



## Schedule document

### Webex Contact Centre

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# SCHEDULE DOCUMENT

## WEBEX CONTACT CENTRE

This Schedule contains additional terms, service description and Service Level Agreement applicable to Webex Contact Centre and should be viewed with associated Order Form, Node4's General Terms and Conditions and the Acceptable Use Policy.

### 1. Overview

Webex Contact Centre is a cloud based platform that provides Omnichannel contact centre functionality using various inbound and outbound communications methods (for example: voice, video, consumer applications, social media tools, etc). The platform is owned, managed and hosted by Cisco.

As an authorised and certified Cisco Partner, Node4 resell the Webex Contact Centre platform and offer a support service to Customers.

This document defines the scope of this service.

### 2. Definitions

In addition to the definitions set out in the General Terms and Conditions, the following definitions shall apply to this Service Schedule:

**“Agent”** is a person who logs into the Webex Contact Centre platform and handles inbound/outbound interactions

**“Digital Channels”** refers to non-voice communication methods that are incorporated into the solution. For example: Email, SMS, WhatsApp, etc. These methods can be incorporated into the Webex Contact Centre platform as defined in the relevant section of this document.

**“Incident”** means an unplanned interruption to a service or a reduction in service quality.

**“Monthly Review Period”** means the calendar monthly periods commencing on the 1st of each month during the Term, over which Service performance measurements are calculated, provided that the first Monthly Review Period will commence following the Ready For Service Notification.

**“Omnichannel”** refers to the ability for the Contact Centre to support multiple communication channels, including but not limited to, Voice, SMS, Email, WhatsApp and RCS.

**“Planned Outage”** means proactive work required to maintain the service provided, Node4 or Cisco may with reasonable notice require a temporary outage in service. Wherever possible Node4 will agree the outage with you in advance of the required work. Any planned downtime shall not be included in Incident or service reliability measurements.

**“Professional Service Fees”** means the professional service charges detailed on the Order Form or otherwise agreed in writing between the Parties in accordance with Clause 4 below.

**“PSTN”** means Public Switched Telephone Network. This is the telephone network that is used globally. The term is used in relation to making and receiving telephone calls with people outside of an organisation

**“Service Availability”** means the time for which a Node4 service is usable, expressed as a percentage of the total time in a given *Monthly Review Period*. The Node4 service shall be deemed available for the purposes of calculating Service Availability if it is not usable due to an event outside our reasonable control, a Customer Responsible Incident, a Third Party Attributable Incident or is due to a Planned Outage.

**“Service Desk”** means the single point of entry for all Service Tickets and Service Requests which can be accessed over the phone, by email or via our portal.

**“Service Request”** means a request for a change for information.

**“Service Ticket”** means the tickets which are raised in relation to Incident or Service Request.

**“Third Party Attributable Incident”** means in the event that a service affecting or non-service affecting Incident is identified as being attributable to a third party (excluding CISCO) this measurement period shall not be included in service availability measurements. Such Incidents do not qualify for rebates or compensation. Node4 will endeavour to

resolve and rectify such Third Party Attributable Incident as soon as possible.

“**Webex Contact Centre**” means the hosted contact centre platform that is owned, managed and hosted by Cisco.

### 3. Specific terms

The following terms and conditions shall apply when Node4 provides Webex Contact Centre to the Customer.

#### 3.1 Third parties

Node4 shall not be liable in respect of any contract, agreement or relationship that Customer may have with any third party.

If a dispute arises between Customer and a third party involving the Webex Contact Centre, Node4 shall provide the Customer with reasonable information and assistance (to the extent that such is not adverse to Node4’s interests to Customer (at Customer’s expense) in the resolution of such dispute).

For the avoidance of doubt all charges and sums due to Node4 shall be paid in full by the Customer by the due date notwithstanding that the Customer may not have received payments from its End-User where the services are being resold. Any dispute between the Customer and its End-users is the sole responsibility of the Customer. Any fraud or other improper use of the service shall not relieve the Customer of its payment obligation to Node4.

#### 3.2 Customer data

The Customer shall be liable for the accuracy, quality, integrity and legality of the Customer data that Customer creates from its use of the service, including, voice recording, video recording, instant messaging, and other communications. Customer represents and warrants that Customer owns all Customer data created within the collaboration tools and that the Customer has permission from the rightful owner for its use.

Node4 disclaims all liability relating to any Customer data with the collaboration solution, and for all liability relating to unauthorized use (by other users) of Customer data.

#### 3.3 Customer support

Node4 provides the Webex Contact Centre Support Service direct to the Customer. The Customer commits to fully manage all their Customers and suppliers directly. Node4 will not interface directly with any third parties working with the Customer. If the Customer requires Node4 to provide their Customers with a Customer Care or Network Operations Centre (NOC) service this is available on request and subject to professional service fees.

### 4. Fees

Fees will commence when Ready For Service Notification is provided by Node4, this will follow either handover of the service or notification from Node4 that the Service is available for Customer use. Fees may comprise of any or all of the following aspects.

#### 4.1 Onboarding fees

Any applicable Onboarding or Installation Charges for the implementation of the Webex Contact Centre Support Service shall be detailed on the Order Form.

#### 4.2 Platform Fees

The fees for the Webex contact platform are paid either monthly or annually in advance based on the service provided and any other related service and are identified on the Order Form. These fees provide licence entitlements for Agents and are a prerequisite for Node4s Support Service.

**Standard Agent** provides core contact centre functionality including a browser-based agent desktop, agent-assisted chat and email channels, inbound and outbound voice, call recording, touch-tone IVR, web and voice callbacks, and standard CRM connectors.

**Premium Agent** includes all Standard Agent features and adds additional digital communication channels such as text / SMS, social, multi-channel reporting and analytics, and supervisor monitoring and barge-in for all types of agents.

#### 4.3 Support fees

Support fees are paid either monthly or annually in advance based on the service provided and any other related service and are identified on the Order Form.

#### 4.4 Transaction fees

Fees relating to individual transactions are identified on the Order Form. These are usage-related fees and vary dependant on the provider of the service.

#### 4.5 Third-party provider fees

Some communication channels require the Customer to establish an account directly with the provider to allow integration into Webex Contact Centre. In this case, the customer is responsible for acquiring and paying for these services with that provider.

An example of this is when utilising WhatsApp integration, the Customer will need to create an account with Meta directly.

#### 4.6 Professional services

Additional tasks undertaken at the request of the Customer by Node4 personnel from a Node4 location, will be charged at rates agreed between the parties in advance.

### 5. Customer Requirements

#### 5.1 Connectivity

Connectivity between the Customer site and the Internet-facing platform is required to provide this service, ideally provided using a Node4-supplied connectivity solution. This is covered by a separate service provision and service levels. Please refer to the relevant connectivity schedule for more details.

It is expected that any device used by Agents to connect to the service has a connection suitable for real time traffic (such as voice and video). As a minimum standard it is expected that these devices pass all of the test criteria when running the online tool at <https://mediatest.ciscospark.com/>.

#### 5.2 Telephony

To enable the Contact Centre to handle inbound telephone calls, a PSTN telephone number(s) needs to be allocated or Ported to Node4's SIPLink platform.

Agents handling voice calls will need a Calling service. This could be provided by Node4 (e.g. Webex Calling or Teams Calling) or via a third-party. The requirement is that the Agent has a publicly available telephone number that they provide when they log in to the platform. It is recommended that

this number is routed directly to the Agent's telephone and that voicemail, call forwards, etc are disabled.

Calls that require distribution to an Agent will be transferred to the Agent's telephone number by Webex Contact Centre.

### 6. Provision of services

The Webex Contact Centre provides the Customer the platform and skilled technical resources to ensure that the Webex Contact Centre platform functions effectively and reliably.

The Webex Contact Centre platform provides an online management Portal that enables the Customer's administrators to self manage users, skills, queues, reporting and troubleshooting. It is expected that the Customer retains enough skilled staff to ensure their normal day-to-day administration is managed in-house.

Node4 use this Portal to provide assistance where

- the Customer's administrators require assistance with a task due to knowledge
- there is a technical issue outside of normal operations
- there is a new feature, upgrade or solution that requires engineering involvement

Note: for avoidance of doubt, support for Customer Agents will be provided as follows

1<sup>st</sup> Line: Customer Support / Admin  
2<sup>nd</sup> Line: Node4 (this service)  
3<sup>rd</sup>/4<sup>th</sup> Line: Cisco, via Node4

#### 6.1 Service installation and provisioning

Node4 will use reasonable endeavours to install and provide the Service within the timeframes defined in the Order Form. Node4 commit to notify the Customer in the event of any delays in providing the Service.

#### 6.2 Platform

The Webex Contact Centre platform is a feature rich cloud-based service.

Full details of functionality provided can be found here:

<https://www.cisco.com/c/en/us/products/collateral/c>

[ontact-center/webex-contact-center/datasheet-c78-744541.html](https://www.node4.co.uk/contact-center/webex-contact-center/datasheet-c78-744541.html).

The core features included as part of Webex Contact Centre are:

#### **Call Routing and Queue Management.**

The ability to queue calls in the cloud and deliver them to Agents based on skills-based routing, longest wait or available capacity. Callers can be provided with in-queue messaging, callback and wrap up options.

#### **Flow Builder**

The Customer is able to create and edit call flows using the graphical tool via a web browser.

#### **Agent Desktop**

A flexible and customisable Agent application is provided – accessible via a web browser. This allows agents to manage their availability (busy status), login/logout of queues, and see details of queue status. Basic caller details can also be displayed and, if specified on the Order Form, integration to other platforms can provide additional Caller information to the Agents (e.g. CRM integration).

#### **Access from Anywhere**

The platform is accessible via the Internet with no requirement for VPNs or on-net connectivity. Access is secured via SSO (Single Sign On) using the Customers own SSO provider. Agents can utilise the platform from any Telephony device that has a PSTN telephone number. Whilst it is recommended to utilise a Node4 Calling Platform (Webex Calling, Teams Calling or SIPLink) for telephony, this is not a dependency.

#### **Webex Control Hub**

The portal is provided to allow Customers access to reporting, administration and configuration. RBAC (Roles Based Access Control) ensures that access levels are managed and controlled by the Customer.

#### **Recording**

The application allows recording of Agent calls for compliance or quality purposes. The Customer is able to configure recording and playback policies.

Recordings are stored within the cloud-based platform.

Note: additional products are available for Customer's who require recording of all users (including those who are not Agents)

#### **Digital Channels**

The enables integration with third-party applications to enable non-voice channels to be incorporated into the Contact Centre – enabling Agents to handle messages and chat alongside voice calls.

Email Integration is included as part of the Webex Contact Centre.

Additional integrations require Agent to have a Premium Agent licence, additional configuration, third-party contracts and can incur usage and transaction fees.

if specified on the Order Form the following Digital Channels can be included:

- WhatsApp
- SMS
- Apple Business Chat
- RCS

#### **Reporting**

Comprehensive real time and historical reporting data which can be displayed within the application. In addition, data can be exported or integrated by third-party reporting platforms.

#### **WFM/WFO**

Workforce Management and Workforce Optimisation is available as an additional feature, if specified on the Order Form.

WFM allows the integration of the Customer's third party application (if supported) into Webex Contact Centre.

WFO provides the ability to plan and manage resourcing and scheduling based on data acquired during Contact Centre operation. Quality Management and Analytics tools are included.

### **6.3 Service desk for Administrators**

Technical issues are triaged by a helpdesk and transferred to 2<sup>nd</sup> / 3<sup>rd</sup> line support as needed.



## 6.4 Node4 Support team

Fast response and resolution: See response time below and Continual Case Updates to understand the priority service levels.

Accountability for issue resolution: Provides ownership until your problem is resolved.

No triage required: No need to diagnose a problem in your collaboration solution before contacting the helpdesk.

Broad solution view: provide recommendations for adjustments to prevent future issues from occurring.

## 6.5 Coordination with Cisco and Solution Support Alliance Partner Product teams

Facilitating support conversations among Cisco and Solution Support Alliance Partner product support teams when required, Solution Support engineers work together to resolve complex issues involving multiple types of products, bringing a solution-level perspective to the process.

## 6.6 Professional services

Node4 can provide full range of professional services including but are not limited to:

- installation and configuration
- remote services
- management

The professional services are subject charges which can be provided by your sales Account Manager.

All incremental expenses incurred during these Professional Services will be passed directly to the Customer. Provisioning costs such as cabling will be discussed and agreed with the Customer in the Order Form.

## 6.7 Service Requests

Access to the configuration and management portal is provided to the Customer and it is expected that Customer will manage standard MACs (Moves, Adds and Changes). Node4 will assist with these as required (fair use policy applies).

Service requests conducted outside of the support contract, or change request implemented outside normal business hours will be dealt with as chargeable projects and subject to the Support and Professional Services Fees in 4.4.

Additional orders – any additions or changes that incur additional cost will be managed via Node4's standard ordering process.

## 7. Incident Management

### 7.1 Hours of support

Support Hours for this service are Priority 1 and 2 - Support hours 24/7. Priority 3,4 and Service Request - Support hours between 7am and 7pm weekdays, excluding bank and national holidays.

### 7.2 Incident priority

Each new Incident will be assigned a priority level by the Service Desk based on the following definitions. These levels allow us to prioritise resources and escalate where appropriate.

Priority	Description
1 - Critical	A major Incident resulting in total loss of service.
2 - High	A major Incident resulting in a severe service degradation or loss of service to a significant percentage of users.
3 - Medium	A minor Incident resulting in a limited or degraded service or a single end user unable to work.
4 - Low	General, single user with degraded service, non-service affecting support.
5 - Service Request	Request for a change to an existing service or system, a request for information or simple questionnaire to be completed.

### 7.3 Timeframes

Node4 aims to respond, update Incidents in relation to the Webex Contact Centre Support Service within the following times:

Priority	P1	P2	P3	P4	Service Request
Response / Acknowledgement	1 Hour	1 Hour	2 Hours	2 Hours	12 Hours

Commencement	1 Hour	2 Hours	4 Hours	N/A	N/A
Frequency of Updates	24 Hours	24 Hours	48 hours if Resolve / Target to Fix exceeded		

All priority 1 & 2 Incidents should be raised via the Service Desk by a phone call. For this we recommend that the Customer maintain at least one alternative method of PSTN calling (e.g. a mobile phone). Should a priority 1 or 2 incident be raised via the portal or e-mail, the Customer is required to follow this up with a corresponding phone call to enable work to commence immediately on the issue.

#### 7.4 Incident duration

The exact Incident duration will be calculated as the elapsed time between the Service Ticket being opened Service Desk and the time when Service is restored.

## 8. Service credits

### 8.1 Availability

The service is "Available" when the Webex Contact Centre Support Service is able to deliver inbound and outbound calls.

The following equation will be used to calculate Service Availability. References to minutes are to the number of minutes in the applicable Monthly Review Period:

$$\frac{((\text{Total minutes} - \text{Total minutes Unavailable}) / \text{Total minutes}) \times 100}{}$$

Service Availability during Monthly Review Period	Service Credits as % of Monthly Rental Charge for Webex Contact Centre Support Service
<99.99%-99.8%	2%
<99.8%-99.5%	5%
<99.5%-99.0%	10%
<99.0%-98.0%	15%
<98%	20%

### 8.2 Calculation of service credits

Where a Monthly Review Period incorporates part of a month, any Service credit will apply to a pro-rated Monthly Charge.

Service credits will be calculated monthly, aggregated and credited to the Customer on a quarterly basis.

If a service is cancelled during a Monthly Review Period, no service credit will be payable in respect of that circuit for that Monthly Review Period.

The Customer must claim any service credit due to a failure to meet the service levels, in writing, within twenty one (21) business days of the date at which the Customer could reasonably be expected to become aware of such failure. The Customer shall not be entitled to any service credits in respect of a claim unless and until Node4 has received notice of the claim in writing in accordance with the above. Should Node4 require additional information from the Customer, the Customer shall assist, and shall not be entitled to any service credits until Node4 has received all the information it has reasonably requested.

### 8.3 Exclusions to payment of service credits

Service credits will not be payable by Node4 to the Customer in relation to the Service Availability for Incidents or disruptions to the Service caused by any of the following:

- The Incident, action or negligence of the Customer, its employees, agents or contractors;
- The Customer failing to comply with Node4's Standard Terms and Conditions;
- Any event described in clause 10 (Force Majeure) of Node4's Standard Terms and Conditions;
- Maintenance during any Planned Outage
- Connectivity (covered by the relevant Connectivity schedule)
- Hardware on the Customer site

Service credits are not applicable for more than one breach of any targets outlined in this document arising from the same occurrence.

In respect of any Monthly Review Period, the total amount of any service credit payable in relation to

any service level breach shall not exceed 50% of the Monthly Charge for the affected Service.

The provision of Service credits shall be the sole and exclusive remedy for the failure to meet targets for the Teams Calling Service. Node4 shall have no additional liability to the Customer.