



State of Georgia
Request for Proposals
RFP Number: 98000-HCC-0000005215
Hosted Contact Center Services

Attachment 2-C-1
Service Provider Solution

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Submit Response to Issuing Officer: GTA Procurement
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1.0 General Description

This Appendix provides an overview of the Contact Center services requirements. The purpose of the document is to provide a perspective of the products, services, equipment, software and support that are included within the scope of the **Attachment 2-B Statement of Work**. It is not intended that the contents be inclusive of all aspects of the environment.

2.0 Core Contact Center Services

2.1 Hosted Services

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

Is available as "Software as a Service" (SaaS)

Yes, the proposed service **OPTO4Teams & OPTO4Contact** (Powered byAnywhere365) Dialogue Cloud platform runs in Microsoft Azure

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

OPTO4Contact (Powered byAnywhere365) Dialogue Cloud platform is based on a resource scalable Azure architecture, which can scale out to 20,000 agents per instance and there is no limit in instances that can be created, fully managed and monitored in a 24/7 support organization, into different global regions, today in Singapore, Philippines (APAC), Rotterdam, UK and Amsterdam (EMEA) and Chicago (AMER).

There is always a failover local and/or per region. Setup is 100% scripted/automated, guaranteeing consistency between regions. Datacenter regions are based on 'Availability zones', consisting of multiple physical datacenter locations, spreading resources and protecting against datacenter failure. Full MS Azure security policies apply and SCB Global & Anywhere365 are ISO27001 certified.

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

Yes, **OPTO4Contact** (Powered byAnywhere365) Dialogue Cloud platform runs in Microsoft Azure. In multiple regions as described above.

Provide redundancy for Hosted Contact Center Services.

OPTO4Contact (Powered byAnywhere365) Dialogue Cloud platform services is deployed in three Azure regions. Within these three regions at least two availability zones are used, providing resilience within a region and between regions. The Dialogue Cloud is setup in Azure to be fully redundant over Microsoft Azure geographical regions as shown at <https://azure.microsoft.com/en-us/global-infrastructure/geographies>. All VM's are in Availability zones so there is always a failover local and/or per region. The **OPTO4Contact** (Powered byAnywhere365) Dialogue Cloud platform leverages the Azure regional low-latency network infrastructure and Availability Zones. These Availability Zones are unique physical locations within an Azure region. Each zone is made up of multiple datacenters equipped with independent power, cooling, and networking.

Support TDM and VoIP communications to agents.

OPTO4Contact (Powered byAnywhere365) Dialogue Cloud platform is native to Microsoft Teams, leveraging the most modern and advanced voice and communication technologies. Where TDM connections require transcoding from TDM-to-SIP or vice versa then this too can be supported

2.1.1.1TDM, ability to route calls to PSTN for call termination on Agency provided systems.

SCB Global confirms that they are proposed solution **OPTO4Contact** (Powered byAnywhere365) Dialogue Cloud platform is fully compliant with this requirement and native to Microsoft Teams. Where a TDM transcoding is required then this can be supported

2.1.1.2VoIP, provide choice of hard or soft phone

SCB Global confirms that they are proposed solution **OPTO4Contact** (Powered byAnywhere365) Dialogue Cloud platform is fully compliant with this requirement and native to Microsoft Teams, which allows the ability to user deskphones and softphones on mobile, laptop and desktop.

2.1.1.3 Soft Phone should have minimal impact on existing desktop real estate environment.

OPTO4Contact (Powered byAnywhere365) Dialogue Cloud platform is native to Microsoft Teams. The WebAgent, agent's desktop is integrated with Microsoft Teams i.e. there is no requirement to have another softphone installed other than Microsoft Teams.

2.1.1.4Can leverage any standard 10-digit number

SCB Global confirms that they are proposed solution **OPTO4Contact** (Powered byAnywhere365) Dialogue Cloud platform is fully compliant with this requirement and native to Microsoft Teams. Therefore, operating in +E.164 format is mandatory. SCB Global allows leveraging any standard 10-digit number provided the agency can provide proof of ownership of the DID(s)

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

Yes. **OPTO4Teams** & **OPTO4Contact** (Powered by Anywhere365) runs in MS Azure East and West DC.

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

Yes. **OPTO4Teams** & **OPTO4Contact** (Powered by Anywhere365) runs in MS Azure East and West DC.

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

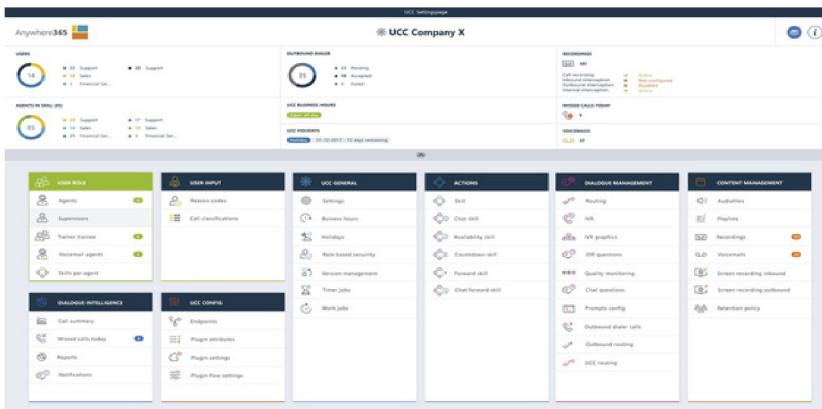
OPTO4Contact (Powered byAnywhere365) Dialogue Cloud platform is native to Microsoft Teams. The WebAgent, agent's desktop is integrated with Microsoft Teams i.e. there is no requirement to have another softphone installed other than Microsoft Teams that can be operated on a native Teams deskphone or softphones on a mobile, laptop and desktop. Thus, allowing a HCC user in physical location to have a similar experience as a teleworker and enables hybrid working environment as a single-pane-of glass service

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

One of OPTO4Contact (Powered byAnywhere365) unique USPs is that it is built in such a way that configuration can easily be done by the Agencies. To increase the multiple levels of self service, supervisors/managers or administrators can manage the UCCs themselves. This is provided via the UCC Management web portal that provides role-based access to manage the individual contact centres, based on the permissions of that user.

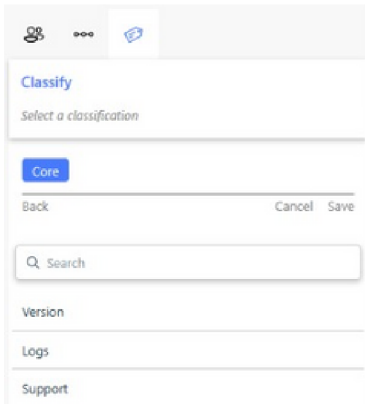
OPTO4Contact (Powered byAnywhere365) is focused on knowledge transfer and are focused on having you perform many operational management functions yourself.

The Supervisor will be able to configure relevant components of their Anywhere365 Unified Contact Center. The intuitive portal allows for easy and efficient process to add/change agents and/or change their presence, review reports, adjust the IVR, skill (levels), status, busy codes etc.



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

The (each) agency can create its own set of disposition codes (= Anywhere365 Call classification). During a dialogue you can select a predefined Classification from the configuration page. Classification tab can be opened by clicking on the icon (in the Anywhere365 WebAgent Window). After selecting the correct one you can press submit. This will send the data to database, which can be loaded in the Dialogue Intelligence reports.

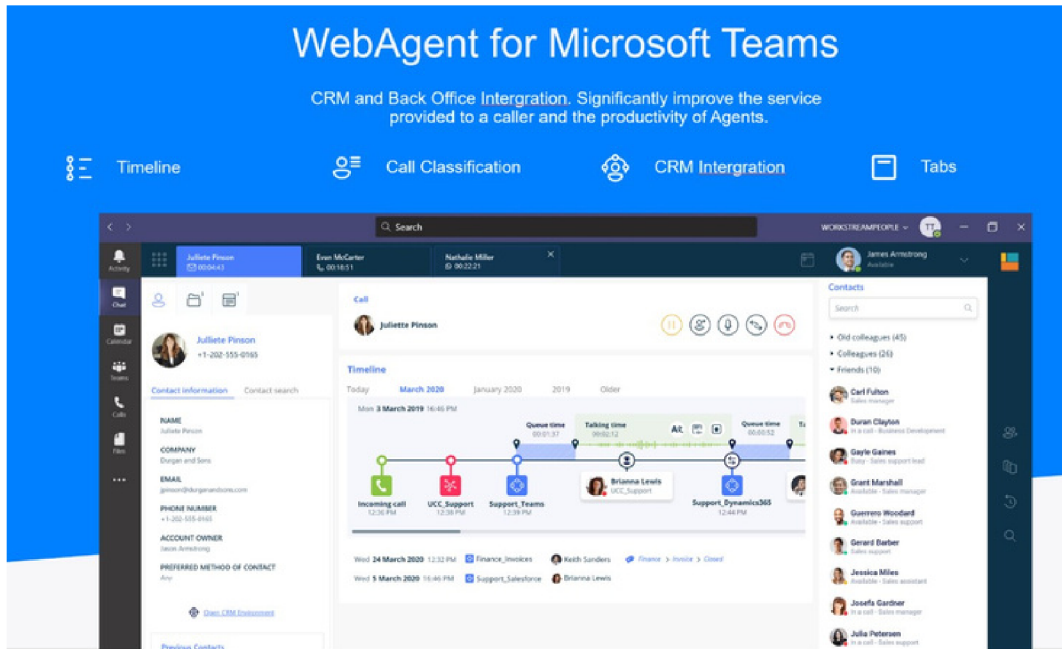


Interface with Agency designee on support of End User systems, desktop support, and standard images.

OPTO4Contact (Powered byAnywhere365) offers the WebAgent as interface for the agent. The WebAgent interface leverages the full power of our native-to-Teams Dialogue Cloud, adding contact center functionality to Microsoft Teams and creating a powerful and user friendly communication tool. For anyone in the enterprise, because anyone can be the contact center. The WebAgent interface presents timeline and CRM information, queues and allows for wrap up time and call classification. All from one single touch point in Microsoft Teams, making the life of an agent easier than ever.

WebAgent is deployed without any desktop installation, allowing for policy based rollouts and making upgrades quick and painless.

Through the included Conversational API Platform (Anywhere365 Dialogue Studio) the Anywhere365 Dialogue Cloud can connect to any system and data source.



2.2 Automatic Call Distribution

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

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

OPTO4Contact (Powered byAnywhere365) has many additional ACD routing/hunting methods, such as "last agent routing", "serial hunting", "round robin", "longest idle", "highest rated", "skill based", etc. Anywhere365 could also dip into your backend system and use that information to route an incoming call to the correct agent. As an example, if a caller is a VIP list in the CRM, OPTO4Contact (Powered byAnywhere365) can automatically give priority to this call and have it skip the queue, or automatically hand it off to a high priority/VIP agent.

Call back in queue or prompt message is configurable (from the IVR question menu) in the UCC web portal. Anywhere365 can dynamically monitor the queue and automatically offer a call-back option, overflow to another queue, add additional agents, offer a (group) voicemail, etc. In case of callback, Anywhere365 will automatically set up an outbound call to the customer and connect the call to an available agent that has the proper skill.

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

OPTO4Contact (Powered byAnywhere365) can support any form of Interactive Voice Response (IVR). For every Universal Contact centre ("UCC") an IVR schedule can be configured and several UCCs can work together, in an IVR schedule. An IVR can have as many options as needed, and as many levels deep.

However, **OPTO4Contact** (Powered byAnywhere365) key value is the capability to reduce unnecessary dialogues, which means making the IVR that a customer will be offered as dynamic and short as possible. It could even mean that in some cases, no IVR is offered at all and based on context, the dialogue can be routed to the proper agent directly.

Also, information in your backend system (e.g., CRM, ITSM) could drive the behavior of **OPTO4Contact** (Powered byAnywhere365). A simple example could be that if somebody calls the support desk and a ticket associated to the caller is already in the ITSM platform, **OPTO4Contact** (Powered byAnywhere365) then offers to route the caller to the assigned support engineer, instead of providing the full IVR.

With Interactive Voice Response, customers can easily be guided to get in touch with the right person or getting the right information. All text within the IVR is free to modify and / or manage, through Text to Speech or spoken text. These texts are dynamically loaded into the system. In addition, In Anywhere365 it is also possible to enter an IVR on various levels, e.g. (e.g., VIP clients) to get preferential treatment and bypassing the queue if desired.

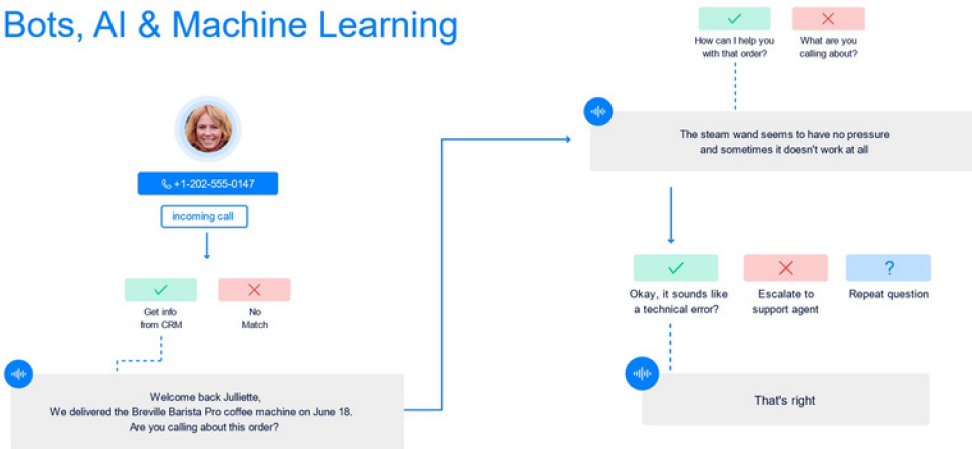
OPTO4Contact (Powered byAnywhere365) Dialogue Cloud Platform is a complete Unified Contact Centre (UCC) solution, which connects incoming, outgoing and multi-person conversations to the right person, at the right time, regardless of location. All the powerful functionalities, which make MS Teams so important for your organization, are exploited by Anywhere365's Unified Contact Centre solution.



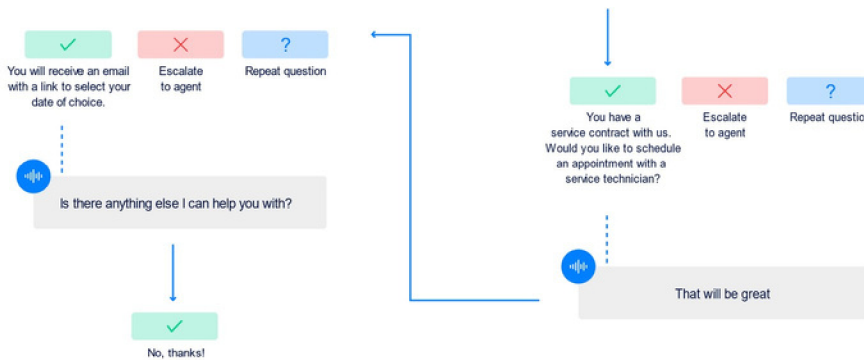
Additional UC components are also supported by the Contact Center. **OPTO4Contact** (Powered byAnywhere365) is not just a Contact Center, it's a Dialogue Management solution for more than managing calls. Anywhere365 manages full dialogues, and includes a variety of delivery methods such as: (Web)Chat, Skype, Social Media, Whatsapp, Mobile Phones, (web) Call me, App Endpoint, Email & Content Types.

The AI Bots will handle all routine requests and route more complex or more valuable dialogues to live agents. The routing can be based on numbers, agent skills, geography, CRM data, VIP customer routing and many more. The CRM-data, context and history of the dialogue always moves with the customer, ensuring customers enjoy first contact resolution of their issues.

Innovate Your Business With Smart Bots, AI & Machine Learning



BOT Innovations Beyond the Possible



OPTO4Contact (Powered byAnywhere365) integrates with Microsoft Bot Framework, LUIS Language Understanding Intelligent Services and Cognitive Services.

The OPTO4Contact (Powered byAnywhere365) Enterprise Plus license provides out of the box integration to Natural Language understanding API's and Bot technologies from the most used vendors (Microsoft, Google, etc.).

These web API's and BOTS are freely available to use by external systems, billing is done when you exceed a certain number of messages. Costs for these services

could be found on the website of the supplier:

<https://azure.microsoft.com/en-us/pricing/details/bot-service/>
<https://cloud.google.com/dialogflow/pricing>
<https://azure.microsoft.com/en-us/pricing/details/cognitive-services/language-understanding-intelligent-services/>
<https://cloud.google.com/natural-language/>

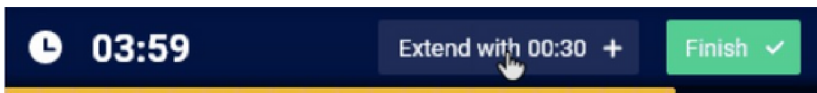
The Bot Broker allows incoming customer web chats and voice calls to be routed and processed by a bot in the Azure AI-based Microsoft Bot Framework. If the bot is unable to process the dialogue, it can then be forwarded to the appropriate live agent. As part of Anywhere365's "bring your own bot" strategy to support as broad a range of bot-based intelligent self-service applications as possible, the Bot Broker Chat API Plugin also supports integration with 3rd party bots.

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

Yes. This is standard **OPTO4Contact** (Powered byAnywhere365) functionality. As described with requirement 2.1.9

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

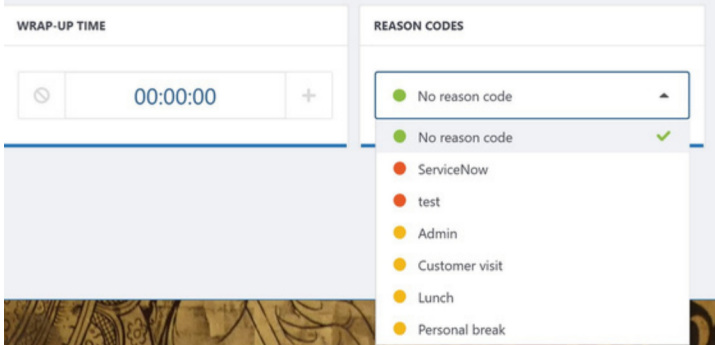
The default wrap-up time can be configured by the Agency. **OPTO4Contact** (Powered byAnywhere365) allows an agent to wrap up a call before the next call is offered to an agent by setting the discharge duration. The discharge duration is the time after a call to finalize the administration. During this time call agents, will not be hunted for new calls, though its presence status will be available. Default wrap up time can be extended by the Agent for individual calls. Default and Extended wrap up times are visible in the reports, allowing the Agency to filter out Agents with unusual (extended) wrap ups.



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

In **OPTO4Contact** (Powered byAnywhere365) customer will be able to create its own set of "Reason Codes"; Reason Codes give custom statuses to the agents. Reason Codes can be used to enhance the default Teams presence status. Historical presence statuses of agents are also available in the **OPTO4Contact** (Powered byAnywhere365) Business Intelligence suite. There are no limitations to the number of Reason Codes.

The Notification service can send notifications when configurable thresholds are passed and sent to agents/supervisors as email/IM. The Notifications service informs you when a certain trigger has been reached. For example, more than 10 callers waiting in the queue.



Email routing for multiple skill sets.

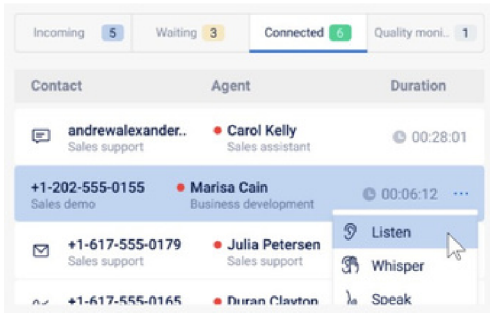
With the **OPTO4Contact** (Powered byAnywhere365) email dialogue provider/ text handler each incoming message is merged together with any attachments, which is then stored in an inbox. Based on metadata such as sender, subject or content of the message the skills can be determined that are needed to handle the message.

Once it is known what skills are required, **OPTO4Contact** (Powered byAnywhere365) will select an available agent within that Skill Group based upon a selection process to identify themselves (e.g. rating, longest idle, serial or other) and the selected employee will receive an invitation. Once the employee sees the invitation, the details of the message are displayed within its WebAgent client. Then one can open the email, reply to sender, handle the message, or forward to another expert group directly from the client. All information about the dialogue is recorded and made visible through the business intelligence information in Anywhere365. In addition, a seamless integration with CRM is possible. As a result, contact moments, communication channels and messages are recorded and there is the possibility to open the customer file as soon as the dialogue is accepted by an employee. Canned responses available for all text communication.



Agent whisper feature

Supervisors can monitor, observe and coach agents by agent ID, talk, listen, or barge in on an agent conversation, monitor the entire customer experience. This capability can also be useful to train new co-workers, review conversations, or providing support during calls. **OPTO4Contact** (Powered byAnywhere365) has a trainer/trainee functionality for this, where the trainer doesn't necessarily have to be the same person as the supervisor.



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

ACD and intelligent routing is standard Anywhere365 functionality. Please check comments 2.2.1. **OPTO4Contact** (Powered byAnywhere365) offers the following outbound dialing functionalities:

- Outbound Dialer plugin predicts availability of a worker, based on required data.
- Campaign Dialer plugin can be compared to Preview Dialer Software. It combines automated dialing benefits with the ability for Agents to preview contact information when accepting the call.
- Machine Learning Dialing combines Microsoft Power Automate with a CRM system together with the Contact Management API of SharePoint online. Input and output can be realtime adjusted to the Dialer List.
- Autonomous Dialer to Whatsapp Deflection. Anywhere365 can reach out as a true multi-channel and omnichannel solution to give a customer a Voice call, but offer the customer to respond by Whatsapp, where Anywhere365 sends out a Whatsapp message based on a defined template, where the customer can respond by Whatsapp messaging.

We will discuss best functionality for your needs.

Ability to have agents from multiple agencies in a shared skillset

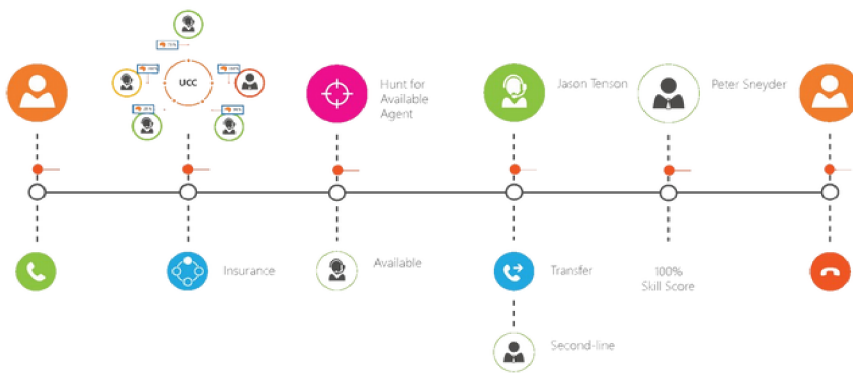
With only a Microsoft Teams application, Agents from multiple agencies can be a member of a shared skillset in any **OPTO4Contact** (Powered byAnywhere365) UCC.

Inbound calls, (web)chats, email and other customer contacts will be managed by an Universal Contact Centre (UCC). A UCC (Universal Contact Centre) is a queue that is handled by Agents of the UCC. Each UCC has its own settings, menus (IVR) and Agents with skills (competencies). Agents can belong to one or several UCCs and can have multiple skills.

These agents can physically be anywhere, including working from a home office. As long as they have access to a device that has a standard Teams client installed, they can be included in an UCC.

A UCC can be seen as a Contact Centre “micro service”. Everybody in the organization can be a contact centre: a call or other form of customer contact (chat, email) can be routed to employees, other than agents, with the right skills and within the right context, to service the customer adequately.

Customer can utilize one UCC (e.g., one helpdesk), a few (e.g. a UCC for several departments) or hundreds of UCCs (e.g. assign a UCC to each service, regional office, department, etc.).



Ability to route calls to different agency groups

This is standard **OPTO4Contact** (Powered byAnywhere365) functionality. Every agency can have its own or multiple Anywhere365 UCCs as described with 2.2.9.

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

OPTO4Contact (Powered byAnywhere365) reduces the number of unnecessary customer interactions by always routing to an available skilled agent from the right agency within the right context (through integration with CRM, having direct access to the history of the customer).

Provide the ability to change gate - opening or closing

This is standard **OPTO4Contact** (Powered byAnywhere365) functionality and will be configured in the Anywhere365 UCC management portal (2.1.9)

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

The supervisor can monitor the Anywhere365 UCC (=ACD queue) and will see when agent is unavailable.

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

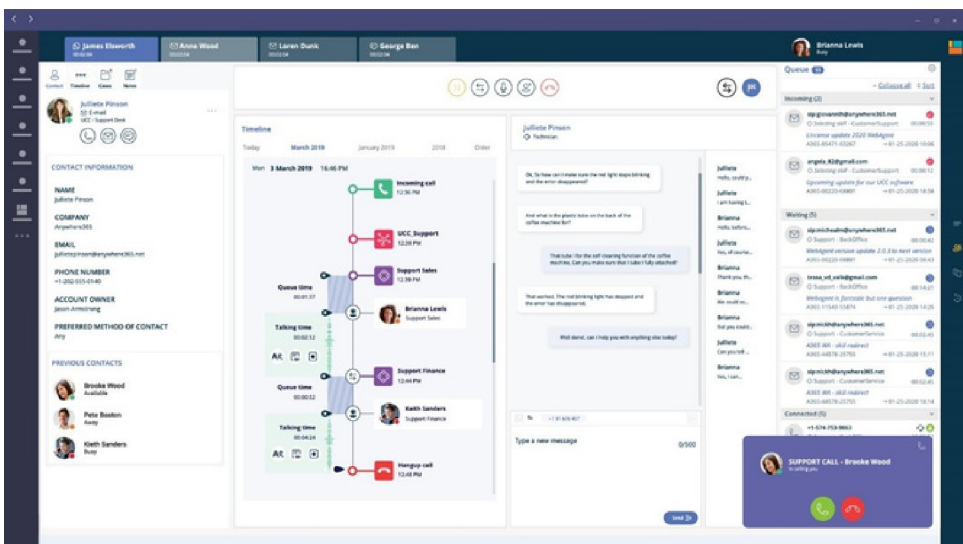
This is standard OPTO4Contact (Powered byAnywhere365) functionality and will be configured in the Anywhere365 UCC management portal (2.1.9)

Ability for supervisor to log agents out of the system.

This is standard OPTO4Contact (Powered byAnywhere365) functionality and will be configured in the Anywhere365 UCC management portal (2.1.9)

Ability to integrate with Customer Relationship Manager (CRM)

This is standard OPTO4Contact (Powered byAnywhere365) functionality. Please check 2.1.11



2.3 Auto-Attendant and Integrated Voice Response

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

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

OPTO4Contact (Powered byAnywhere365) uses Azure Cognitive Services for TTS; Interactive Voice Response (IVR) allows customers to interact with a host system via telephone keypad or speech recognition, after which they can service their own inquiries or will be redirected to a call agent by following the IVR dialogue. All texts within the IVR will be loaded dynamically and can be managed real-time by means of text-to-speech and/or audio files. Speech recognition is based on the Microsoft Speech recognition stack.

With **OPTO4Contact** (Powered byAnywhere365) Enterprise Plus customer can connect to Azure AI Cognitive Services or google services, that provides real-time language detection and translation for speech in 11 languages and chat in 60 different languages.

Include call back/virtual queuing capability.

Call back in queue or prompt message is configurable (from the IVR question menu) in the UCC web portal. **OPTO4Contact** (Powered byAnywhere365) can dynamically monitor the queue and automatically offer a call-back option, overflow to another queue, add additional agents, offer a (group) voicemail, etc. In case of callback, Anywhere365 will automatically set up an outbound call to the customer and connect the call to an available agent that has the proper skill.

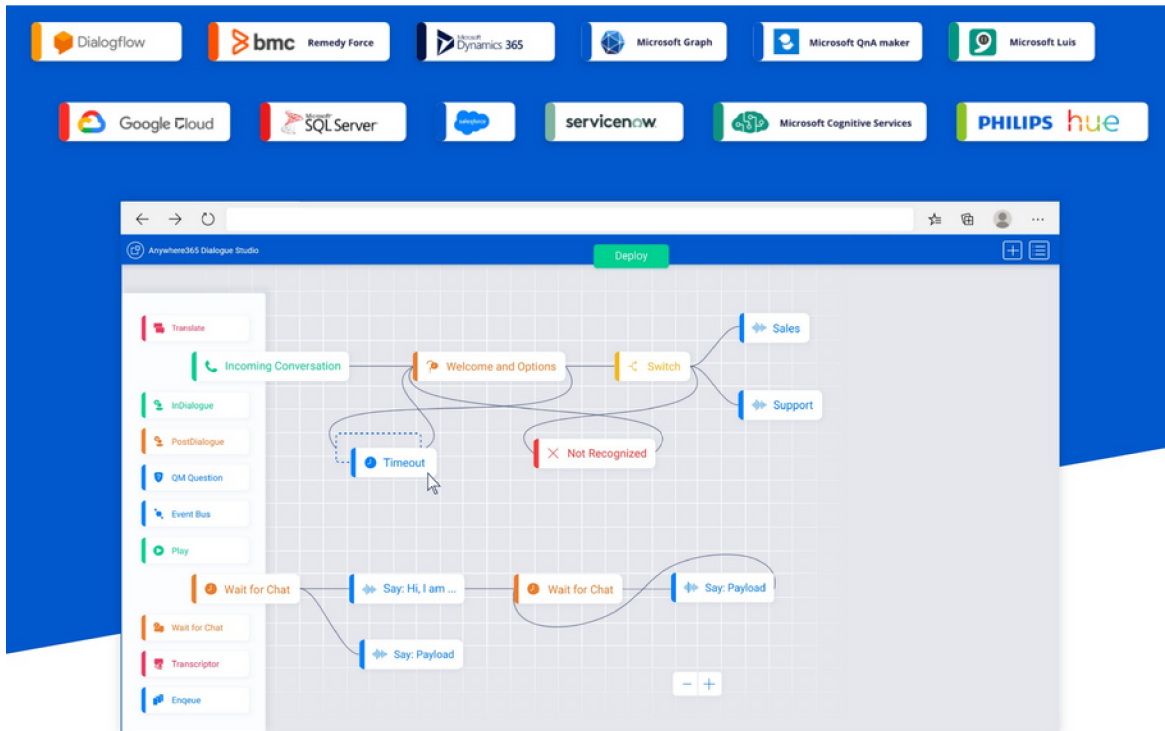
Ability to integrate with Customer Relationship Manager (CRM).

This is standard **OPTO4Contact** (Powered byAnywhere365) functionality. Please check 2.1.11 and 2.1.16

Ability to integrate to agency applications and database systems.

OPTO4Contact (Powered byAnywhere365) can integrate with custom applications based on Webservices, SQL, XML. open API or other standardized interfaces. In addition SharePoint introduces a Representational State Transfer (REST) service, which can be exploited by Anywhere365.

Through the included Conversational API Platform (Anywhere365 Dialogue Studio) the Anywhere365 Dialogue Cloud can connect to any system and data source.



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

To increase the multiple levels of self service, supervisors/managers or administrators can manage the **OPTO4Contact** (Powered byAnywhere365) UCCs themselves. This is provided via the UCC Management web portal that provides role-based access to manage the individual contact centers, based on the permissions of that user.

OPTO4Contact (Powered byAnywhere365) is focused on knowledge transfer and are focused on having you perform many operational management functions yourself.

The Supervisor will be able to configure relevant components of their **OPTO4Contact** (Powered byAnywhere365) Unified Contact Centre. The intuitive portal allows for easy and efficient process to add/change agents and/or change their presence, review reports, adjust the IVR, skill (levels), status, busy codes etc. Please also check 2.1.9.

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

OPTO4Contact (Powered byAnywhere365) offers the functionality to configure multiple types of messages. A notification can be played to the calling party that he/she will be redirected to another queue. All audio messages are freely adjustable. At the same time the philosophy of **OPTO4Contact** (Powered byAnywhere365) is to minimize unnecessary dialogues and to route a call to an available and skilled agent instantly. Multiple options are available: greetings, information, music, jukebox, call-back offer, group-voicemail option, queue estimates, overflow to other queue, overflow to mobile, etc.

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

Changes are made in the **OPTO4Contact** (Powered byAnywhere365) UCC management portal by supervisors or admins. Access to the portal is role-based. Approval process configuration is responsibility of the agency.

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

In **OPTO4Contact** (Powered byAnywhere365) an Emergency Contact Centre Instance can be pre-configured and set on hot-standby. Initiating this "emergency mode" can be enabled via an authorized person. If desired, this can even be done by calling a specific number, that automatically engages the Emergency Contact Centre protocol. This is done by configuring the queue3 message on the fly in the IVR section of the UCC Management portal. This message will then be played to everybody in the queue after they have been processed.

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

Yes. Anywhere365 offers premium plus support. Please check SLA document enclosed with the submission. First and 2nd line support will be done by SCB global whereas, 3rd Line on **OPTO4Contact** (Powered byAnywhere365) would be handled by AW365 Team.

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

Yes. Changes are made in the UCC management portal by supervisors or admins. Each stage agency appoints one or multiple supervisors or admins to make changes to the UCC.

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

The **OPTO4Contact** (Powered byAnywhere365) Dialogue Cloud platform is architected for Azure, leveraging the Azure regional low-latency network infrastructure and Availability Zones. These

Availability Zones are unique physical locations within an Azure region. Each zone is made up of one or more datacenters equipped with independent power, cooling, and networking. With the Anywhere365 component in multiple Availability Zones, there is always a failover.

2.4 Reporting & Analytics

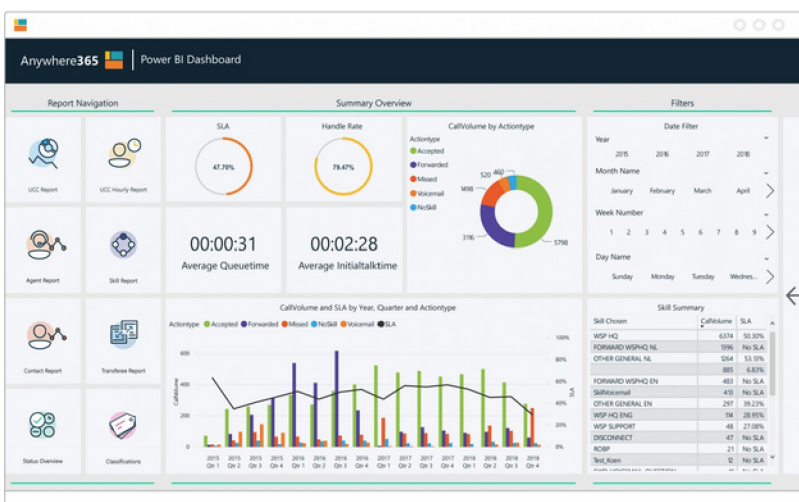
The Service provider’s solution addresses the requirements in this section with the following:

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

OPTO4Contact (Powered by Anywhere365) has many standard reports available that leverage Power BI. They offer a complete business intelligence suite to monitor the platform, find bottlenecks and optimize operations. This includes (but not limited to): Agent reports, Contact reports, Transfer reports, Customer Journey Reports, Agent Scorecard Reports, KPI Reports, SumGTAY Reports, Skill/Departmental Reports, Conversation Type Reports, Leverages SQL Reporting, Power BI & many more. Data also available to be used within customer’s own reporting mechanisms or analyzed with third party data analytics packages like Tableau/qlikview.

In addition, all information is available to make custom reports and are readily available to be included in your own reporting processes. The dialogue repository contains all information related to the call, the queue, talk, hunt times, the jumpers to the choices of the client in the IVR and waiting times. Everything that can be logged is available for further use. All information regarding the agent and information from all phones and events during the call are recorded in a SQL Online, making it available for further reporting.

For every UCC, an internal SLA can be configured. As an example, if waiting time exceeds the agreed upon KPI in the SLA, a message can be sent to the supervisor to add additional agents.





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

Historical reports are described with 2.4.1. The Real Time Wallboards provides the current status of a Universal Contact center (UCC). SumGTAY details of each call are shown as well. There are many different versions of the wallboard. E.g. upper management may want to see the overview wallboard of all the UCCs, while a supervisor of one individual call center will just want to see the wallboard of their UCC.

The Inflight Wallboard is a graphical interpretation of the UCC's displaying real-time information about Agents and Queues. The information adapts itself, to rate of active conversations. At one glance the Wallboard gives insight on the real-time stats. Every viewer can see the real-time statistics, just by looking at the screen.

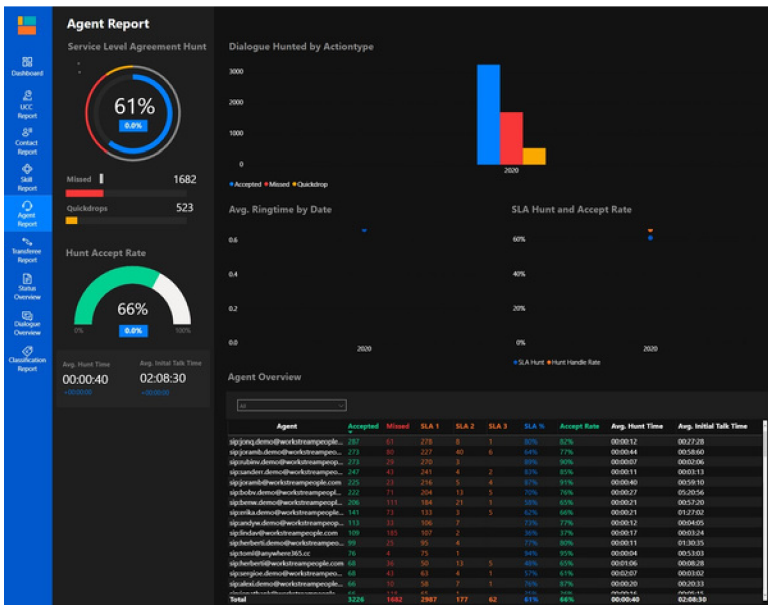
The wallboard shows the following information:

- the number of people waiting and waiting time of the longest waiting per channel/queue
- number of logged in and number of available agents
- the number of 'calls' received per channel
- the number of abandoned 'calls' per channel
- the service level percentage per channel



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

This is standard OPTO4Contact (Powered byAnywhere365) Real time reporting functionality.



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

All information is available to make custom reports and is readily available to be included in your own reporting processes. The dialogue repository contains all information related to the call, the RFP No. 98000-HCC-0000005215 Hosted Contact Center 21 of 59

queue, talk, hunt times, the jumpers to the choices of the client in the IVR and waiting times. Everything that can be logged is available for further use. All information regarding the agent and information from all phones and events during the call are recorded in a SQL, making it available for further reporting. The Data also available to be used within customer's own reporting mechanisms and can be analyzed with third party data analytics packages like e.g. Tableau/Qlikview.

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

Yes. Access rights are added to SIP addresses. For authorized users to have access to the **OPTO4Contact** (Powered byAnywhere365) Reporting portal.

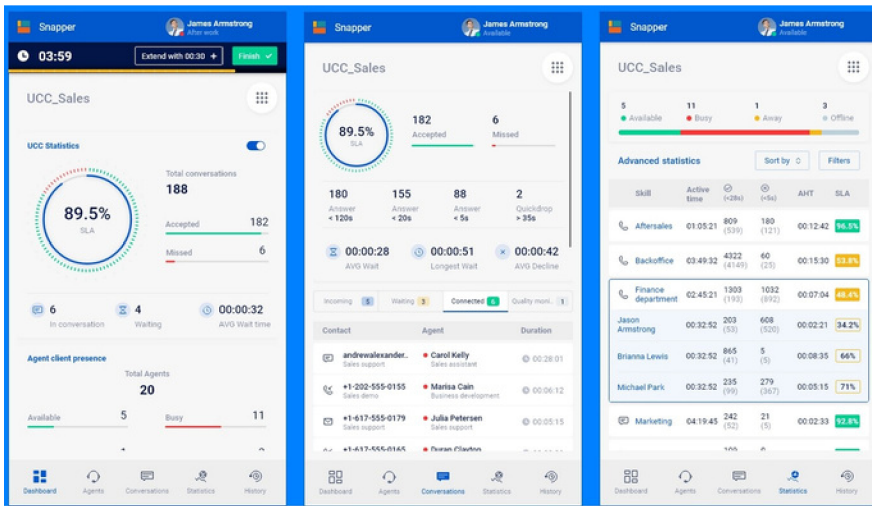
Allow agent to view their individual call metrics (real time, historical and baseline) on their desktop.

OPTO4Contact (Powered byAnywhere365) offers this through the Inflight Snapper. The Snapper is a personal dashboard for the contact center agent and supervisor, which is added to the Teams client, that allows queues and agents to be monitored real-time.

The Inflight Snapper docks to the user's Teams client and provides them with the functionality to become a UCC agent or supervisor. Regardless of their location and desktop or mobile device. Also, we've found that the user-friendly visual integration is more than appreciated by our customers.

As a user, you have access to:

- Dashboard – real-time view of UCC performance including SLA, AVG Queue time, Accepted/Missed calls, etc.
- Agent Overview – all active UCC agents with presence, picture, name and reason code (when applicable).
- Calls Overview - real-time overview of all current calls connected to the UCC, including queued calls.
- Settings – ability to manage the Inflight Snapper options

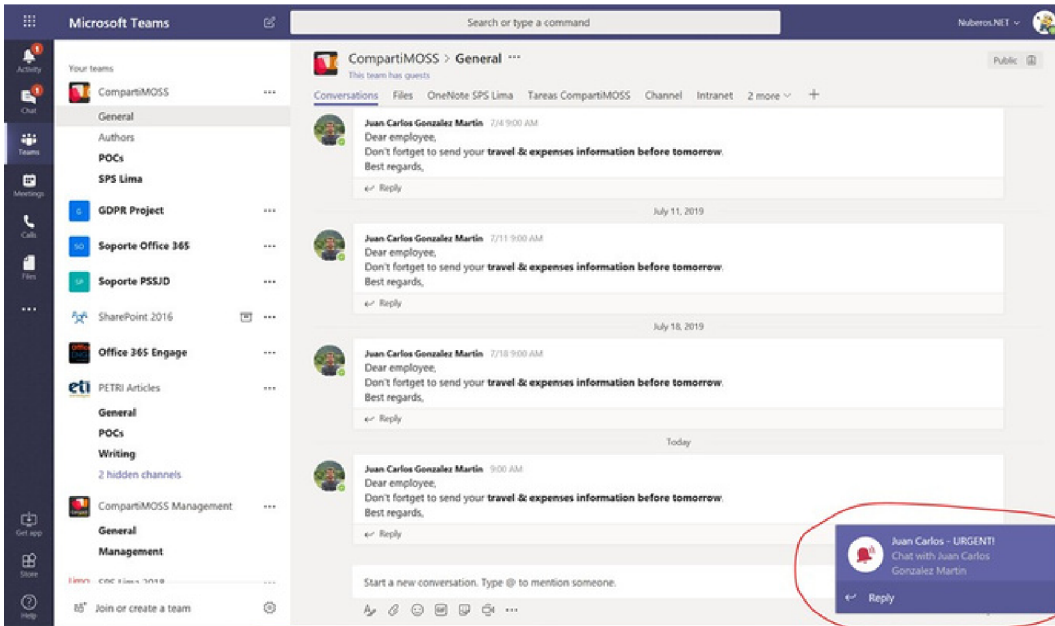


Ability to change reporting metric requirements for different skillsets.

This is standard OPTO4Contact (Powered byAnywhere365) Reporting functionality.

Ability to prompt messages on agent desktop displays.

Collaboration is part of the default Microsoft Teams functionality.

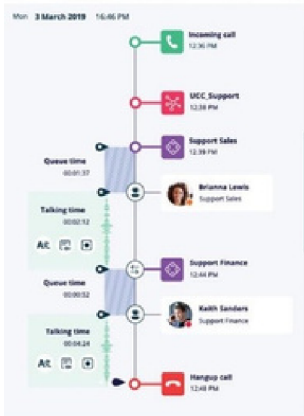


In addition, When using the OPTO4Contact (Powered byAnywhere365) WebAgent in combination with a CTI plugin (Dynamics365, Salesforce, ServiceNow, SAPC4C), the WebAgent will automatically open the contact/account when an incoming conversation is received. Additional via a single click a Case/Ticket can be opened.

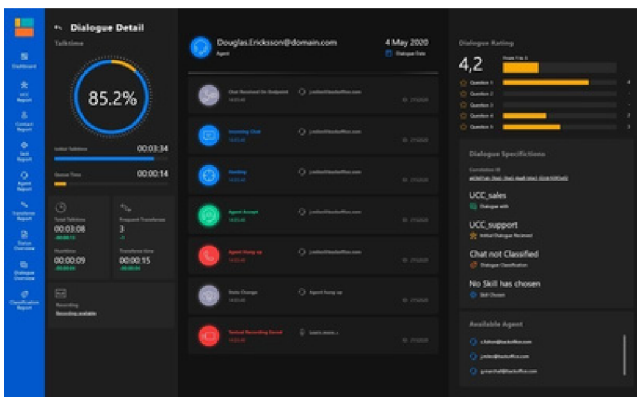
Alternatively, it is also possible to receive information from a CRM system and display that information directly into the WebAgent.

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

This will be visible in the **OPTO4Contact** (Powered byAnywhere365) WebAgent, integrated with CRM record of customer.



An individual report of the conversation can be found in the Reporting portal.



Ability to export raw contact center analytics data for use.

Yes. As described with requirement 2.4.4.

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

This is standard **OPTO4Contact** (Powered byAnywhere365) Reporting functionality.

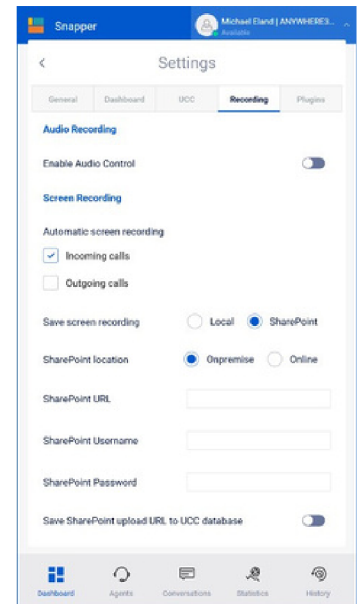
2.5 Call Recording & Basic Quality Management

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

Call Recording

2.5.1.1 Provide 20% random call recordings and screen capture per agent per day.

OPTO4Contact (Powered by Anywhere365) has a rich featured End-to-end Call Recording solution built in the platform, at every stage of the call. With OPTO4Contact (Powered by Anywhere365), it is possible for any diverted or forwarded call to be recorded, even if the conversation leaves the organization, or the original call is transferred to a mobile number, external service or external contact center. With OPTO4Contact (Powered by Anywhere365), it is possible to record calls, end-to end. These calls can be stored as a voice document at any location that can be reached by the Anywhere365 environment. These records can be accessed directly or through the reporting portal.



Anywhere offers the following recording options:

Record conversations all or per UCC. Afterwards it is possible to make a query that, for example, x% of the calls are listened to (and the rest is removed).

- Manual recording (pause & stop) in the Inflight Snapper (start recording is in development)
- Manual recording (pause & stop) in the WebAgent

With the Inflight Snapper and Microsoft Encoder, agent's client-side screen recording can be enabled, stored to a SharePoint library. The screen of an agent and all his actions are recorded in HD and can be played back as a video. The screen recording starts automatically when a call is accepted and stops automatically when a call is terminated on the agent's screen. Screen recording is only available for computers running Windows 7 or higher.

2.5.1.2 Provide online storage to hold at the minimum two calendar months of recordings per agent.

Agency is responsible for data storage as it is stored in SQL and SharePoint online of MS Azure environment of Agency.

2.5.1.3 Provide interface to archive recordings to GTA or Agency provided storage.

Agency is responsible for data storage as it is stored in SQL and SharePoint online of MS Azure environment of Agency. **OPTO4Contact** (Powered byAnywhere365) can offer direct access to recordings in SharePoint or through Reporting portal. Recordings can also be stored in customer record in CRM.

2.5.1.4 Provide a method for appropriately adjusting monthly online storage needs.

Agency is responsible for data storage as it is stored in SQL and SharePoint online of MS Azure environment of Agency.

2.5.1.5 Ability to barge-in a call, coach, conference or take over call and record it.

OPTO4Contact (Powered byAnywhere365) offers supervisor supporting functionalities as described with requirement 2.2.7 (this includes barge-in, coach, conference and take over). Recording options as described with requirement 2.5.1.1

2.5.1.6 Ability to listen to a call at any point during the call.

This is standard **OPTO4Contact** (Powered byAnywhere365) functionality.

2.5.1.7 Ability to record one agent during workday and not impact the 20% recording time

OPTO4Contact (Powered byAnywhere365) offers recording options as described with requirement 2.5.1.1

2.5.1.8 Ability to listen to recorded calls from any location (web-based call recording)

Agency is responsible for this, as recordings are stored in SQL and SharePoint online of MS Azure environment of Agency.

2.5.1.9 Ability to email downloaded recordings.

Agency is responsible for this as recordings are stored in SQL and SharePoint online of MS Azure environment of Agency.

2.5.1.10 Ability for agent to initiate recording their own all

Yes, as described with requirement 2.5.1.1:

Manual recording (pause & stop) in the Anywhere Inflight Snapper (start recording is in development)

Manual recording (pause & stop) in the Anywhere365 WebAgent

2.5.1.11 Ability to search recordings by filters

OPTO4Contact (Powered by Anywhere365) records the complete customer journey, from the moment the caller presses dial to the moment they hang-up. Next to the voice recording the data that is stored includes (but is not limited to):

- Phone number caller (can be anonymized).
- IVR choices
- Transfer details
- Timestamps (incoming, queue, hold, pick-up etc.)
- Sip address Agent
- Agent ID where applicable
- CRM information

The recorded and stored interactions can be retrieved on a later date, with a defined retention period for security, compliance or evidential purposes. **OPTO4Contact** (Powered by Anywhere365) reporting allows full access to each (recorded) conversation, including time-stamps, users, actions, etc. Directly on the SharePoint Recording List environment or via PowerBi reporting portal. There is no need for additional playback software as call recordings are stored as wav files and therefore the Supervisor can have access to all recordings and can easily search for and play them back.

2.5.1.12 Have the ability to administer call center recordings based on agent. Be able to designate 100% recordings or unique amount separate from standard recording environment, per agent.

Yes. **OPTO4Contact** (Powered by Anywhere365) offers recording options as described with requirement 2.5.1.1

Customer Surveys

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

OPTO4Contact (Powered byAnywhere365) offers the Quality Monitor capability for measuring the quality of a dialogue by the Customer, also known as Agent Rating. At the end of a conversation (via mobile, telephone or webchat) the caller can be forwarded to the quality survey that can ask multiple questions. The customer provided quality ratings are immediately available in the dialogue intelligence suite. The information could also be written back to a backend system (CRM/ITSM) and be used in future incoming calls.

2.6 Network & Transport

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

Toll-Free service requirements

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

SCB Global can confirm that they are fully compliant with this requirement and will supply per minute and inclusive per-seat pricing model

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

Yes, SCB Global will provide this

2.6.1.2 Provide inclusive inbound and outbound toll-free services

Yes, SCB Global will provide this

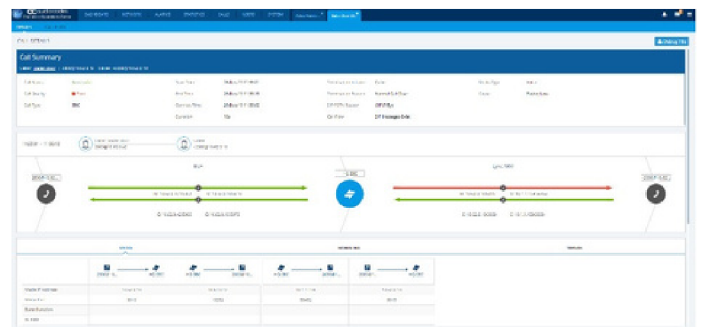
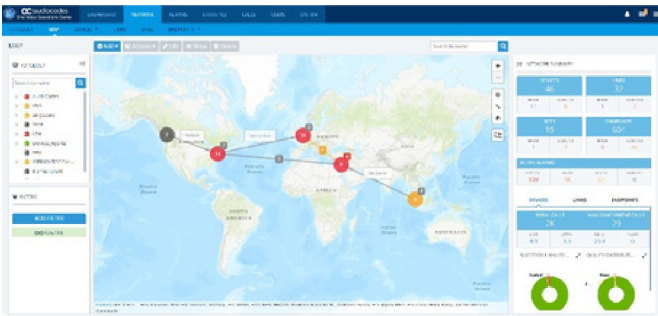
Trunking Requirements

2.6.1.3 Provide erlang standard calculations for appropriately sizing inbound trunking requirements and provide quarterly assessments to adjust as needed.

2.6.1.4 Trunking can be shared between Agencies but should not impact performance of individual contact centers

2.6.1.5 Service Provider may use either TDM or VoIP for trunking for the most efficient performance and price.

A holistic, centralized life-cycle management and voice network design application (OVOC) for entire service including voice gateway device located globally.



- Voice quality issues Identified and mitigated before they affect services using real-time network view and quality alerts
- Rapid voice quality and call control analysis
- Options to troubleshoot quality issues and drill down for simple and effective root cause analysis
- Pattern detection and network planning via advanced reporting tools

Service Availability is defined as the ability of a Service to perform its required function over a stated period of time. It is reported as the percentage of time that a Service is actually available for use by the Customer within agreed Service Hours. Availability is calculated as:

$$\frac{\text{Total number of minutes in the measurement period} - \text{Unplanned Downtime} \times 100}{\text{Total number of minutes in the measurement period}}$$

Note: If a Service is partially available then the Unplanned Downtime shall be calculated in equal proportion i.e. if a service is 50% available then the unplanned downtime will be calculated as 50% x elapsed period of the incident.

SIP TRUNKING CALL QUALITY PERFORMANCE

As a means of determining and measuring the call quality of the SIP Trunking service, SCB measure the call quality of calls passing through the SIP core IP network and Session Border Controllers (SBCs).

The performance is measured using Perceptual Evaluation of Speech Quality (PESQ) score that cover a scale from 1 (bad) to 5 (excellent) for call quality. The SCB IP Voice Product suite supports the following codecs, G.711 and G.729 for external call termination.

The PESQ score targets for the supported CODECs for the SCB SIP trunking products are as follows:

Codecs Mean Average PESQ Score Period

G.711	4.1	One Calendar Month
G.729	3.7	One Calendar Month

The targets are measured from probes within the SCB Network auto generating test calls every 10 minutes through the SIP Trunking network infrastructure. These performance measures apply to the performance provided within the core SCB network.

More detailed reports on service monitoring and operation that SCB offers as part of the service can be found in the document below:



Reports on OVOC_SCB.pdf

With SCB you are guaranteed to receive a complete end-to-end managed service to ensure that you never miss a call. This is twinned with our exceptional customer service, and a dedicated

account team, supporting you through every step of the on-boarding process and throughout the life of the contract. This ensures you are at complete peace of mind to enjoy the ultimate unified communications system connecting your employees and your customers seamlessly.

Data network requirements

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

2.6.1. Service provider can propose end-to-end data connection for call centers and agents where applicable or leverage existing State protected networks.

6 Service Provider will provide a tool(s) for self-assessing bandwidth requirements and voice quality performance.

2.6.1. Setting up, supporting, operating, and maintaining data circuits and VoIP circuits (if applicable) as required.

7

Before we deliver any project our best practice is to ensure that the environment, they are being deployed into is fit for purpose.

8

In order to do this, we offer a detailed Readiness Assessment of your current environment. Using our proven methodology, we will do the following:

- Investigate all relevant aspects of your network and end-user compute infrastructure
- Deliver a detailed report with our professional recommendations
- Provide you with an action plan

For the customer side – at a high level, we will work with a nominated IT personnel to ensure the following is in place:

1) Make sure your network is ready: conduct a network assessment exercise as recommended by Microsoft. As traffic congestion across a network will greatly impact media quality. A lack of bandwidth leads to performance degradation and a poor user experience. As Teams adoption and usage grows, use reporting, per-user call analytics, and Call Quality Dashboard (CQD) to identify problems and then make adjustments using QoS and selective bandwidth additions.

2) Select a QoS implementation method: Implement QoS via port-based tagging, using Access Control Lists (ACLs) on your network's routers. Port-based tagging is the most reliable

method because it works in mixed Windows, Mac, and Linux environments and is the easiest to implement. Mobile clients don't provide a mechanism to GTAK traffic by using DSCP values, so they will require this method.

3) Choose initial port ranges for each media type

Recommended initial port ranges

Media traffic type	Client source port range	Protocol	DSCP value	DSCP class
Audio	50,000–50,019	TCP/46	Expedited	
Video	50,020–50,039	TCP/34	Assured	
Application/Screen Sharing	50,040–50,059	TCP/18	Assured	
		UDPForwarding (EF)		
		UDPForwarding (AF41)		
		UDPForwarding (AF21)		

4) Implement QoS settings:

i) On clients using a GPO to set client device port ranges and GTAKings

ii) On routers (see the manufacturer documentation) or other network devices. This may include port-based ACLs or simply defining the QoS queues and DSCP GTAKings, or all of these.

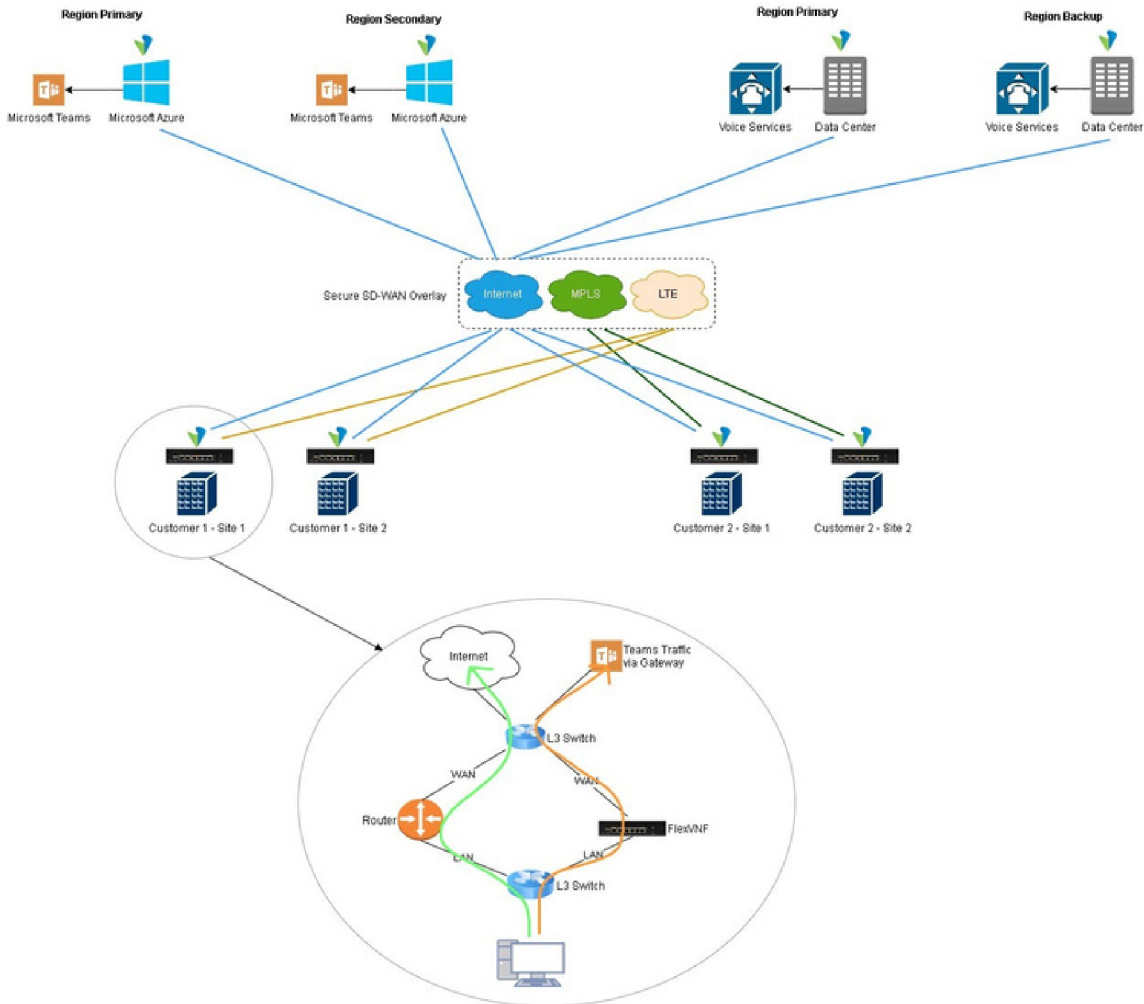
iii) Set how media traffic for Teams meetings would be handled

5) Validate QoS implementation by analysing Teams traffic on the network.

To conclude, SCB would keep the following guidelines in mind:

- The shortest path to Microsoft 365 is best
- Closing ports will only lead to quality degradation
- Any obstacles in between, such as proxies, aren't recommended
- Limit the number of hops:
 - o Client to network edge – 3 to 5 hops
 - o ISP to Microsoft network edge – 3 hops
 - o Microsoft network edge to final destination – irrelevant

Any existing circuits would be managed by Azure hosted SASE enabled OPTO4Edge service



HLD of SD-WAN & Microsoft Teams - App Assure

SCB Global believes that networks exist to connect users to services and applications, and network design should start with those services at the core. Legacy WAN architectures are simply not up to the task of supporting digital transformation trends such as cloud-first and mobility-first architectures. Organizations need to embrace a software-defined Enterprise to achieve optimal application performance. With SCB RFP No. 98000-HCC-0000005215 Hosted Contact Center 33 of 59

Global's service provider SD-WAN & SD-Security platform (powered by Versa Networks), enterprises benefit from a carrier-grade routing support with optimal traffic flow to SaaS application such as Office 365, Salesforce etc and apply optimal multi-dimensional policies—for best path selection, QoS, security—and guarantees consistent security posture and application performance. Furthermore, built-in intelligent routing of advanced routing protocols which are crucial for WAN and LAN network agility; these include Static, OSPF, BGP, MP-BGP (MPLS based L3VPN, MPLS based EVPN, VXLAN based EVPN), RIP, IGMP, PIM, VRRP, PBR (policy-based routing). Bi-Directional-Forwarding (BFD) that can be used with routing protocols such as BGP to monitor control plane health checks and provide sub-second failure convergence.

SCB Global's Intelligent Routing, carrier-grade UCaaS, CCaaS, SD-WAN & SD-Security all-in-one platform takes distributed, software-defined networking and routing to an entirely new level by speaking the language of applications. Our **OPTO** solution simplifies the traditional method of routing by IP and instead applies a mindset of "routing with words" that it calls Optimized Session technology. Session SGTAt increases network simplicity and agility by eliminating VPN tunnels, reducing bandwidth up to 30 percent providing session-awareness between endpoints.

SCB Global Optimizes Session Technology adheres to the key Microsoft 365 networking constructs and follows the requirements under the Microsoft 365 network connectivity principles to ensure that it efficiently and intelligently:

- Identifies Microsoft 365 network traffic using Microsoft recommended endpoint API.

- Allows local branch egress of Microsoft 365 network traffic to the internet from each location where users connect to Microsoft 365.

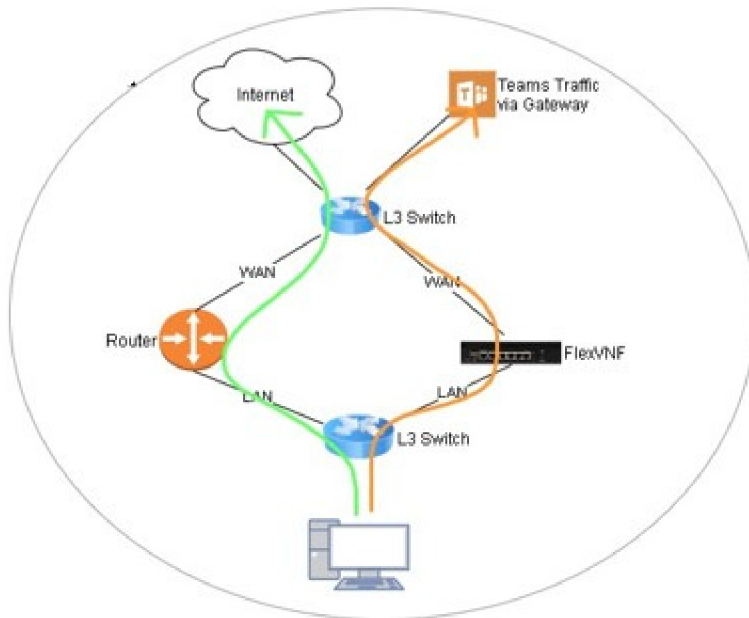
- Allows Microsoft 365 traffic to bypass proxies and packet inspection devices.

- Prioritizes Microsoft 365 traffic to avoid congestion.

When users from the SD-Branch need fast and scalable network access to Microsoft 365 applications, SCB Global can facilitate secure local and direct Internet egress to those applications, unlocking optimal performance and enabling economic savings of

native

Internet connectivity with scalability to thousands of customer locations. This seamless experience is all done while providing reduced IT costs for hardware overhead and continuous SD-WAN high-speed session failovers to additional internet circuits in case of failures.



SD-WAN & Microsoft Teams – Site Level

The above Bubble up diagram illustrates how **OPTO4Teams** & **OPTO4Contact** traffic and SD-WAN edge device would operate at agency sites.

VPN / Security for Transport

2.6.1.9 Provide end-to-end network security and monitoring

2.6.1.10 Provide Virtual Private Network VPN access

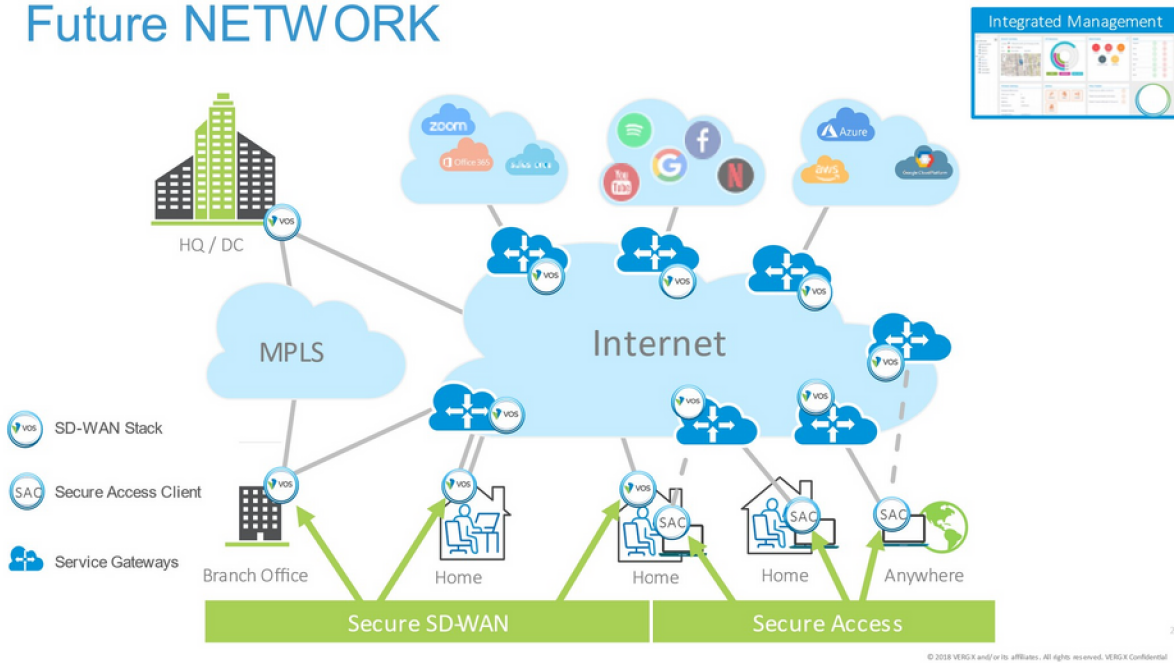
Modern businesses need to move, change and adapt quickly. Enterprises that SCB have worked or working with, all place their agility around technology and software at the forefront of their IT strategies in terms of how hybrid and remote workers will be utilized, thus office connectivity is just as important as home connectivity. We are now increasingly seeing enterprises to operate a hybrid workforce promoting Work-From-Anywhere culture. As a result, the corporate network and edge is already indicating a shift from centralized location to disparate environments. Business users reliance over the company's ethernet line provider to operate their UCaaS, CCaaS & business productivity applications would diminish greatly. Therefore, SCB Global's underlay

(connectivity) agnostic **OPTO4Edge** would be an ideal candidate for such scenarios to provide a 'third-eye' to IT personnel into the business user's consumer grade home network.

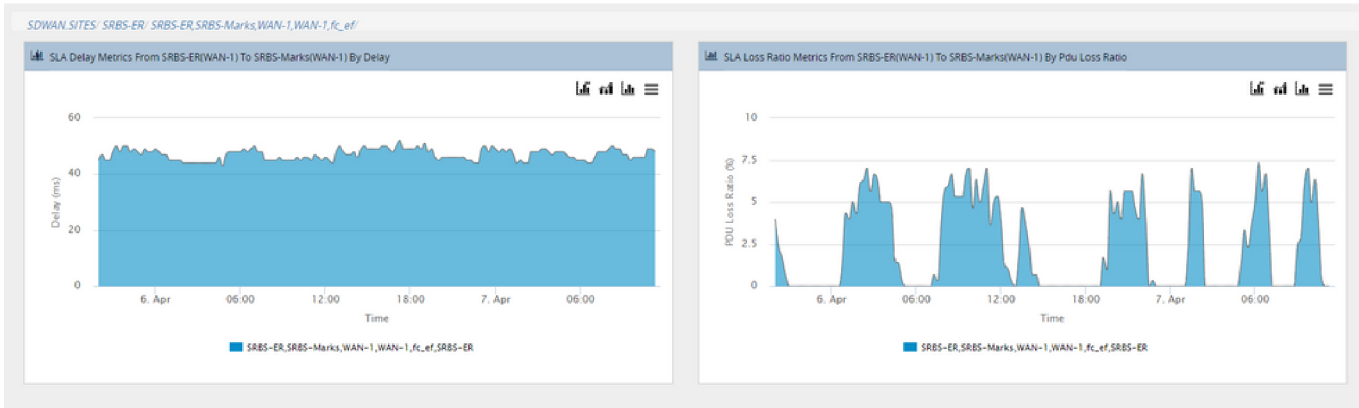
SCB Global's **OPTO4Edge** (Powered by Versa) is a fully SASE enabled service:



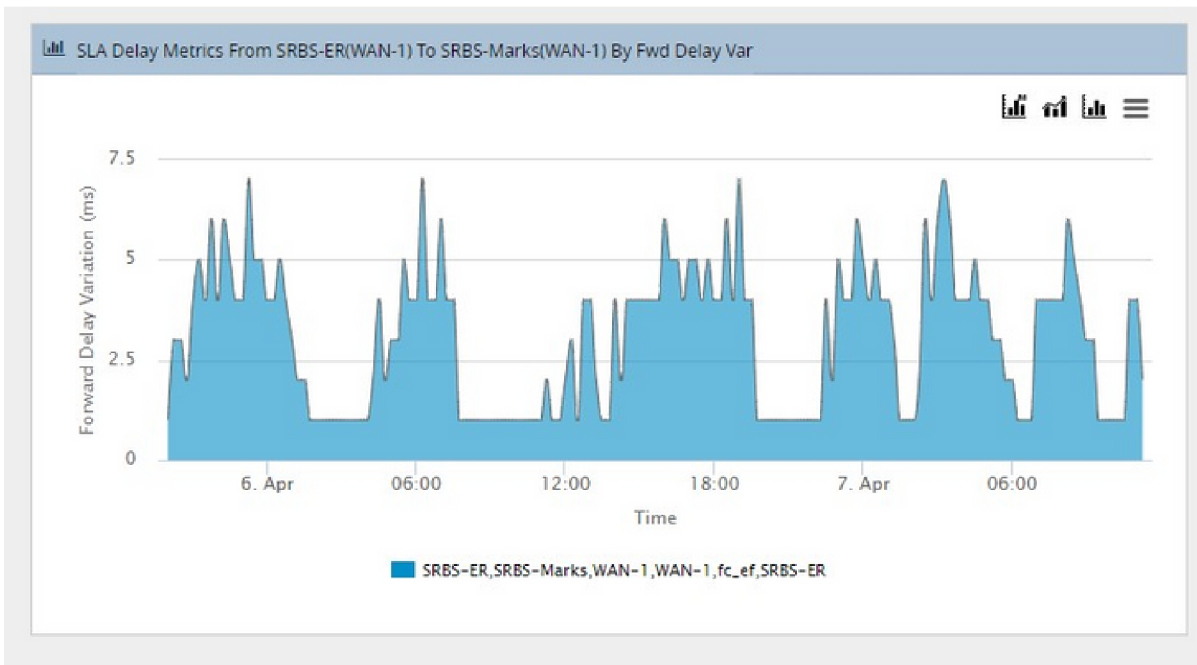
Future NETWORK



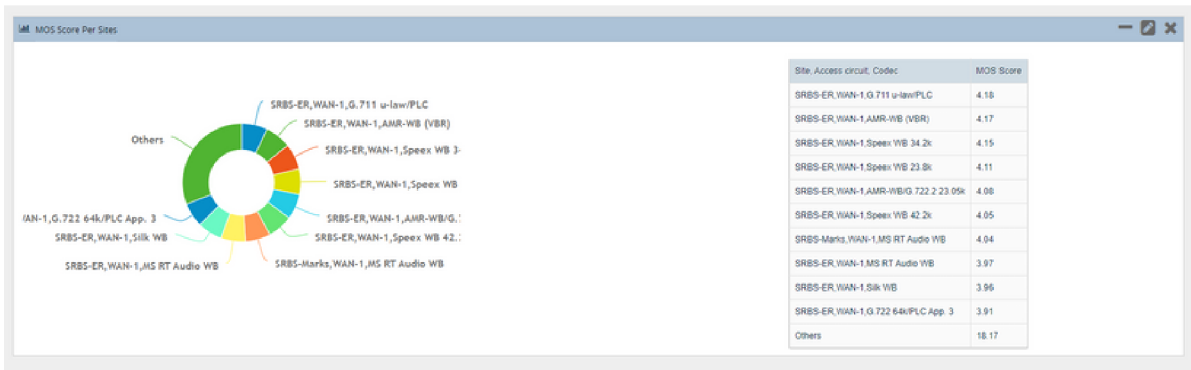
Below are some example reports of how SCB Global can add value to proactively monitor, optimize and secure a GTA agency user, whether in a corporate network environment or a home network environment:



PDU Loss Ratio Example Report



Forward Delay Variation Example Report



MOS Score Per Site Example Report

The base features for each offering include routing, industry leading SD-WAN, and L4 security. Some key differentiating add-ons include:

- **Advanced Security** includes NGFW, IDS/IPS, and other key security features.
 - **High Availability** includes 2 HW appliances at each location configured so that if one of the devices fails there is no disruption at that site.
 - **App Assure** is enabled at a site to provide reliability and performance for an application such as Voice or Video. For example, a voice call from a branch with 2 WAN connections, will stay up in the event of a WAN failure at that site.
 - **Secure Access** secures a remote worker device through encrypted connection to company's SD-WAN network

Feature Matrix Below:

Secure SD WAN HomeProEnterprise Features	Home	Pro	Enterprise
Throughput	up to 1G	up to 1G	up to 2G+
Base Router	✓	✓	✓
ZTP/Remote	✓	✓	✓

Management			
Site 2 Site VPN	√√√		
L4 Stateful Firewall / DOS	√√√		
Multiple WAN Links222+			
SD-WAN Traffic	√√√		
Engineering			
SaaS Optimization	√√√		
Managed, Analytics, Reports	√√√		
Support	24x7 24x7 24x7		
Hardware Appliance	√√√		
Service Levels	√√√		
NGFW *	√√√		
LTE / WiFi *	√√√		
Advanced Security (UTM / AV) *	√√√		
App Assure *	√√√		
Remote VPN *	√√√		
Advanced Routing	√		
Service Chain / Gateway	√		
Virtual / Cloud	√		
FEC, Cloning, Striping	√		

High Availability *			√	
* available as add-on features				

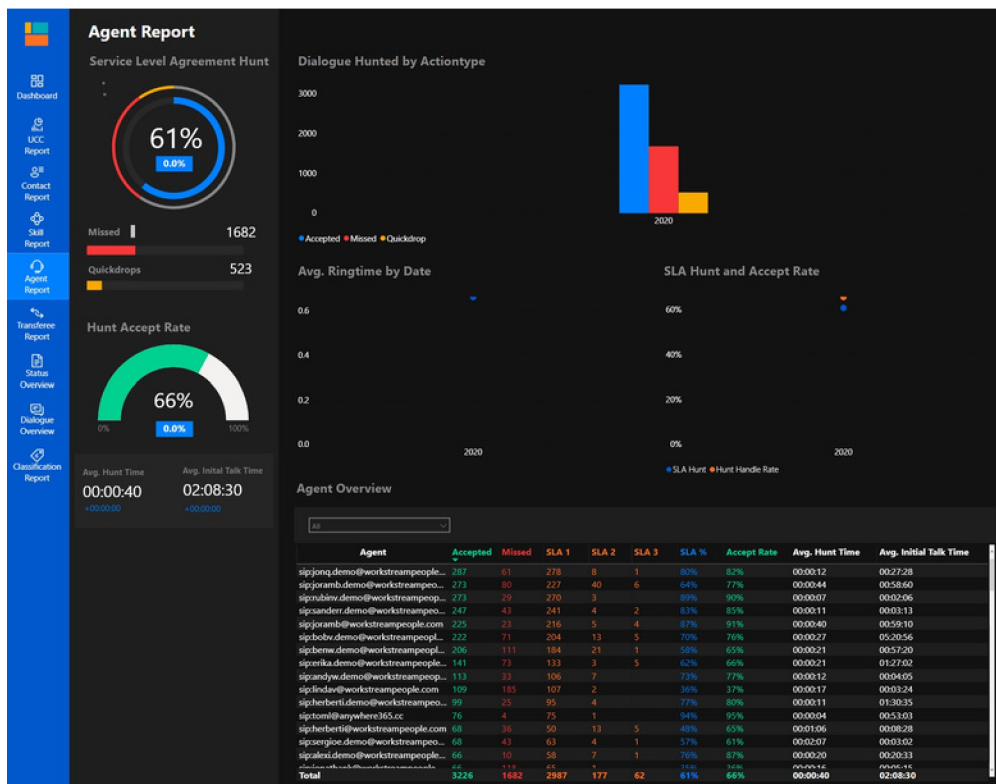
3.0 Enhanced Contact Center Services

3.1 Enhanced Quality Management

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

Role based score cards with key performance indicators

OPTO4Contact (Powered byAnywhere365) offers agent scores in the PowerBI reports, where performance of agents can be compared.



Integrated Learning Tools

OPTO4Contact (Powered byAnywhere365) brings dialogue management to the next level with AI by integration with Azure Cognitive Services. By using Azure’s self-learning ability, the system is loaded with the WebChat history and analysed, chat by chat, to build the list of possible phrases and the skill that was used to answer in the past. This way the system learns all possible phrases

and all probabilities that a certain skill is required to answer. The system keeps learning as new chat history is added, further increasing its accuracy.

Below you will find a couple of examples of how **OPTO4Contact** (Powered byAnywhere365) uses AI in regards to the required features

- Replacing IVR Processes to streamline call handling
 - IVR speech to text

Add the option to allow callers to speak to the IVR to select a choice. This can be just saying the choice option (One, Two, Three) or adding phrases to the options (Sales, Support, Other). The system is based on key phrase recognition, if the customer is friendly and answers 'Support please' it will still be recognized as option Support.

- Transcript

To quickly tag what is being said in a dialogue, both audio and text. By activating transcript, the audio files are converted to text so you can later on search for specific keywords. Or use the files for Cortana Intelligence analytics.

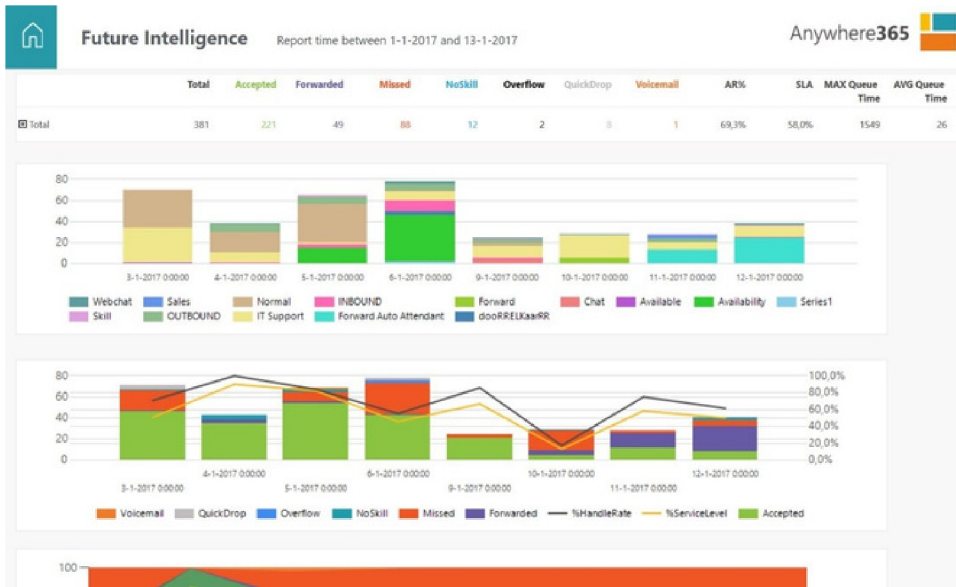
- Emotion recognition

Language works on multiple levels. Where the transcript can tell you what is being said, it sometimes misses the emotion behind it. By letting the audio be analyzed on emotions, these can be stored in the database. This gives you a quicker way to find specific trends in emotion or let you search for specific audio recordings. For instance to monitor how Agents handle angry calls or if a customer is responding negatively to an automated system, the call can be rerouted to human operators and managers. Voice recognition can also be used to authenticate callers based on a stored "voice" fingerprint.

- Auto predict required staff levels:

By combining webchat communication with Machine Learning, you can predict with a certain

amount of probability what the correct Skill or the preferred agent should be. You can then route the conversation to the right destination based on the customer's input. Eliminating the need for an unnecessary menu or a whole team of operators just routing the customers. Reducing unnecessary dialogues and frees up resources. Combining this with call data information from the **OPTO4Contact** (Powered byAnywhere365) Reporting portal, provided through the Future Intelligence Report, will predict required staff levels for customer.



Improved and automated skills based routing

As described above by combining webchat communication with Machine Learning, you can predict with a certain amount of probability what the correct Skill or the preferred agent should be. Therefore enabling skill based routing. You can then route the conversation to the right destination based on the customer’s input. Eliminating the need for an unnecessary menu or a whole team of operators just routing the customers.

Coaching Management Tools

Although OPTO4Contact (Powered by Anywhere365) is designed to automate agent adherence and guidance as much as possible, supervisors can take an active role in regularly monitoring agent conversations for coaching, quality assurance and compliance purposes. For contact centers or help desks that use Anywhere365 with Microsoft Teams as their unified communications (UC) platform, the InDialogue Bot provides supervisors with silent monitor, coaching (whisper) and call barge capabilities all from their standard Teams client.

Embedded within the standard Teams Client, the InDialogue Bot presents supervisors with a list of commands to initiate call monitoring features. The listcalls command provides a list of active calls in the Unified Contact Center (UCC) that the supervisor manages. Once they select a call from the list, the supervisor is presented with an Active Call Control card with four options: Listen, Whisper, Speak and Take over.

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

OPTO4Contact (Powered byAnywhere365) lets you report on customer dialogues from initial contact to final resolution across the entire enterprise, not just the contact center. Our comprehensive business intelligence tools help you focus on the KPI's that will positively impact business workflows, improve customer service and streamline operations.

OPTO4Contact (Powered byAnywhere365) provides an advanced way to manage, track and monitor all the dialogue events within your business. Our sophisticated data mining and pattern tracking solutions allow for state-of-the-art business intelligence capabilities, such as the detection of dialogue patterns, capacity bottlenecks or compliance violations.

With Power BI you can create a dashboard in any style or form by combined with the advanced data of Anywhere365.

As described with 3.1.2, with **OPTO4Contact** (Powered byAnywhere365) it is possible to combine webchat communication with Machine Learning, to predict with a certain amount of probability what the correct Skill or the preferred agent should be. You can then route the conversation to the right destination based on the customer's input. Eliminating the need for an unnecessary menu or a whole team of operators just routing the customers. Reducing unnecessary dialogues and frees up resources. Combining this with call data information from the Anywhere365 Reporting portal, provided through the Future Intelligence Report, will predict required staff levels for customer.

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

OPTO4Contact (Powered byAnywhere365) can also integrate with custom applications based on Webservices, SQL, XML. open API or other standardized interfaces. In addition, SharePoint introduces a Representational State Transfer (REST) service, which can be exploited by Anywhere365.

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

Please check reply 3.2

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

OPTO4Contact (Powered byAnywhere365) does not offer a ticket system but can offer integration with ticketing system e.g. ServiceNow.

Allow the State of Georgia users/administrators to:

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

This is standard **OPTO4Contact** (Powered byAnywhere365) functionality as described with requirement 2.1.9

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

SCB Global would be able to provide assistance around this piece as the data produced for Contact Center is delivered in PowerBI which, the customer can utilize for their own customization and KPI purposes.

3.2Enhanced Workforce Management

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

Provider should describe the workforce management capabilities within their offering

Ability to analyze customer interactions

Leverage call data to adjust scheduling.

Identify customer and employee behavior

Ability to perform short term and long-term forecasting

Provide for skills improvement and coaching

Provide data to forecast schedules for shift assignments

Solution Live transcription and Captioning services

Provide data of the proposed solution accuracy data

Immediate download of transcripts and notes

Easily integrated with LMS and customer relation solutions

OPTO4Contact (Powered byAnywhere365) offers the following workforce management functionalities: configuring agent working hours, call recording and real-time Quality Monitoring, supervisors and co-workers can listen in on calls, take them over or scale them up to create the best customer experience, but also for training purposes. In addition Anywhere365 has built comprehensive business intelligence tools that help you focus on the KPI's that will positively impact business workflows, improve customer service and streamline operations.

Sophisticated data mining and pattern tracking solutions allow for state-of-the-art business intelligence capabilities, such as the detection of dialogue patterns, capacity bottlenecks or compliance violations. We use Erlang-C to forecast the required amount of Agents during shifts.

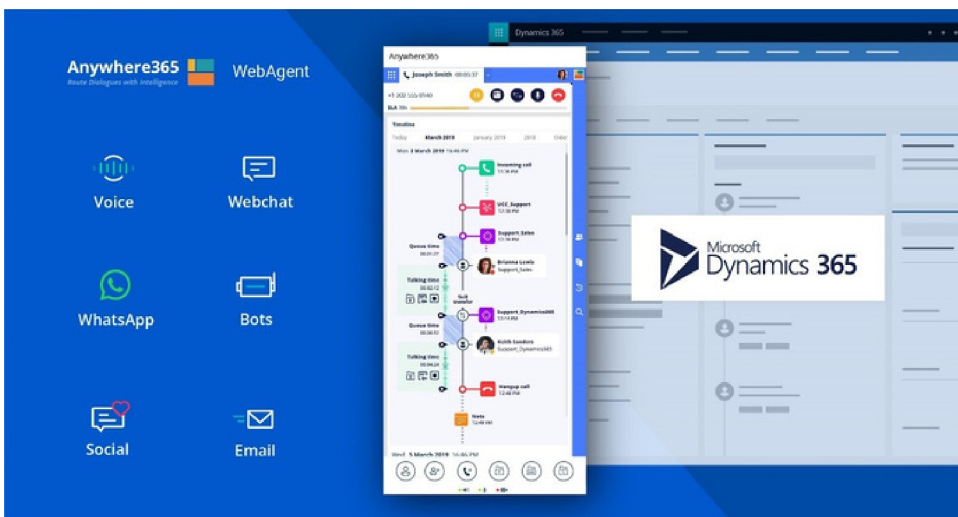
Next to the rich set of functionalities that **OPTO4Contact** (Powered byAnywhere365) offers out-of-the-box, for more advanced WFM functionalities, it is also possible to integrate with existing Workforce Management solutions, including (but not limited to) Verint, Injixo, Teleopti and MS Project, providing all required WFM specified above on a 'as needed' and 'per Agency' basis with associated cost savings.

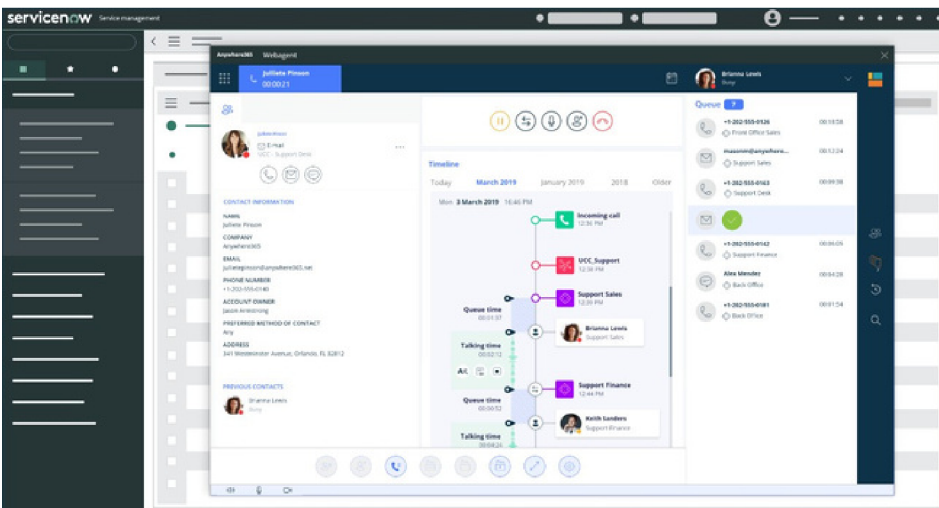
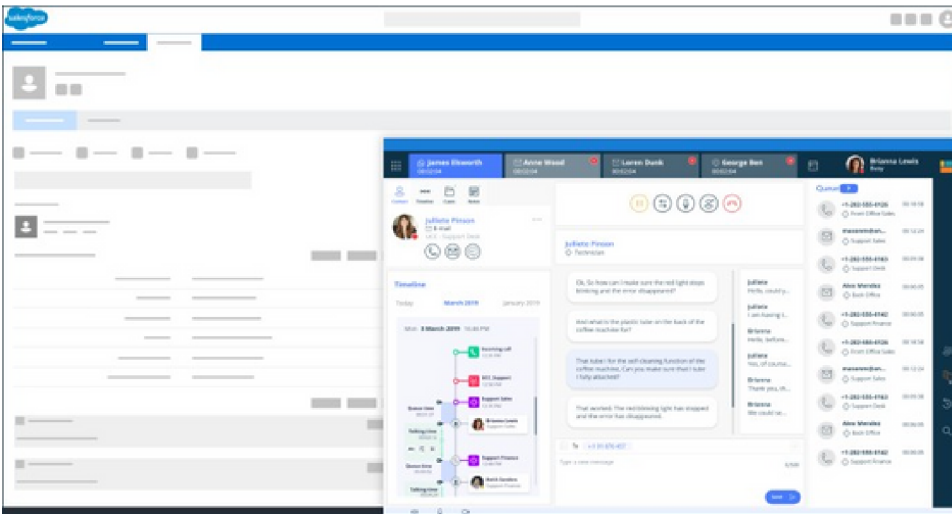
3.3 Customer Relationship Management (CRM)

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

Provider should list integrated and separate CRM options as well as ability to leverage existing CRM sources.

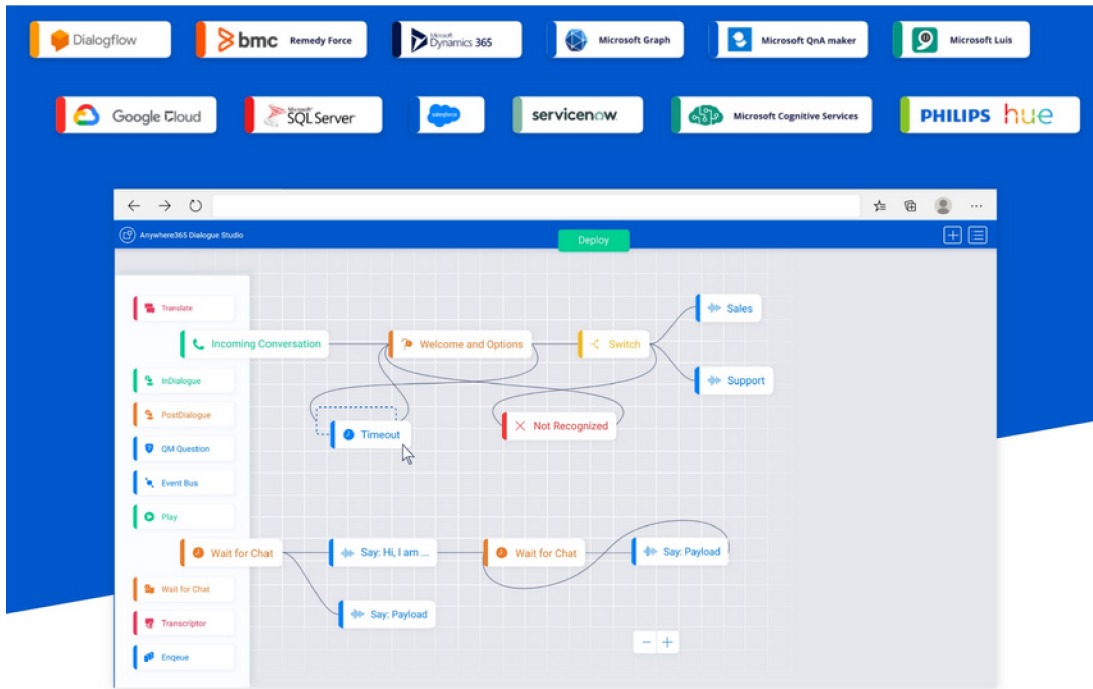
The **OPTO4Contact** (Powered byAnywhere365) WebAgent is deployed without any desktop installation, making rollout and upgrades quick and painless. It runs in the Azure cloud and supports Dynamics 365 online, Salesforce, Office365 (Cloud PBX), Microsoft Teams and WebRTC voice. WebAgent is also available with native integrations to specific CRM, such as Salesforce, Microsoft Dynamics 365, SAP C4C and ServiceNow.





In addition, OPTO4Contact (Powered byAnywhere365) can also integrate with custom applications based on Webservices, SQL, XML, open API or other standardized interfaces. In addition, SharePoint introduces a Representational State Transfer (REST) service, which can be exploited by Anywhere365.

Through the included Conversational API Platform (Anywhere365 Dialogue Studio) the Anywhere365 Dialogue Cloud can connect to any system and data source.



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

SCB Global has the ability to lift and shift data from CRM to another which would be a professional services item based upon consultation exercise.

4.0 Transition Requirements

4.1 Setup & Transition

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

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

Program network-based routing.

Configure call prompts.

Configure transfer connect and advanced features.

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

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

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

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

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

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

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

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

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

This will be organized when SCB Global has been selected as preferred supplier. The above listed activities will be part of the Implementation and project plan.

SCB Global has developed a Service Transition Framework based on ITIL standards and their best practices gained from performing transitions & transformations over many years. Our Service Transition Framework is a global framework, allowing for all stakeholders to speak the same project language, understand the same deliverables and work in the same manner. This will not only provide transparency but also allows for the flexibility needed in the complex projects that these are.

The objective of project and transition approach is to ensure a well-managed and timely delivery of the service.

SCB Global employs a systematic, organized methodology called the Service Transition Framework (STF) to transition and implement new service operations.

An outline diagram of the STF is shown identifying the expected transition management stages including their high-level deliverables. Every stage ends with a Toll Gate review requesting the joint GTAs & SCB Global approval and signoff to go into the next stage, thereby providing a quality-controlled execution.

The STF is aligned with PMI & Prince2 best practices. SCB Global have the Tools, Processes, Templates all to hand for our Project Managers to tailor these for each engagement and deliver a successful transition. The benefits of using the STF are:

- Common language and definitions set, enabling clear communication, supporting training & guidance for (new) employees and assure program continuity through resource exchangeability.

- A standard (low risk) method for the Transition from the existing situation (Current Mode of Operation) to the new outsourced situation (Future Mode of Operation).

- Processes, tools and templates for efficient and consistent (across the globe) execution due to implemented best practices and central coordination.

- A flexible solution which can be tuned to the contract scope and Client situation.

- A standard model for Transitions, constantly improved by centrally maintained lessons learned and best practices.

The use of the STF will allow us to:

- Agree joint key objectives.

- Define the Transition staffing needs.

- Establish SCB Global Transition team structure and contact details.

- Establish GTAs Transition team structure and contact details.

- Conduct Due Diligence.

- Align Transition Project Plans including Risk register using Red, Amber and Green Progress status.

Detailed Milestone activities with agreed timeframes.

Establishing agreed Quality Gates and acceptance criteria.

Discovery Phase (confirming and jointly agreeing what services are in and out of scope).

Knowledge Transfer and understanding approach workshops (from the incumbent to SCB Global, from GTAs to SCB Global).

Staff training for all parties where required (i.e., GTAs teams and SCB Global teams).

Roles and responsibilities for all partners (internal and external) to GTA.

Establish and implement regular project governance including documentation, metrics, meetings, reporting and management of change.

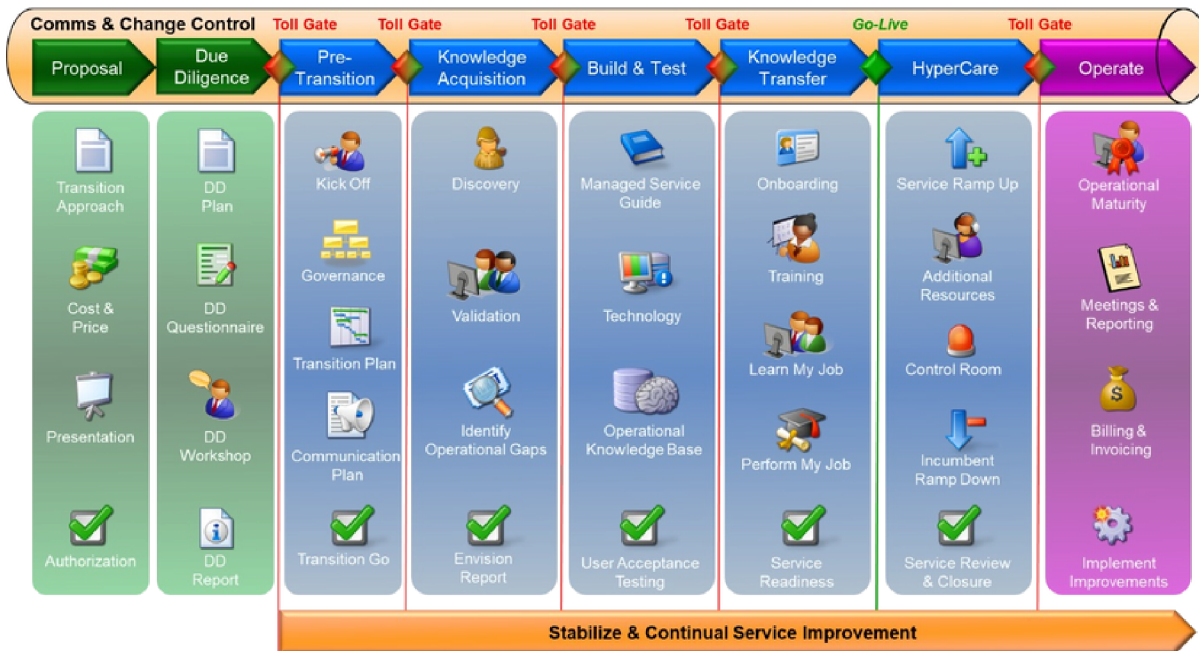
Proven processes to capture, log and score Risks, Assumptions and out of scope elements.

By using the above processes, the STF framework provide a structured approach to the transition of GTAs to SCB Global. Each phase has Toll Gates to ensure the phase objectives are met and to provide customer confidence in the progress being made.

As part of our approach to transition with GTAs, we will engage in workshops to develop the transition strategy, agree the schedule, agree the deliverables, agree the governance model and the acceptance criteria for success. This approach provides SCB Global with an insight into GTAs service and allows us to review and mitigate potential risks or concerns.

The output from these sessions ensure that the new service has undertaken our formal Service Introduction process allowing us to manage the service for the life of the contract.

The diagram below reflects how we build up from the workshop phase into the delivering of the project.



SCB Global's Service Transition Framework

Plan

During the workshop phase outlined above, we will jointly agree an implementation strategy. The key to success is providing assurance to SCB Global' Service Transition Framework that SCB Global has delivered what has been requested and that it has been evidenced before service commences. Our joint implementation planning will review the various governance gates required, but also confirm the roll-out strategy (for example - phased by service, phased by region, big bang) and to understand any risks with the chosen method.

5.0 Training and Support

5.1 Training

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

E-learning, browser based, including training materials and/or videos.

Reference guides for ongoing support.

Provide onsite training for initial implementation.

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

All relevant employees will be trained for their role. We distinguish agents, supervisors and administrators. Agents will be instructed to handle calls and customer contacts through other channels with **OPTO4Contact** (Powered By Anywhere365) additional to the knowledge they have of MS Teams. Supervisors will get additional training in using the supervisor functions and using reporting. Administrators are responsible for managing and configuring the settings of **OPTO4Contact** (Powered By Anywhere365)

Remote training is provided, but more can be added from the generic "time bucket" that is quoted in the proposal. This is a generic pool of hours that can be used for configuration/development/support/training.

Onsite training is possible (extra Time and Material). Our most effective approach is "Train the Trainer", where customer does not have to rely on us for additional training. We strongly suggest having at least one person as the "designated" Anywhere365 expert on the side of customer.

Also, multiple training videos are available. Check:

<https://www.youtube.com/user/ANYWHERE365> and documentation is also available on <https://golive.anywhere365.io/>

For details on training please also check the Anywhere365 Training catalogue delivered by SCB Global



SCB Global Course
Catalogue.docx

5.2 Technical Support

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

Service Provider provides a service desk including 24x7x365 coverage accessible through voice, email, web, chat.

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

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

Our experienced Unified Communications Operations Desk operates on a full 24x7x365 support service globally & staffed by vendor certified support engineers fully qualified in all aspects of core VoIP & switching systems, Microsoft Teams tenant as well as other services the Customer may have ordered from SCB Global.

Our support staff are tasked to bring any fault to a fast resolution, including the failure of DDI numbers, SIP trunks, SBC platforms, Contact Center platforms, Microsoft Teams Tenants, data connectivity, the inability to make or receive calls, loss of functionality in an area of the system and software or hardware faults. The technical staff are highly experienced and understand there is no demarcation or limit to their responsibility, ensuring a single focus to help the customer whatever the situation, returning the solution to full operation as quickly as possible.

The Service Desk is aligned to ITIL and industry best practice guidelines and follows the principle of continual service improvement, QoS enabled bandwidth and multi carrier resilience to customers. SCB Global will provide monthly metrics of service availability.

The Customer Service Desk uses telephone, email and an online incident management portal to raise and track incidents and requests logged with SCB Global. Furthermore, SCB Global also has the ability with existing internal ITSM/ticketing system allowing full integration between GTA ITSM and SCB Zoho systems as a two-way integration, therefore all communication between SCB support staff and GTA staff will be facilitated and recorded for efficient support resolution.



Incident Report Severity. All Incidents are assigned a Severity Level by SCB Global, which is used to prioritize and establish System restoration timeframes. Incident Reports are assigned one of the following Severity Levels, which SCB Global may modify from time to time:

_____ **Severity Level 1(HIGH):** Outage of Service / Catastrophic business Impact: Complete loss of a core (mission critical) business process and work cannot reasonably continue.

_____ **Severity Level 2(MEDIUM):** Degradation of Service/ critical business impact: Significant loss or degradation of services.

_____ **Severity Level 3 (LOW):** Service Affected Intermittently / moderate or minor business impact: Moderate loss or degradation of services but work can reasonably continue in an impaired manner.

6.0 General Requirements

6.1 Pricing Model

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

Ability to provide a Per Seat subscription model, including quick scalability pricing

OPTO4Contact (Powered by Anywhere365) can be licensed on a Per Seat basis as well as Per Organization / Agency (with unlimited Contact Centers and Teams Voice Agents).

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

This can be accommodated

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

This is presented in the pricebook

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

This is presented in the pricebook

Provide a rate-card for optional professional services.

Professional services are available at a fixed rate of \$245 / hour

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

This is presented in the pricebook

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

This can be accommodated

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

This can be accommodated.

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

This can be accommodated

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

This can be accommodated

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

This can be accommodated

6.2 Security Requirements

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

Provider must comply with the State and Agencies data integrity and privacy policies for the delivery of the contact center services.

Anywhere365 & SCB Global complies with the policies as stated in the DATA SECURITY Document provided with the RFP. Exceptions or comments are mentioned in the redlined version included in the submission. Anywhere365 is ISO27001 certified and has all the required policies and procedures in place. This includes an Information Management System that applies to all staff to make sure the whole organization is aware of the information security policies, processes and procedures we have in place.

This includes an ISMS with a framework of policies and procedures that includes all legal, physical and technical controls involved in Anywhere365's information risk management processes

Our Statement of Applicability provides an overview of all components, which have been audited for compliancy. Examples include:

- Information Security & Privacy Policy
- Privacy Policy
- Code of Conduct
- Data Processing Agreement
- Project Cloud delivery document that includes an Information Security Annex
- Access control policy

In addition, Anywhere365 & SCB Global service is fully hosted on Microsoft Azure. Azure adheres to security controls for ISO 27001, ISO 27018, SOC 1, SOC 2, SOC3, FedRAMP, HITRUST, MTCS, IRAP, and ENS and more. Azure security standards and compliance can be verified at <https://azure.microsoft.com/en-us/overview/trusted-cloud/compliance/>

Anywhere365 & SCB Global platform follows industry leading best practices and security standards. All data resides with customer, data is encrypted in motion and at rest. AW365 performs periodic and regular penetration testing.

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

VOIP is delivered within the Microsoft Teams eco-system by SCB Global using carrier-hosted architecture (derived trunks model) whereby, certified clusters of SBCs are installed as an interface between PSTN and Microsoft. All calls are encrypted using TLS 1.2 and carry proprietary codec until it reaches the SBC clusters who then transcode it to G711 before passing it to the PSTN network.

Microsoft Teams complies, please check:

<https://docs.microsoft.com/en-us/azure/compliance/offerings/offering-irs-1075>