

**CBTS  
Service Attachment 5  
Amendment 15**

This Amendment ("Amendment") is entered into by and between the State of Ohio, through the Department of Administrative Services ("State") and Cincinnati Bell Technology Solutions Inc. ("Service Provider"). This is an Amendment to Service Attachment 5 to the Master Cloud Services Agreement ("MCSA0003") – Service Attachment 5 related provisions, product offerings, and pricing last signed by the State on August 25, 2015 for the replacement of Service Attachments 1 and 2.

Service Provider and the State hereby agree to modify the Contract as follows:

**Purpose:** This is an Amendment to Service Attachment 5, dated August 25, 2015; specifically, this Amendment adds the following products and services to MCSA0003:

- Computer Telephony Integration (CTI) Connector with CBTS Contact Center platforms

**1.0 CTI Connector Service**

The CTI connector is a web-based integration between the CBTS Contact Center solution and the agencies Customer Relationship Management (CRM) tool. The agent can answer, transfer, and conference telephone calls within the software. The software captures detailed call records and customer information in the CRM tool for easy access by agents and supervisors. This solution provides full CTI functionality to help drive contact center efficiency by reducing the number of agent actions.

**1.1 CTI Connector Definition of Product and Features**

General Product Features	Voice Features
Agent state control – sign in, sign out, ready, and not ready with reason	Call Control – answer, hold, conference, retrieve and hang up
Search contacts through name or number lookup inside gadget	Transfer with screen pop data maintained
Encryption and security via HTTPS	Call detail logged inside CRM tool
Hot-standby redundancy for voice channel	Activity comment field inside of the gadget
Configurable toolbars inside the gadget provide additional functionality (e.g. call history)	Auto wrap-up and wrap-up reason
Pop up window outside of the gadget allows agents to view and answer calls even when CRM is minimized or hidden	Click-to-dial phone numbers in CRM tool
Real-time display based on Finesse real-time data	Speed-dial buttons
Support for CRM Omni-Channel	Support for Cisco Outbound Option

## 1.2 CTI Connector Service Pricing

The CBTS CTI Connector service offers pricing for Contact Center UCCX and UCCE. Installation fees will be quoted separately with a Statement of Work (SOW).

CTI Connector Platform	Qty	Per User Pricing
UCCX	1	\$28.50
UCCE	1	\$33.00

\* This pricing represents an add-on cost to the existing CBTS contact center pricing.

## 2.0 Ohio General Assembly Non-Appropriation of Funds

Funding is contingent upon the availability of lawful appropriations by the Ohio General Assembly. If the Ohio General Assembly fails at any time to discontinue funding for payments or any other obligations due by the State under this Amendment and Agreement the State will be released from its obligations, including early termination fees, on the date funding expires.

This Amendment is incorporated under and subject to the State of Ohio's Master Service Agreement and can be referenced at the following link:

<http://das.ohio.gov/Divisions/InformationTechnology/TelecommunicationsServices.aspx#4217177-cbts>

**In Witness Whereof**, the Parties have executed this Amendment, which is effective on the date the State's duly authorized representative signs it on behalf of the State, ("Effective Date").

CBTS	STATE OF OHIO, DEPARTMENT OF ADMINISTRATIVE SERVICES
<i>tim lonsway</i>	
<b>Signature</b>	<b>Signature</b>
Tim Lonsway	Robert Blair
<b>Printed Name</b>	<b>Printed Name</b>
Director Government	DAS Director
<b>Title</b>	<b>Title</b>
5, April 2018	<i>4.16.18</i>
<b>Date</b>	<b>Effective Date</b>