

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: CONTACT CENTRE LITE

PART A – PRODUCT OVERVIEW

Contact Centre Lite is a Voice Only Contact Centre solution available to customers who have One Business. All Users must have a One Business profile.

- There are three profiles available - Premium Agent, Supervisor and Administrator. Any one user can have multiple profiles or just one.
- A Supervisor is required to have a Premium Agent profile if they are required to answer calls from the Queue(s).
- A profile is licensed per named User.
- Minimum of three Users including a Premium Agent or Supervisor profile is required.
- Contact Centre Lite enables Premium Agents, Supervisors, and Administrators to access contact centre features through an easy to use web interface.
- User facing elements are configured for each customer. These are answer method, number of Premium Agents, number of Supervisors, wrap up time/after call work, Supervisor silent monitoring, fixed or hoteling agents, not ready reason codes, disposition codes and agent dashboard.
- Routing and queuing are features of the Service.
- Standardised Real Time and Historical Reporting are features of the Service.
- Recording is a Roadmap item.

PART B –CONTACT CENTRE LITE

1. YOUR CONTACT CENTRE LITE SERVICE

1. 1 Contact Centre Lite has three user profiles to choose from – Premium Agent, Supervisor and Administrator. Key features of these profiles are detailed below:

Functionality	Premium Agent	Supervisor	Administrator
Web client (for Agent Log-In/Out + Call Control)	✓		
Basic business hours/public holiday call treatments	✓		
Entrance Greetings/estimated wait time, comfort messages, and standard music on hold	✓		
Agent Log-In/Out and change Agent States	✓		
Priority and schedule-based distribution	✓		
Skills groups with Agent priority by queue	✓		
Historical Reporting (on Agents and Queues)		✓	

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Functionality	Premium Agent	Supervisor	Administrator
Call Queuing and distribution based on most idle agent	✓		
Whisper messages	✓		
Disposition Codes	✓		
Online directories and click to transfer	✓		
UC collaboration within organisation	✓		
Multi-party conferencing	✓		
Simple web-based configuration tools	✓		
Upload announcements	✓		✓
Full Desktop (in browser)	✓	✓	
Change Agent States		✓	
View queue membership status		✓	
Monitor active calls		✓	
Add Agent (and edit/remove)			✓
Add Agent to queue (and edit/remove)			✓
Real-time dashboard / reporting		✓	

2. GETTING CONTACT CENTRE LITE

- 2.1 Contact Centre Lite profiles are available on a 24- or 36-month term.
- 2.2 You must have a minimum of three Users (the three Users must be made up of a combination of Premium Agent and/or Supervisor profiles). If you drop below the minimum number of Users you will continue to be charged for three Premium Agent Users.

3. CONTACT CENTRE LITE REPORTING

- 3.1 Standardised Real Time reports are available to Supervisors using the Supervisor Dashboard, as follows:
 - Queues
 - Averages
 - Agents
 - Memberships.
- 3.2 Standardised Historical Reports are available to Supervisors using the Reporting pop out window, as follows:
 - Abandoned Call Report
 - Agent Activity Detail Report
 - Agent Activity Report

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- Agent Call by Skill Report
- Agent Call Detail Report
- Agent Call Report
- Agent Disposition Codes
- Agent Duration by Skill Report
- Agent Duration Report
- Agent Sign in Sign out Summary Report
- Agent Summary Report
- Agent Unavailability Report
- Call centre Detail Report
- Call centre Disposition Code Report
- Call Centre Incoming Calls Report
- Call Centre Presented Calls Report
- Call Centre Report
- Call Centre Summary Report
- Service Level Report.

4. SERVICE PREREQUISITES

- 4.1 You must purchase the One Business Service and this must be installed prior to or concurrently with the Contact Centre Lite Service.
- 4.2 You must have the following minimum desktop requirements:
 - Windows 8 or above
 - Java runtime (Version 8 Update 91 or higher recommended)
 - HTTP(S) & Java supported browser (IE v9, Firefox46.x, ChromeV50.x or higher)
 - 60MB free disk space
 - 2GB RAM
 - CPU 1.4GHz Intel Core 2 Duo or higher.
- 4.3 You must have a Polycom or Cisco IP Desk Phone.

5. SELF SERVICE PORTAL

- 5.1 When you subscribe to the Administrator profile you will receive access to the Self Service Portal as part of your Service. We will provide details on how to access and log in to the Self Service Portal.
- 5.2 Each User will be provided with their own User Name and Password. You are responsible for changing the password and keeping it updated in accordance with good security practice. You must not share your password login details with others.
- 5.3 The Self Service Portal will allow you to manage your User features as described in the feature table. You will need to select at least one Administrator and have at least one Administrator at all times. Administration rights can be added or removed by another Administrator or by contacting us.

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- 5. 4 You are responsible for the management of your User and Administrator logins. You must remove User and Administrator access from your Users if they leave your organisation.
- 5. 5 For Emergency Services purposes you will need to ensure your Users locations are kept up to date within the Self Service Portal.

PART C – PRICING

6. PRICING OVERVIEW

- 6. 1 Refer to the Pricing Schedule for details of the applicable Charges.
- 6. 2 You will be billed for your Contact Centre Lite Services once the first User is activated.

PART D - INSTALLATION

7. INSTALLATION

- 7. 1 You acknowledge that the One Business Service must be installed prior to or concurrently with the Contact Centre Lite Service.
- 7. 2 We will contact you to set up your User call flows and confirm your installation dates and Site information.
- 7. 3 Charges for Contact Centre Lite installation will be on a time and materials basis and we will consult with you to agree on the costs (or the basis of such costs) prior to incurring them.
- 7. 4 Training will be charged on a time and materials basis and we will consult with you to agree on the costs (or the basis of such costs) prior to incurring them.

8. TERMINATION

- 8. 1 If you terminate the One Business in its entirety or per Site, the Contact Centre Service will be deemed terminated for all Users or for those Users affected by the terminated Site, as applicable.
- 8. 2 If a User or Administrator leaves your business, you should contact us and advise us that your User's or Administrator's profile should be terminated. You must also remove any such User or Administrator from accessing the Self Service Portal.

PART E – SUPPORT

9. SUPPORT

- 9. 1 For user guides and frequently asked questions please visit our Frequently Asked Questions page.
- 9. 2 If you experience a fault please call us on 888 or your standard One New Zealand support number.
- 9. 3 The Service Centre Service Description applies to the Contact Centre Lite Service.

PART F – OTHER TERMS AND CONDITIONS

10. SERVICE LIMITATIONS

- 10. 1 **Power Failure:** IP phones, audio conference end points, and IP DECT phones are reliant on mains power, both at your Site and in our Network. In the event of a power failure these phones will NOT work.

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11. YOUR RESPONSIBILITIES:

- 11.1 **Security:** Unless there is a separate agreement in place between you and us to the contrary, the internal security of your IT and telecommunications networks is your own responsibility. You will maintain strong password strength for all aspects of your LAN network, Self Service Portal and voicemail password protection to protect your business from malicious attack.

12. DEFINITIONS

In this Service Description in addition to the terms defined elsewhere in the Agreement, the following defined terms will apply to this Service Description:

Administrator means the assigned User that can access and control the User and Team features via the Self Service Portal.

Excluded Calls means any call types which are stated on our website at <https://www.one.nz> as being excluded from your Pricing Plan or metered outside your Pricing Plan. These include: 0900, Audio Conferencing, Carrier Access codes, Paging Services, Direct dial to Tele-paging, Directory Assistance and International Directory Assistance, Satellite Calls (Inmarsat) and any numbers not included in the standard calling proposition.

Self-Service Portal means the online portal where you can manage your features.

User means users of the Contact Centre Lite Service.