



1 SERVICE DESCRIPTION FOR FLEXIBLE CONTACT CENTER SERVICE

1.1 DEFINITIONS.

As used in the context of the Flexible Contact Center Service, the following words shall have the meanings defined in this Clause 1.1. Solely as used in the context of the Flexible Contact Center Service, the words defined in this Clause 1.1 shall supersede any conflicting definition set forth elsewhere in the Agreement.

“ACD” means ‘Automatic Call Distributor,’ which provides functionality that manages, routes and distributes Contacts to a group of Agents.

“Administrator” means Customer's authorized personnel with access to Customer management functions of the Service Platform.

“Agent” means the person(s) appointed by Customer to handle the Contacts and identified as such in the Service by the Administrator. Through the Service, an Agent will have access to functionalities that will enable him or her to handle the Contacts. An Agent may have several log-ins / passwords.

“ASP” means ‘Application Service Provider’, which is a hosted applications provider.

“Business Together as a Service (B2GaaS) Microsoft” and **“Business Together (B2G) Microsoft”** are Orange Services which deliver unified communications through a single, familiar interface that includes instant messaging and presence, audio, video and web conferencing, and enterprise voice.

“Call” means a Contact by telephone.

“Channel” means the method of communication by which an End-Customer may contact Customer, which may be by: (a) telephone (Softphone or PSTN); (b) e-mail; or (c) chat, depending on the methods made available by Customer.

“Contact” means a contact by telephone (a Call), e-mail or chat between an End-Customer and an Agent.

“Contact Center” means the contact center solution including both Customer's human and material resources for handling communication between itself and the End-Customers. The Contact Center may be located at several sites and may include disseminated Agents.

“Contact Center Location” is the physical location where the Agents are located.

“CRM” means ‘customer relationship management,’ which refers to the methods and software used to assist Customer with the organized management of its customer relations in general.

“Customer Space” means the web-based environment that allows Customer to use the Service.

“Data Collection File” means the document completed by Customer containing all data (e.g. access number, IP addresses, e-mail addresses, Agent identifiers) necessary for Orange to implement the Service.

“Detailed Conception Design” means the document produced by Orange based on the Data Collection File and information collected during the kick-off meeting between Orange and Customer upon execution of the Order, which document describes the configuration, IVR, Contact routing, scripts and Customer responsibilities necessary for delivery of the Service.

“E-mail Channel” means a written message to Customer by an End-Customer using a ‘corporate’ e-mail address.

“End-Customer” means a customer or prospective customer of Customer making a Contact with the Contact Center.

“French hours support” means Monday to Saturday, from 8am to 8pm (CET) excluding French public holidays.

“HTTPS” means Hypertext Transfer Protocol Secure, which is a communications protocol for secure communication over a computer network.

“IVR” means Interactive Voice Response, which is an application that allows Customer to qualify Calls.

“Microsoft Skype for Business” is real-time communications software which provides the infrastructure for enterprise instant messaging, presence, VoIP, ad hoc and structured conferences (audio, video and web conferencing) and PSTN connectivity

“MPLS” means ‘Multiprotocol Label Switching’ which is a data transport protocol.

“Outbound Campaign” is an optional feature of Voice Contact which allows the Administrator and the Supervisor to manage outbound campaigns in accordance with predefined rules.

“Package” means software component of the Service provided by Orange Business Services, to be installed and configured in the Salesforce environment of the Customer, in order to make the Service accessible in Salesforce.

“Script” means the Contact qualification and distribution strategy. The Script is defined with Customer during the Service's design phase in accordance with the criteria proposed in the Service Access Technical Specifications.

“Seats” means the maximum number of simultaneous active Contacts

“Service Access Technical Specifications” means the document prepared by Orange that contains the detailed pre-requisites and requirements of the Service.

“Service Platform” or **“Central Server”** means Orange's intelligent network server used to route the Contacts and on which the Script is executed.

“Service” means the Flexible Contact Center Service described in this Service Description.

“Softphone” means software installed on an Agent workstation that allows the Agent to make and receive calls through a Business VPN connection.

“Supervisor” means Customer's employee responsible for monitoring the activity of a team of Agents.

“SSL” means Secure Sockets Layer, which provides communication security over the internet.

“Wall board” means the wall board installed in the Contact Center that monitors the handling of Calls in real time.

“Widget” means a reusable element of a graphical user interface that displays an information arrangement and provides standardized data handling.

1.2 SERVICE OVERVIEW

The Service is a Cloud Service with features that enable the receipt, qualification, distribution, and transfer of incoming Contacts through the Voice, E-mail or Chat Channels. The Service also enables outgoing contacts with the outbound campaign option. The Voice Channel is available only in ASP mode and is developed on IP technology. Customer acknowledges and agrees that: (a) the Service is not a telephone service open to the public; (b) the Service does not allow the routing of emergency calls; and (c) accordingly, any emergency calls must be made using a service other than the Service.

1.3 PRE-REQUISITES AND COMPATIBILITY

- 1.3.1 Subscription to Other Services. In addition to the Service, Customer must subscribe to Extended Service Delivery and Extended Service Support as well as the Contact Center Access Service (international routing) to ensure Call collection and Business Talk for Call distribution. For the Voice Channel with Softphones, Customer also must subscribe to the Orange Business VPN Service (Platinum Port) to transport voice (VoIP) and data between the Orange hosting site and the Contact Centre Locations, both terminated on the desktop interface.
- 1.3.2 Software and Hardware at a User Location. Customer will be in charge of and take full responsibility for the installation and operation of all Hardware and Software at a User Location (including Softphone Software). For the avoidance of doubt, Orange will not be responsible for and will not carry out any installation, maintenance or support of any Hardware or Software located or installed at any User Location, including without limitation PC's, Softphones, headsets and operating systems.
- 1.3.3 Service Access Technical Specifications. In order to use the Service, the Customer will comply with Orange's Service Access Technical Specifications, which are attached hereto an Appendix 1 and which may be updated by Orange from time to time.
- 1.3.4 Citrix. The Service is compatible with a Citrix environment but only with PSTN termination. For the avoidance of doubt, Customer will be fully responsible for the Citrix environment. A skilled technician of the Customer has to be available to interlock with Orange operational teams whether in the project (build) or running phase of the Service.
- 1.3.5 Channel requirements. For Customer Space, Customer must subscribe to the Orange Business VPN Service for data, or an internet link which may be provided by a third party. For the Voice Channel with Softphones, Orange will provide Softphone Software which will be installed by the Customer. For the outbound campaign option Customer must subscribe to the standard Service (voice channel) and Orange will provide the Campaign Manager and Stats Viewer Software which will be installed by the Customer. For the outbound campaign predictive mode, Softphones are mandatory and, hence, Customer must subscribe to the Business VPN Service (platinum port). For the E-mail Contact and Chat Contact seats, Customer will ensure that: (a) the firewalls installed by Customer accept connections via port 443 (HTTPS) in order to have access to the Operator and Administrator interfaces; (b) it uses a web browser using the SSL protocol and is able to read JavaScript; and (c) Microsoft Office Web Components are installed on each workstation for the display of the advanced statistics in Excel format. Any further technical requirements for accessing the Service will be described in the Detailed Conceptual Design.
- 1.3.6 Call Archiving Options. The archiving options for Voice Channels require the Customer to subscribe to the recording option and to Orange Business VPN.
- 1.3.7 Salesforce integration with Voice Contact option. Customer must subscribe to all of the following: Voice Contact seats standard service; call recording; scheduled recording; voice mail; scheduled call-back; click to CRM; 1-day training session. Also, Customer must subscribe to Salesforce cloud mode console, which may be provided by a third party. Because of incompatibilities, Customer must not

subscribe to any of the following: outbound campaign; softphone; E-mail Contact; Chat Contact; Multimedia seats; Digital seats; or Orange Business VPN Service.

1.4 COMPONENTS OF THE SERVICE

1.4.1 Service Channels. Customer will identify the positions needed for the Service in the Order based on the following single Channel or multi-Channel options: (a) Voice Contact seats (1); (b) E-mail Contact seats (2); (c) Chat Contact seats (3); (d) Multimedia seats: Voice Contact and E-mail Contact seats (1+2); or (e) Digital seats: E-mail Contact and Chat Contact seats (2+3). The number of subscribed seats is the maximum number of active seats permitted at one time.

1.4.2 Standard and optional features across all Channels. The table below sets out the standard and optional features of the Service of all the Channel(s). All optional features are subject to additional Charges.

STANDARD AND OPTIONAL FEATURES ACROSS ALL CHANNELS		
Service item	Standard features	Optional features
Flexible desktop	One common, personalised interface for all Channels with standard widgets	Widget queuing, Widget waiting time, Widget notes
Training		Additional session of half a day or 1 day per Channel ordered
After-sales support	Incident management 24/7 (excluding outbound campaign option)	French Business Hours support for the outbound campaign option

1.4.3 Standard and optional features of the Voice Contact seats. The table below sets out the standard and optional features of the Service for the Voice Channel. All optional features are subject to additional Charges.

STANDARD AND OPTIONAL FEATURES FOR VOICE CONTACT SEATS		
Service item	Standard features	Optional features
Call numbers	Up to 2 incoming CCA numbers	Additional CCA call numbers
Distribution to an Agent	Operation of the ACD module: 1. one Script max per incoming number 2. management of queue waiting time and dissuasion 3. estimated waiting time	1. Voice mail 2. Estimated waiting time
Training	Tutorial for Agents and supervisors interface	
User Interface	Agents, Supervisor (functions for assisting Agents and supervision), Administrator Creation of profiles	Listening recorded calls
Schedule management	The Administrator or Supervisor can change the schedules (opening and closing hours and days) and the associated information messages	
CRM integration		1. CRM connector 2. Click to CRM (click to dial in CRM) 3. Salesforce integration with Voice Contact (routing rules, contact information history saved in Salesforce)
Supervision – Statistics	1. Real time reports for monitoring the activity of the Contact Center 2. Predefined historical reports (web interface); on-line for the last 12 months + the current month 3. Dashboard	1. longer online availability of historical statistics 2. Customized statistics 3. Global Wall Board: a display board enabling real time monitoring of the Call processing status

STANDARD AND OPTIONAL FEATURES FOR VOICE CONTACT SEATS		
Service item	Standard features	Optional features
Qualification	Call reception Qualification with choice in a menu	1. IVR with more than 2 levels and 5 choices 2. Voice synthesis 3. Voice recognition
Call transfer	Blind or supervised transfer to an Agent in the Contact Center or an external number	
Call-back		1. IVR call-back 2. Scheduled call-back
Customer Database		1 Customer database access 2 Customer data table 2x100 3 Customer data table 4x200
Call recording		1. Recording communications of the Contact Center callers and listening 2. scheduled recording
Call Archiving		1. Cloud call Archiver 2. Customer-hosted call Archiver
Recording of voice messages		Recording of voice messages in a studio
Web access for alternative Routing		Customer management of Call routing by Call Script switch activation or deactivation
Voice messages management	Web access for messages changes and schedules modification	1. Delegation message management function to Orange 2. Exception messages
Outbound campaign option	2 modes: Preview (open or close) and Predictive Standard features of this option: Three menus (a-administration, b-campaign management and c-statistics) Delivery of standard profiles One test campaign according to dialing type ordered by the Customer (a- preview open, b-preview close, c-predictive) Three Campaign script templates Twenty Standard statistical reports Single first implementation of a black-list Outbound Campaign agenda	Optional features: Outbound communications replay Outbound communications archiving Outbound communications recording Outbound communications unit replay Further options on quotation: customized a- agenda settings, b-campaign scripts templates, c-campaign creation, d-profiles, e-statistical report long run black-list management, implementation of an IS connector client

1.4.4 Standard and optional features of the E-mail Contact seats. The table below sets out the standard and optional features of the Service for the E-mail Channel. All optional features are subject to additional Charges.

STANDARD AND OPTIONAL FEATURES E-MAIL CONTACT SEATS		
Service item	Standard features	Optional features
Distribution to an Agent	Distribution made by a Routing Engine based on the Script	
Agents supervision and management	Authorization (or rights) profile on specific objects assigned to Administrators, Supervisors and observer of the Service. 1. Administrators manage Supervisors, observers and Operators; manage the routing rules; validate the Operators' answers; and	

STANDARD AND OPTIONAL FEATURES E-MAIL CONTACT SEATS		
Service item	Standard features	Optional features
	have access to all Customer Space statistics 2. Supervisors manage inboxes, the pre-defined answers and attachments; and manage the statistics on the assigned Customer Space 3. Observers can only visualize the statistics	
Statistics	1. Real-time statistics displayed by Customer Space, Skills group, time of receipt and time of reply 2. Real-time statistics with the average time between contact time of arrival and the moment of contact treatment, and First Contact Ratio	
Receipt and storage of e-mail	1. PULL mode with a complete visibility of the list of received contacts; Operator can select the next Contact to handle; PUSH mode with no visibility of the list of received contacts for Operator to handle the Contacts according to the time of receipt 2. Receiving Contacts and treat them with the help of Artificial Intelligence Engine using pre-defined answers 3. Contacts history for a period of 12 months and complete activity supervision	Contact history for a period of 24 months (mandatory for North America)
Qualification - Distribution to an Agent	1. Qualification in relation to the sender, address, subject, body of text. 2. Automated processing with addition of attachments if necessary 3. Routing rules to redirect the Contact to the best skilled Operator available 4. Distribution - simple Script	Optical Character Recognition to identify the content language
Contact transfer	1. Transfer to an Agent 2. Operator can forward the Contact to an external expert	
Drawing up and sending of the answer	1. Assistance in drawing up the response based on standard pre-recorded answers through the Artificial Intelligence Engine 2. Assistance in editing the response with Spell Checker	
Uniform outgoing e-mail	Option for Agents to send e-mails to End-Customers without previously having received an e-mail from them	
Fax direct (inbound)		Receive fax, transform them in a pdf attached in an e-mail, sent: 1. to e-mail box (Stand Alone) 2. to e-mail box for routing to FCC e-mail agents (requires FCC e-mail contact)

1.4.5 Standard and optional features of the Chat Contact Seats. The table below sets out the standard and optional features of the Service for the Chat Channel. All optional features are subject to additional Charges.

CHAT CONTACT SEATS STANDARD AND OPTIONAL FEATURES		
Service item	Standard features	Optional features
Agents supervision and management	1. Authorization (or rights) profile on specific objects assigned to Administrators, Supervisors and observers of the Service. 2. Chat session management: the solution enables chat multi-sessions; each Operator can manage one or more chat sessions	
Statistics	1. Real-time statistics displayed by Customer Space, skills group, received time and time of reply 2. Real-time statistics with the average time between contact time of arrival and the moment of contact treatment, and First Contact Ratio	
Qualification - Distribution to an Agent	Fixed Button in a reactive mode that does not take into consideration the Agent availability; End-Customer must click on the Chat Button to start the Chat session	Dynamic Button in pro-active mode that verifies Agent availability before accepting a new Chat session
Receipt and storage of chat history	After each chat session, a folder that contains the chat history is created; this folder can be treated as incoming e-mail	Contact history for a period of 24 months (mandatory for North America)
Assisted Navigation	Operator can include in a message direct links to files that the End-Customer can download	
Drawing up and sending the answer	Assistance in drawing up the response based on standard pre-recorded answers; Assistance in editing the response with Spell Checker	

1.5 ACCEPTANCE TESTING & TRAINING

1.5.1 Acceptance Process

1.5.1.1 Orange will implement the Service on a 'per Contact Center Location' basis. Orange will define the Acceptance Tests in the Detailed Conception Design and will include a series of tests to ensure: (a) the conformity of qualification and Call distribution via the different test scenarios defined in the Detailed Conception Design; (b) the achievement of previously defined quality indicators; and (c) the robustness of the Service Platform, notably in a "load" phase. Orange will simulate high call traffic.

1.5.1.2 To enable the Acceptance Tests to be performed, Customer will ensure the availability of: (a) MPLS access (routers and switches fully configured), and (b) Agents interface installed by Customer on desktop (already configured). Notwithstanding anything to the contrary, an Acceptance Test will be considered successful when Orange is satisfied that there are: (a) 0 Critical Anomalies (as defined below); (b) ten (10) or less Major Anomalies (as defined below); and thirty (30) or less Minor Anomalies (as defined below).

1.5.1.3 Customer will not place the Contact Center Location into operational use prior to the completion of the Acceptance Tests, unless otherwise agreed by Orange in writing.

1.5.2 Definition of Anomalies. Anomalies are as follows:

VOICE CONTACT	
Anomaly	Description
Critical Anomalies	No incoming or outgoing (outbound campaign option) Calls on one or more Contact Center Location. Non-compliant priority routing strategy Quality of Service that does not enable correct qualification to be made Systematic cuts and disconnection Non-compliant Agent desktop functions Non-accessibility to emergency call presentation

VOICE CONTACT	
Anomaly	Description
Major Anomalies	Non-compliant statistics (more than 50%) Qualification made but systematically incorrect for a Call pattern (substitution) Loss of the Wall board Modified quality of Service but which nonetheless allows the request to be Qualified: latency and blank time.
Minor Anomalies	Other non-compliant incidents

E-MAIL and CHAT CONTACT	
Anomaly	Description
Critical Anomalies	No incoming messages thru e-mail/chat Inaccessible URL address for e-mail/chat Unable to open nor to send messages via the interface
Major Anomalies	Inefficient search module Unavailable data in statistics module Non-compliance with priority routing strategy
Minor Anomalies	Other non-compliant incidents

1.6 GEOGRAPHIC AVAILABILITY

The Parties acknowledge and agree that: (i) the voice quality between different countries will vary, and (ii) there may be requirements of using only PSTN and/or toll-free numbers in certain countries. Accordingly, both Parties will consider such factors prior to agreeing to the countries in which Customer will receive the Service.

1.7 DATA PROTECTION

1.7.1 In this Clause:

Data Protection Legislation means the General Data Protection Regulation, Regulation (EU) 2016/679, or any applicable similar legislation on the protection of personal data.

Data Controller or **Controller**, **Data Processor** or **Processor**, **Processing** and **Personal Data** shall have the meaning set out in the relevant Data Protection Legislation. For purposes of the Service, **Data Controller** includes Controller, **Data Processor** includes Processor, Customer is a Data Controller, and Orange is a Data Processor.

1.7.2 Customer will fulfil all obligations pertaining to a Data Controller as set out in the Data Protection Legislation.

1.7.3 Orange will comply with the Data Protection Legislation as a Data Processor, to the extent applicable. Orange undertakes not to use or process the Personal Data otherwise than in accordance with the Service Description or as instructed by Customer.

1.7.4 Orange will maintain security safeguards at least equivalent to those generally prevailing in the telecommunications industry against the destruction, loss or alteration of Personal Data while such data is held on Orange technology or being transmitted through the Orange Network.

1.7.5 Customer acknowledges and agrees that Orange may sub-contract the Services or part thereof to its Affiliates or to third party subcontractors. Orange will be allowed to transfer the Personal Data to such Affiliates and subcontractors, if required, for the provision and management of the Services and Customer agrees to such transfer.

1.7.6 Orange informs Customer that the data, including Personal Data, will be hosted in servers located in France, the United States, and Singapore (the "Hosting Country(ies)"). Orange will inform Customer of any change of Hosting Country and will obtain Customer's prior written consent before changing or adding a Hosting Country to the Services received by Customer.

1.7.7 Customer undertakes and warrants that (i) all relevant individuals have been and will be informed of the intended or actual use of their Personal Data, (ii) the Personal Data can be legally transferred, hosted and processed in accordance with Clauses 1.7.5 and 1.7.6 above and (iii) it has obtained all necessary authorizations and consents therefore, including from the concerned individuals.

1.7.8 Orange will not retain the Personal Data after the retention period agreed by Customer and such Personal Data will be erased from Orange's servers.

1.7.9 Customer is entitled to verify Orange's fulfilment of its obligations under this Clause 1.7. The conditions of such verification will be reasonably agreed by the Parties upon such request from Customer.

1.7.10 Customer will indemnify and hold harmless Orange and its Affiliates against and from all Losses arising out of or relating to any and all claims by any person or entity in relation to Personal Data where such claims do not arise as a result of Orange's breach of its obligations as a Data Processor under this Clause 1.7. The Exclusions and Limitations of Liability Clause of the General Conditions will not apply to this Clause 1.7.

1.8 CALL ARCHIVING OPTIONS FOR VOICE CHANNEL

There are two types of archiving for the Voice Channel: Customer Hosted Call Archiver or Cloud Call Archiver.

1.8.1 For the Customer Hosted Archiver:

- (a) Orange shall make available to the Customer Software to be installed by the Customer on its own servers allowing the Customer to automatically receive the archiving records from Orange, to aggregate them and consult them.
- (b) The archiving call records will be temporarily stored in the Orange cloud, and automatically transferred to the Customer Hosted Archiver within the period set out (transfer once a day at most) in the Order or the Scope of Work.
- (c) A skilled technician of the company has to be available to interlock with Orange operational teams whether in project (build) or running phase of the service.
- (d) The Customer site which is hosting the archiver database must have its own Orange Business VPN connection.
- (e) Orange is not responsible for the servers, the management of the server's capacity or the call records on Customer site.
- (f) Call records are received with a two day offset (Client receives today calls recorded two days ago).

1.8.2 For the Cloud Call Archiver:

Customer will advise Orange of the period the Calls need to be archived. With regard to such archiving activity Clause 1.7 will apply. The site from which the Customer intends to consult the recordings must have its own Orange Business VPN connection.

At the end of the Service Term, with regard to the archives, Customer will have two options:

- (a) to have the archives maintained by Orange until the end of the archiving period. Orange will charge at the end of the Service Term all MRC for the archiving period as a lump sum; or
- (b) to have the archives transferred to Customer.

At the request of Customer, Orange will provide a statement of work and quote for the transfer. If the Customer does not specifically elect the transfer option, Orange will maintain the archives by default and accordingly Orange will invoice the lump sum.

1.9 SPECIFICATIONS FOR THE VOICE CHANNEL

The Flexible Contact Center service with voice Channel will comprise a Voice Contact channel which includes the following standard functionalities:

- (a) Flexible banner and specific standard widgets:
 - Agent: "Call Management", "My Profile", "Show website", "Stats Agent" and "Chat Agent"
 - Supervisor: Agent widgets specified above, "Chat Supervisor", "Group Management" and "Real-time Statistics";
- (b) creation of Flexible Banner profile:
 - 1 Supervisor profile for each 10 Agents
 - 1 Agent profile for each 10 Agents;
- (c) receiving calls in PSTN mode (phone not included) or IP (including Softphone);
- (d) IVR: Call qualification with a choice menu in DTMF mode (2 menus, 5 choices);
- (e) configuration of 2 routing scripts;
- (f) ACD with the configuration of:
 - waiting queue (1 for each number)
 - group (1 for 10 Agents)
 - skills (2 for 10 Agents)
 - wrap-up codes (20)
 - unavailability codes (20);
- (g) announcement of waiting time (2 set points, 3 tracks);
- (h) dissuasion management;

- (i) real-time statistics;
- (j) “info center” different time statistics;
- (k) schedule management interface (configuration of 4 schedules);
- (l) voice messages interface management (10 messages slots) with unlimited editing; and
- (m) 1 training day starting from 50 positions contracted.

1.10 SPECIFICATIONS FOR SALESFORCE INTEGRATION WITH VOICE CONTACT OPTION

A specific Flexible Contact Center Agent banner and a specific supervision console are provided with this option, directly within the Salesforce environment; they replace the Flexible banner and widgets from the standard Voice Contact channel.

The option includes the following features:

- (a) for the Agent: after the Salesforce login, the Agent accesses the Service through the Flexible Contact Center Agent banner, integrated in the Salesforce Service Cloud console or the Salesforce Sales Cloud console, to manage Contacts.
- (b) for the Supervisor: the Supervisor accesses the Service
 - after the Salesforce login, through the Flexible Contact Center Agent banner (the same way as an Agent),
 - after the Salesforce login, through the supervision console to analyze the real time Contact Center activity and to assist Agents
 - through a url provided by Orange Business Services to analyze historical statistics about the Agents’ and Contact Center’s activity

For access to the Agent banner and the supervision console, the credentials (login/password) of each Service user are provided by the Customer’s Salesforce administrator.

1.11 SPECIFICATIONS FOR THE OUTBOUND CAMPAIGN OPTION

This option is based on predefined rules. Two modes are available.

- (a) Preview mode: the Agent is online first, then the End Customer is called. This mode is available with a minimum of 5 Agent positions and is divided into two dialing modes:
 - Preview open: Calls are automatically transmitted/set up at the Agents’ initiative, an Agent may nevertheless refuse the Call
 - Preview close: Calls are made automatically without the possibility for the Agent to refuse the call
- (b) Predictive mode: the End Customer is called first, the Agent is contacted afterwards. It is mandatory to subscribe to a minimum of 15 Agent positions. This mode has its Calls/Agent ratio configurable:
 - Calls/Agent ratio > 1 to ensure the productivity of the Agents
 - Calls/Agent ratio = 1 Calls are issued automatically when an Agent is available

3-day (7 hours per day) training for the Administrators and Supervisors and half-day training for agents are mandatory; 8 persons maximum per session.

In addition a half-day training (3.5 hours) is mandatory for the outbound campaign agenda feature.

1.12 SPECIFICATIONS FOR E-MAIL CHANNEL

For Packs with up to 300 positions, the E-mail Channel includes the following standard specifications:

- (a) 1 Customer Space for each package (Pack 5, Pack 10, Pack 15 etc.);
- (b) 2 mailboxes configured for each 10 positions;
- (c) 2 routing rules defined for each 10 positions;
- (d) 1 skill group for each 10 positions;
- (e) Artificial Intelligence library with 2 themes, 2 sub-themes and 2 pre-defined answers configured for each 10 positions;
- (f) 1 coordinator profile available for each pack; and
- (g) 1 Supervisor profile available for every 10 positions. Solutions with Packs containing more than 300 positions will be defined and mutually agreed upon by the Parties in writing.

1.13 SPECIFICATIONS FOR CHAT CHANNEL

For Packs with up to 300 positions, the Chat Channel includes the following standard specifications:

- (a) 1 Customer Space for each package (Pack 5, Pack 10, Pack 15 etc.);
- (b) 2 Routing Rule defined for each 10 positions;

- (c) 1 Skill Group for each 10 positions;
- (d) Artificial Intelligence library with 2 Themes, 2 sub-themes and 2 pre-defined answers configured for each 10 positions;
- (e) 1 Coordinator Profile available for each pack;
- (f) 1 Supervisor Profile available for every 10 positions. Solutions with Packs containing more than 300 positions will be defined and mutually agreed upon by the Parties in writing

1.14 SPECIFICATIONS FOR CLOUD CALL ARCHIVING OPTION

If Customer subscribes to the Cloud Call Archiving option, Customer will be charged for the package of number of hours of archiving as ordered by the Customer. However, if the number of hours effectively archived by the Customer during any one month exceeds the agreed package, as from that month until the end of the Service Term Customer will be charged the Charges for the larger package.

1.15 SPECIFICATIONS FOR FAX OPTION

If Customer subscribes to the fax option, Customer will be charged for the package of faxes as ordered by the Customer. However, if the number of faxes effectively received by the Customer during any one month exceeds the agreed package, as from that month until the end of the Service Term Customer will be charged the Charges for the larger package. If the Customers orders Fax Direct – Stand Alone, the Services will be limited to 10 e-mails per CCA number.

1.16 CHANGES

Any changes to the initial configuration (even within the specifications set out above) will be subject to a change charge.

Example: if the Customer has 1 Supervisor profile at the commencement of the Service and wishes to have 1 additional profile, this change will be charged to the Customer.

1.17 INVOICING - PAYMENT.

1.17.1 Charges for the Service will be set out in the Order.

1.17.2 **Change to Charges.** Charges for the Service may be modified by Orange upon thirty (30) days prior written notice to Customer. If the Charges for the Service are increased by more than 10%, then Customer may terminate the relevant Order without liability other than for Charges due for Services received upon notice to Orange at least ten (10) days before the date that the increased Charges would otherwise take effect.

1.17.3 **Invoicing - Payment.** Notwithstanding anything to the contrary otherwise contained in the Agreement, upon Customer's execution of the Order, Customer will pay Orange an amount equal to thirty percent (30%) of the one-time Charges for the Services. The balance of the one-time Charges and the monthly recurring Charges for the Service shall commence and be invoiced from the Date of Acceptance. In case of early termination before Date of Acceptance, the remaining 70% of the one-time Charges will be immediately invoiced.

1.17.4 Charges for each Channel and related options shall be invoiced monthly in arrears.

END OF SERVICE DESCRIPTION FOR FLEXIBLE CONTACT CENTER SERVICE