



MANAGED WEBEX CONTACT CENTER SERVICES GUIDE

Last Modification Date: 05/20/2025
Exported and Shared on: 05/20/2025

For additional information, visit www.intervision.com

CONTENTS

- 1 Overview 1
- 2 Service Description and Details 1
 - 2.1 Managed Services 2
 - 2.2 Production Environments..... 3
 - 2.3 Service Infrastructure 3
 - 2.4 Security & Compliance 3
 - 2.5 PSTN Connectivity 3
 - 2.6 Local Number Portability (Telephone Number Porting) 4
 - 2.7 Emergency Calling 4
 - 2.8 Network Connectivity..... 4
 - 2.9 Workforce Management..... 4
- 3 Device Support..... 5
 - 3.1 Hardware Phones and Mobile Device Support..... 5
 - 3.2 Software Client Support..... 5
 - 3.3 Webex Contact Center Operations Support 5
- 4 Limitations for Operational Support 5
 - 4.1 Partner Support 6
 - 4.2 System Integrations 6
 - 4.3 Third-Party Support..... 7
 - 4.4 Third-Party Support and Service Levels 7



5	Service Activation	8
5.1	Onboarding.....	8
5.2	Offboarding	8
5.3	Cisco Account Access Requirements	8
5.4	Cisco Platform Support Subscription Requirements.....	8
6	Training	9
7	Monitoring	9
7.1	Default Monitoring Metrics.....	9
8	Service Reporting.....	10
9	Platform Management -	10
9.1	Roles and Responsibilities Matrix	10
10	Support -	11
10.1	System Administration - Remote Moves/Add/Changes/Deletes (MACD)	11
10.2	Hourly Support Services.....	15
10.3	Usage Based Pricing.....	15
10.4	Self-Service Tools.....	15
10.5	Cisco Support Escalations.....	15
10.6	IV Support Commitment	16
11	Offering Specific Terms and Conditions -	16
11.1	Unauthorized Use	16
11.2	Privacy	16
11.3	Cancelations.....	16
12	Webex Contact Center Component Support.....	17



12.1	General Statement of Managed Service Support.....	17
12.2	Optional Feature Support.....	17
12.3	Inbound Voice Calls.....	18
12.4	Outbound Voice Calls.....	18
12.5	Chat Usage.....	18
12.6	Email Response Management (ERM)	19
12.7	Collaborative Browsing.....	19
12.8	Task Usage	19
12.9	Quality Management for Webex Contact Center	19
12.10	IVR and Conversational AI Usage.....	20
12.11	Outbound Communication (SMS)	20
12.12	Agent Assistant with Webex AI Assistant.....	20
12.13	High-Volume Outbound Communications (HVOC).....	21
12.14	Callback.....	21
12.15	Blended Agent	22
12.16	Outbound Campaign Manager	22
12.17	Automated Preview Outbound Dialing.....	23
12.18	Automated Predictive Outbound Dialing	23
12.19	Storage (Call Recordings, Transcripts)	23
12.20	Third-Party Integrations	23
12.21	Professional Services Fees	24
12.22	Telephony Infrastructure.....	24
12.23	Workforce Management.....	24
12.24	Quality Management.....	25

12.25 Digital Recording..... 25

12.26 Digital Recording - Storage - Gigabyte 25

12.27 Screen Capture 25

12.28 Collaborative Browsing..... 26

12.29 Email Response Management (ERM) 26

12.30 Real-Time Metrics and Reporting 26

12.31 Emergency Services Access 26

12.32 Compliance Recording..... 27

12.33 Data Transfer Out..... 27

12.34 Calabrio Workforce Engagement..... 27



1 OVERVIEW

Webex Contact Center managed services is a managed, cloud-based Contact Center as a Service (CCaaS) offering provided by InterVision Systems (IV). It is built on the foundation of the Webex Suite, an industry's leading provider of cloud-based collaboration and contact center solutions. The offer is optionally extended with solutions provided by authorized IV partners as defined by Customer agreements and statements of work.

IV is a Cisco partner and offers Cisco's portfolio of products to our customers as value-added managed service offerings. These offerings combine IV Managed Services coupled with various Webex Contact Center platform integrations.

Webex Contact Center can be combined with additional IV services that complement and enhance the Webex product offerings. These include Cloud Migration Services, Cloud Unified Communications & Collaboration Services, SD-WAN, Network and CyberSecurity Management, Managed Carrier Services (circuits), custom integrations, and more. Complete descriptions for these offers are available in service guides and service descriptions for service IV offers.

The scope of this Service Guide is confined to the Webex Managed Contact Center solution by IV. Support includes the contact center infrastructure and applications of the Webex Contact Center solution built by InterVision Professional Services as defined in statements of work and design documents approved by the end Customer. The support will maintain the operation of the infrastructure functionality as designed.

2 SERVICE DESCRIPTION AND DETAILS

Webex Contact Center Managed Services provides Customers with management of their Webex Contact Center infrastructure.

The **Webex Contact Center managed** service offering includes:

- Remote Support - Technical support of the Webex Platform including escalations to Cisco engineers, if required
- 24x7x365 support for priority incidents
- Monitoring and automated alerts based on system events and defined metric criteria

Proactive notification of Customer experience issues

- Defined service level agreements (SLA)
- Vendor Management - We serve as your single point of contact for the certified solution vendors associated with your solution as defined within your IV agreements
- Reporting on key performance metrics

Flexible administration options (Self-Service administration or from IV on an hourly fee basis)

Access to a wide array of fee based professional services from certified professionals

Monthly service invoicing from IV

System Administration - Expert administration from certified professionals with remote Moves/Adds/Changes/Deletes (MACD) included.

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
- Access to Cisco Partner funding programs
- Optional Flexible Staff Extension hours - Accelerated Path to Pro Services resources when needed



2.1 MANAGED SERVICES

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

MANAGED WEBEX CONTACT CENTER SERVICES GUIDE

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 \$)
---	-------------------------

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

2.2 PRODUCTION ENVIRONMENTS

Managed Services are designed and provided exclusively for production environments of Webex Contact Center. Development, Staging, Test, and other non-production environments will not operate under a managed service. However, these may be used by IV professional services to implement and test changes as defined in separate statements of work.

2.3 SERVICE INFRASTRUCTURE

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

For more information visit:

[Webex Contact Center - Cisco](#)¹

2.4 SECURITY & COMPLIANCE

Cisco is responsible for providing security and meeting compliance standards within the Webex Contact Center infrastructure. Webex is compliant with an array of 3rd party verified security and compliance standards such as GDPR, ISO/IEC 27001, PCI, and HIPAA among others.

It is a client's responsibility to ensure their operations and processes meet corporate policies for security and compliance.

For more information regarding Cisco Security Compliance Standards visit:

[Webex Compliance and Certifications](#)²

2.5 PSTN CONNECTIVITY

Webex Contact Center provides all PSTN connectivity to Customers via its partner service providers. Telephony service is abstracted from the Webex Contact Center instance. Cisco offers full PSTN replacement and can source new numbers and port existing numbers to its communications services in many countries worldwide.

For more information on Webex Contact Center architecture and PSTN connectivity visit:

1 <https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/series.html>

2 <https://help.webex.com/en-us/article/pdz31w/Webex-Compliance-and-Certifications>



2.6 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 to add your number to their systems, and for number routing to be updated. IV will provide support to Customers looking to port telephone numbers over to Webex, but the success of the porting process is not guaranteed given that certain process elements are outside IV control. For the number porting process to be successful, the end Customer and the losing carrier (existing carrier) each play instrumental roles. Please review the porting process overview provided by Cisco in the following links (including the documentation requirements for porting numbers):

[Cisco Calling Plan number porting guidelines and policies⁴](#)

2.7 EMERGENCY CALLING

The enhanced emergency (E911) service for Webex Calling provides an emergency service designed for organizations with a hybrid or nomadic workforce. It provides dynamic location support and a network that routes emergency calls to Public Safety Answering Points (PSAP) around the US, its territories, and Canada.

[Enhanced emergency calling for Webex Calling⁵](#)

2.8 NETWORK CONNECTIVITY

The Webex Contact Center hosted contact center service requires quality internet connectivity. Whether your network is ready for Webex Contact Center services will depend on your specific network setup. Local network connectivity, internet connectivity, and the quality of connections are a Client's responsibilities. To validate connectivity to Webex Contact Center, or if your agents experience problems with the Cisco Agent Desktop, we recommend using the [Webex Contact Center Endpoint Test Utility⁶](#) for diagnosis and troubleshooting.

For more information on Network and Connectivity topics visit:

[Network Requirements for Webex Services⁷](#)

2.9 WORKFORCE MANAGEMENT

Webex Contact Center provides options for workforce management for managing agent schedules and calculating demand within the contact center. Managed Service will be provided for workforce management if applicable to the client's environment.

³ <https://help.webex.com/en-us/article/utqcm7/Webex-Contact-Center-Architecture#multi-region-connectivity-for-telephony>

⁴ <https://help.webex.com/en-us/article/01sijg/Cisco-Calling-Plan-number-porting-guidelines-and-policies>

⁵ <https://help.webex.com/en-us/article/av6oo3/Enhanced-emergency-calling-for-Webex-Calling>

⁶ <https://docs.aws.amazon.com/connect/latest/adminguide/check-connectivity-tool.html>

⁷ <https://help.webex.com/en-us/article/WBX000028782/Network-Requirements-for-Webex-Services>



3 DEVICE SUPPORT

3.1 HARDWARE PHONES AND MOBILE DEVICE SUPPORT

Webex supports the ability to directly register hardware phones for agents.

For more information on hardware phones and mobile device support visit:

[Supported devices for Webex Calling](#)⁸

3.2 SOFTWARE CLIENT SUPPORT

Webex Contact Center Agent Desktop is where agents receive and manage customer interactions including calls, chats, emails, and more. With insight and collaboration tools in the Agent Desktop, your customers, agents, and supervisors can chat and collaborate with ease.

3.2.1 WORKSTATION REQUIREMENTS

System requirements for Webex Contact Center Desktop

[System requirements for Webex Contact Center Desktop](#)⁹

IV will not troubleshoot issues pertaining to an end user's computer hardware or operating system. Helpdesk services are available for an additional fee from IV to cover support for hardware, personal computers, and operating systems.

3.2.2 AGENT HEADSET

Webex supports a variety of Cisco and Third-party headsets. For specific requirements on headsets and workstations please visit the follow page:

[Webex App | Headset support](#)¹⁰

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

3.3 WEBEX CONTACT CENTER OPERATIONS SUPPORT

IV provides support for the underlying platform, components, and optional features contained in the Webex Contact Center solution. Webex Contact Center, including all optional components, is implemented for a Client based on their specific requirements as determined during the project requirements gathering phase. All components for a particular Client's implementation will be conveyed in the IV statements of work (SOWs) that define the options and scope of work.

4 LIMITATIONS FOR OPERATIONAL SUPPORT

IV supports the infrastructure implemented by IV and used by the Client for contact center operations. IV is not responsible for supporting staffing management, including but not limited to: agents, agent schedules, staff capacity planning, staff and demand forecasting, quality management, staff performance reviews, business

⁸ <https://help.webex.com/en-us/article/qkwt4j/Supported-devices-for-Webex-Calling>

⁹ <https://help.webex.com/en-us/article/besrkt/System-requirements-for-Webex-Contact-Center-Desktop>

¹⁰ <https://help.webex.com/en-us/article/nrvbbab/Webex-App-%7C-Headset-support>



decision, or any other operation of the business. IV support is limited to maintaining the infrastructure and applications built and managed by IV per the support service level purchased by the Customer.

4.1 PARTNER SUPPORT

Support for certified IV partner solutions must be stated within the statement of work or other agreements with IV stating such support. IV works with certified partners to establish certified integrations and support structure specific to the partner solutions. If other agreements exist that define certified partner support, they must be referenced within the statements of work.

4.2 SYSTEM INTEGRATIONS

Integrations to Enterprise Systems

InterVision's Webex Contact Center provides robust support for integrations with various enterprise systems, ensuring seamless operation and data flow between your contact center and critical business applications. This includes, but is not limited to, Customer Relationship Management (CRM) systems, Enterprise Resource Planning (ERP) systems, Electronic Health Records (EHR) systems, databases, and APIs.

Scope of Integration Support

IV support for these integrations encompasses all necessary troubleshooting and verification processes to ensure that data is accurately transmitted and received between Webex Contact Center and the integrated system. Specifically, our support includes:

- **Data Flow Verification:** monitoring and verification to confirm that input and output data between Webex Contact Center and the integrated system is as expected. This includes ensuring data integrity and consistency across platforms.
- **Troubleshooting Integration Issues:** Prompt identification and resolution of any issues that arise within the integration. Our team will work to diagnose if the problem is in the integration and will implement solutions to restore functionality.

Exclusions from Integration Support

It is important to note while we provide comprehensive support for the integration itself, support for the enterprise system to which Webex Contact Center is integrated is not included in our support agreement. For example:

- If an issue originates from within the CRM, ERP, EHR, or other integrated system, the resolution of that issue falls outside the scope of our support services.
- We recommend maintaining an active support agreement with the providers of your integrated systems to address any issues that arise within those systems.

Collaborative Resolution Approach

In cases where issues span both the integration and the integrated system, IV will collaborate with the Customers internal IT team to engage the support teams of the respective enterprise systems to facilitate a coordinated resolution. This approach ensures both sides of the integration are examined thoroughly, and the root cause of the issue is effectively addressed.

By clearly defining the scope of our integration support, we aim to provide clarity and ensure your Webex Contact Center solution operates seamlessly with your existing enterprise systems. This allows you to leverage the full potential of your contact center and business applications.



4.3 THIRD-PARTY SUPPORT

IV only provides support to third-party solutions related to the Webex Contact Center solution and deployment as stated within the statement of work or other agreements with IV stating such support.

4.4 THIRD-PARTY SUPPORT AND SERVICE LEVELS

IV strives to maintain the highest standards of service level agreements (SLAs) for our Webex Contact Center solutions. However, when it comes to third-party integrations with products or services that are not under an IV managed service contract, there are certain exceptions to our SLA resolution times that Customers need to be aware of.

4.4.1 SCOPE AND RESPONSIBILITY:

IV will ensure all components of the Webex Contact Center platform that fall within our management scope are functioning correctly. This includes verifying that our side of the integration with any third-party service is operating as intended.

4.4.2 LIMITATIONS:

When an issue arises that involves a third-party integration, IV's ability to resolve the issue may be limited by the response and resolution times of the third-party provider. In such cases, the following conditions apply:

Identification and Notification:

- IV will promptly identify and notify Customers of any issues related to third-party integrations.
- We will provide details on the nature of the issue, its impact, and any immediate steps taken to mitigate the problem.

Coordination with Third-Party Support:

- IV will engage with the Client to communicate issues with the third-party provider's support team to address the issue.
- Management of issues with the third-party solution is the responsibility of the Client unless explicitly stated in a contact with IV (i.e. SOWs, service contracts).

SLA Adjustments:

- SLA times for issues involving third-party integrations do not apply due to dependencies on the third-party provider's support and capabilities. Issues with third-party solutions will not be included in SLA adherence reporting.
- IV will keep Customers informed of any delays and provide regular updates on the status of the issue.

Documentation and Reporting:

All interactions and actions taken to resolve the issue will be documented.

4.4.3 CUSTOMER RESPONSIBILITIES:

- Ensure that all third-party services integrated with Webex Contact Center have appropriate support contracts in place.
- Provide necessary access and information to facilitate troubleshooting and resolution of issues involving third-party integrations.



5 SERVICE ACTIVATION

5.1 ONBOARDING

IV will work together with the Customer to build out your new environment, as defined by the statement of work for the project and once implemented will initiate managed services. 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 IV Support Portal
- Establish a regular service review cadence with your Client Service Delivery Manager or Client Service Engineer (if applicable)
- Ensure IV has all necessary access to systems to provide agreed upon level of service
- Implement monitoring & alerting of Customer's systems

5.2 OFFBOARDING

IV offers offboarding assistance within 30 days prior to termination of IV Webex Contact Center and Webex Contact Center Services. The Customer must request off-boarding assistance at least 7 days before such assistance can be provided.

5.3 CISCO ACCOUNT ACCESS REQUIREMENTS

For any service level where the Customer is invoicing their Cisco infrastructure and services through IV we require the Cisco account to be configured in the following way:

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

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

- Configuration of Cisco Cross Account Role with appropriate access to Linked Accounts
- Database Access Credentials and Instructions (if optionally utilized a part of the Webex Contact Center Solution)

5.4 CISCO PLATFORM SUPPORT SUBSCRIPTION REQUIREMENTS

All service levels require that the Customer maintain a subscription to an Cisco Support of Business or higher. Failure to maintain this subscription will result in an impaired service experience and diminished incident related service levels. See details in the Webex Contact Center Data Sheet:

[Webex Contact Center Data Sheet](#)¹¹

¹¹ https://www.webex.com/content/dam/wbx/us/documents/pdf/CM-1440_Webex_Contact_Center_Data_Sheet.pdf



6 TRAINING

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

Additional training may be provided per a separate professional services Statement of Work for Webex Contact Center.

A suggested starting point for new Webex Contact Center users would be the Webex Contact Center Help Center

[Webex Contact Center Help Center](#)¹²

7 MONITORING

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

Cisco provides real-time high level platform status metrics for their services online at:

[Webex Global Service Status](#)¹³

7.1 DEFAULT MONITORING METRICS

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

AWS Service	Metric
Webex Contact Center	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
Custom scripts	Function errors Throttled requests Execution duration

¹² <https://help.webex.com/en-us/landing/ld-93x1hg-ContactCenter/Agent?type=complex&subTab=Webex-Contact-Center>

¹³ https://status.webex.com/commercial/status?lang=en_US



MANAGED WEBEX CONTACT CENTER SERVICES GUIDE

Cisco Billing	Total estimated charges for Cisco account Account billing exceeds the specified threshold
---------------	--

8 SERVICE REPORTING

IV provides monthly service-related reporting as part of this offer. Monthly service reports which summarize key performance metrics of IV Webex Contact Center managed service such as SLA adherence, ticket related Customer satisfaction scoring, system usage, and capacity planning. Development of new reports or making changes or performing any customization to existing custom reports is available for custom development for a fee.

During periodic case reviews, IV representative 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.

9 PLATFORM MANAGEMENT -

9.1 ROLES AND RESPONSIBILITIES MATRIX

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

Application and Device Support	IV	Cisco	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



MANAGED WEBEX CONTACT CENTER SERVICES GUIDE

Problems isolated to Customer managed network equipment and network connections and/ or endpoints (software or hardware based)			X
Problems isolated to Cisco back end / carriers / PSTN		X	
System Onboarding	X		
System Offboarding	X		
Running Reports Routine			X
Report Configuration & Design	X		
Change Management (MACD) & User Administration	X **		X
License Management & Procurement	X ***		X

* IV performs vendor escalation and case management for approved InterVision certified 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 IV 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.

10 SUPPORT -

10.1 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 care for some 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 production Webex Contact Center and Webex Contact Center environment
- Defined service level agreements



MANAGED WEBEX CONTACT CENTER SERVICES GUIDE

IV will perform remote Moves, Adds, Changes, and Deletes (“MACD”) in accordance with the support agreement a Customer has subscribed. A remote MACD is defined as any remote move, add, change, or delete related to the Webex Contact Center environment including AWS Connect and supported partner solutions. 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 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.

Scenario	Responsibility
I want to resolve a contact center system outage	InterVision
I want to add or remove a user / agent	InterVision
I want to modify user / agent permissions or security profiles	InterVision
I want to modify a user’s settings or change user’s a password	InterVision
I want to resolve issues with logging in to contact center platform	InterVision
I want to resolve issues with a contact center office phone, mobile phone	Customer
I want to get a list of system agents/supervisors	Customer
I want to forecast future demand so I can determine how many agents I need to schedule.	Customer
I want to create, modify, or delete a schedule for agents	Customer
I want to review a conversation between agent and Customer for performance evaluation and compliance	Customer
I want to troubleshoot why forecasting, capacity planning, scheduling, and quality management functionality is not working as expected	InterVision
I want to update recorded messages, voice prompts & greetings	InterVision



MANAGED WEBEX CONTACT CENTER SERVICES GUIDE

I want to modify Music on Hold or other audio settings.	InterVision
I want to close/open early on a specific Date and Time	InterVision
I want to modify agent routing profiles or call queue memberships	InterVision
I want to modify rules or scheduled task settings	InterVision
I want to trace calls to help troubleshoot a problem affecting the operation of the system as designed.	InterVision
I want to trace calls not related to a problem with the normal operation of the system	Customer
I want to trace self-service services to help troubleshoot a problem affecting the operation of the system as designed.	InterVision
I want to trace self-service services not related to a problem with the normal operation of the system.	Customer
I want to download a call recording	Customer
I want to change call recording settings or manage existing recordings	InterVision
I want to troubleshoot call recording issues affecting the operation of the system as designed.	InterVision
I want to troubleshoot call recording problem not related to a problem with the normal operation of the system.	Customer
I want to modify contact flows, IVR scripts or other call flow settings	InterVision ¹
I want to troubleshoot agents unable to access agent desktop application such as permissions issues. Network troubleshooting is not included.	InterVision
I want to troubleshoot agents unable to hear audio. Hardware and network troubleshooting is not included.	InterVision
I want to troubleshoot headset issues	Customer
I want to get recommendations for headsets	Customer



MANAGED WEBEX CONTACT CENTER SERVICES GUIDE

I want to troubleshoot report access issues	InterVision
I want to troubleshoot a report with incorrect data	InterVision
I want to modify an existing report (Predefined / Custom)	Hourly \$
I want to create a new report (Predefined / Custom)	Hourly \$
I want to troubleshoot issues with post-call survey	Included
I want to get support during system audits (Support / Monthly or Annual)	Hourly \$
I want to get a quote for new feature	
I want to configure a NEW feature	SOW \$
I want to ADD a service or increase the quantity of an existing service	Hourly \$
I want to ADD small quantities of NEW phone numbers (less than 10 per month) to the system	Included
I want to ADD large quantities of NEW phone numbers (more than 10 per month) to the system	SOW \$
I want to PORT existing phone numbers from an external service or carrier into the system	SOW \$

Figure 1: Sample MACD Scenarios

NOTES

SOW – indicates a new SOW must be created for a new project to implement

Customer – Customer's responsibility, no support provided from IV within this service guide. Other services such as Helpdesk may include hardware and network troubleshooting support.

1 – Updating an already established configuration to alter the Customer journey is covered. Adding new functionality such as additional branches, routing logic, new languages or voices, or fundamentally altering the original design will require professional services development for an additional cost.

10.1.1 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).



MANAGED WEBEX CONTACT CENTER SERVICES GUIDE

- 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

10.2 HOURLY SUPPORT SERVICES

In certain instances, such as when a Client does not have an active support agreement or for any out-of-scope services, IV may provide support 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. After-hours services are services performed outside IV's standard office hours of Monday-Friday, 8:00AM to 6:00PM CST, including holidays requiring additional charges and scheduling for availability.

10.3 USAGE BASED PRICING

IV calculates the monthly managed service fee based the Webex Contact Center usage including Webex Contact Center and related partner service usage fees. The rates are listed in your agreement.

10.4 SELF-SERVICE TOOLS

The Customer may administer their own system and perform MACDs in a self-service fashion using Webex Contact Center's online web-based administration tool accessible at [Webex Control Hub](#)¹⁴. Only users with administrative privileges can perform system wide settings or make changes to user accounts other than their own. Note, if the Customer's changes cause issues with the system that trigger a service incident, hourly fee may be incurred to support the incident.

For more information visit:

[Sign in to Management Portal](#)¹⁵

10.5 CISCO SUPPORT ESCALATIONS

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

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

¹⁴ <https://admin.webex.com/login>

¹⁵ https://portal-v2.wxcc-us1.cisco.com/ccone-help-new/g_reporting-management-portal-issues-to.html#!t_logging-in-to-the-webexcc.html



10.6 IV SUPPORT COMMITMENT

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

11 OFFERING SPECIFIC TERMS AND CONDITIONS -

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

All users of this service are additionally bound by the terms set forth at [Offer Descriptions and Supplemental Terms - Cisco](#)¹⁶

11.1 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. IV disclaims any responsibility to protect usernames, passwords, and pins. Any charges or fees incurred from unauthorized access via Customer credentials will be the sole responsibility of the Customer.

11.2 PRIVACY

Customer Proprietary Network Information ("CPNI") is Customer information acquired by IV 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. IV 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. IV disclaims any responsibility for disclosure of Customer information that is communicated through public airways and circuits.

11.3 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).

The Webex Contact Center subscription is 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.

¹⁶ <https://www.cisco.com/c/en/us/about/legal/cloud-and-software/software-terms.html>



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 Cisco Customer Agreement, additional terms and conditions related to the termination of Cisco services apply. For more information please visit: [Cisco Customer Contract Experience - Cisco](#)¹⁷

12 WEBEX CONTACT CENTER COMPONENT SUPPORT

The following describes the support available with Webex Contact Center managed services for the components and options available. The following sections describe and list examples of what is and is not supported under the managed services. The examples provide guidance to understand the supported and unsupported services. The examples are not comprehensive for all the supported and unsupported scenarios.

12.1 GENERAL STATEMENT OF MANAGED SERVICE SUPPORT

Description: General rule for the Webex Contact Center Managed Services

Supported:

- Managed Service Support is limited to the infrastructure of the Webex Contact Center solution built by InterVision professional services as defined in statements of work and design documents approved by the end customer. The support will maintain the operation of the infrastructure functionality as designed, tested, and accepted by the customer.
- Changing configuration settings designed and built into the implemented solution to change behavior of the system.

Not Supported:

- Operations of the business including administration of staff or management of the customer's business including schedules, forecasting, capacity planning, operational and business decisions
- Implementing design and functionality changes of the system beyond that defined in statements of work for the implementation.

While some items are not supported with Webex Contact Center managed services, they may be available with a professional services engagement. Support will be determined on a case-by-case basis.

12.2 OPTIONAL FEATURE SUPPORT

Support for the following optional features requires additional InterVision support packages, as outlined below. The following sections detail each of the available support options and the scope of these services when included with Webex Contact Center managed services. For support requests related to these features that are not explicitly defined, InterVision will evaluate whether our services teams can reasonably provide support. If support is possible, efforts will be provided on a best-effort basis.

¹⁷ <https://www.cisco.com/site/us/en/about/legal/contract-experience/index.html>



MANAGED WEBEX CONTACT CENTER SERVICES GUIDE

The following sections describe and list examples of what is and is not supported under the managed services. The examples provide guidance to understand the supported and unsupported services. The examples are not comprehensive for all the supported and unsupported scenarios.

12.3 INBOUND VOICE CALLS

Description: Charges incurred for inbound voice call minutes connected to Webex Contact Center.

Supported:

- Monitor and manage the Webex Contact Center infrastructure supporting inbound calls.
- Configure and maintain routing logic and IVR or Conversational AI applications developed by InterVision.
- Ensure uptime and performance of inbound call handling systems.

Not Support:

- Handle actual customer calls or provide live agents.
- Manage client's customer service policies or procedures.
- Make business decisions regarding contact center operations.

12.4 OUTBOUND VOICE CALLS

Description: Charges for outbound voice call minutes initiated from Webex Contact Center.

Supported:

- Set up and maintain outbound dialing systems and campaigns implemented and configured by InterVision.
- Monitor system performance and call quality.
- Update and manage dialing lists and logic as per configurations.

Not Support:

- Execute outbound calls or interact with customers.
- Develop sales scripts or strategies.
- Developing new self-service or automated applications for agentless campaigns
- Decide on target customers for outbound campaigns.

12.5 CHAT USAGE

Description: Costs associated with web and mobile chat messages processed.

Supported:

- Implement and maintain chat interfaces and routing implemented and configured by InterVision.
- Monitor chat system availability and performance.
- Minor updates to chat workflows and integrations as needed.

Not Support:

- Respond to chat messages from end-users.
- Create content for chat interactions.
- Manage chat agent staffing or scheduling.
- Major updates to chat workflow logic



- Adding new external integrations

12.6 EMAIL RESPONSE MANAGEMENT (ERM)

Description: Managed service for streamlining customer email interactions and responses.

- Supported:
 - Implementation and maintenance of email response systems.
 - Monitoring system availability and performance.
- Not Supported:
 - Responding to emails on behalf of agents.
 - Creating or managing email templates.

12.7 COLLABORATIVE BROWSING

Description: Managed service for enabling agents to assist customers through shared browsing sessions.

- Supported:
 - Implementation and maintenance of collaborative browsing features.
 - Monitoring system performance.
- Not Supported:
 - Managing user sessions or interactions.
 - Customizing collaborative browsing workflows.

12.8 TASK USAGE

Description: Charges for tasks created and managed within Webex Contact Center.

Supported:

- Configure task routing and workflows developed by InterVision.
- Monitor task processing systems for performance issues.
- Maintain integrations with CRM or ticketing systems.

Not Support:

- Perform tasks or actions assigned to client staff.
- Prioritize tasks based on business needs.
- Manage employees' task completion.
- Add new integrations to CRM or ticketing systems.

12.9 QUALITY MANAGEMENT FOR WEBEX CONTACT CENTER

Description: Costs for using AI-powered speech analytics and transcription services.

Supported:

- Set up and maintain applicable quality management features as configured by InterVision.
- Monitor analytics systems and ensure data integrity.
- Update configurations for analytics and reporting tools.

Not Support:

- Analyze call data for business insights outside of periodic business reviews.



- Act on insights derived from analytics. InterVision can provide insights and guidance during periodic business reviews, however action to resolve issues such as staffing and business issues is the responsibility of the client.
- Develop policies based on analytics outcomes.

12.10 IVR AND CONVERSATIONAL AI USAGE

Description: Costs for speech recognition and natural language understanding using Cisco Webex AI.

Supported:

- Integrate virtual agents and bots into call flows as developed by InterVision.
- Maintain and update bot configurations.
- Monitor bot performance and system availability.

Not Support:

- Create or modify bot conversation content.
- Analyze bot interactions for business improvements outside of scheduled business review meetings.
- Decide on which services to automate via bots. InterVision will advise but not make the final decisions.

12.11 OUTBOUND COMMUNICATION (SMS)

Description: Charges for sending SMS messages through Webex Contact Center.

Supported:

- Configure SMS capabilities within Webex Contact Center as defined in statements of work
- Maintain systems for sending and receiving SMS.
- Monitor delivery rates and system performance.

Not Support:

- Draft SMS content or marketing messages.
- Manage opt-in/opt-out compliance with end-users.
- Determine SMS campaign strategies.

12.12 AGENT ASSISTANT WITH WEBEX AI ASSISTANT

Description: Charges per agent for access to relevant information real-time information during customer interactions.

Supported:

- Implement Webex AI Assistant integrations as developed by InterVision.
- Maintain connections to knowledge bases and data sources.
- Monitor system performance and update configurations.

Not Support:

- Create or update knowledge base content. InterVision can provide additional professional service to setup automated data pipelines or modify knowledge content for an additional charge.
- Train staff for using agent assistant. Training from InterVision is available for additional cost.



- Decide on what information should be accessible. InterVision will advise but not make final decisions.

12.13 HIGH-VOLUME OUTBOUND COMMUNICATIONS (HVOC)

Description: Costs for large-scale outbound contact operations, like bulk notifications.

Supported:

- Set up HVOC systems and campaigns as per InterVision's solutions.
- Maintain and monitor outbound communication infrastructure.
- Ensure compliance with technical sending limits.

Not Support:

- Plan or execute bulk messaging strategies.
- Manage contact lists for outbound communications.
- Handle responses from outbound contacts.

12.14 CALLBACK

Description: Webex Contact Center Callback allows customers to request a callback instead of waiting on hold. This feature enhances customer satisfaction by providing flexibility and reducing perceived wait times.

Supported:

- Implementation and Configuration:
 - Set up the callback feature within Webex Contact Center as designed by InterVision.
 - Configure IVR flows to include callback options.
 - Integrate callback scheduling within routing profiles and queues.
- System Maintenance:
 - Monitor the callback system for performance and availability.
 - Troubleshoot technical issues related to callback functionality.
 - Update configurations and workflows as needed.
- Integration Support:
 - Ensure seamless integration with CRM systems or databases.
 - Maintain data synchronization for callback requests.

Not Support:

- Operational Execution:
 - Manage real-time callback queues or adjust priorities.
 - Handle live interactions with customers requesting callbacks.
 - Decide when to offer callbacks based on current call volumes.
- Agent Management:
 - Schedule agents specifically for handling callbacks.
 - Train agents on best practices for callback interactions.
 - Monitor agent performance related to callbacks.
- Business Decisions:
 - Determine policies for offering callbacks (e.g., after certain wait times).
 - Analyze callback data to make operational improvements.
 - Handle customer feedback regarding the callback experience.



12.15 BLENDED AGENT

Description: Managed service for enabling agents to handle both inbound and outbound interactions seamlessly.

- Supported:
 - Implementation and maintenance of blended agent functionality.
 - Monitoring system performance.
- Not Supported:
 - Managing agent assignments or schedules.
 - Customizing blended workflows beyond initial setup.

12.16 OUTBOUND CAMPAIGN MANAGER

Description: The Outbound Campaign Manager in Webex Contact Center enables automated outbound communications, such as calls, texts, or emails, to engage customers proactively for promotions, notifications, or other outreach initiatives.

Supported:

- Setup and Configuration:
 - Implement outbound campaigns as per InterVision's design.
 - Configure dialing lists, contact strategies, and campaign parameters.
 - Integrate with databases and systems for contact information.
- System Maintenance:
 - Monitor campaign execution for technical performance.
 - Troubleshoot issues related to call connectivity or system errors.
 - Update campaign configurations and settings as needed.
- Compliance and Security:
 - Ensure technical compliance capabilities with regulations (e.g., TCPA).
 - Maintain data security protocols for handling contact information.
 - Implement opt-out mechanisms within the system configurations.

Not Support:

- Campaign Strategy and Planning:
 - Develop campaign goals, messaging, or target demographics.
 - Create content for outbound communications (scripts, messages).
 - Decide on timing and frequency of outbound contacts.
- Operational Management:
 - Launch or pause campaigns based on business needs.
 - Adjust campaign strategies in response to customer interactions.
 - Manage responses from customers (e.g., inbound calls from outbound efforts).
- Data Management:
 - Build or maintain contact lists for campaigns.
 - Handle data cleansing or enrichment for contact information.
 - Manage consent and preferences beyond technical settings.
- Agent Training and Oversight:
 - Train agents on handling outbound calls and follow-ups.
 - Monitor agent performance metrics related to campaigns.
 - Make staffing decisions based on campaign requirements.



12.17 AUTOMATED PREVIEW OUTBOUND DIALING

Description: Managed service for enabling agents to preview customer information before making calls.

Supported:

- Implementation and maintenance of automated preview dialing features.
- Monitoring system performance.

Not Supported:

- Managing outbound call lists or campaigns.
- Customizing dialing logic beyond initial setup.

12.18 AUTOMATED PREDICTIVE OUTBOUND DIALING

Description: Managed service for automating dialing to enhance agent efficiency.

- **Supported:**
 - Implementation and maintenance of predictive dialing features.
 - Monitoring system performance.
- **Not Supported:**
 - Managing call campaigns or lists.
 - Customizing predictive algorithms beyond initial configuration.

12.19 STORAGE (CALL RECORDINGS, TRANSCRIPTS)

Description: Charges for storing call recordings, chat transcripts, and other data.

Supported:

- Configure storage solutions and retention policies as defined by the customer and reflect in statements of work.
- Monitor storage usage and optimize performance.
- Ensure data is securely stored and accessible as per configurations.

Not Support:

- Listen to call recordings for quality assurance.
- Analyze transcripts for compliance.
- Decide on what data should be retained or deleted.

12.20 THIRD-PARTY INTEGRATIONS

Description: Costs associated with integrating third-party services and applications.

Supported:

- Set up and maintain integrations with CRM, ERP, or other systems as configured by InterVision per statements of work.
- Monitor integration performance and troubleshoot technical issues.
- Minor updates to APIs and connectors as needed such as API parameter or format changes.



Not Support:

- Manage third-party vendor relationships.
- Configure third-party applications beyond integration points.
- Decide on which third-party services to use.
- Implement new integrations beyond those stated in statements of work

12.21 PROFESSIONAL SERVICES FEES

Description: Charges for custom development, consulting, and implementation services.

Supported:

- Provide ongoing support for applications and solutions developed by InterVision and in coordination with InterVision Managed Services teams.
- Maintain custom configurations and ensure they operate smoothly.
- Apply patches and updates to custom solutions.

Not Support:

- Develop new custom applications outside existing agreements.
- Provide consulting on business strategy.
- Offer training services to client staff.

12.22 TELEPHONY INFRASTRUCTURE

Description: Costs for Direct Inward Dialing (DID), toll-free numbers, and associated services.

Supported:

- Configure and manage phone numbers within Webex Contact Center as set up by InterVision.
- Monitor call quality and connectivity.
- Maintain number inventory and porting processes.

Not Support:

- Procure new numbers without client approval.
- Negotiate rates with telephony providers.
- Decide on regional availability of numbers.

12.23 WORKFORCE MANAGEMENT

Description: Charges for scheduling, forecasting, and optimizing agent workforce.

Supported:

- Maintain workforce management tools as implemented by InterVision.
- Ensure system availability and performance.
- Update configurations based on predefined settings.

Not Support:

- Run forecast or capacity plans



- Create or adjust agent schedules.
- Analyze workforce metrics for staffing decisions. InterVision may advise during period business reviews.
- Manage agent performance or adherence.

12.24 QUALITY MANAGEMENT

Description: Managed service for ensuring the quality of interactions through monitoring and evaluation tools.

- **Supported:**
 - Implementation and maintenance of quality management tools.
 - Monitoring system performance.
- **Not Supported:**
 - Conducting quality assessments or evaluations.

Customizing quality metrics beyond initial setup

12.25 DIGITAL RECORDING

Description: Managed service for capturing and storing audio interactions for compliance and quality assurance.

- **Supported:**
 - Implementation and maintenance of digital recording features.
 - Monitoring recording system performance.
- **Not Supported:**
 - Managing access to recorded content.
 - Customizing recording settings beyond initial configuration.

12.26 DIGITAL RECORDING - STORAGE - GIGABYTE

Description: Managed service for overseeing the storage capacity of recorded interactions.

- **Supported:**
 - Monitoring storage capacity and performance of storage for digital recordings.
 - Ensuring compliance with storage policies.
- **Not Supported:**
 - Managing storage allocation or expansion.
 - Customizing storage solutions beyond the initial setup.

12.27 SCREEN CAPTURE

Description: Managed service for capturing agent screens during interactions for training and quality assurance.

- **Supported:**
 - Implementation and maintenance of screen capture features.
 - Monitoring system performance.
- **Not Supported:**
 - Managing access to captured content.



- Customizing screen capture settings beyond initial configuration.

12.28 COLLABORATIVE BROWSING

Description: Managed service for enabling agents to assist customers through shared browsing sessions.

- **Supported:**
 - Implementation and maintenance of collaborative browsing features.
 - Monitoring system performance.
- **Not Supported:**
 - Managing user sessions or interactions.
 - Customizing collaborative browsing workflows.

12.29 EMAIL RESPONSE MANAGEMENT (ERM)

Description: Managed service for streamlining customer email interactions and responses.

- **Supported:**
 - Implementation and maintenance of email response systems.
 - Monitoring system availability and performance.
- **Not Supported:**
 - Responding to emails on behalf of agents.
 - Creating or managing email templates.

12.30 REAL-TIME METRICS AND REPORTING

Description: Costs for accessing advanced analytics and real-time dashboards.

Supported:

- Set up and maintain reporting tools and dashboards configured by InterVision.
- Ensure data accuracy and report delivery.
- Update report configurations as needed.

Not Support:

- Interpret data for business insights.
- Create custom reports beyond existing configurations.
- Make decisions based on report findings.

12.31 EMERGENCY SERVICES ACCESS

Description: Charges related to providing emergency calling capabilities (e.g., 911 services).

Supported:

- Configure emergency dialing settings as required.
- Ensure compliance with technical requirements.
- Maintain system readiness for emergency calls.



Not Support:

- Monitor or handle emergency calls.
- Ensure compliance with legal obligations specific to emergency services.
- Update location information for end-users.

12.32 COMPLIANCE RECORDING

Description: Costs for specialized recording features needed for regulatory compliance.

Supported:

- Implement compliance recording solutions as configured by InterVision.
- Ensure recordings are stored securely and access controls are in place.
- Maintain systems to meet technical compliance requirements.

Not Support:

- Monitor recordings for compliance breaches.
- Manage compliance policies or audits.
- Take corrective action on compliance issues.

12.33 DATA TRANSFER OUT

Description: Charges for data transferred out of Webex Contact Center to the internet.

Supported:

- Optimize configurations to minimize unnecessary data transfer costs.
- Monitor data transfer usage and provide alerts.
- Maintain secure data transfer processes.

Not Support:

- Control or limit data requested by end-users.
- Analyze data transfer for business activities.
- Make decisions on data distribution strategies.

12.34 CALABRIO WORKFORCE ENGAGEMENT

Description: Calabrio ONE Suite offers a Workforce Engagement Management bundle that includes functionality to provide Workforce Management, Quality Management, Call and Screen Recording, Data Manager, and Analytics. Each of these features may be purchased separately. InterVision will only provide managed services for the packages and features that were purchased through InterVision. Implementation is not included in the managed service pricing. Implementation of the Calabrio system within the ConnectIV CX environment requires a statement of work for professional service for an additional fee.

Calabrio Workforce Management: Workforce Management software that empowers agents and managers with tools for predictive forecasting, scheduling, and real-time adherence.

Quality Management: AI-powered Quality Management software that provides a comprehensive view of customer interactions, enabling better brand experiences through quality monitoring tools.



MANAGED WEBEX CONTACT CENTER SERVICES GUIDE

Calabrio Call Recording: Call recording software designed to capture and analyze interactions for voice channels.

Calabrio Screen Capture: Screen capture functionality that provides a comprehensive view of agent actions during interactions, integrated with call recording.

Calabrio Analytics: Interaction Analytics software that uses AI to provide insights from customer interactions, including speech and text analytics.

Calabrio Data Manager: Data management solution that synchronizes multiple data sources into a single source of truth, enabling robust reporting and visualization.

Customers can optionally integrate a **customer-owned** instance of Calabrio Workforce Engagement Management solution features within the ConnectIV CX solution environment. InterVision provides Level 1 support with Escalations to the Vendor: Calabrio. Ongoing support will include level 1 by InterVision plus escalation to the Calabrio software vendor plus application backups. Any MACDs will be charged an hourly rate. Additional one-time charges for implementation and setup of the Calabrio environment are required before ongoing support will apply.

Task	InterVision	Calabrio	Calabrio Extended Services	Customer
System Monitoring	X			
Single Point of Contact	X			
Incident, Request, MACD Triage	X			
Level 1 Incident Remediation	X			
Level 2 + Incident Remediation		X		
Level 1 Request Fulfillment	X			
Level 2 + Request Fulfillment		X		
Vendor Escalation	X			
Configuration updates		X		



MANAGED WEBEX CONTACT CENTER SERVICES GUIDE

Implementation and maintenance of quality management tools		X		
Minor and Maintenance Release		X		
Major Release		X		
Installations, Upgrades			X	
Complex Design Services			X	
Third Pary Integrations			X	
Installations, Running forecasts or capacity plans				X
Custom report creation			X	
Creating or adjusting agent schedules				X
Analyzing workforce metrics for staffing decisions.				X
Creating or adjusting agent schedule				X
Customizing quality metrics beyond initial setup.				X

Dependencies:

- Customer to purchase and maintain Calabrio support contract.
- InterVision to have global access to Calabrio environment

