



## CALNET 3 Category 6.1 Table of Contents

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**6.1.2.2 Network Based Contact Center (NBCC) General Features**

<b>Contractor's Summary description of service:</b> Network Based Contact Center – General Features										
<b>Geographic Availability:</b> NWN Corporation will provide these services Statewide										
<b>Service Limitations and Restrictions</b> None										
<b>Change Charge Applicability:</b> None unless otherwise noted in Column E										
A	B	C	D	E	F	G	H	I	J	K
Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of measure	Charge per change per item	Delegation Needed (Yes/No)	Required or Discretionary
1	NBCC Web Call Back	WIM1	Web call back functionality as described in Section 6.1.2.2.1. Includes zero hours of application development.		\$0.00	\$0.00	Per Port	\$0.00	No	Required
2	NBCC Real Time Text Chat Capability	WIM3	Real time chat functionality as described in Section 6.1.2.2.3. Includes zero hours of application development.		\$0.00	\$79.95	Per Agent	\$0.00	No	Required
3	NBCC Digital Recording Capability	WIMCAL	Digital recording functionality as described in Section 6.1.2.2.4. Includes zero hours of application development.		\$0.00	\$53.30	Per Agent	\$0.00	No	Required
4	NBCC Digital Recording – Storage - Gigabyte	WIMCAL1GB	Storage for the digital recording functionality as described in Section 6.1.2.2.4.		\$0.00	\$15.38	Gigabytes	\$0.00	No	Required
5	NBCC Collaborative Browsing Capabilities	WIM5	Collaborative browsing functionality as described in Section 6.1.2.2.5. Includes zero hours of application development.		\$0.00	\$4.10	Per Agent	\$0.00	No	Required
6	NBCC Email Response Management (ERM) Capability	WIM6	ERM functionality as described in Section 6.1.2.2.6. Includes zero hours of application development.		\$0.00	\$83.03	Per Agent	\$0.00	No	Required
7	NBCC Workforce Management (WFM) System	EIMAZ	WFM functionality as described in Section 6.1.2.2.7. Includes zero hours of application development.		\$0.00	\$61.50	Per agent	\$0.00	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

8	NBCC Automated Preview Outbound Dialing	WIMCAL2	Preview outbound dialing functionality as described in Section 6.1.2.2.8. Includes zero hours of application development.		\$0.00	\$4.10	Per Agent	\$0.00	No	Required
9	NBCC Automated Predictive Outbound Dialing	OUTO	Predictive outbound dialing functionality as described in 6.1.2.2.9. Includes zero hours of application development.		\$0.00	\$4.10	Per Agent	\$0.00	No	Required
10	NBCC Voice Callback	CVPOUTO	Voice callback functionality as described in 6.1.2.2.10. Includes zero hours of application development.		\$0.00	\$4.10	Per Port	\$0.00	No	Required
11	NBCC Quality Management	CVPUCE	NBCC Quality Management functionality as described in 6.1.2.2.11. Includes zero hours of application development.		\$0.00	\$4.10	Per Agent	\$0.00	No	Required
12	NBCC Screen Capture	UCCE	Screen capture functionality as described in Section 6.1.2.2.12. Includes zero hours of application development.		\$0.00	\$4.10	Per Agent	\$0.00	No	Required
13	NBCC Blended Agent	CALO	Blended agent functionality as described in 6.1.2.2.13. Includes zero hours of application development.		\$0.00	\$4.10	Per Agent	\$0.00	No	Required
14	<b>Agent Greeting</b>	CVP1	Fully Managed Contact Center service that provides a configurable, automated agent greeting to be played to callers, standardizing the caller experience. The agent greeting helps to keep agents' voices fresh by saving them from having to repeat the same greeting on every call. This solution is provided in addition to the NBCC General Features.		\$0.00	\$2.05	Per Agent	\$0.00	No	Required
15	<b>Agent Whisper</b>	CVP2	Fully Managed Contact Center service that provides a configurable announcement is played to an agent right before the caller is connected, providing information about the type of call being delivered (for example, "sales" or "tech support") and other guidance. This feature gives agents information about the caller, speeding problem handling and improving first-call resolution. This solution is provided in addition to the NBCC General Features.		\$0.00	\$2.05	Per Agent	\$0.00	No	Required

**6.1.2.2 Network Based Contact Center (NBCC) General Features**

16	<b>Courtesy Call Back</b>	CVP3	Fully Managed Contact Center service that provides callers in queue the ability to request a callback when an agent becomes available, reducing time spent on hold and lowering Caller frustration. This solution is provided in addition to the NBCC General Features.		\$0.00	\$2.05	Per Agent	\$0.00	No	Required
17	<b>Post-call survey</b>	CVP4	Fully Managed Contact Center service that provides a support for caller surveys following the self-service session enhances customer satisfaction and provides valuable feedback to the business or organization. This solution is provided in addition to the NBCC General Features.		\$0.00	\$2.05	Per Agent	\$0.00	No	Required
18	<b>SocialMiner</b>	SM1	Fully Managed Contact Center service that provides proactive responds to customers and prospects communicating through public social media networks like Twitter, Facebook, or other public forums or blogging sites. By providing social media monitoring, queuing, and workflow to organize customer posts on social media networks and deliver them to your social media customer care team to respond to customers in real time using the same social network they are using. This solution is provided in addition to the NBCC General Features.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented.	\$54,700.00	\$7.18	Per Agent	\$100.00	No	Required

**6.1.2.3.7.1 Network Based Automatic Call Distributor (NBACD) Basic Agent Package**

<b>Contractor's Summary description of service:</b> Network Based ACD – Basic Agent Package										
<b>Geographic Availability:</b> NWN Corporation will provide these services Statewide										
<b>Service Limitations and Restrictions:</b> None										
<b>Change Charge Applicability:</b> None unless otherwise noted in Column E										
A	B	C	D	E	F	G	H	I	J	K
Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of measure	Charge per change per item	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Agent Package - Agent	UCCE1	Basic Software package as described in Section 6.1.2.3.7.1	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$92.25	Agent	\$100.00	No	Required
2	Basic Agent Package – Desktop Server	UCCEAz	Contractor hosted server that supports the Basic Agent Package above. Does not include redundancy.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$27290.63	Tenant	\$500.00	No	Required
3	Abandon Call Clearing	UCCE2	Removes calls from the Call Center queue when the caller abandons: - while waiting in queue (or) - after call is presented to agent.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$4.10	Agent	\$25.00	No	Required
4	Automatic Overflow	UCCE3	Allows Customer to specify where new incoming calls overflow.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$4.10	Agent	\$25.00	No	Required

**6.1.2.3.7.1 Network Based Automatic Call Distributor (NBACD) Basic Agent Package**

5	Call Priority	UCCE4	Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$4.10	Agent	\$25.00	No	Required
6	Night Service	CVP/UCCE-1A	Activated for entire Call Center when all agent positions logoff. Automatically forwards incoming calls.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$4.10	Agent	\$25.00	No	Required
7	Overflow Scan	UCCE5	Scans up to four (4) other Call Centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$4.10	Agent	\$25.00	No	Required
8	Ring Threshold	UCCE6	Reroutes call when agent does not answer after a predetermined amount of time.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$4.10	Agent	\$25.00	No	Required
9	Call Delay /Forced Announcement	CVP-1A	Provides recorded announcement(s) to callers when all agents are busy or the Call Center is in Night Service mode.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$4.10	Agent	\$25.00	No	Required
10	Queue Status	CUIC1	Indication when queue thresholds are exceeded. Separate from telephone sets, this data will be provided to a wall mounted display or a workstation.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$4.10	Agent	\$25.00	No	Required

**6.1.2.3.7.1 Network Based Automatic Call Distributor (NBACD) Basic Agent Package**

11	Agent Queue Status Display	CUIC2	Provides agents status of call queue. Shows either: number of calls in queue, or amount of time oldest call in queue.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$4.10	Agent	\$25.00	No	Required
12	Called Number Display	CUCM1	Displays the dialed Call Center directory number on agent Equipment.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$4.10	Agent	\$25.00	No	Required
13	Call Tracking	UCCE7	Allows agent to indicate type of call being processed by pressing tracking key and entering a code ("account code").	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$4.10	Agent	\$25.00	No	Required
14	Controlled Access to PSTN/Switched Network	UCCE/CUCM-1A	Outbound dialing permission from total restriction to unrestricted access to the public network.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$4.10	Agent	\$25.00	No	Required
15	Supervised Call Transfer – Off Net	UCCE/CUCM-2A	Allows an agent to transfer a call to any ten (10) digit phone number not serviced by the NBCC, to remain on the line after the transfer until the agent disconnects, and for the caller to remain connected with the transferred party after the agent disconnects.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$0.00	\$4.10	Agent	\$25.00	No	Required
16	<b>Wrap-Up Codes</b>	UCCE8	Fully Managed NBACD Basic Agent Package Feature that provides a wrap-up code to assign a call to a certain bucket to determine the type of call for reporting purposes or administration purposes. This solution is provided in addition to the NBACD Basic Agent Package Features.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$5,475.00	\$2.05	Agent	\$250.00	No	Required

**6.1.2.3.7.1 Network Based Automatic Call Distributor (NBACD) Basic Agent Package**

17	<i>Mobile Connect</i>	UCC-MC1	Fully Managed NBACD Basic Agent Package Feature that leverages NWN's Unified Mobile Agent which adds the capability to enable agents to choose their destination phone number during login time - and change the number as often as they want - giving the contact center the flexibility to adapt to a fast-moving mobile workforce. This solution is provided in addition to the NBACD Basic Agent Package Features	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$7,315.00	\$2.05	Agent	\$50.00	No	Required
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**6.1.2.3.7.2 Network Based Automatic Call Distributor (NBACD) Supervisor's Package**

<b>Contractor's Summary description of service:</b> Network Based ACD – Supervisor's Package										
<b>Geographic Availability:</b> NWN Corporation will provide these services Statewide										
<b>Service Limitations and Restrictions:</b> None										
<b>Change Charge Applicability:</b> None unless otherwise noted in Column E										
A	B	C	D	E	F	G	H	I	J	K
Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of measure	Charge per change per item	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Supervisor's Package	UCCE-FIN1	Basic Supervisor's package software as described in Section 6.1.2.3.7.2	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$50.00	\$102.50	Supervisor	\$100.00	No	Required
2	Additional Supervisor Positions	UCCE10	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one (1) per 20 agents.)	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$50.00	\$4.10	Supervisor	\$25.00	No	Required
3	Controlled Overflow	UCCE11	Allows a supervisor to direct new Call Center calls to an overflow route.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$50.00	\$4.10	Supervisor	\$25.00	No	Required
4	ACD Status Display	CUIC3	Supervisor(s) with display set can monitor Call Center call status. Minimum Requirements - Queue Status Display shows: - Number of calls in incoming call queue and average time in queue - Total number of occupied agent positions (agents idle, active, or not ready)	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$50.00	\$4.10	Supervisor	\$25.00	No	Required

**6.1.2.3.7.1 Network Based Automatic Call Distributor (NBACD) Supervisor's Package**

5	Position Status Display	UCCE12	Provides supervisor with visual indication of agent activity in real time.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$50.00	\$4.10	Supervisor	\$25.00	No	Required
6	Position Status Summary Display	UCCE13	Allows supervisor to quickly check status of the Call Center. Supervisor can have multiple position status summary display keys to monitor multiple Call Center Groups within their System. Minimum Requirements: Display indicates total number of agents: i.) On Call Center calls ii) On non Call Center calls (on virtual number) iii) Idle (logged in and waiting for call) iv) Not ready (clerical status) logged off	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$50.00	\$4.10	Supervisor	\$25.00	No	Required
7	<b>Change Agent State</b>	UCCE14	Fully Managed NBACD Supervisor's Package Feature that provides the supervisor with the ability to change the status of agents when required. This solution is provided in addition to the NBACD Supervisor Package Features.		\$0.00	\$2.05	Agent	\$0.00	No	Required
8	<b>CRM Connector</b>	UCCE/CRM-C1	Fully Managed NBACD Supervisor's Package Feature that Enable the integration with CRM systems to present caller information on screen or to write back data to the database. This solution is provided in addition to the NBACD Supervisor Package Features.	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$234,375.00	\$3336.38	Agent	\$250.00	No	Required

**6.1.2.3.7.2 Network ACD System Administrator Software Package**

<b>Contractor's Summary description of service:</b> Network Based ACD – System Administrator Software Package										
<b>Geographic Availability:</b> NWN Corporation will provide these services Statewide										
<b>Service Limitations and Restrictions:</b> None										
<b>Change Charge Applicability:</b> None unless otherwise noted in Column E										
A	B	C	D	E	F	G	H	I	J	K
Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of measure	Charge per change per item	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Administrator's Package	CCMP/CUIC1A	Basic Administrator's Package Software as described in Section 6.1.2.3.7.3	CHANGE CHARGE: Change Charges applies when a customer requests changes to services after the Service has been implemented	\$100.00	\$20.50	Package	\$50.00	No	Required

**6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features**

Contractor's Summary description of service: Network Based IVR – Services and Features										
Geographic Availability: NWN Corporation will provide these services Statewide										
Service Limitations and Restrictions None										
Change Charge Applicability: None unless otherwise noted in Column E										
A	B	C	D	E	F	G	H	I	J	K
Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of measure	Charge per change per item	Delegation Needed (Yes/No)	Required or Discretionary
1	NBIVR Usage	NWNUSG1	Usage charge associated with the IVR platform.		\$0.00	\$0.0062	Minutes	\$0.00	No	Required
2	NBIVR Usage – Speech Recognition	NWNUSG2	Usage charge associated with the IVR platform with speech recognition input.		\$0.00	\$0.0123	Minutes	\$0.00	No	Required
3	NBIVR Custom Environment	NWNCA-IVRAD100	One-time charge to configure a custom IVR environment to support IVR applications. Shall include 100 hours of professional services to configure the custom environment.		\$100,000.00	\$0.00	Environment	\$0.00	No	Required
4	Additional IVR Capacity	NWN-IVR-PRT	Fully Managed NBIVR Ports to provide additional IVR capacity.	CHANGE CHARGE: Change Charges applies when a customer requests a port to be relocated to another callflow after the IVR port has been initially configured	\$100.00	\$76.88	Port	\$25.00	No	Required
5	Custom Application Development	NWN-IVR-AppDev	Custom Application Development for NBIVR Services and Features (as detailed in the Customers Statement of Work)		\$180.00	\$0.00	Hour	\$0	No	Required
6	Custom Help Desk	NWN-IVR-HD	Customized Help Desk specifically designed to support Custom Applications provided by NWN	Can only be sold in conjunction with "NWN-IVR-AppDev)	\$175.00	\$0.00	Hour	\$0	No	Required