

## Attachment 4 – Verizon Responses to the Technical Requirements

The below table provides descriptive information from Contractor about the Technical Requirements of NYS Contact Center as a Service (CCaaS) that Contractor shall provide to Authorized Users.

| Category                    | NYS CCaaS Technical Requirement   | Contractor's Description   |
|-----------------------------|---|--|
| Automatic Call Distribution | The hosted solution supports supervising agents who have the ability to monitor agent calls silently, coach agents and "Barge In" on calls. Supervising agents need access to the solution's reports and have call recording capability.  | VCC offers various methods for monitoring contacts and evaluating performance—phone, chat, or e-mail. VCC provides contact center supervisors the ability to conduct live monitoring from any location. VCC also allows for automated recording of calls to include 100% call recording. Supervisors have the ability to monitor, whisper coach, and barge agent conversations.  |
| Automatic Call Distribution | The hosted solution supports a queue depth of two to unlimited.   | VCC will support unlimited levels of queued calls. Based on agent availability additional queue groups can be checked for availability. This also includes the ability to check queue times and ask a caller if they would like a call back to leave a voicemail message.  |
| Automatic Call Distribution | The hosted solution provides each Authorized User with an interface to add and delete ports with minimal vendor involvement.  | Authorized Users can call into the VCC support center to request port adjustments "on-the-fly" as call volumes require. Adjustments are made in near real time.  |
| Automatic Call Distribution | The hosted solution is a fully integrated solution providing for multiple communication channels including but not limited to, voice, email and chat. All incoming and outgoing communications must be handled within a single agent interface.   | VCC is a dynamic multimedia cloud-based software suite that supports intelligent delivery of contacts of various media types, including: voice, email, voicemail, social media CIM and chat. All media types are supported through one specific agent interface. Inherent in VCC's skills-based routing system is the ability to provide several skill groups per agent working in a multimedia skill. The skills are created within Central, VCC's web-based administration tool. The skills are then assigned to agents. Agents can be assigned multiple skills with various media types.<br>The VCC Agent application provides the agent with real-time data on number of contacts in queue and the types of calls in queue for the specific queues they are assigned to. VCC offers a powerful, flexible, and customizable platform that can easily, quickly and cost effectively meet the changing demands of Authorized User's contact center operation. |
| Automatic Call Distribution | The hosted solution includes Automatic Call Distribution (ACD).<br>1. Enables automatic routing of the calls to the appropriate agent based on agent availability and skill sets regardless of agent location.<br>2. Provides a user interface that allows a minimum of six users, per contact center, with the ability to modify contents of the ACD.<br>3. Ability to set skill priority levels.<br>4. Supported during contact center normal business hours. | Our hosted VCC solution includes ACD capabilities and sophisticated skills-based routing, whether voice or data. Every agent can be assigned one or more skills, and for each skill assignment the agent can be configured to a specific proficiency level. An incoming call is then routed to the next available agent with the highest proficiency—regardless of their physical location. VCC allows a minimum of six users, per contact center, with the ability to modify contents of the ACD. Priority level setting can be applied on a per skill basis. Support is provided during contact center normal business hours.  |
| Automatic Call Distribution | The hosted solution includes agent skill based routing for Voice, Email and Chat including integrated agent reporting.  | The VCC Agent application provides the agent with real-time data on number of contacts in queue and the types of calls in queue for the specific queues they are assigned to. All media types are available in the reporting data with all related   |

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| Automatic Call Distribution | <p>The hosted solution includes State system administration capabilities. Solution includes capability for:</p> <ol style="list-style-type: none"> <li>1. Authorized User staff to manage the creation, modification and deletion of agents and supervisors.</li> <li>2. Authorized User staff to set thresholds on agents, applications and skill set levels.</li> <li>3. Supervisors to log agents out of the system.</li> <li>4. Authorized User staff to assign agents to multiple skills regardless of their location.</li> </ol>   | <p>statistics. Custom dashboards can also be created for real-time and historical viewing.</p> <p>Within the VCC Central Administration Tool State administrators and State Supervisors can be assigned specific permissions so that designated personal can create, modify and delete agents, supervisors, skill groups, dialing campaigns and many other settings. This also includes setting thresholds for skill groups and agents. Supervisors have the ability force a log out of an agent when necessary. Authorized User staff will be able to assign agents to multiple skill groups and skill media types regardless of the agent's location.</p>  |
| Call Recording              | <p>The hosted solution includes voice and screen recording with long-term storage solution.</p> <ol style="list-style-type: none"> <li>1. Ability to flag calls (during a call or immediately after) to be saved for a period of time as determined by the Authorized User.</li> <li>2. Ability to search for calls on all data items collected and stored in the system. For example, agent i.d., customer number, time, date, etc. Ability to search for all calls that were saved for a specific time period.</li> <li>3. Ability to save off call w/screen and download to contact center's desktop.</li> <li>4. Screen recording needs to include after call work.</li> <li>5. Secure connectivity to and from call/screen storage system.</li> <li>6. Ability to export voice calls stored in the cloud solution to Authorized User external storage solution in a secure manner.</li> </ol> | <p>Verizon will support the voice and screen recording in a long term storage solution. Verizon will support the data in Active, Retrieved or Archived fashion. Storage for active recordings will be done via TTL or Time To Live configuration. NYS Authorized Users will have the ability to flag calls and retain the calls via the TTL previously mentioned, calls can also be flagged prior to the call ending to choose a different time period for the recording. For the means of searching for specific data items in the stored calls NYS Authorized Users will have the ability to search for calls based upon a specific date, a relative time period (i.e. yesterday, today, last week, this week, last month, last month), or a specific date range. NYS Authorized Users will have the capability to save calls with screen recordings and download to the contact center's desktop. For after call work, this can continue to be recorded during this time which is when the physical call has ended but the agent needs to make notes or mark dispositions, etc for the call. This function is achieved via matching the skill work time as required for work time allowed for after call work. This is set on a skill-by-skill basis. Connectivity to and from the storage system is secured, achieved via an https secured transfer. When accessing the recordings platform authentication is required to access the calls for an additional layer of security. NYS Authorized Users will be able to export voice calls stored in the cloud to Authorized User storage in a secure manner. This will be completed via the long term storage solution S-FTP capability to export the Authorized User calls. The solution provides the ability for recording 100% of interactions, as required by individual contact centers. Also, the solution will provide Cloud-based storage, and the State will have full administrative control and access to all recordings. Up to 1 Gig of call recordings per agent are stored as .wav files. WAV, short for Waveform Audio File Format, is a Microsoft and IBM audio file format standard for storing an audio bitstream on PCs. The default format for .wav sound files recorded and played in Studio is 8 bit, mono, CCITT µ-Law formatted. Verizon Contact Center solution is HIPAA ready.</p> |
| Hosted Services             | <p>The hosted solution provides one-stop service (i.e., one phone number to call, one web portal to submit a service</p>   | <p>NYS is supported through a one-stop service (one phone number to call - 24/7, one web portal to submit service request) for system support for all Authorized Users. 24X7 support is available with live call in support. The Trust Site offers</p>   |

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|                 | request) for system support for all Authorized Users.  | additional support. Tickets can be opened or tracked on the Trust Site. FAQs, Known Issues, and Voice As A Service - voice quality reporting are some samples of resources available on the Trust Site.  |
| Hosted Services | The hosted solution includes the ability to set business hours for each Authorized User and business application up to 24/7.   | Within the VCC platform there exists the capability to create specific Hours of Operation branches including for emergency closures up to 24/7. Included in these branches exist the following options which are also configured through the Studio IVR interface. Within the IVR interface you can create a specific path related to the Hours of Operation and potential emergency. Administrators can also call in remotely to the platform and record specific emergency messages without being present or logging into the Central administrative platform.   |
| Hosted Services | The hosted solution works with any dial tone platform (dial tone agnostic).  | Verizon Complies. VCC is a cloud-based solution, and can interface with various vendor switching systems. We are telephone system agnostic, and can interface with TDM and VoIP systems.   |
| Hosted Services | The hosted solution shares resources across an Authorized User's multiple contact centers using the solution (e.g., ports, agents, skills etc.).   | VCC allows for skill groups, agents and ports on the platform all to be shared resources.  |
| Hosted Services | The hosted solution provides the ability to store chat transcripts, for agents/callers to print chat transcripts and to present standard chat responses.   | All Chat transcripts are stored with the VCC platform. At the end of a Chat session, the Authorized User can also automatically request a copy of the transcript to be emailed to the address per their request. This means that the caller can print out the chat transcripts from their email and the contact center supervisor can also access the transcript through the call history. They can then easily copy and paste the transcript into an email or document or run a report for exporting of the contact history.  |
| Hosted Services | The hosted solution allows Authorized User contact centers to use current State email system and vendor provided email addresses. Email transmitted via vendor addresses need to be stored by hosted solution. | Our VCC solution allows you to use the current State email system and as part of creating the Email skill media type in the VCC Central Administration Tool, the creator of the skill can designate a specific parameter for the outgoing email address to be either current State email address or the vendor provided email address for the sender. Like Chat transcripts, all email dialogues are stored like a transcript in the reporting contact history.  |
| Hosted Services | The hosted solution provides ability to TTY solution.  | Verizon is committed to accessibility for both clients calling into the contact center as well as agents and supervisors who answer calls. With regard to hearing impaired callers, most today are accessing contact centers via Web Chat or SMS text which are both supported channels on Verizon VCC. For those callers continuing to use TTY devices, VCC can route incoming TTY calls to agents equipped with TTY devices or server based TTY solutions. TTY calls identified by DNIS (Dialed Number Identification Service) or CPID (Calling Party ID) information associated with the call are routed to a TTY skill set and queued until a TTY agent becomes available. A number of VCC capabilities are also aimed at making the system more accessible to agents. For instance, Job Action with Speech (JAWS) capabilities support the hearing and visually impaired agents. Verizon engages with third party experts to create a thin agent/JAWS reference guide to accelerate adoption for those working with JAWS. Ongoing |

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|                            |  | <p>work includes a Voluntary Product Accessibility Template (VPAT) assessment for inbound and outbound voice contact which has been successful for voice command and control capabilities for most feature with the exception of call transfer. Multimedia features such as chat and email have not yet been addressed. More details are available upon request. Verizon built in accessibility into its interfaces with focus on the design, development and testing phases of new product introduction.</p>  |
| Implementation Services    | <p>The Contractor provides Training and Training Materials for Authorized User Business Staff (including agents) and ITS technical staff that addresses, at a minimum, system administration, Authorized User/supervisor user training, and system component training (i.e., programming, etc.).</p>   | <p>During the implementation process, your VCC Implementation PM will provide training that will enable Authorized Users to perform the VCC specific day-to-day activities required to maintain your contact center. This includes administrative functions performed through VCC Central and VCC Studio. These activities include, but are not limited to, basic scripting, recording and replacement of audio prompts, configuration regarding system notifications, and set up of users, hours of operation, skills and points of contact. To train the broader user community, the VCC Implementation PM will provide train-the-trainer training for the person(s) designated to provide internal Virtual Contact Center Agent and Supervisor training. This training will provide information sufficient for your trainers to: Know the information; Develop skills using the interfaces; and Plan Agent training and practice sessions. Additional training on a variety of topics is also available for authorized VCC users via self-paced web site. Training documentation guides are available for Virtual Contact Center Central, Agent Handling, and Basic Scripting. Extensive online help and training videos are also available. In addition to the online resources, the VCC IPM will provide Powerpoint decks for the agent and supervisor functionality to aid in end user training. For clarity, Verizon understands the Umbrella agreement to provide that existing software products and "other" existing products are owned by the Contractor and licensed to Authorized Users. Verizon submits that any training materials provided to an Authorized User during the course of providing services under this RFQ are non-custom, existing products and Contractor retains ownership rights.</p> |
| Interactive Voice Response | <p>The hosted solution includes Interactive Voice Response (IVR).</p> <ol style="list-style-type: none"> <li>1. Messages and announcements.</li> <li>2. Self-service processing based on caller input.</li> <li>3. Automated Speech Recognition (ASR), including ability to utilize custom grammars and text to speech.</li> <li>4. Secure connectivity to databases at customer location or other cloud provider to retrieve and recite data to caller. At a minimum, the hosted solution must support web services, SQL, DB2 and Oracle product calls.</li> <li>5. Authorized User staff must have access to the IVR and have ability to create menu driven scripts, change script language and change IVR flow</li> </ol> | <p>The Verizon VCC Solution utilizes a tool called Studio for IVR Scripting. As requested, the Studio tool will support the building, playing and modification of messages and announcements. The system will also support self-service processing based on caller input and or database lookups. Automated Speech Recognition is also a standard function on the Studio platform. Secure connectivity can be built to multiple databases and CRM's via secure connectivity through DB Connectors, Web Services and API's. The Authorized User has full access to the Studio platform for creating and modifying messages, scripts and call flows. You can choose whether you would like to do all scripting and modification yourself or you can engage Verizon for additional services and support. Greater details on the Studio platform are described as follows. The VCC Solution includes an IVR tool called Studio. A rapid application development tool with a visual drag-and-drop programming interface for creating or modifying contact handling processes. Using this tool, custom IVR and skills-based routing of a variety of media can be created. These</p>  |

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|                            | <p>routing, as well as, create and change automated self-service flows.<br/>6. Authorized User staff must be able to update recorded messages without contractor involvement</p>                                  | <p>media include: inbound and outbound calls, emails, chats, voicemails, etc. Entire contact handling processes can be built that do everything from check for open and play a specific message, to asking the caller for some kind of identifier input in order to more intelligently process the call. Studio is the starting point for creating the user application. The Verizon VCC solution offers standardized tools to integrate systems, including two tools for this purpose: VCC Data Connector and web service APIs. VCC can provide Text-to-Speech functionality: VCC has the ability to speak back any known variable as text-to-speech. There are up to 10 different male and female voices available and both English and Spanish are supported. VCC can provide Speech Recognition: The VCC Automated Speech Recognition (ASR) platform provides a rich feature capability and functionality that incorporates all of the normal IVR capabilities of today, and makes them available via speech activation/recognition. Speech enabled IVR's have the ability for caller input to be recognized at any point in the menuing process. This allows for "pre-selection" of the desired option rather than waiting for all options to be read before being allowed to make a response. The current VCC ASR platform in North America offers North American English and North American Spanish. The platforms in Europe support speech recognition for UK English, German, French, Castilian Spanish and Italian.</p>   |
| Interactive Voice Response | The hosted solution includes screen pop to agent with seamless integration with Oracle CRM, mainframe and web based applications containing caller provided information and/or Authorized User stored information | <p>VCC supports the inContact Agent for Oracle Service Cloud has the features and functionality that you would expect from a CRM integration: agent functionality and controls are seamlessly embedded into Oracle Service Cloud. There is native integration with Oracle Service Cloud, so there's a single user interface for Agents. Agents can handle inbound and outbound voice calls, voicemails, callbacks, chat interactions and work items in the same interface. For every interaction, Agents will see customer data displayed on their screen synchronized with each routed interaction. To help improve First Contact Resolution rates, agents have access to Agent and Skill Directories, as well as Address Books, which streamlines reaching out to experts in the contact center as well as elsewhere in the enterprise. It functions using a REST API application.</p> <p>Further details on integration to SB's, CRM's, Mainframes is described as follows via DB Connector, API's and Web Services.</p> <p>VCC provides CTI capabilities through Studio, our drag and drop programming tool. VCC Studio is designed to make it easy for both the programmer and the non-programmer to be able to interact with the system. Studio has the ability to do CTI interfaces using SQL queries, web services and web tables. It is also capable of passing information via customizable URL screen pops or a customizable command line screen pop, from the VCC suite to the agents desktop.</p> <p>VCC offers standardized tools to integrate systems over the internet. Since telephony solutions touch many aspects of contact centers and the organizations to which they belong, integration with other systems is the rule and not the exception. VCC offers two tools for this purpose: VCC Data Connector and VCC web service APIs.</p> |

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|                            |  | <p>VCC Data Connector for Data Dips and IVR Self-Service - VCC Data Connector enables call flows to perform data dips into external SOAP / WSDL-based web services as well as SQL databases. The call flow can be programmed to automatically access external databases using Studio. The Data Connector makes it possible for callers to check inventory levels, product availability, locations, or account balances in an Authorized User's database.</p> <p>The VCC web service API is implemented using SOAP / WSDL-based standards. Customers can retrieve information such as average wait time, average call handling time, number of available agents, and more. This data can be used to offer outstanding service to Authorized Users. For example, end users/citizens are able to see the average wait time on the Authorized User web site before contacting an agent.</p> <p>Database integration is handled using an MS Windows-based service called DB Connector which acts as an ADO/ODBC gateway between VCC and the Authorize Users database. The DB Connector handles queries and result sets between VCC and the corporate database. Workstation ("Screen-pop") Integration - Screen-pop integration is accommodated by the VCC Agent application launching a URL or executable specified by the customer's VCC administrator (using Central). Any piece of information collected by an IVR (including data items queried from a database) can be delivered to an agent's session of VCC Agent. When a call is offered to an agent, his session of VCC Agent will receive all of the variable names and values collected in the IVR (such as ACCTNUM=1234, BALANCE=\$5.25, DUEDATE=5/25/2013). VCC Agent will then launch either a URL (i.e., a browser) or an executable.</p> |
| Interactive Voice Response | <p>The solution includes auto call back capabilities. The hosted solution:</p> <ol style="list-style-type: none"> <li>1. Checks the estimated wait time and offer callers the option of staying on the line for an agent or receiving a call back.</li> <li>2. Holds the caller's place in the queue and auto generate a call back when the caller's position in queue is reached or allow caller to select a time convenient for them to receive an auto generated call back.</li> <li>3. Reports on metrics for all call backs.</li> </ol> | <p>VCC solution includes all the requested functions around automated call back with the ability to check wait times and offer options of waiting for an agent or receiving a call back. There is no charge for this feature and for the calls made. The VCC solution will hold the callers place in the queue are offer a call back with their place in the queue is available or choose a time for a callback. All call back metrics are available through the VCC reporting tool.</p>  |
| Network & Transport        | <p>The hosted solution provides a virtual private network between the hosted cloud solution and the Authorized User's contact centers to be used to transport voice and data traffic over the internet.</p>  | <p>A Virtual Private Network (VPN) solution is supported between the Authorized User's contact center and the VCC hosted data center. It is noted that if VPN is required this must be through Internet Protocol Security (IPSEC).Authorized User.</p>  |
| Network & Transport        | <p>The hosted solution allows Authorized User contact centers to maintain existing toll free and local telephone numbers.</p>  | <p>It is understood that NYS Authorized Users will maintain existing toll free numbers and local telephone numbers and these will be utilized in conjunction with VCC.</p>  |
| Outbound Autodialer        | <p>The hosted solution includes outbound Auto dialer campaigns.</p>  | <p>The VCC Personal Connection dialer offers multiple dialing modes: Preview with or without a timer, Progressive and Agentless. The Agentless Message Laydown capability</p>   |

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|                    | <ol style="list-style-type: none"> <li>1. Agentless and agent run Auto dialer campaigns</li> <li>2. With text to speech.</li> <li>3. Right party contacts and messaging.</li> <li>4. Ability to rout recipient to a skilled agent.</li> <li>5. Custom report results.</li> <li>6. Agent and system call flagging based on Authorized User requirements.</li> </ol> | <p>provides the ability to utilize a listing of calls to be made in an agentless outbound fashion from VCC. Within the capability exists the ability to build custom scripts with text to speech and the reporting with success and attempts of outbound calls (all contact history is available for the outbound campaign). Additional pre-built and customizable templates exist for the statistics and calling data. Based on the scripting, the callers can be routed back into agent skills group to reach a live agent. As a note, the highly flexible Studio IVR scripting tools enables the ability for enabling multiple options within the outbound script including customized data and sending the called party back into a queue group to speak with a live agent.</p>   |
| Quality Management | <p>The hosted solution includes Quality Management capabilities such as customer surveys, recording evaluations and scoring for training and quality management, reporting, and ability to create evaluation forms, scorecards.</p>  | <p>Quality Management (QM) is a tool used for agent performance evaluation purposes. Configured Authorized Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level. Key Features:</p> <ul style="list-style-type: none"> <li>• Build evaluation forms with a flexible interface</li> <li>• Play back synchronized call and desktop recordings simultaneously</li> <li>• Customize score weights for each evaluation form section, question, and response</li> <li>• Score critical elements as auto-fail by section or the entire form with non-applicable questions factored out</li> <li>• Create detailed reports to make evaluations based on the metrics</li> <li>• Create custom ad hoc reports or use pre-built standard reports</li> </ul> <p>VCC offers an optional survey solution that delivers a customer service survey immediately following a contact allowing the caller to leave comments regarding their experience. These results are made available to the agent and managers in near real-time. The optional survey solution integrates into the ACD solution. Key Features:</p> <ul style="list-style-type: none"> <li>• Hosted Software Solution – Minimizes the need for onsite support. Allows organizations to ramp up or down based on real-time needs.</li> <li>• Multi-Purpose Surveying – Supports many different survey types, from an annual loyalty survey to a daily transaction-based customer satisfaction survey.</li> <li>• Multi-Channel Support – Provides multiple survey delivery options including IVR, chat, and email.</li> <li>• Real-Time Surveying – Delivers surveys immediately ensuring results accurately reflect the voice of the customer.</li> <li>• Automatic Telephone-Initiated Survey Callback – Enables an organization to ask a customer if he/she wants to participate in a survey before the call is routed to an agent. The End User's customer decides to provide feedback before forming a bias about the service experience. As the system is automated, the agent does not have the opportunity to influence customer participation toward only positive responses.</li> <li>• Reporting and Data Access – Agents, supervisors and managers can gain deeper insight into survey results with a standard inventory of reports and dashboard widgets plus</li> </ul> |

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|                      |  | <p>the ability to add custom reports through professional services.</p> <ul style="list-style-type: none"> <li>• Service Recovery – Service recovery interface identifies dissatisfied responses and enables recovery specialists to easily reach out to those End User's customers to try to remediate concerns.</li> </ul>   |
| Reporting            | <p>The hosted solution includes integrated reporting capabilities.</p> <ol style="list-style-type: none"> <li>1. Canned and customizable reporting using historical and real-time data.</li> <li>2. Query and data extract capabilities.</li> <li>3. Integrated query reporting for voice, email and chat calls combined.</li> <li>4. Supplies a secure connection from a standard product (Microsoft Excel) directly to solution's data model for reporting and analytics using existing user credentials.</li> <li>5. Solution must be able to retrieve historical data for a minimum of 18 months.</li> </ol> | <p>VCC reporting produces cradle-to-grave contact center statistics by capturing information surrounding each contact from the beginning to the end of each transaction, whether inbound or outbound, including IVR interactions. The Verizon VCC platform retains data for 25 months for reporting and call history purposes. At that time, or any time before that, the data can be sent securely by leveraging FTP to local or cloud-based storage. All reporting can be found within VCC Central, to include dialer reports. The solution leverages the complete Microsoft technology stack (meaning formats to meet products such as Excel) to provide reporting and analytics capabilities to its customers.</p> <p>We provide a full range of reporting and business intelligence, including:</p> <ol style="list-style-type: none"> <li>1. Pre-Built/Canned Reporting</li> <li>2. Custom/Ad-Hoc Reporting</li> <li>3. Dashboards</li> <li>4. Business intelligence capabilities through our Direct Data Access product</li> <li>5. Performance Dashboards powered by inView.</li> <li>6. Real-time Data and Historical REST API</li> <li>7. Data Download</li> </ol> <p>Data Formats -- The VCC solution supports automated data export via web services along with automated scheduled delivery of reporting data, for data warehousing in Excel, CSV, text delimited, pdf., json or XML. Additionally, Direct Data Access provides NYS with a secure connection directly to the Verizon Contact Center solution data model from within Excel..</p> |
| Security             | <p>The hosted solution is PCI (Payment Card Industry) compliant as agents of a sub-set of Authorized User contact centers collect credit card numbers for transaction payments.</p>  | <p>The VCC solution is Certified with PCI, SOX, FCC and CPNI and as a Safe Harbor Partner and SAS70/SSAE 16.</p>   |
| Workforce Management | <p>The hosted solution includes Workforce Management capabilities such as forecasting call volume and agent requirements, generating agent schedule based on Authorized User work rules/service levels, and ability to analyze and report data from within the solution.</p>   | <p>Verizon Workforce Management (WFM ) v2 fulfills Authorized User's critical workforce management needs while delivering breakthrough performance improvements and reducing the costs of effectively staffing your contact center. Configured Authorized Users are billed based on the highest number of users set up on the platform at any one time during the month.</p> <p>Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>• Forecasting, capacity planning, and scheduling</li> <li>• Intraday management, real-time adherence, and performance optimization</li> <li>• Agent empowerment/self-service</li> </ul>  |