DigitalWell

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Contact Centre CX

Services Schedule

1. Service Description

Contact Centre CX services from DigitalWell provide certain types of voice and messaging communications functionality for managing customer call flows, messaging and other associated requirements. Other services purchased by the Customer will be covered by other schedules.

Where the Customer has purchased additional services from third parties which require integration with DigitalWell's CX services, DigitalWell does not guarantee to integrate these services with DigitalWell's CX services. Professional services charges will apply to any agreed integration work as detailed on the order form, and/or in the Bill of Materials (BoM) and/or in the Statement of Works (SoW) accompanying or associated with the service.

Delivery method: the services will be delivered as a cloud-based subscription service unless clearly stated otherwise on the order form, and/or in the Bill of Materials (BoM) and/or in the Statement of Works (SoW) accompanying or associated with the service. A separate Statement of Works (SoW) may be provided to detail the implementation and migration services provided by DigitalWell, as well as customer dependencies and assumptions.

Licensing or subscriptions are charged on a per-seat basis and/or on-demand consumption. Unless described otherwise on your DigitalWell order, licenses are defined as either:

I.   a named user basis whereby anyone that logs in to the service during the billing period are billable named user(s) or,

II. concurrent user basis whereby the maximum number (peak) of concurrent (simultaneous) users during a billing period are billable.

The user type billed is the highest-level license assigned to that user during the billing period. The order and/or SOW will describe your license types and any associated specific terms.

For our Genesys Cloud CX customers, on-demand billing may apply if you use more licenses than contracted in a billing month and/or use additional Genesys Cloud CX on-demand services. The below table describes on-demand pricing for the Genesys Cloud CX offering. The offering is dependent on your license type. This list is not exhaustive and additional on-demand charges may be included on your order form or added as a result of a new product feature or functionality that you decide to avail of.

Resource Services	Links
Basic IVR Usage	Customers can use up to the "fair use" basic IVR amounts allocated by user without being charged. For allocation amounts see: https://help.mypurecloud.com/articles/IVR-usage/
Data Storage	Customers can use up to the "fair use" storage amounts allocated by user without being charged. For allocation amounts see: https://help.mypurecloud.com/articles/data-storage-usage/

API Usage	Customers can use up to the "fair use" API request count allocated by user without being charged. For allocation amounts see: https://help.mypurecloud.com/articles/api-on-demand-charge
BYOC Charges	Customers can use up to the "fair use" BYOC Cloud amounts allocated by user without being charged. For allocation amounts see: https://help.mypurecloud.com/articles/byoc-cloud-pricing/
Wallboard	Customers may configure one Wallboard Account within PureCloud at no charge. Subsequently configured Wallboard. Accounts are charged at the rates quoted. Information on how to configure a Wallboard Account is located here: https://help.mypurecloud.com/articles/create-a-wallboard-account
Predictive Engagement	Genesys Cloud 2 and Genesys Cloud 3 subscriptions include access to Altocloud, a real-time journey analytics platform that observes and analyses visitors on PureCloud customer websites. Pricing and instructions to configure and activate Altocloud are located here: https://help.mypurecloud.com/articles/predictive-engagement-event-pricing
PureCloud Short Message Service (SMS)	Available to PureCloud 2 Users, PureCloud 3 Users, or Agents with the Genesys Cloud 1 User Digital Upgrade II. https://help.mypurecloud.com/articles/messaging-pricing
Genesys Cloud 3rd Party Messaging (WhatsApp, Facebook, Twitter, LINE, etc.)	Available to PureCloud 2 Users, PureCloud 3 Users, or Agents with the Genesys Cloud User 1 Digital Upgrade II. For pricing see: https://help.mypurecloud.com/articles/messaging-pricing/ Customers agree to abide by Facebook terms and policies when using the Facebook Messenger integration with Genesys Cloud: Terms: https://www.facebook.com/terms.php Commercial Terms: https://www.facebook.com/legal/commercial_terms Platform Policy: https://developers.facebook.com/policy Approval and continuing usage of the Facebook Messenger platform is subject to initial and ongoing review and monitoring by Facebook. Customers using WhatsApp Business Solution via Genesys agree to be in compliance with the WhatsApp Business Solution: Terms (https://www.whatsapp.com/legal/business-solution-terms) at all times when accessing and using the WhatsApp Business Solution via Genesys. Initial and continued access to the WhatsApp Business API is subject to approval and ongoing review by WhatsApp. For information related to WhatsApp Conversation Pricing see WhatsApp documentation here: https://developers.facebook.com/docs/whatsapp/pricing
Bring Your Own Technology Charges	BYO (Bring Your Own) Technology Integration enabling customer to integrate third party services into PureCloud. Charged per invocation. For per invocation costs, see: https://help.mypurecloud.com/articles/bring-your-own-technology-services-model-per-turn-minute-rates/
PureCloud Voice	The PureCloud Voice rate table is described at: https://help.mypurecloud.com/articles/purecloud-voice-pricing/ Any use of the PureCloud Voice Services will be governed by the terms found at: https://help.mypurecloud.com/articles/addendum-exhibits-genesys-cloud-voice-service/

Virtual Agent Google CCAI	Genesys Virtual Agent Services powered by Google CCAI are covered under Genesys Cloud standard Terms and Conditions for direct customers or, for indirect end users, the standard Genesys Cloud End User Agreement terms, both of which are located at: https://help.mypurecloud.com/articles/global-purecloud-service-terms-and-conditions/ However, security controls for Genesys Virtual Agent Services powered by Google CCAI can be found at https://cloud.google.com/security. You authorise Genesys to enable the Google CCAI services in your Genesys Cloud Environment.
Outbound Email	Available to Genesys Cloud 2 Users and Genesys Cloud 3 users. Usage charges are incurred per email sent. For email usage pricing, see: https://help.mypurecloud.com/?p=271047

2. Support

Definitions of Support services including incident management, Service Requests, Change Requests, and Service Delivery Management are detailed in appendix 7.

The table below describes amendments, additions and variations to these definitions specific to Contact Centre/CX services only. Depending on your Solution, you may avail of these services:

Services	Description	Exclusions
Service Request	In addition to the standard definition in appendix 7 a Service Request for contact centre services will be less than 4 hours each in duration.	In addition to the exclusions listed in appendix 7 any service request of greater than four-hour duration is also excluded.
Proactive monitoring	Critical alert management for edges and application may be available, depending on the solution procured.	Unless specifically called out in your order form, monitoring of any device/application not clearly stated under monitoring in your order form or service agreement is excluded.
Licenses & on-demand services	As per your order form and End User Agreement applicable to your solution.	

Response Time Targets

In addition to the response time targets listed in schedule 7 DigitalWell will also use reasonable efforts to restore Contact Centre services in accordance with the table below.

Incident Severity Level	Target Restoration
P1: Critical	4 hours
P2: High	2 days

P3: Medium	5 days
P4: Low	N/A

Genesys Cloud Services

The majority of DigitalWell's CX services are provided as cloud-based services from Genesys. Where such services are provided the customer is granted a right to use the Genesys Cloud Service in accordance with this Agreement and the applicable service descriptions found at: https://help.mypurecloud.com.

The customer must also agree to the Genesys End User Agreement (EUA), which may change from time to time and can be found at: https://help.mypurecloud.com/articles/global-genesys-cloud-service-terms-and-conditions/.

The Software used to provide the Genesys Cloud Service is located on servers that are controlled by Amazon Web Service ("AWS"). You may access and use the software but have no right to receive a copy of the object code or source code to the software. You shall comply with the AWS Acceptable Use Policy found at: https://aws.amazon.com/aup/.