

PUBLICATION 1 SERVICE DESCRIPTION FOR FLEXIBLE CONTACT CENTER SERVICES

1.1 Definitions

Capitalized terms used and not otherwise defined in this Service Description have the meanings given to them in the Agreement. In the event of any conflict between the definitions in this Service Description and those in the Agreement, the definitions herein will prevail for purposes of this Service Description. As used in this Service Description, the following terms shall have the meanings set forth below:

"ACD" means **"Automatic Call Distributor"** which provides functionality that manages, routes, and distributes Calls 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 the Customer to handle the Contacts and created as such in the Service by the Administrator. Through the Service, such person(s) will be able to access a certain number of functionalities to enable such person(s) to handle the Contacts. An Agent may have several log-ins / passwords.

"ASP" means **"Application Service Provider"** which is a hosted applications provider.

"Call" means a Contact by telephone.

"Channel" means the method of communication chosen by the End-Customer from the following methods offered by the Customer as a way of contacting it: (i) telephone (Softphone or PSTN), (ii) email, and (iii) chat.

"Contact" means a contact by telephone (a Call), email, or chat between an End-Customer and an Agent.

"Contact Center" means the contact center solution including both the 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.

"Competence" means the skills required to process an incoming Contact.

"CRM" means 'customer relationship management' which is an IT industry-specific term for the methods, software assisting a company with the organized management of its customer relations in general.

"Customer Space" means the web based environment which allows the Customer to use the Service.

"Data Collection File" means a document completed by the Customer containing all data (e.g. access number, IP addresses, email addresses, Agent identifiers) necessary for Orange to initialize the Service.

"Date of Acceptance" means the date when the Services meet the acceptance criteria at a Contact Center Location in accordance with the last paragraph of Clause 1.4.1 below.

"Detailed Conception Design" means a document produced by Orange based on the Data Collection File containing information collected during the Kickoff Meeting which describes the configuration, IVR, Contact routing, scripts and Customer's responsibilities necessary for the delivery of the Service.

"Email Channel" means a written message to the Customer by an End-Customer using a 'corporate' email address from its PC.

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

"HTTPS" means Hypertext Transfer Protocol Secure, a communications protocol for secure communication over a computer network.

"IVR" means Interactive Voice Response, an application that allows to qualify Calls.

"Kickoff Meeting" means the meeting between Orange and the Customer organized by Orange upon signature of the Order Form for Flexible Contact Center Services.

"MPLS" means 'Multiprotocol Label Switching' which is a data transport protocol.

"Phone Agent" means a channel of the Service which allows the Agent to connect to the Contact Center with a simple telephone to manage the Calls (without accessing a computer desktop). The Agent will be able to access some features of the Service with the touch-tones of the telephone.

"Probe" means a device for making or receiving test Calls to establish voice quality.

"PSTN" means a **"Public Switched Telephone Network"**.

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

"Service Access Technical Specifications" means a document of the same name, prepared by Orange, which contains the detailed pre-requisites and requirements of the Service.

"Service Platform" (or Central Server) means the Orange intelligent network server used to route the Contacts and on which the Script is executed.

"Service" means the 'Flexible Contact Center' service hosted and managed by Orange as described in this Service Description.

"Softphone" means software installed on an Agent workstation, which allows the Agent to make and receive calls through an IP VPN connection.

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

"**SSL**" means Secure Sockets Layer that 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 based on IP technology, and enables the Customer using a single application to manage all its incoming Contacts on one or more Channels.

1.2.1 Voice Contact (Call) Seats. In particular, the Service consists of the receipt, qualification, distribution, transfer and, in some cases, support for Call handling features.

Voice quality will be monitored using Probes which will make and receive test calls from the Orange Voice Operations Centre to each of the Contact Centre Locations.

The Service is solely available in ASP mode and is hosted and operated by Orange; and natively developed on an IP architecture.

1.2.2 Email and Chat Contact Seats. The Service gives the Customer the possibility of managing the incoming Contacts and customizing the final answer to the End-Customers.

The email and chat features are monitored and tested with the help of robots from the Orange data operations center that send test contacts to each of the Contact Centre Locations in order to ensure receipt of Contacts.

1.2.3 Service Components & Exclusion of Emergency Services. The Service comprises the following elements: access to the Service and selected feature(s), service management activities, incident management, reporting, and change management.

The Customer acknowledges:

- (a) that the Flexible Contact Center Service is not a telephone service open to the public,
- (b) that the Service does not allow the routing of emergency calls and,
- (c) that accordingly, such calls must be made using a service other than the Flexible Contact Centre Service.

1.3 Components of the Service

1.3.1 Prerequisites

1.3.1.1 Voice Contact (Calls) Seats. The Service is subject to the Customer's prior subscription to the following Orange Services:

- Contact Center Access Service (international routing) to ensure Call collection and Call distribution;
- Extended Service Select;
- If any Softphone is needed: IP 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. The installation of Softphones is available on a case-by-case basis.
- If any PSTN telephone is needed: IP VPN Service (or an internet link which may be provided by a third party).

1.3.1.2 Email Contact and Chat Contact Seats. The Customer will ensure that:

- The firewalls installed by the Customer accept connections via port 443 (HTTPS) in order to have access to the Operator and Administrator interfaces.
- It uses a web browser using the SSL protocol and being able to read JavaScript.
- Microsoft Office Web Components are installed on each workstation for a better display of the advanced statistics in Excel format.

Any further technical requirements for accessing the Service will be described in the Detailed Conceptual Design.

1.3.2 The Service Channels. The Customer can order the following single Channel or multi-Channel:

- Voice Contact seats (1).
- Email Contact seats (2).
- Chat Contact seats (3).
- Multimedia seats: Voice Contact and email Contact seats (1+2).
- Digital seats: email Contact and Chat Contact seats (2+3).

The number of subscribed seats is the maximum number of active seats permitted at one time.

1.3.3 **Standard and Optional Features across all Channels.** Table 1 sets out the standard and optional features of the Service of all the Channel(s). The optional features are subject to additional Charges. Furthermore, customization is possible subject to acceptance and additional charges.

Table 1: Standard and Optional Features Across All Channels

Service Item	Standard Features	Optional Features
Flexible Desktop	One common and personalized interface for all channels with its standard widgets.	1. Widget queuing. 2. Widget waiting time. 3. Widget notes.
Training		Training: additional session of half a day or 1 day per channel contracted.
After-Sales Support	Incidents management 24x7 to which GTTR and Service Availability SLAs apply.	

1.3.4 **Standard and Optional Features of the Voice Contact Seats.** Table 2 sets out the standard and optional features of the Service for the Voice Channel. The optional features are subject to additional Charges.

Table 2: Standard and Optional Features Voice Contact Seats

Service Item	Standard Features	Optional Features
Call Numbers	Incoming 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. Message recording. 2. Estimating 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 integration – development kit. 2. Click to CRM.
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.
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 datatable 2x100. 3. Customer datatable 4x200.
Call Recording		1. Recording communications of the Contact Center callers and listening. 2. Scheduled recording.
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 functions to Orange. 2. Exception messages.

1.3.4.1 **Specific Characteristics for Voice Contact Seats.** The design of standard functionalities, their development, and delivery to the Customer are covered in the initial configuration of the Service (installation and configuration of the Flexible Contact Center Service). At the initialization of the Service, Flexible Contact Center Voice Contact is provided with a maximum of:

- 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".
- Creation of Flexible Banner profile:
 - 1 supervisor profile for each 10 Agents.
 - 1 Agent profile for each 10 Agents.
- Receiving calls in PSTN mode (phone not included) or IP (including Softphone).
- Interactive Voice Response (IVR): Call qualification with a choice menu in DTMF mode (2 menus, 5 choices).
- Configuration of 2 routing scripts.
- Automatic Call Distribution (ACD) with the configuration of:
 - Waiting queue (1 for each number).
 - Group (1 for 10 agents).
 - Skills (2 for 10 agents).
 - Closing reason (20).
 - Withdrawal reason (20).
- Announcement of waiting time (2 set points, 3 tracks).
- Dissuasion management.
- Real-time statistics.
- "Info center" different time statistics.
- Schedule management interface (configuration of 4 schedules).
- Voice messages interface management (10 messages slots) with unlimited editing.
- 1 training day starting from 50 positions contracted.

The Charges include the initial specific characteristics and are subject to the functional limitations mentioned above and are enabled for the initial activation of the Service.

Example: if the Customer has 5 closing reasons at the initialization of the Service, and wishes to have 5 additional closing reasons, these are will be charged in addition to the initial configuration.

The Customer may at any time request the creation of additional queues, skills, groups, for example, for which it will be charged.

1.3.5 **Standard and Optional Features of the Email Contact Seats**

Table 3: Standard and Optional Features Email Contact Seats

Service Item	Standard Features	Optional Features
Distribution to an Agent	Distribution to an Agent 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. The Administrators will manage the supervisors, observers, and Operators; they will manage the routing rules, validate the Operators' answers, and have access to all Customer Space statistics. 2. The supervisors will manage the inboxes, the pre-defined answers, and attachments; also they will manage the statistics on the assigned Customer Space. 3. The 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.	

Service Item	Standard Features	Optional Features
Receipt and Storage of Email	<ol style="list-style-type: none"> PULL mode with a complete visibility of the list of received contacts; the operator can select the next Contact to handle; PUSH mode with no visibility of the list of received contacts for the Operator to handle the Contacts according to the time of receipt. Receiving Contacts and treat them with the help of Artificial Intelligence Engine using pre-defined answers. 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	<ol style="list-style-type: none"> Qualification in relation to the sender, address, subject, body of the text. Automated processing with addition of attachments if necessary. Routing rules to redirect the Contact to the best skilled Operator available. Distribution - simple Script. 	Optical Character Recognition to identify the content language.
Contact transfer	<ol style="list-style-type: none"> Transfer to a Contact Center. The Operator can forward the Contact to an external expert. 	
Drawing Up and Sending of the Answer	<ol style="list-style-type: none"> Assistance in drawing up the response based on standard pre-recorded answers through the Artificial Intelligence Engine. Assistance in editing the response with Spell Checker. 	
Uniform Outgoing Email	Option for the Agents to send emails to End-Customers without previously having received an email from them.	

1.3.5.1 Specific Characteristics for Email Contact Channel

1.3.5.1.1 **For Packs up to 300 Seats.** For Packs with up to 300 positions, the Email Channel will be delivered at the start-up of the Service with the following specifications:

- 1 Customer Space for each package (Pack 5, Pack 10, Pack 15 etc.).
- 2 mailboxes configured for each 10 positions contracted.
- 2 routing rules defined for each 10vpositions contracted.
- 1 skill group for each 10 positions.
- Artificial Intelligence library with 2 themes, 2 sub-themes, and 2 pre-defined answers configured for each 10 positions installed.
- 1 coordinator profile available for each pack.
- 1 supervisor profile available for every 10 positions installed.

1.3.5.1.2 **For Packs with more than 300 Seats.** Configuration and specific characteristics for solutions purchased with Packs containing more than 300 positions will be defined and treated subject to quote.

1.3.6 Standard and Optional Features of the Chat Contact Seats

Table 4: Chat Contact Seats Standard and Optional Features

Service Item	Standard Features	Optional Features
Agents Supervision and Management	<ol style="list-style-type: none"> Authorization (or rights) profile on specific objects assigned to Administrators, supervisors and observer of the Service. Chat session management: the solution enables chat multi-sessions; each Operator can manage one or more chat sessions. 	
Statistics	<ol style="list-style-type: none"> Real-time statistics displayed by Customer Space, skills group, received time and time of reply. 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; the End-Customer must click on the Chat Button in order to start the Chat session.	Dynamic Button in pro-active mode that verifies the Agent availability before accepting a new Chat session.

Service Item	Standard Features	Optional Features
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 email.	Contact history for a period of 24 months (mandatory for North America).
Assisted Navigation	The Operator can include in his message direct links to files that the client 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.	

1.3.6.1 Specific Characteristics for Chat Contact Seats

1.3.6.1.1 **For Packs Up To 300 Positions.** For Packs with up to 300 positions, the Email Channel will be delivered at the start-up of the Service with the following specifications:

- 1 Customer Space for each package (Pack 5, Pack 10, Pack 15 etc.).
- 2 Routing Rule defined for each 10 positions contracted.
- 1 Skill Group for each 10 positions.
- Artificial Intelligence library with 2 Themes, 2 sub-themes and 2 pre-defined answers configured for each 10 positions installed.
- 1 Coordinator Profile available for each pack.
- 1 Supervisor Profile available for every 10 positions installed.

1.3.6.1.2 **For Packs with More Than 300 Positions.** Configuration and specific characteristics for solutions purchased with Packs containing more than 300 positions will be defined and treated subject to quote.

The Charges include initial specific characteristics and are subject to the functional limitations mentioned above and are enabled for the initial activation of the Service.

Example: if the Customer has 1 Coordinator profile at the initialization of the Service and wishes to have an additional profile, this is going to be charged in addition to the initial configuration.

The Customer may at any time request the creation of additional skills, groups, routing rules, supervisor profiles, for example, for which it will be charged.

1.4 Acceptance Testing & Training

1.4.1 **Acceptance Process.** The implementation of the Service shall be carried out on a 'per Contact Center Location' basis. The Acceptance Tests will be defined by Orange in the Detailed Conception Design and will include a series of tests to ensure:

- The conformity of qualification and call distribution via the different test scenarios defined in the Detailed Conception Design.
- The achievement of previously defined quality indicators.
- The robustness of the Service Platform, notably in a "load" phase. Orange will simulate high call traffic.

In order to enable the Acceptance Tests to be performed, Customer will ensure the availability of:

- MPLS access (routers and switches fully configured).
- Agents interface installed by the Customer on desktop (already configured).

Notwithstanding anything to the contrary, an Acceptance Test shall be considered successful if Orange is satisfied that there are:

- 0 Critical Anomalies (as defined below).
- Ten (10) or less Major Anomalies (see Clause 1.4.2 below).
- Thirty (30) or less Minor Anomalies (see Clause 1.4.2 below).

The Customer must not place the Contact Center Location into operational use prior to Acceptance Tests having been completed, unless otherwise agreed with Orange in writing.

Orange will notify Customer of the successful completion of the Acceptance Tests ("**Service Commencement Notice**"). Customer will be deemed to have accepted the Service on the date on which Orange issues a Service Commencement Notice for the Service, unless Customer notifies Orange in writing of a material fault in the Service within 5 Business Days of receipt by Customer of the Service Commencement Notice. In such event, the above acceptance process will be repeated.

1.4.2 **Definition of Anomalies.** The Anomalies are described as follows:

Table 5: Voice Contact

Anomaly	Description
Critical Anomalies	No incoming calls on one or more Contact Centre 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.
Major Anomalies	Non-compliant statistics (more than 50%). Qualification made but systematically incorrect for a call pattern (substitution). Loss of the wallboard. Modified quality of Service but which nonetheless allows the request to be Qualified: latency and blank time.
Minor Anomalies	Other non-compliant incidents.

Table 6: Email and Chat Contact

Anomaly	Description
Critical Anomalies	No incoming messages thru email/chat. Inaccessible URL address for email/chat. Unable neither 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.

1.5 Service Level Agreement

The Service Level Agreement for Flexible Contact Center will become effective at the end of the calendar month from the Date of Acceptance of the relevant Contact Center Location.

1.6 Development of the Service

Customer acknowledges that Orange may need to make changes to the components of the Service either as a consequence of a technological development, or due to legal and regulatory requirements.

1.7 Charges

The Charges for the Service shall be set out in the Order Form.

1.7.1 **Change to Charges.** The Charges for the Service may be amended by Orange by giving Customer thirty (30) days prior written notice. If the Charges for the Service are increased by more than 10%, Customer may refuse such an increase by terminating the relevant Order (without any cancellation fees becoming due), by registered letter (with acknowledgement of receipt), at least ten (10) days before the date that the increased Charges shall take effect.

1.7.2 **Invoicing - Payment.** Upon signature of the Order Form, the Customer will pay Orange an installment corresponding to thirty percentages (30%) of the one-time Charge as an advance payment covering installation and configuration.

The balance of the installation/configuration one-time Charge and the monthly recurring Charges for the Service (standard and optional features) shall commence and be invoiced from the Date of Acceptance. The Charges for each subscribed Service shall be invoiced monthly in arrears.

1.8 Geographic Availability

The Service can be provided by Orange for Contact Centers around the world; however, both Parties acknowledge that:

- (a) the voice quality between different countries will vary and
- (b) there may be requirements of using only PSTN and/or toll-free numbers in certain countries.

Accordingly, both Parties shall consider such factors prior to agreeing the countries which shall receive the Service.

1.9 Data Processing

Exhibit A sets out the subject matter, duration, nature, and purpose of the Processing, the type of Personal Data and the categories of Data Subjects of the Processing of Personal Data carried out by Orange as part of this Service.

EXHIBIT A DESCRIPTION OF PROCESSING OF PERSONAL DATA BY ORANGE BUSINESS SERVICES AS PROCESSOR FOR CUSTOMER - ARTICLE 28 OF GDPR**Name of the Service: Flexible Contact Center (FCC)****ExA.1 Processing Activities**

Collection (receiving personal data of employees and users of customer who are natural persons, etc.).	Yes
Recording (capturing personal data in a file or software program, including the generation of metadata like Call Details Records, etc.).	Yes
Organization (organizing personal data in a software program, etc.).	Yes
Storage (keeping the personal data in a software program for a determined period, including for archiving purposes, etc.).	Yes
Modification (modifying the content or the way the personal data are structured, etc.).	Yes
Consultation (looking at personal data that we have stored in our files or software programs, etc.).	Yes
Disclosure or otherwise making available (communicating personal data to another recipient by any means, etc.). Except for disclosure mentioned in the service description or required by law, or otherwise specifically directed by the customer, the categories of potential recipients are only those subcontractors referenced herein or otherwise approved by the customer.	Yes
Combination (merging two or more databases with personal data, etc.).	Yes
Restriction (implementing security measures in order to restrict the access to the personal data, etc.).	Yes
Deletion or destruction (deleting or anonymizing the personal data or destroying the hard copies, etc.).	Yes
Other use (if "YES" to be detailed).	No

ExA.2 Categories of Personal Data Processed (Type of Personal Data)

Categories of Personal Data Identifiable by Orange	
Identification data (ID document / number, phone number, email, etc.).	Yes
Traffic / Connection data (IP address, Mac address, CDRs, access and usage data, online tracking and monitoring of services).	Yes
Location Data (geographic location, device location).	No
Customer Relationship Management data (billing information, customer service data, ticketing info, telephone recordings, etc.).	Yes
Financial data (bank account details, payment information).	No
Sensitive Data (racial/ethnic background, religion, political or philosophical beliefs, trade union membership, biometric data, genetic data, health data, sexual life, and/or orientation).	No
Categories of Personal Data Not Identifiable by Orange	
Any categories of personal data that may be recorded or stored (voicemail, call recording, files) by Customer and which recording is hosted on Orange infrastructure.	Yes

ExA.3 Subject-Matter and Duration of the Processing

Subject-Matter of Processing		Duration of Processing
Service activation.	Yes	For the period necessary to provide the service to the customer plus 6 months.
User authentication.	Yes	
Incident Management.	Yes	
Quality of Service.	Yes	
Invoice, contract, order (if they show the name and details of the contact person of Customer).	Yes	For the period required by applicable law.
Itemized billing (including traffic / connection data of end-users who are natural persons).	No	
Customer reporting.	Yes	For the duration requested by Customer.
Hosting.	Yes	For the duration of the hosting service ordered by Customer.
Other. [if yes please describe]	No	

ExA.4 Purposes of Processing

Provision of the service to Customer.

ExA.5 Categories of Data Subject

Customer's employees/self-employed contractors using or managing the service or the contract who are natural persons.	Yes
Customer's other end-users of the service who are natural persons (client of the Customer, etc.); usable by users other than internal users.	Yes

ExA.6 Sub-Processors

Sub-Processors Approved by Customer	Safety Measures
Orange Business Services entities that are processing information for this Service and that are within the EU/EEA are communicated separately to the Customer.	NA
Orange Business Services entities that are processing information for This Service and that are outside of the EU/EEA are communicated separately to the customer.	Intra-group agreements with standard model clauses, Binding Corporate Rules approval request filed with CNIL.
Orange Business Services suppliers which are performing one or more processing activities described above in connection with this Service and that are within the EU/EEA are communicated separately to the Customer.	NA
Orange Business Services suppliers that are processing information for this Service and that are outside of the EU/EEA are communicated separately to the Customer.	Standard Model Clauses in contract with supplier.

END OF SERVICE DESCRIPTION FOR FLEXIBLE CONTACT CENTER SERVICES