has all necessary access to systems to provide agreed upon level of service
- Implement monitoring & alerting of Customer's systems

⁴ <https://docs.aws.amazon.com/connect/latest/adminguide/agent-user-guide.html>



3.2 OFFBOARDING

InterVision offers offboarding assistance within 30 days prior to termination of InterVision Amazon Connect Services. The customer must request off-boarding assistance at least 7 days before such assistance can be provided.

3.3 AWS ACCOUNT ACCESS REQUIREMENTS

For any service level where the customer is invoicing their AWS infrastructure and services through InterVision we require the AWS account to be configured in the following way:

- InterVision maintains root account access to the AWS Master Account
- InterVision can, upon request, grant customer access into the AWS Master Account using a Cross Account Role
- Customer maintains root account access to all AWS Linked Accounts

To ensure InterVision's ability to provide service the following access must be provided to InterVision by customer:

- Configuration of AWS Cross Account Role with appropriate access to Linked Accounts
- Database Access Credentials and Instructions (if optionally utilized a part of the Amazon Connect Solution)

3.4 AWS PLATFORM SUPPORT SUBSCRIPTION REQUIREMENTS

All service levels require that the customer maintain a subscription to an [AWS support plan](#)⁵ of Business or higher. Failure to maintain this subscription will result in an impaired service experience and diminished incident related [Service Level Objectives response times](#)..

4 SERVICE REPORTING -

InterVision provides monthly service related reporting as part of this offering. Monthly service reports which summarize key performance metrics of InterVision Amazon Connect such as SLA adherence, ticket related customer satisfaction scoring, system usage, and capacity planning. Development of new reports or making changes to or performing any customization to existing custom reports is available but not included.

During periodic case reviews, a helpdesk manager will review the current state of your account, including spend, performance, and any proactive measures that need to be taken. They will also review any tickets opened during the previous month and provide any status updates on future-state goals & roadmap. Additionally, any other key items that may come up will also be discussed.

5 TRAINING -

Online training end user training is provided through AWS. Available content includes an extensive list of free online and instructor lead training courses, webinars, user guides and knowledgebase articles covering numerous topics. Certification courses for administrative users are also available.

A suggested starting point for new Amazon Connect users would be the [Amazon Connect Primer](#)⁶ and the [Agent Training Guide for the Amazon Connect CCP](#)⁷.

⁵ <https://aws.amazon.com/premiumsupport/plans/>

⁶ <https://www.aws.training/Details/eLearning?id=49257>

⁷ <https://docs.aws.amazon.com/connect/latest/adminguide/agent-user-guide.html>



Additional Training Resources:

- https://www.aws.training/LearningLibrary?query=Amazon%20Connect&filters=Language%3A1&from=0&size=15&sort=_score
- <https://aws.amazon.com/blogs/contact-center/>

6 MONITORING -

InterVision will use a combination of AWS platform native, 3rd party, and internally developed tools to provide monitoring, alerting, and incident response for Amazon Connect within defined SLAs. Based on the Customer's environment InterVision may recommend additional third-party solutions. Customer is responsible for any incurred infrastructure and licensing charges related to AWS platform native and third-party monitoring solutions.

AWS provides real-time high level platform status metrics for their services online at: <https://status.aws.amazon.com/>

6.1 DEFAULT MONITORING METRICS

The table below provides the default list of metrics included in InterVision's monitoring and alerting system. Additional AWS services and metrics can be monitored on a case-by-case basis.

AWS Service	Metric
Amazon Connect	<ul style="list-style-type: none">• To instance packet loss rate• Missed agent calls• Contact flow fatal errors• Calls per interval and high call rate• Call back numbers not dialable• Throttled calls• Misconfigured phone numbers
AWS Lambda	<ul style="list-style-type: none">• Function errors• Throttled requests• Execution duration
AWS Dynamo DB	<ul style="list-style-type: none">• System errors• Throttled requests• User errors
AWS Kinesis	<ul style="list-style-type: none">• Put failed records• Put throttled errors• Write throughput exceeded records
AWS Billing	<ul style="list-style-type: none">• Total estimated charges for AWS account• Account billing exceeds the specified threshold



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Additionally, for customer's subscribing to **AWS Business Support**⁸ or higher InterVision will proactively monitor the health of the AWS service components within the solution and provide notifications when there's a scheduled maintenance activity affecting any of the underlying services leveraging the the AWS Health API toolset. Alerts will be classified based on category, origination and severity and will be responded to as required.

For more information visit:

- <https://aws.amazon.com/premiumsupport/knowledge-center/aws-service-status>⁹
- <https://docs.aws.amazon.com/connect/latest/adminguide/amazon-connect-metrics.html>

7 PLATFORM MANAGEMENT -

7.1 ROLES AND RESPONSIBILITIES MATRIX

The table below provides an overview of the responsibilities of customer, AWS and InterVision for activities during the lifecycle of the managed service.

Application and Device Support	InterVision	AWS	Customer
24 x 7 x 365 remote support	X	X	
Vendor escalation and case management	X		X*
Customer portal for service tickets	X		
Customer portal for reporting & analytics		X	
Customer portal for system administration		X	
Cloud hardware and software maintenance		X	
Desktop/Device/Mobile client hardware and software upgrades (endpoints)			X
Problems isolated to customer managed network equipment and network connections and/or endpoints (software or hardware based)			X
Problems isolated to AWS back end / carriers / PSTN		X	
System Onboarding	X		

⁸ <https://aws.amazon.com/premiumsupport/plans/>

⁹ <https://aws.amazon.com/premiumsupport/knowledge-center/aws-service-status/>



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System Offboarding	X		
Running Reports Routine			X
Report Configuration & Design	X		
Change Management (MACD) & User Administration	X **		X
License Management & Procurement	X ***		X

* InterVision performs vendor escalation and case management for approved vendors only, unapproved third-party vendor solutions / integrations are the Customer's responsibility.

** Depending on Service Level Subscription an additional fee may be charged for Change Management (MACD). See the section titled "Remote Moves/Adds/Changes/Deletes (MACD)" below for details.

*** It is the Customer's responsibility to inform InterVision when additional licensees or upgrades to existing licensees are required. Please provide at least 7 days notice if planning to add new users or features to your system that will necessitate the procurement of additional licenses so that the licenses can be made available on the date when they are required.

8 SUPPORT -

8.1 SYSTEM ADMINISTRATION - REMOTE MOVES/ADDS/CHANGES/DELETES (MACD)

Our System Administration service ensures daily administrative responsibilities are executed in a timely and efficient manner by our team of skilled professionals. We take care of the day-to-day administrative tasks, so your internal team has more time to focus on other objectives.

- Minor configuration adjustments of routine administrative tasks
- Management of moves, adds, changes, or deletes within your Amazon Connect instance
- Defined service level agreements

InterVision will perform remote Moves, Adds, Changes, and Deletes ("MACD") in accordance with the support agreement a customer has subscribed to. A remote MACD is defined as any remote move, add, change, or delete related to the AWS environment. Increments or decrements to existing service quantities or types, including the addition or removal of site locations from the service, will be billed additional one-time and/or recurring fees as specified in the Service Order.

For **Standard Support** customers all moves and changes are subject to hourly rates as detailed in the applicable Work Order.

For **Premium Support** customers most moves and changes are included in the cost of the monthly subscription, examples of which are included in **Figure 1** below. Any out of scope moves or changes will be billed per the hourly rates as detailed in the applicable Work Order. The total number of MACD related tickets included within a given Billing Period are limited to a total quantity equal to 2% of the total number of users provisioned within the system during such period. If during a Billing Period, the total quantity of such tickets exceeds this quantity, we reserve the right to charge additional hourly fees (including applicable fees and taxes) for any such excess work.



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Scenario	Support Plan	
	Standard	Premium
I want to modify user / agent permissions or security profiles	Hourly \$	Included
I want to modify a user's settings or change user's a password	Hourly \$	Included
I want to update recorded messages, voice prompts & greetings	Hourly \$	Included
I want to modify Music on Hold or other audio settings.	Hourly \$	Included
I want to close/open early on a specific Date and Time	Hourly \$	Included
I want to modify agent routing profiles or call queue memberships	Hourly \$	Included
I want to modify rules or scheduled task settings	Hourly \$	Included
I want to change call recording settings or manage existing recordings	Hourly \$	Included
I want to modify contact flows, IVR scripts or other call flow settings	Hourly \$	Included (with limitations)
I want to configure a NEW feature	SOW \$	SOW \$
I want to ADD a service or increment the quantity of an existing service	Hourly \$	Hourly \$
I want to ADD small quantities of NEW phone numbers (less than 10 per month) to the system	Hourly \$	Included
I want to ADD large quantities of NEW phone numbers (more than 10 per month) to the system	SOW \$	SOW \$
I want to PORT existing phone numbers from an external service or carrier into the system	SOW \$	SOW \$

Figure 1: Sample MACD Scenarios



8.1.1 SYSTEM ADMINISTRATION SERVICE LIMITATIONS

The following items are to be considered out of scope for all service levels defined in this document and would require a separate statement of work (SOW).

- Modifications of infrastructure that fundamentally modify the architecture of the applications.
- Migrations of new workloads from external systems
- The addition of new telephone numbers (DID) in quantities greater than 10 per billing period
- The porting of existing phone numbers from an external service or carrier into the system
- Call flow setting modifications (contact flows / IVR scripts) are limited to a total of 2 hours of implementation labor per billing period. Modifications exceeding 2 hours of labor per billing period are not included and require a separate SOW.
- Integrations with new 3rd party applications

8.2 HOURLY SUPPORT SERVICES

For clients with managed service that have requests and items that may be beyond the scope of this service guide, InterVision may provide support additional services for the client on an hourly basis. Tasks that require incremental or hourly support time will be billed at the Service Management overage rates listed below. NOTE: Customers will be invoiced a minimum of 1 hour for all hourly support services.

HOURLY SUPPORT RATES	
Managed Communications L1 Support Engineer	\$150/hour
Managed Communications L2 Support Engineer	\$175/hour
After Hours Rate*	Standard Rate x 1.3

*After-hours services are services performed outside InterVision's standard office hours of Monday-Friday, 8:00AM to 6:00PM CST, including holidays.

8.3 USAGE BASED PRICING

InterVision calculates managed service usage fee based on the number of agents (users) who are active within the Amazon Connect platform for greater than 1 hour of total time during the billing period. Agent activity time is calculated using the "Agent on Contact Time" metric within Amazon Connect's historical reports. An agent is considered "on a contact" when they are handling at least one contact who is either connected, on hold, in after contact work, or outbound ring.

8.4 SELF-SERVICE TOOLS

The Customer can administer their own system and perform MACDs in a self-service fashion using Amazon Connect's online web-based administration tool accessible at <https://console.aws.amazon.com/connect>¹⁰. Only users with administrative privileges can perform system wide settings or make changes to user accounts other than their own.

For more information visit:

¹⁰<https://console.aws.amazon.com/connect/>



- <https://docs.aws.amazon.com/connect/latest/adminguide/amazon-connect-contact-centers.html>

8.5 AWS SUPPORT ESCALATIONS

If you are leveraging InterVision's Standard or Premium support on your AWS account, then InterVision serves as your sole point of contact for supporting that account. If AWS ever needs to be contacted for technical escalations, InterVision will do so on your behalf by leveraging our Partnership with AWS.

If you are leveraging a support plan directly with AWS then you should contact AWS directly for any AWS support needs.

8.6 INTERVISION SUPPORT COMMITMENT

The InterVision Operations Center offer service level agreement and objectives for incident response and change requests. The details of the InterVision Service Level Objectives is found in the Managed Services Statement of Work.

9 OFFERING SPECIFIC TERMS AND CONDITIONS -

Customer acknowledges that in addition to InterVision's agreements they are bound to AWS' agreements set forth below. In event of any conflict between InterVision's and AWS' contracts and service descriptions, the contract between the customer and AWS will prevail. The customer is subject to all agreements with AWS which may not be modified.

All users of this service are additionally bound by the terms set forth at <https://aws.amazon.com/aispl/service-terms/> & <https://aws.amazon.com/agreement/>

9.1 UNAUTHORIZED USE

The Customer is responsible for the payment of charges for all calls originated using the Customer's provisioned Services including, but not limited to, payment for calls or services originating at the Customer's number(s); accepted at the Customer's number(s) (i.e., collect calls); forwarded or transferred by the Customer's number(s); and billed to the Customer's number via third number billing. Customer is responsible even if the charges were incurred as the result of unauthorized use. It is the Customer's responsibility to protect username, passwords, and pins for accessing the system. InterVision disclaims any responsibility to protect username, passwords, and pins. Any charges or fees incurred from unauthorized access via Customer credentials will be the sole responsibility of the Customer.

9.2 PRIVACY

Customer Proprietary Network Information ("CPNI") is Customer information acquired by InterVision from provisioning regulated telecommunications services to Customer. CPNI includes, among other things, Service identities, quantities and locations; information on how Service is being used; and Service billing information. InterVision will not share Customer CPNI with third-parties without Customer's prior written approval except as required to furnish the Services or as required by legal process or a governmental entity. Data and voice transmissions related to the Services may traverse public airways and circuits such as the Public Switched



Telephone Network ("PSTN") or Internet. InterVision disclaims any responsibility for disclosure of Customer information that is communicated through public airways and circuits.

9.3 CANCELATIONS

Customers are bound by a contractual agreement and cancellation requests should be set to cancel at the end of your contract term or renewal term. Most customers have a standard agreement with an initial term of service commitment (for example, 12 months). This agreement automatically renews at the end of the initial term if you do not request to go to a month-to-month before your service agreement auto-renews for additional 12-month term as defined in the applicable Work Order. You will keep auto-renewing every 12 months unless you request to cancel or to change to a month-to-month plan (for eligible services).

InterVision Amazon Connect is considered to be a Third-Party product subscription. For more information on cancellation policies related to third-party subscriptions please refer to the applicable work order for further details.

Important Service Cancellation Stipulations:

- When cancelling, you will be subject to disconnection fees and Contract Buy Out fees where applicable.
- Month-to-Month customer's services cancel at the end of the next calendar month.
- We do not prorate your services after cancellation - If you have services for anytime within a month you will be billed for the entire month of services.
- All customers are bound to the Amazon AWS Customer Agreement, additional terms and conditions related to the termination of AWS services apply. For more information please visit: <https://aws.amazon.com/agreement/>