Amendment #8

To

Service Attachment #5

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 previously signed by the State on August 25, 2015.

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

Purpose: The purpose of this Amendment is to replace section 5.10 Contact Center and Amendment 4, dated August, 12, 2016 within Service Attachment 5, dated August 25, 2015.

5.10 Contact Centers

The Service Provider offers the following features within the NGTS Contact Center solution.

Figure 5.10.1 Basic Contact Center Feature Group

Key Term	Description
Automatic Call Distribution (ACD)	Refers to a feature that routes calls based upon caller identification, dialed number, time of day, and custom defined parameters established in an IVR (Interactive Voice Response) program script.
ACD Agent	Refers to an employee of a Contact Call Center. Due to the unique features associated with this function, this is also referred to as an agent profile.
Contact Center	Refers to a telecommunications workgroup or organization that provides customer service over the telephone. A contact center is a central point in an enterprise from which all customer contacts are managed. *Note: These are treated as professional service engagements and/or projects that include a separate Statement of Work (SOW) and quoted on an Individual Case Basis (ICB).*
Interactive Voice Response (IVR)	IVR is a telephony technology in which a person uses a touch-tone telephone to interact with a database to acquire information from or enter data into the database.
Base Outbound Dialer per Port (ODP)	Also known as *Predictive Dialer* that refers to an automatic dialing service to establish a connection. It automatically calls a list of telephone numbers in sequence, screening out no-answers, busy signals, answering machines and disconnected numbers while predicting the point at which a human caller will be able to handle the next call.
Call Recording	Recording refers to the function of capturing and registering inbound and outbound calls between an agent and a customer.
Live Monitor	Monitor refers to the supervisor actively listening and reviewing a real-time communication event between an agent and customer. This facilitates: • supervisor quality performance monitoring • communication and instruction with supervisor, agents & trainee
Chat	Customers interact with an agent via a 'click to chat' link located on a webpage. Clicking the link initiates a conversation with a live agent ready to address the customer's inquiry.

5.10.1.1 Basic Contact Center Feature Group Costs

Features	Monthly Recurring Charge (MRC) Per User
ACD – Agent Profile	$31.20*
IVR Port	2 ports per named agent included
Outbound Dialer per Port	1 port per named agent included
Basic Profile	$13.00**
Enhanced Profile	$19.40**
Call Recording	$9.41*
Chat	$15.00

* An additional fee to the Basic or Enhanced profile of an individual user.
**Basic or Enhanced profile is required for all users and is based upon tiered pricing; therefore the rate may be lower.

5.10.2 Enhanced Contact Center Feature Group

Key Term	Description
Multi-Channel Agent	Provides customers with multiple options for interacting with the contact center. The following multi-channel contact methods are available in the enhanced contact center feature group: • Email – Customers send inquiries to a specified email address supported by a pool of available agents, who then work with the customer to resolve via email interaction. • Chat – Customers interact with an agent via a 'click to chat' link located on a webpage. Clicking the link initiates a conversation with a live agent ready to address the customer's inquiry. • Voicemail – Customers leave a voicemail message, which are delivered to agents for playback. Click to dial functionality is also available which enables the agent to contact the customer directly for any further handling. • SMS Text – Customers text inquiries to a centralized number which is routed to an available agent. The agent enters a response in the agent software on their desktop, which generates an SMS text that is returned to the customer.
Courtesy Callback	Call Back provides a customer friendly alternative to holding in queue, reduces queue times and reduces abandoned calls. Call back technology allows the caller the opportunity to be called back at a later time, based on scheduled call or position in queue. Callbacks are delivered to the specified queue much like a normally queued call, but with increased priority as the customer has already been holding in a virtual queue.

5.10.2.1 Enhanced Contact Center Feature Group Costs

Features	Monthly Recurring Charge (MRC) Per User
ACD per Concurrent Agent	$67.76*
IVR Port	1 port included with each Agent.
	$78.76 per port beyond Agent inclusion
Basic Profile	$13.00**
Enhanced Profile	$19.40**
Call Recording	$9.41*
Courtesy Callback	$78.76 (Functionality Requires an Additional IVR Port)
Multi-Channel Agent - Email - Chat - Voicemail - SMS Text	$20.00***
SMS Text Per Unique Number	$1.25
Outbound SMS Text Usage per Message Segment	$0.02

* An additional fee to the Basic or Enhanced profile of an individual user.
**Basic or Enhanced profile is required for all users and is based upon tiered pricing; therefore the rate may be lower.
*** This is an additional monthly fee to the ACD per Concurrent Agent.

5.10.3 Per-use Costs

Features	Monthly Recurring Charge (MRC) Per User
90 Day per ACD Agent Concurrency Burst	$1140.00
90 Day per IVR Agent Concurrency Burst	$1285.00

5.10.4 Optional Add-On Features

Below is a descriptive list of Add-On Features that are also available. An eligible Subscriber is one who is already enrolled in Call Recording as described in Section 5.10.2. These features are priced separately as a monthly recurring cost (MRC) per Add-On Feature per User. Refer to Figure 5.10.4.1.

Optional Add-On Key Terms	Description
Screen Capture	This is a feature that enhances a real-time performance assessment by showing what the agent sees and what support tools (applications) they use. This allows a supervisor/trainer to evaluate a user during a training or live production call event.
Scorecard	Evaluates agent performance based on standardized, predefined metrics. Includes flexibility to create customized evaluation criteria.
Speech Analyzer	The Speech Analyzer is the feature of analyzing recorded calls and to gather information within agent/customer interactions. Enterprise criteria includes elements of automatic speech recognition, where the identities of spoken words or phrases are determined, and it may also include analysis of one or more of the following: • the topic(s) being discussed • the emotional character of the speech • the amount and locations of speech versus non-speech

	(e.g. call hold time or periods of silence) Service components include: • A phonetic based engine • Capacity for 100% of the calls can be analyzed • Ad-hoc search capabilities of any key word(s) or phrase(s) • Multi-search capabilities using Boolean operators (AND/OR) • Call classification/categorization based on pre-defined business rules • Agent and customer speech responses that can be searched separately • Language packs that can be applied during runtime Agent voice can have a different language pack than the customer
Survey	The Survey feature integrates a customer satisfaction survey add-on that integrates the assessment with customer call service activity. **Create IVR based Surveys** • Supports any VXML compliant IVR (IPIVR & CVP) • Premise based solution • Web-based form builder • Survey definition in database translated on the fly to VXML for IVR distribution • Web-based Reporting & Dashboard with real-time Survey results **Rule driven interface dynamically targets right survey to the right customer based on:** • Skill Group/Queue, Client (in Multi-tenant) etc. **Integrate survey data with other data to create holistic view of agent performance** • Tie together with recordings and integrate with KPI, analytics and other CRM/CTI data

5.10.4.1 Optional Add-On Costs

The features below require a Basic or Enhanced Profile plus Call Recording.

Add-On (QM) Features	Monthly Recurring Cost (MRC) per User
Screen Capture	$4.16
Scorecard	$7.00
Speech Analyzer	$13.49
Survey	$9.00

SIGNATURE PAGE TO FOLLOW

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
Signature		**Signature**
Tim Lonsway		Robert Blair
Printed Name		**Printed Name**
Director		DAS Director
Title		**Title**
2 / March / 2017		3-20-2017
Date		**Effective Date**