

CONTACT CENTRE SERVICES

CALL-OFF TERMS

SCHEDULE 2.1

SERVICES DESCRIPTION

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1. INTRODUCTION TO CUSTOMER AUTHORITY REQUIREMENTS

This Schedule 2.1 (Services Description) provides a description of the Services that shall be provided by the Contractor to the Customer Authority under this Agreement. These are set out in the Responsibility Matrix below.

2. RESPONSIBILITY MATRIX OVERVIEW

- 2.1. The Responsibility Matrix sets out the obligations of the Contractor in respect of the Services and the responsibilities of the Customer Authority (if any) in respect of each such obligation.
- 2.2. The Services comprise a number of key functions specified at level 1 of the Responsibility Matrix.
- 2.3. Each of the key functions at level 1 comprises a number of subsidiary functions specified at level 2 in the Responsibility Matrix.
- 2.4. The entries at level 1 and level 2 of the Responsibility Matrix are headings, for convenience only and shall not affect the interpretation or construction of this Schedule 2.1.
- 2.5. The obligations of the Contractor in respect of each level 2 heading are described in the form of outputs at level 3 together with any qualifications as to how the Contractor meets each level 3 obligation which are, where applicable, specified at level 4 in the Responsibility Matrix.
- 2.6. The Contractor shall perform all obligations at level 3 and shall perform or comply with all qualifications specified at level 4 from the Commencement Date.
- 2.7. Subject to Paragraph 2.8, how the Contractor meets each level 3 obligation shall be at the sole discretion of the Contractor except to the extent of any qualifications specified at level 4 in respect of that obligation. For the purposes of Paragraph 2.6 and this Paragraph 2.7, all of the provisions at level 4 are "qualifications".
- 2.8. Nothing in Paragraph 2.7 shall in any way limit the obligation of the Contractor to meet its obligations relating to the Services specified elsewhere in this Agreement.

3. CUSTOMER AUTHORITY RESPONSIBILITIES

- 3.1. The Customer Authority Responsibilities (if any) in respect of each output from the Contractor specified at level 3 in the Responsibility Matrix are specified at level 5 in the Responsibility Matrix.
- 3.2. The Customer Authority has no responsibilities to the Contractor in respect of the Services other than those specified at level 5 in the Responsibility Matrix or in Schedule 3 (Customer Authority Responsibilities) to this Agreement.

3.3. If, and to the extent that, the performance of any level 3 or level 4 obligation by the Contractor is delayed by reason of any failure by the Customer Authority or by its employees or authorised agents to perform:

3.3.1. a level 5 responsibility specified in a Responsibility Matrix in relation to such level 3 or level 4 obligation; or

3.3.2. a Customer Authority Responsibility set out in Schedule 3 (Customer Authority Responsibilities),

(a "level 5 failure"),

the Contractor shall be entitled to the rights and reliefs in accordance with Clause 7 (Delays to Milestones Due to Customer Authority Cause) and/or Clause 8 (Delays Not Due to One Party) as applicable. This Paragraph 3.3.2 shall provide the Contractor's exclusive remedy in respect of any level 5 failure under this Agreement.

3.4. Wherever the Customer Authority is obliged pursuant to this Agreement or any Service Request, Special Service Request, Consultancy Services Request or Project Work Order to procure the provision of any products, services, information, guidance, support and/or assistance from any Service Tower Provider that is, at the relevant time:

3.4.1. a member of the Contractor Group:

3.4.1.1. the Customer Authority shall be deemed to have procured such products, services, information, guidance, support and/or assistance sufficient to enable the Contractor to perform its obligations save to the extent that the procurement requires a purchase to be made by the Customer Authority whether of products or services or otherwise in which case the Contractor shall provide all the information and assistance as is reasonably necessary to enable the Customer Authority to make that purchase; and

3.4.1.2. except where the exemption set out in Paragraph 3.4.1.1 applies, if that Service Tower Provider is the Contractor, there shall, in addition, be deemed to be an obligation to be performed by the Contractor (each such obligation being referred to herein as a "Deemed Obligation") included in the Responsibility Matrix to provide such products, services, information, guidance, support and/or assistance to the Contractor; or

3.4.2. not a member of the Contractor Group, the Customer Authority shall procure from such Service Tower Provider (to the extent and within such timescales as are necessary to enable the Contractor to perform the related level 3 or level 4 obligation in question) the relevant

products, services, information, guidance and/or assistance, as appropriate.

- 3.5. The Contractor shall communicate, liaise and co-operate with all Service Tower Providers and/or other PSN Service Providers and in respect of all Service Tower Providers that are not the Contractor, shall use reasonable endeavours to resolve any failures to provide products, services, information, guidance, support and/or assistance that the Customer Authority is required to procure from them pursuant to this Agreement or any Service Request, Special Service Request, Consultancy Services Request or Project Work Order, without the need to involve the Customer Authority.
- 3.6. If the Contractor is unable to resolve any failure or delay of a Service Tower Provider pursuant to Paragraph 3.5, it shall refer such failure or delay to the Customer Authority or its designated agent for resolution in accordance with Clause 25 (Disputes) of the Call-Off Contract.
- 3.7. Paragraph 3.4.1.2 and each Deemed Obligation brought into effect by that Paragraph 3.4.1.2 shall survive termination of this Agreement for any reason, notwithstanding that the obligation of the Customer Authority to procure the products, services, information, guidance, support and/or assistance to which each Deemed Obligation relates shall not survive such termination.

4. GENERAL

- 4.1. The numbering of Customer Authority requirements does not denote any relative importance.
- 4.2. The headings are for information and ease of use only, they have (or shall have) no contractual significance.

5. RESPONSIBILITY MATRIX

Level	Responsibility
L1	1 CONTACT CENTRE SERVICE
L2	1.1 Contact Centre Service Scope
L3	1.1.1 The Contractor shall plan, design, install, test, provide and manage a PSN Compliant Contact Centre Service delivering all individually identified service functionality integrated to provide a single logical Contact Centre functional entity. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such functionality. Such a Service to be called the "Contact Centre Service", and shall be delivered to all Customer Authority Sites specified by the Customer Authority.

Level	Responsibility
L4	<p>1.1.1.1 The Contractor shall provide the following Central Services functionality, in support of the Contact Centre Service:</p> <ul style="list-style-type: none"> a. Central Routing and Queuing; b. Central Agent Skill Definition; c. Central Messaging Announcements; d. Central Activity Monitor; e. Central Voice Recording Capture and Archive Storage; f. Central Voice Media; g. Central Soft Textphone; h. Central Configuration and Control; i. Public Telephony Access Service (PTAS).
L3	<p>1.1.2 The Contractor shall utilise the LAN Service and the WAN Service as procured by the Customer Authority in delivery of the Contact Centre Service to and within Customer Authority Sites.</p>
L3	<p>1.1.3 The Contractor shall utilise the Customer Authority's WAN Service provider for Connectivity Services required to deliver the Contact Centre Service into the Customer Authority PSN Community.</p>
L5	<p>1.1.3.1 The Customer Authority will procure Customer Authority Connectivity Services to deliver the Contact Centre Service into the Customer Authority PSN Community from the WAN Service Provider in line with agreed Contractor solution requirements.</p>
L5	<p>1.1.3.2 The Customer Authority will procure Customer Authority Site access Class 1 bandwidth from the WAN Service Provider.</p>
L3	<p>1.1.4 The Contact Centre Service should support operations classified as "Official" as described in the HMG Security Policy Framework, as referenced in Schedule 6.10 (Customer Authority Standards and Policies Tables).</p>
L3	<p>1.1.5 The Contractor shall ensure that the Contact Centre is synchronised to a time source of equivalent accuracy to that mandated in the PSN Technical Domain Description.</p>

Level	Responsibility
L3	1.1.6 The Contractor shall ensure compliance with Customer Authority presentation and accessibility standards for all desktop delivered instances of the Service. In particular any technical solution must be compatible with the Customer Authority standards that apply to browser delivered applications, in relation to the use of java and plug-ins.
L3	1.1.7 All Customer Authority Business Groups using the Contact Centre Service shall share a common operating environment with full flexibility in configuration allowing (but not limited to) operational models with the capability of: a. operating discretely and independently of each other; b. operating a virtualised combined Business Group(s) service; c. operating as a fully virtualised environment.
L4	1.1.7.1 The Contractor shall ensure the operating environment and underlying service build parameters shall not, as a consequence of change in operational model deployed by Business Group(s), impose limitations in the delivery of business strategy driven interaction events and outcomes, other than where agreed by the Customer Authority on initial service configuration.

Level	Responsibility
L3	<p>1.1.8 The Contractor shall provide support for the following user type functional groupings:</p> <ul style="list-style-type: none"> a. Agent - a user whose primary role is to service customer interactions presented according to the routing strategies defined, by virtue of their configured skills and the existing real time conditions. b. Supervisor - a user with the ability to service customer interactions aligned to Agent functionality, but who also possesses supervisory/team leader functionality either associated directly with Central Service functionality or via other service lines. c. Administrator/Super User – a user not directly involved in servicing customer interactions, who has responsibility for the monitoring, configuration, and change of Contact Centre services to ensure most efficient operation of the service(s). d. Standard Voice User – a user not directly involved in servicing customer interactions, who is located within a Contact Centre site and requires standard office telephony functionality.
L5	<p>1.1.8.1 The Customer Authority shall provide all the information reasonably required by the Contractor to configure the Contact Centre Service. Such information to include, but not be limited to:</p> <ul style="list-style-type: none"> a. Agent, Supervisor, Standard Voice Users, and Administrator/ Super User details; b. business strategy driving required interaction events and outcomes; c. Management Information and reporting.
L2	<p>1.2 Central Routing and Queuing</p>
L3	<p>1.2.1 The Contractor shall provide Central Routing and Queuing comprising a single logical mechanism for the routing and queuing of all contact interactions dependent upon Customer Authority business driven strategies. Such interactions being a result of either Contact Centre service functionality or integrated external services.</p>

Level	Responsibility
L4	<p data-bbox="300 450 1350 600">1.2.1.1 The Contractor shall ensure that the Central Routing and Queuing functionality shall utilise any one or more (but not limited to) of the following at the option of the Customer Authority in support of its stated strategy:</p> <ol data-bbox="435 622 1350 1137" style="list-style-type: none"><li data-bbox="435 622 810 656">a. DNIS/ANI/CLI of the call;<li data-bbox="435 678 651 712">b. Time of day;<li data-bbox="435 734 1002 768">c. Multi priority call handling within queue;<li data-bbox="435 790 1350 857">d. Flexible priority flagging, supporting set and change dependant on call status and path in real time;<li data-bbox="435 880 866 913">e. Percentage of calls received;<li data-bbox="435 936 1214 1137">f. Loading of individual Agents including but not limited to:<ul data-bbox="483 992 1070 1137" style="list-style-type: none"><li data-bbox="483 992 930 1025">• Least Occupied Agent routing;<li data-bbox="483 1048 1070 1081">• Average Speed of Answer (ASA) routing;<li data-bbox="483 1104 715 1137">• Longest Free;

Level	Responsibility
	<ul style="list-style-type: none">• Last Agent Spoken With;• Agent skill group availability; <p>g. Look back routing to primary weighted skill;</p> <p>h. Schedules created using the forecasting facility using Workforce Management Forecasting and Scheduling (if procured by the Customer Authority);</p> <p>i. Individual Agent and Agent Group skills;</p> <p>j. Overflow queue;</p> <p>k. Queuing time (in queue and predicted);</p> <p>l. Agent hierarchies (e.g. calls escalated from individual Agent to group of Agents);</p> <p>m. Options selected whilst using the Customer Interaction Service (if procured by the Customer Authority);</p> <p>n. Customer-related data retrieved by the Customer Interaction Service (if procured by the Customer Authority);</p> <p>o. Customer-related data retrieved by the SADI;</p> <p>p. Service level parameters defined for the non-geographic number called;</p> <p>q. Call delivery control via signalling interaction with the PSTN offering, but not limited to, maximum calls in progress, and/or network queue.</p>

Level	Responsibility
L4	<p>1.2.1.2 The Contractor shall ensure that the Central Routing and Queuing shall allow call treatments to comprise any one or more of the following functions at the option of the Customer Authority in support of its stated strategy:</p> <ul style="list-style-type: none"> a. Out Of Hours Checks (OOHC) – performs a check to ascertain if the Contact Centre is open and will be able to service the call when a customer call arrives; b. Holiday date table checking (England, Wales, Scotland & N. Ireland) – performs a check to ascertain if the Contact Centre is closed, due to a public or bank holiday, when a customer call arrives; c. Memorial Date and Time check – performs a check to ascertain if the Contact Centre is closed, due to memorial adherence, when a customer call arrives;
	<ul style="list-style-type: none"> d. Emergency in Progress Checks (EIP) – checks to see whether EIP has been activated and perform any special pre-defined Customer Authority business rules; e. Reduced Service Warnings (RSW) – checks to see whether any special announcements are to be played based upon the current call handling service level; f. Closed Queue – re-directs queued calls when conditions develop which lead to a call queue closing.
L4	<p>1.2.1.3 The Contractor shall ensure that the Central Routing and Queuing shall allow the definition of Emergency in Progress (EIP) routing to Customer Authority configurable metrics defined within 1.2.1.1. Such EIP activations to be actioned under Administration Services at Site, or Service Line level.</p>

Level	Responsibility
L4	<p>1.2.1.4 The Contractor shall ensure that the Central Routing and Queuing shall allow call handling to comprise any one or more of the following functions at the option of the Customer Authority in support of its stated strategy:</p> <ul style="list-style-type: none"> a. Manual/auto answer – calls requiring manual intervention or being automatically presented to Agents; b. Whisper presentation – as the call is presented audible identification of business service line and/or pertinent queue or routing detail is played to the Agent; c. Call hold and retrieve, with music on hold – when the Agent presses the hold key, the held party hears silence or optional music on hold. The Agent can return to the call by pressing the hold key again; d. Conference and warm transfer of calls – when on an inbound call the Agent can conference-in another party creating a three-way conference. The Agents and customer can confer before the original Agent hangs-up leaving the customer and second Agent to continue with the call; e. Redirect-On-No-Answer (RONA) – provide alternate destination redirect in the event that the chosen call destination point returns 'ring-no-answer' such that the call is routed to an alternative available Agent. (This feature shall not be available if automatic answer is used); f. Call ringing while queued – when the call is queued the customer shall receive audible ringing alternating with in queue announcements if so configured;
	<ul style="list-style-type: none"> g. Music while queued - when the call is queued the customer shall receive music alternating with in queue announcements if so configured.
L2	<p>1.3 Central Agent Skill Definition</p>
L3	<p>1.3.1 The Contractor shall provide Central Agent Skill Definition comprising individual allocation of Agent skills dependent upon Customer Authority business driven strategies.</p>

Level	Responsibility
L4	<p>1.3.1.1 The Contractor shall ensure that the Central Agent Skill Definition shall provide any one or more of the following functions at the option of the Customer Authority in support of its stated strategy:</p> <ul style="list-style-type: none"> a. Allocation of a single or multiple skill(s); b. Weighted prioritisation/competency of skills allocated; c. Allocation of overflow skill(s).
L4	<p>1.3.1.2 The Contractor shall ensure that the Central Agent Skill Definition shall support the blended routing and presentation via the Agent Desktop Service of interaction types including, but not limited to:</p> <ul style="list-style-type: none"> a. Inbound Voice; b. Outbound Voice; c. Textphone; d. Contact Centre Emerging Services, as listed in Section 6.1.2a-q.
L2	<p>1.4 Central Messaging Announcements</p>
L3	<p>1.4.1 The Contractor shall provide Central Messaging Announcements comprising a single logical mechanism for the definition and provision of all Central Routing and Queuing, and Customer Interaction Service messaging announcements dependent upon Customer Authority business driven strategies.</p>
L4	<p>1.4.1.1 The Contractor shall ensure that the Central Messaging Announcements shall allow announcement definition to comprise any one or more of the following types at the option of the Customer Authority in support of its stated strategy:</p> <ul style="list-style-type: none"> a. Standard system announcements utilising a standard voice source; b. Standard system announcements utilising a nominated recorded voice source(s);

Level	Responsibility
	<ul style="list-style-type: none"> c. Bespoke system announcements synthesized from a standard voice source; d. Bespoke system announcements utilising a nominated recorded voice source(s); e. Bespoke system announcements synthesized from a nominated voice source(s).
L4	<p>1.4.1.2 The Contractor shall ensure the ability to define Central Messaging Announcements content; to construct, and modify such content by simple textual input for type (c) and (e). Such changes shall be available in near real time.</p>
L4	<p>1.4.1.3 The Contractor shall ensure the synthesis of message and message change for type (e) shall utilise existing announcement files as a library for synthesized message creation.</p>
L4	<p>1.4.1.4 The Contractor shall ensure the ability to define Central Messaging Announcements content; to construct, and modify such content by the provision of media files for type (b) and (d) announcement and messaging.</p>
L4	<p>1.4.1.5 The Contractor shall ensure the Central Messaging Announcements shall allow announcement provision to comprise any one or more of the following types at the option of the Customer Authority in support of its stated strategy:</p> <ul style="list-style-type: none"> a. In support of standard system call conditions; b. In support of call treatment outcomes; c. In support of multi (different) in-queue customer messaging including dynamic content, including but not limited to; position in queue, estimated wait time, number of calls waiting; d. In support of Customer Interaction Service dialogues.

Level	Responsibility
L3	<p>1.4.1.6 The Contractor shall, in support of the provision of announcements utilising a nominated voice source provide and manage all resources necessary in the provision of media files detailed in paragraph 1.4.1.4. This shall include, but not be limited to:</p> <ul style="list-style-type: none"> a. supply of the agreed "voice source(s)"; b. studio and recording facilities; c. production and delivery of media files.
L4	<p>1.4.1.7 The Contractor shall ensure the agreed "voice source(s)" shall include support for the welsh language and regional dialects.</p>
L5	<p>1.4.1.8 The Customer Authority shall provide transcripts of required announcements to the Contractor in support activities under paragraph 1.4.1.6.</p>
L5	<p>1.4.1.9 The Customer Authority shall provide files (.WAV) of existing nominated voice source messages for re-use in type (b) and (d), or for the splice and edit library source in type (e).</p>
L2	<p>1.5 Central Activity Monitor</p>
L3	<p>1.5.1 The Contractor shall provide Central Activity Monitor such that interactions in progress and the status of resources utilised within the Contact Centre Service, and external delivery systems, from entry to delivery point are captured in real time.</p>

Level	Responsibility
L4	<p>1.5.1.1 The Contractor shall ensure the Central Activity Monitor shall comprise:</p> <ul style="list-style-type: none"> a. The capture and storage in a standard Contractor provided database of all interactions for 36 calendar months from initial capture; b. Tracking of interactions from the moment the call enters the Contact Centre Service until the call is terminated, including when the call is transferred, conferenced, sent to another Agent or sent to other Customer Authority Contractor's Services. Where call-attached data is available it shall be recorded by the Contractor; c. Details from external services utilised within the end to end delivery of the Contact Centre Service, including but not limited to Intelligent Network (I.N) interactions and network volumetrics; d. Details of interactions within Central Services, and any additional Services consumed during the call; e. The capability to capture and store all optional Services interactions and Contact Centre Emerging Service interactions; f. The capability to capture and store all Workforce Optimisation Service interactions and data including, but not limited to Workforce Management Service forecasting, scheduling, adherence and real time performance data.
L4	<p>1.5.1.2 The Contractor shall ensure the Central Activity Monitor provides activity capture and storage. It does not include the delivery of any real time or Historical MI Reporting capabilities, which shall be provided under Agent Desktop Client, Enhanced Users Services and Administrator Service.</p>
L4	<p>1.5.1.3 The Contractor shall ensure the Central Activity Monitor provides data for Historical MI Reporting within 12 elapsed hours of being captured and stored.</p>
L3	<p>1.5.2 The Contractor shall ensure that, in conjunction with the legacy service provider, existing MI data is made available either by import and/or conversion, or by other agreed access methodology, from existing legacy systems for use with Central Activity Monitor. In particular the use of this data shall be such that the functionally requirements of paragraph 1.5.1.2 are transparent to its origin.</p>

Level	Responsibility	
L4	1.5.2.1	The Contractor shall ensure the Central Activity Monitor shall provide access to data supporting a historical 14 calendar month window of existing legacy data from initiation of the service.
L4	1.5.2.2	The Contractor shall ensure the Central Activity Monitor shall provide industry standard mechanisms for the export of data into Customer Authority determined systems.
L2	1.6	Central Voice Recording Capture and Archive Storage
L3	1.6.1	The Contractor shall provide Central Voice Recording Capture and Archive Storage, such that selective interaction recording from point of entry (incoming) to, or initiation (outgoing) of, calls from the Contract Centre Service can be recorded dependent upon Customer Authority business driven strategies.
L4	1.6.1.1	<p>The Contractor shall ensure the Central Voice Recording Capture shall comprise:</p> <ul style="list-style-type: none"> a. Provision of voice media acquisition under rules based logic; b. The ability to maintain call recording capture for extremely long duration calls; c. Manual Agent invocation of pause and resume of recording of individual calls in real time; d. Support of automated pause and resume of the recording stream initiated via business process integration or Agent activity at a desktop application level;
		<ul style="list-style-type: none"> e. The ability to maintain, or automatically link media streams as an end to end recording of a single call interaction where the initial answer point extends or transfers the call. The recording of any warm transfer interactions during such transfer is not required; f. The association of Call indexing (metadata) with recordings to allow search and retrieval on single or multiple fields. Such retrieval and replay being subject to configured access control rights of individuals or groups; g. The capability to cease and remove a call recording if the ability to record indexes is lost.

Level	Responsibility
L4	<p>1.6.1.2 The Contractor shall ensure that the Central Voice Recording Capture is compatible with Siebel Agent Desktop Integration, and provides the ability to index a call recording with a unique call identifier (or tag) from information captured via the Siebel Agent Desktop Integration Service.</p>
L4	<p>1.6.1.3 The Contractor shall ensure the Central Voice Recording Archive Storage shall comprise:</p> <ul style="list-style-type: none"> a. Storage of all voice recordings until the date specified by the Customer Authority; b. Where a deletion date has been provided with the Unique Call ID, the voice recording will be deleted on or shortly after the stated deletion date; c. Where a null deletion date has been provided with the Unique Call ID, the voice recording will be kept until further notice; d. for any voice recording where the Customer Authority has not provided a Unique Call ID with a deletion date, the Contractor will retain it for a period of 14 months from the date the recording was made.
L3	<p>1.6.2 The Contractor shall ensure that, in conjunction with the legacy service provider, voice recording data is available either by import and/or conversion, or by other agreed access methodology, from existing legacy systems for use with Central Voice Recording Capture and Archive Storage. In particular the consumption of this recorded data shall be such that the functional requirements of paragraphs 3.2, 3.3, 3.4, and 3.5 are transparent to its origin.</p>
L4	<p>1.6.2.1 The Contractor shall ensure the Central Voice Recording Capture and Archive Storage provides capture and storage. It does not include the delivery of Voice Recording Reviewer or Download capabilities as provided in accordance with paragraphs 3.4 and 3.5.</p>

Level	Responsibility	
L3	1.6.3	<p>The Contractor shall ensure that Central Voice Recording Capture and Archive Storage operates within an integrated optimisation product set allowing direct interaction between services in terms of:</p> <ul style="list-style-type: none"> a. Speech Analytics Service; for selection and output of media files; b. Quality Monitoring Service; search and selection of files, with indexing of voice recordings with quality score metrics; c. Voice Recording Reviewer and Download; search and selection of files.
L5	1.6.3.1	<p>The Customer Authority shall, in support of the requirements of paragraph 1.6.1.3 provide the Contractor with the necessary business rules such that Central Voice Recording Capture can be configured.</p>
L5	1.6.3.2	<p>The Customer Authority will provide to the Contractor using FTPS a single XML file in an agreed format containing a list of Unique Call IDs and their associated deletion dates (the Customer Authority will not provide more than one instance of a Unique Call ID in any one XML update file, the deletion date being a valid date or null date).</p>
L5	1.6.3.3	<p>The Customer Authority shall ensure availability of existing legacy data for import or access.</p>
L2	<p>1.7 Central Voice Media</p>	
L3	1.7.1	<p>The Contractor shall provide Central Voice Media delivery in support of calls to or initiated from the Contact Centre Service.</p>
L3	1.7.2	<p>The Contractor shall provide the capability for users to make, receive, control and end voice sessions using Central Voice Media to:</p> <ul style="list-style-type: none"> a. other Customer Authority Contact Centre, Central Voice Media users; b. Customer Authority systems connected to the PSN; c. Public Telephony Services.
L3	1.7.3	<p>The Contractor shall ensure that all intra-connections between Contact Centre Service Central Voice Media, and inter-connections between Contact Centre Service Central Voice Media and other Customer Authority PSN systems are carried across the PSN such that no call charges are incurred by the Customer Authority.</p>

Level	Responsibility
L4	1.7.3.1 The Contractor shall ensure that inter-connections between Contact Centre Service Central Voice Media and other Customer Authority systems utilise the technical principles mandated in the PSN Technical Domain Description.
L4	1.7.3.2 The Contractor shall ensure that the dialled number string is analysed and modified so that the routing decision made offers best cost advantage. This facility shall support the re-direction of calls dialled using external PSTN numbering to Customer Authority Sites and services, including geographic and non-geographic numbers, to be completed across the PSN such that no call charges are incurred by the Customer Authority.
L5	1.7.3.3 The Customer Authority will provide additional external PSTN numbers not within the Contractor's control which should be included within any best cost advantage routing.
L3	1.7.4 The Contractor shall ensure that Central Voice Media, provides a standard range of office telephony features, and specifically supports the functionality required by the Standard Voice, Agent, Supervisor, or Outbound Voice Services.
L4	1.7.4.1 The Contractor shall ensure that Central Voice Media provides a standard range of office telephony features including, but not limited to: <ul style="list-style-type: none"> a. Make Call; b. Answer Call; c. Clear Call; d. Hold Call; e. Call Forwarding – busy/no answer/all calls; f. Warm Transfer; g. Cold Transfer; h. Call Park and Retrieve; i. Call Pickup – group and directed;
	<ul style="list-style-type: none"> j. Multi Party Conferencing; k. Caller ID presentation.

Level	Responsibility
L4	1.7.4.2 The Contractor shall ensure that Central Voice Media, can operate with either Hard Telephony devices or Softphone devices as detailed within the Contractor's Call Off Service Catalogue and supported under Agent Desktop Services.
L4	1.7.4.3 The Contractor shall ensure that Central Voice Media operates with the Agent Desktop Service as detailed within paragraph 1.13 under normal operating conditions.
L4	1.7.4.4 The Contractor shall ensure that Central Voice Media, operates with Hard Telephony devices according to paragraph 5.6.2.4 in a resilient mode of operation should the Agent Desktop Service be unavailable.
L4	1.7.4.5 Calling Line Identity (outbound CLI): The Contractor shall enable the option to present an agreed geographic or non-geographic presentation number to the person called. Number assignment to be based on, but not limited to: <ul style="list-style-type: none"> a. Service line or associated skill group; b. Individual Agent; c. Outbound campaign (under Outbound Services); d. Business Group(s); e. Default (non-assigned).
L3	1.7.5 The Contractor shall ensure Central Voice Media provided by the Contractor supports emergency calling.
L4	1.7.5.1 The Contractor shall ensure that emergency calls (999, 112) shall provide access to the public emergency services, under normal operation.
L4	1.7.5.2 Where emergency calls are made from hot desks the Contractor shall ensure that the current geographic physical location of the caller is provided to the Emergency Service Operator, using, for example, an E911 type service.
L3	1.7.6 The Contractor shall ensure that Central Voice Media can calculate and report on Voice Quality Mean Opinion Score - Conversational Quality (MOS-CQ) or MOS-LQ and delay, estimated on actual live call data collected at a Turret device level. Such reporting shall be achievable to a granular endpoint device level.

Level	Responsibility	
L3	1.7.7	The Contractor shall ensure that the Central Voice Media classifies and marks traffic as specified by the Customer Authority in accordance with the PSN Service Classes.
L3	1.7.8	The Contractor shall ensure that the Central Voice Media monitors and controls call delivery (Call Admission Control) such that over subscription of available classified bandwidth in end to end call delivery does not occur.
L3	1.7.9	<p>The Contractor shall work with the Outgoing Services Provider and any other Customer Authority contracted PSN Service Providers, to design, configure and test Central Voice Media inter-working to meet the obligations as defined in paragraph 1.7.3 during:</p> <ul style="list-style-type: none"> a. Transition from the Outgoing Service Provider's Service; b. Transition from the existing Telephony Service; c. Delivery of any new Contact Centre or Telephony Services as procured by the Customer Authority.
L2	1.8	Central Soft Textphone
L3	1.8.1	The Contractor shall provide a Central Soft Textphone accessed via the Agent Desktop to enable suitably skilled Agents to take Textphone calls rather than using a physical Textphone. This application will provide the facilities to offer increased levels of customer service to the deaf or hearing impaired community.
L4	1.8.1.1	<p>Central Soft Textphone shall provide the following functionality:</p> <ul style="list-style-type: none"> a. Provide full integration with Central Services functionality defined under paragraph 1.1.1.1a, b and d; b. Utilise the Agent Desktop Client for media presentation and control of Central Soft Textphone interactions;

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	<ul style="list-style-type: none"> c. The ability to transfer Textphone calls to any other Central Soft Textphone skilled Agent with the addition of notes (equivalent to a voice call warm transfer); d. Text conversations shall be automatically recorded and stored. The recordings shall be automatically deleted in line with the Customer Authority retention period detailed in paragraph 1.6.1.3); e. Presentation of customisable welcome messages tailored to service line/individual destination, in line with Customer Interaction Service IVR functionality; f. Availability of interactive text responses with similar functionality to the Customer Interaction Service IVR functionality allowing call direction on caller input; g. Identification of audio calls for presentation of an audio message and automatic disconnection; h. The ability to send comfort announcements to callers while calls are waiting to be answered; i. Customer Authority configurable messaging facilities to allow callers to leave a message if the service or Agents are not available.
L5	1.8.1.2 The Customer Authority shall provide non-geographic telephone numbers or request geographic telephone numbers dedicated for use with the Central Soft Textphone aligned to business strategy.
L2	1.9 Central Configuration and Control
L3	1.9.1 The Contractor shall provide Central Configuration and Control comprising a single logical mechanism for the integrated management of the end to end customer interaction.
L4	1.9.1.1 The Contractor shall ensure the Central Configuration and Control shall combine and integrate management and administration of all Contact Centre Service functionality by both: <ul style="list-style-type: none"> • operational hierarchy and business logic; • technology components and service entities.

Level	Responsibility
L4	<p>1.9.1.2 The Contractor shall ensure the Central Configuration and Control shall integrate with and support operational administration of the entire Contact Centre Service, providing:</p> <ul style="list-style-type: none"> a. Usage tracking and billing capabilities; b. Visual cross service call flow designer; c. Full Contact Centre Service administration and provisioning; d. 3rd party integration capabilities; e. Secure auditable change activity; f. Rollback functionality; g. A range of functionality and operationally-oriented administration tiers.
L4	<p>1.9.1.3 The Contractor shall ensure the Central Configuration and Control provides integration and alignment. It does not include the delivery of administration and control capabilities to Customer Authority users, which shall be provided under Administrator Services.</p>
L2	<p>1.10 Public Telephony Access Service Connect (PTAS Connect)</p>
L3	<p>1.10.1 The Contractor shall include all physical infrastructure, licensing and inter-operational support as necessary to deliver the service to be called the "PTAS Connect" in support of PTAS delivery of Public Telephony connectivity to the Contact Centre Service.</p>
L4	<p>1.10.1.1 The Contractor shall ensure the PTAS Connect shall support the capability to deliver media sessions originated by the Contact Centre Service via Public Telephony Access Service(s) to Public Telephony Services.</p>
L4	<p>1.10.1.2 The Contractor shall ensure the PTAS Connect will support the capability to deliver media sessions originated by Public Telephony Services via the Public Telephony Access Service(s) to the Contact Centre Service.</p>
L4	<p>1.10.1.3 The Contractor shall work with the Customer Authority's PTAS providers to ensure alignment of geographic numbers and number groups, to Contract Centre Service configuration to meet Customer Authority business outcomes in line with the Service Levels as described in Schedule 2.3 (Service Levels and Related Remedies).</p>

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L4	1.10.1.4 The Contractor shall ensure that the PTAS Connect offers the capability to support the interaction functionality defined within paragraph 1.2.1.1q.
L3	1.10.2 The Contractor shall, as necessary to meet the Service Levels, as described in Schedule 2.3 (Service Levels and Related Remedies), ensure provision and management of sufficient port, licensing, and inter-connect capacity to allow the delivery of calls placed by and received by Central Voice Media via the PTAS(s) to Public Telephony Services.
L4	1.10.2.1 The Contractor shall as a minimum ensure that sufficient active delivered capacity exists to allow a +50% over maximum concurrent Agent capacity, delivery of voice media sessions into Central Routing and Queuing.
L3	1.10.3 The Contractor shall ensure that the PTAS Connect operates at a level of voice compression in alignment with PTAS delivery sufficient to meet the Service Levels, as described in Schedule 2.3 (Service Levels and Related Remedies).
L2	1.11 Standard Voice Service
L3	1.11.1 The Contractor shall provide a Standard Voice Services in support of office telephony functionality. The Contractor shall, for the Standard Voice Service, provide all software and licences to allow the Standard Voice Service to operate within the Contact Centre Service as consumers of Central Voice Media and PTAS Services.
L4	1.11.1.1 The Contractor shall ensure that the Standard Voice Service shall provide support of non-Agent Standard Voice Users media delivery by the Contact Centre Service. This shall include but not limited to: <ul style="list-style-type: none"> a. Voice telephony – inbound; b. Voice telephony - outbound; c. PTAS – inbound DDI and PSTN access.
L5	1.11.1.2 The Customer Authority shall provide full details necessary for the provision and configuration of the Standard Voice Service.

Level	Responsibility	
L2	1.12	Agent Services
L3	1.12.1	The Contractor shall provide Agent Services in support of Agent functional interactions across supported media types. The Contractor shall, for Agent Services, provide all software and licences to allow Agent Services to operate within the Contact Centre Service as consumers of both Central Services and any additional services allocated to support Agents in the delivery of the Customer Authority business driven strategies.
L4	1.12.1.1	The Contractor shall ensure that Agent Services shall be provided in of support of any media delivery by the Contact Centre Service. This shall include but not limited to: <ul style="list-style-type: none"> a. Voice telephony – inbound; b. Voice telephony - outbound; c. Textphone; d. Emerging Contact Centre Interaction Services.
L4	1.12.1.2	The Contractor shall ensure that Agent Services shall utilise the Agent Desktop Service, be fully integrated consumers of Central Services, and by individual authorised allocation Enhanced Services and/or Administrator Services and the underlying functionality thus provided.
L5	1.12.1.3	The Customer Authority shall provide full details necessary for the provision and configuration of Agent Services.
L5	1.12.1.4	The Customer Authority shall provide full details necessary for the provision and configuration of Agent Services.
	1.13	Agent Desktop Service
L3	1.13.1	The Contractor shall provide an Agent Desktop Service accessed via the Customer Authority Desktop Service in support of Contact Centre Service Agent interactions. The Contractor shall, for Agent Desktop implementations, provision and licence all client software necessary for the Customer Authority Desktop Service Tower Provider to install any such software and licences and integrate it with applicable user devices.

Level	Responsibility
L3	1.13.2 The Contractor shall ensure the Agent Desktop shall be delivered as either: <ul style="list-style-type: none">a. Agent Desktop Client –Standard;b. Agent Desktop Client –Supervisor;c. Siebel Agent Desktop Integration.

Level	Responsibility
L4	<p>1.13.2.1 The Contractor shall ensure the Agent Desktop Client shall deliver an Agent interface for the presentation and handling of all interaction types. Functionality provided to include:</p> <p>a. Agent Desktop Client – Standard:</p> <ul style="list-style-type: none"> • Integration into the Customer Authority Desktop deployment such that when locked due to inactivity timeout or smartcard removal the Agent is forced to the Not Ready state; • Hot Desking; support for flexible Agent location whilst maintaining their unique settings; • Call control: answer/drop, hold/unhold, mute, conference, and make/transfer calls using toolbar buttons; • Agent state control and display: Log in/out, ready/not ready & reason codes with integration into Central Activity Monitor; • Line of business and call work code input with integration into Central Activity Monitor; • Phone Directory: search and display for automated calling (external and internal parties), with integration to Presence and Instant Messaging; • Presence and instant messaging: availability of presence status and IM functionality to Agent Desktop Client population; • Soft Textphone Service delivery interface; • Outbound Service delivery interface; • Real time reporting: Delivery of customisable individual real time reporting and adherence integration from Workforce Management and Central Activity Monitor; queue and call volume display, individual and aggregated group performance data; • Ticker tape/banner alerting; broadcast message across specified Agent grouping and/or geographic locations; • Presentation of all available call and customer related information and contact history; • Manual Agent pause and restart of voice recording; • Configurable presentation and/or availability of Agent Desktop features and functions based upon interaction type or Agent profile;

Level	Responsibility
	<p>b. Agent Desktop Client –Supervisor:</p> <p>As delivered under (a) with addition of:</p> <ul style="list-style-type: none"> • Agent Service Observe; • Agent Barge In; • Group real time reporting; delivery of customisable real time reporting and adherence integration with Central Activity Monitor; • Phone Directory: add and remove entries for automated calling (external and internal parties), with integration to Presence and Instant Messaging.
L4	<p>1.13.2.2 Where the Workforce Management Service is utilised, the Contractor shall ensure that the Agent Desktop Client – Standard provides Agents with:</p> <ol style="list-style-type: none"> a. The ability to display individual adherence; and b. the ability to access schedules, to trade schedules with other Agents, express shift preferences, express availability preferences and undertake holiday planning Customer Authority.
L4	<p>1.13.2.3 Where the Workforce Management Service is utilised, the Contractor shall ensure that the Agent Desktop Client – Supervisor provides Supervisors with:</p> <ol style="list-style-type: none"> a. The functionality detailed in paragraph 1.13.2.2; and b. the ability to monitor an up-to-the moment comparison of actual activities and performance against daily forecasts and schedules. Supervisors shall be able to programme alarms to be triggered if variances exceed specified levels.

Level	Responsibility
L4	<p>1.13.2.4 The Contractor shall ensure the Agent Desktop Client shall provide three (3) modes of operation with either Central Voice Media (a. & b.) or other Customer Authority Telephony Services (c.):</p> <p>a. Hard Turret control mode; shall provide all functionality as detailed at paragraph 1.13.2.1 utilising Central Voice Media and a Contractor Commodity Catalogue hard Turret device;</p> <p>b. Integrated mode; shall provide all functionality as detailed at paragraph 1.13.2.1 utilising a Contractor Commodity Catalogue integrated Soft Turret;</p>
	<p>c. Indirect control mode; shall provide all functionality as detailed at paragraph 1.13.2.1 utilising call delivery to an Agent nominated voice endpoint device supported via the Customer Authority Telephony Service. Connectivity being achieved in accordance with paragraph 1.7.3.1.</p>
L4	<p>1.13.2.5 The Contractor shall cooperate with the Desktop Service Tower Provider and provide technical support necessary for the purpose of integration testing to ensure that the Agent Desktop Client is compatible with the Customer Authority Desktops, as updated or changed from time-to-time.</p>
L5	<p>1.13.2.6 The Customer Authority shall procure that the Desktop Service Tower Provider undertakes integration testing to ensure that the Agent Desktop Client is compatible with the Customer Authority Desktop service, as updated or changed from time-to-time.</p>
L5	<p>1.13.2.7 Changes to the Customer Authority's Desktop service shall be notified to the Contractor by the Customer Authority.</p>
L3	<p>1.13.3 The Contractor shall ensure the Agent Desktop Client is provided in accordance with Security Standards and Policies as defined in Schedule 6.10 (Customer Authority Standards and Policies) and Clause 38.</p>

Level	Responsibility
L3	<p>1.13.4 Siebel Telephony Desktop Integration Service - the Contractor shall plan, design, provide, install, test, and manage all infrastructure required to maintain and support functionality delivered by the CTI linkage with the Customer Authority Siebel systems from the Contact Centre Service. Such functionality being consumed by Agents utilising a customised telephony control toolbar within the Siebel environments as instances of Siebel Telephony Desktop Integration (SADI).</p>
L4	<p>1.13.4.1 The Contractor will work with the Customer Authority Siebel development organisations, the Customer Authority hosting and desktop providers and the Customer authority itself to achieve:</p> <ul style="list-style-type: none"> a. Instance dependant Siebel Communications API (SCAPI) integration maintaining current functional delivery; b. Integration with the desktop Single Sign On functionality such that Agent Log In is achieved without additional identification and password entry;
	<ul style="list-style-type: none"> c. Integration into the Customer Authority desktop deployment such that when locked due to inactivity timeout or smartcard removal the Agent is forced to the Not Ready state; d. Migration support maintaining dual running of incumbent and transformed Agent access to Siebel instances; e. Replication of current routing "data dip" and "phone book" functionality currently delivered within the CMG CAM.
L4	<p>1.13.4.2 The Contractor shall ensure that, where the Workforce Management Agent and Supervisor Service is utilised, the Contractor shall ensure that Agents and Supervisors utilising the Siebel Desktop Integration Service have access to equivalent functionality as detailed in paragraph 1.13.2.2.</p>
L5	<p>1.13.4.3 The Customer Authority shall procure that the Customer Authority Siebel development organisations undertake integration testing to ensure that Siebel Telephony Desktop Integration is compatible with the relevant Customer Authority Siebel instances, as updated or changed from time-to-time.</p>

Level	Responsibility
L2	1.14 Outbound Service
L3	<p>1.14.1 The Contractor shall provide the ability to contact customers proactively and efficiently by making automated outbound calls via functionality that:</p> <ul style="list-style-type: none">a. Has ability to make and deliver outbound calls to Agents from a calling list, and the necessary software to dynamically manage and control outbound Campaigns and dialling lists;b. Allows the Customer Authority to generate calling lists from data already extracted from an Customer Authority database, based on specific criteria (name, area code and profile) and dynamically manage those lists as part of a calling campaign; andc. Enables multiple calling Campaigns to be run simultaneously with each such Campaign being able to have multiple calling lists; andd. Has the ability to operate in a variety of dialler modes simultaneously in support of Customer Authority business strategies.

Level	Responsibility
L3	<p>1.14.2 The Contractor shall ensure the Outbound Service shall be capable of operating in the following modes:</p> <ul style="list-style-type: none"> a. Preview Dialling Mode With/Without Blending capability - Enables the Agent to request and review a record before initiating the call. Without the selection of the Outbound (Blending) Service, Agents shall only be able to handle outbound calls or inbound calls but not both; b. Progressive Dialling Mode With/Without Blending capability - Enables a group of Agents to be automatically presented with a dialler initiated outbound call dependent upon their status. Without the selection of the Outbound (Blending) Service, Agents shall only be able to handle outbound calls or inbound calls but not both; c. Predictive Dialling Mode With/Without Blending capability - Enables a group of Agents to be automatically presented with a dialler initiated outbound call dependent upon predicted availability. Without the selection of the Outbound ("blending") Service, Agents shall only be able to handle outbound calls or inbound calls but not both. Where blended operation is configured predicted status shall take account of priority settings within the Central Routing and Queuing.
L4	<p>1.14.2.1 The Contractor shall ensure that the Outbound Service can utilise Central Services such that Agents can handle a mixture of inbound or outbound calls according to Customer Authority defined business strategies ("Blending").</p>
L4	<p>1.14.2.2 The Contractor shall ensure that the Outbound Service can determine when customers are called according to business rules, as set by the Customer Authority.</p>
L4	<p>1.14.2.3 The Contractor shall ensure that the Outbound Service can utilise Central Agent Skill Definition in the allocation of Agent outbound capability.</p>
L4	<p>1.14.2.4 The Contractor shall ensure that the Outbound Service can import calling lists from the Customer Authority systems, whilst other calling lists are being executed. Formats for imported lists to include but not be limited to CSV.</p>

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L4	1.14.2.5 The Contractor shall ensure that the Outbound Service can enable the definition of treatments, including scheduling re-calls, for unsuccessful calls on each calling list.
L4	1.14.2.6 The Contractor shall ensure that the Outbound Service can provide the ability to group Calling Lists into Campaigns for outbound dialling.
L4	1.14.2.7 The Contractor shall ensure that the Outbound Service can provide the ability to create Campaign sequences and automatic Agent assignment to Campaigns according to predefined thresholds.
L4	1.14.2.8 The Contractor shall ensure that the Outbound Service can provide the ability to support multiple Campaigns, with multiple separate data feeds simultaneously providing Calling Lists without degradation of service performance.
L4	1.14.2.9 The Contractor shall ensure that the Outbound Service can provide the ability to conduct outbound dialling that complies with the Direct Marketing Association's guidelines for telemarketing and the provisions of the Privacy and Electronic Communications (EC Directive) Regulations 2003 that are applicable to telemarketing.

Level	Responsibility
L4	<p>1.14.2.10 The Contractor shall ensure that the Outbound Service can provide for the creation and management of Campaigns and scripting by non-technical intuitive tools sets integrated into Central Control and Management and exposed Users approved by virtue of Administrator Services (paragraph 1.16), supporting:</p> <ol style="list-style-type: none"> a. List import, having the ability to add data to the system telling the dialler which people to contact. This data may be a simple list of names and telephone numbers but is more likely to contain additional information to support targeting and multimedia contact; b. List validate, the ability to cross-check data to remove duplicate data, to remove invalid records and cross-check against "Do not call" and other preference records; c. Campaign flow, determine how attempts are made; retry options, rescheduling, alternate communications options (send a text message or email); d. Data targeting, the ability to control which calls are made when to maximise decision-maker contact rates; examples to include: <ul style="list-style-type: none"> • prioritising high-value contact; • calling timing based on demographic; • geographic activity awareness.
L4	<p>1.14.2.11 The Contractor shall ensure that the Outbound Service provides, when combined with correct operating practice, a service in line with the Ofcom Revised Statement of Policy on the persistent misuse of an electronic communications network or service (September 2008).</p>
L4	<p>1.14.2.12 The Contractor shall ensure that the Outbound Service treats all Agents involved in calling Campaigns at any one or more Sites as one "virtual" pool of resources or as segregated resources, to meet business driven strategies.</p>
L4	<p>1.14.2.13 The Contractor shall ensure that the Outbound Service integrates into Central Configuration and Control.</p>

Level	Responsibility
L4	1.14.2.14 The Contractor shall ensure that the Outbound Service can provide functionality within Agent Desktop Client to allow the Customer Authority to cancel records dynamically from an active call list, according to rules set down by the Customer Authority. This facility to be available to Agents and Supervisors.
L4	1.14.2.15 The Contractor shall ensure that the Outbound Service can provide the ability to transfer a dropped call to a Preview Dialling list.
L4	1.14.2.16 The Contractor shall ensure that the Outbound Service can offer the capability for numbers to be dialled from the calling list and detect the connection states for faxes, modems, answering machines, answering services, number unobtainable, busy or programmable length of no reply.
L4	1.14.2.17 The Contractor shall ensure that the Outbound Service can, where configured by the Customer Authority, automatically dial the next contact number in a Customer Authority customer's call list upon no answer on an outbound call.
L4	1.14.2.18 The Contractor shall ensure that the Outbound Service can enable numbers to be dialled from the Customer Authority's calling list and route each live answered call to an Agent logged in and available under the Outbound Service within a time period compliant with OFCOM regulations.
L4	1.14.2.19 The Contractor shall ensure that the Outbound Service can provide Calling Line Identity options in line with Central Voice Media functionality.
L5	1.14.2.20 The Customer Authority shall provide all the information reasonably required by the Contractor to configure the Outbound Service ready for use in a timeframe adequate for the Contractor to meet the Service Levels.
L2	1.15 Enhanced User Services
L3	1.15.1 The Contractor shall provide all necessary configuration, licensing and application access for the definition of capabilities to suitably authorised Customer Authority Users that provide access to additional services functionality. Such functionality to be called Enhanced User Services.

Level	Responsibility
L4	<p>1.15.1.1 The Contractor shall ensure that the definition as an Enhanced Services User shall be provided, on a per service basis, according to the following categories:</p> <ul style="list-style-type: none"> a. Enhanced QM User; Quality Monitoring Service access; b. Enhanced VR Reviewer; Voice Recording Reviewer Service access; c. Enhanced VR Download User; Voice Recording Download Service access; d. Standard Historical MI Report Production; Central Activity Monitor.
L5	<p>1.15.1.2 The Customer Authority shall provide the Contractor with a list of approved users for each Enhanced User Service category.</p>
L2	<p>1.16 Administrator Services</p>
L3	<p>1.16.1 The Contractor shall provide all necessary configuration, licensing and application access for the definition of capabilities to suitably authorised Customer Authority Users that provide access to Central Configuration and Control functionality. Such functionality to be called Administrator Services.</p>
L4	<p>1.16.1.1 The Contractor shall provide all users of Administrator Services, on a per service basis, access to Central Configuration and Control functionality according to the following categories:</p> <ul style="list-style-type: none"> a. Workforce Management Service: <ul style="list-style-type: none"> • Scheduling and forecasting; • Service configuration and User administration;

Level	Responsibility
	<ul style="list-style-type: none"> b. Outbound Service: <ul style="list-style-type: none"> • Campaign and list management; • Service configuration and User administration; c. Speech Analytics: <ul style="list-style-type: none"> • Data analytics and reporting; • Service configuration and call administration; d. Central Services; Encompassing functions and services provided under paragraph 1.1.1.1a, b, c, e, f, g and paragraph 1.8: <ul style="list-style-type: none"> • Service and user configuration, and service administration; e. Central Activity Monitor: <ul style="list-style-type: none"> • Creation and allocation of Standard Historical MI reports; • Creation of fully granular Bespoke Historical MI Reports for both one time and scheduled production; • Creation and allocation of real time metrics.
L4	1.16.1.2 The Contractor shall provide for full audit facilities for activity undertaken by Administrator Services within Contact Centre Services.
L5	1.16.1.3 The Customer Authority shall provide the Contractor with a list of approved users for access to each Central Configuration and Control functional category.
L3	1.16.2 The Contractor shall provide a real time reporting application accessed via the Administrator Service in support of the Contact Centre Service. The Contractor shall provision and licence all client software necessary for the Customer Authority Desktop Service Tower Provider to install any such software and licences and integrate it with applicable user devices.

Level	Responsibility
L4	<p>1.16.2.1 The Contractor shall ensure that the real time reporting application provides a flexible and customisable view of all metrics from the Central Activity Monitor including, but not limited to:</p> <ul style="list-style-type: none"> a. Customisable, user friendly naming of metrics; b. Use of colours to represent thresholds, limits and alarms; c. Presentation of metrics in numeric and graphical formats; d. Ability to customise the grouping of metrics in views to meet various business user roles and needs.
L4	<p>1.16.2.2 The Contractor shall ensure that the real time reporting application has the capability to present real time and cumulative, intraday views of all metrics from the Central Activity Monitor.</p>
L2	<p>1.17 Customer Feedback Survey Service</p>
L3	<p>1.17.1 The Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Users to offer Customer Feedback Surveys. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Customer Feedback Survey Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.</p>
L3	<p>1.17.2 The Contractor shall ensure that the Customer Feedback Survey Service has the capability to register a citizen to participate in a survey both before and after being answered by an Agent.</p>
L3	<p>1.17.3 The Contractor shall ensure that the Customer Feedback Survey Service has the capability to be offered to citizens using all supported interaction types including, but not limited to, voice, email, Web Chat, SMS and Social Media.</p>
L3	<p>1.17.4 The Contractor shall ensure that the offering of surveys to citizens is based upon business rules including, but not limited to, the number or timing of previous surveys offered to the same citizen, the nature of the interaction, the citizen profile, the agent profile.</p>

Level	Responsibility
L3	<p>1.17.5 The Contractor shall ensure that the Customer Feedback Survey Service has the capability to alert Agents and/or Supervisors of the results of surveys, including, but not limited to:</p> <ul style="list-style-type: none"> a. Agents and/or Supervisors shall be alerted to individual surveys based upon User defined rules; b. Agents and/or Supervisors shall be alerted to trends in surveys based upon User defined rules.
L3	<p>1.17.6 The Contractor shall provide the capability for the Customer Authority to manage the Customer Feedback Survey through Central Configuration and Control.</p>
L3	<p>1.17.7 The Contractor shall ensure that the Customer Feedback Survey Service is fully integrated with the Agent Desktop Client (standard and supervisor).</p>
L3	<p>1.17.8 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Customer Feedback Survey Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.</p>
L3	<p>1.17.9 As an option, and at the request of the Customer Authority, the Contractor shall ensure that a Customer Authority User is able to complete a Customer Feedback Survey on behalf of a citizen.</p>
L3	<p>1.17.10 The Contractor shall ensure the Customer Feedback Survey Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.</p>
2 CUSTOMER INTERACTION SERVICE	
L2	2.1 Customer Interaction Service
L3	<p>2.1.1 The Contractor shall plan, design, install and provide all infrastructure equipment and licensing necessary to provide the ability to answer and process citizen interactions, in support of Customer Authority business strategies, by means of automated interactive dialogues as an enhancement to Central Routing and Queuing functionality. The Contractor shall include all physical infrastructure, license and software as necessary to deliver such functionality.</p>

Level	Responsibility
L4	2.1.1.1 The Contractor shall deliver the Customer Interaction Service fully integrated with Contact Centre Central Services.
L3	2.1.2 The Contractor shall deliver such interaction capability via: a. Standard IVR – interactions supported through DTMF and/or speech recognition; b. Advanced IVR – integrations supported through natural language open dialogue interrogation.
L3	2.1.3 The Contractor shall as necessary to meet the Service Levels as described in Schedule 2.3 (Service Levels and Related Remedies), provide and manage sufficient infrastructure and licensing to allow the answer, processing and onward routing of calls as necessary to meet Customer Authority business strategies.

Level	Responsibility
L4	<p data-bbox="300 450 1348 562">2.1.3.1 The Customer Interaction Service - Standard IVR shall provide configuration and integration based upon the Customer Authority's business strategy to deliver one or more of the following:</p> <ol style="list-style-type: none"><li data-bbox="435 584 1246 618">a. Support for a minimum of 5 (five) presented menu options;<li data-bbox="435 640 1348 864">b. The ability to capture a minimum of 3 (three) pieces of alpha numerical data and pass that data to the Customer Authority for a database look up, such information to include but not be limited to; date of birth, national Insurance number, Post Code. The database response may be caller information or routing information, or both;<li data-bbox="435 887 1348 999">c. Host Customer Authority supplied information for direct database look up. The database response may be caller information or routing information, or both;<li data-bbox="435 1021 1348 1223">d. The 'tagging' of information to the call, such information being the result of database lookup, or direct customer input, which can then be used for:<ul style="list-style-type: none"><li data-bbox="483 1155 1348 1223">• subsequent 'screen pop' functionality within Customer Authority CTI applications;<li data-bbox="483 1245 1150 1279">• direct presentation in the Agent Desktop Client;<li data-bbox="435 1301 1348 1368">e. Provide industry standard interfaces through which integration with the Customer Authority systems can be achieved;<li data-bbox="435 1391 1348 1547">f. The ability for customers without the ability to enter DTMF numeric information, to be routed by default to a pre-determined routing point, as determined by the Customer Authority and notified to the Contractor;<li data-bbox="435 1570 1348 1637">g. Common dialogues and applications across multiple Business Groups;<li data-bbox="435 1659 1348 1727">h. DTMF cut-through – all announcements in the dialogue shall be interruptible to allow customers to progress quickly through;<li data-bbox="435 1749 1094 1783">i. Type ahead – to permit rapid menu navigation;<li data-bbox="435 1805 1348 1917">j. Silence time-out – a silence time-out shall apply when no key is pressed when user input is expected, this period shall be as specified by each Business Group;<li data-bbox="435 1939 1348 2007">k. Direct transfer to Agent by the caller pressing a key defined by the Business Group;

Level	Responsibility
	<ul style="list-style-type: none"> l. The ability to transfer the caller to the most appropriate Agent when a caller experiences difficulties at any point, for example a repeated failing to enter the required digits; m. Full integration into Central Routing and Queuing on access and egress of Standard IVR; n. Provide for definition and/or real time change to announcements aligned to Central Messaging Announcements paragraph 1.4.1.1c and e; o. Support DNIS and CLI in interaction and dialogue treatment.
L5	<p>2.1.3.2 The Customer Authority shall provide all the information reasonably required by the Contractor to build and configure Customer Interaction Service, Standard IVR ready for use. Such information to include, but not limited to:</p> <ul style="list-style-type: none"> a. the menu definition; b. the scripts to be used for announcements to be used; c. the routing and/or announcement rules to be used; d. directly hosted lookup database information.
L4	<p>2.1.3.3 The Customer Interaction Service - The Contractor shall ensure that the Advanced IVR shall provide configuration and integration based upon the Customer Authority's business strategy to deliver the following:</p> <ul style="list-style-type: none"> a. a call steering application using natural language understanding using an open question; b. offer equivalent data capture and handling capabilities to that delivered by Standard IVR; c. depending on the caller's spoken response, the system may ask the question again (with a slightly different prompt); d. or enter a disambiguation menu. In a disambiguation menu, the caller needs to choose from one of several options (inline with Standard IVR functionality); e. The application will assign a caller intent 'tag' to the call; f. Dependent on tag, the application will play a deflection message to the caller before disconnecting or transferring the call to an

Level	Responsibility
	appropriate agent queue;
	g. For callers who do not provide a response to the open ended question, back off directed dialogue (Standard IVR) menus will be provided.
L4	<p>2.1.3.4 The Contractor shall provide on-going tuning support for Natural Language Call Steering applications including but not limited to:</p> <ul style="list-style-type: none"> a. Analysis of the caller interaction with the application and agent via live call monitoring (on-site) or alternatively, listening to whole call recordings; b. Transactional analysis to determine how well callers are doing at completing tasks in the application. The analysis will also show/measure where callers are transferred out (failing or opting out) of the application and provide insight into why; c. Analysis of the user interface to determine the effectiveness of the application prompting and design; d. Recognition analysis that will measure how well the system is doing at recognising what the caller is saying at a given dialog state in the application; e. Consolidation of all the analysis into a tuning report, with presentation of results to the Customer Authority. The tuning report will contain the details of the analysis as well as recommendations/action items that the Contractor suggests are done to improve the application. An executive summary shall be included to highlight the main findings and recommendations, as well as the application performance relative to the standard key metrics of the service; f. Implementation of Customer Authority requested and Contractor approved recommendations. The Contractor will include minor grammar changes, prompt changes, and recognizer/application parameter configuration changes as part of the standard tuning. All other changes including call flow changes, new functionality, upgrades, etc. are not included in scope as part of the standard tuning, but can be implemented by the Contractor in accordance with Change Control Procedure.

Level	Responsibility	
	3	WORKFORCE OPTIMISATION SERVICE
L2	3.1	Workforce Management Service
L3	3.1.1	The Contractor shall design, install and provide all infrastructure equipment and licensing necessary to provide a Workforce Management Service aligned to the scale of the Contract Centre Service deployed by the Customer Authority. The Contractor shall include all physical infrastructure, license and software as necessary to deliver such functionality.
L3	3.1.2	The Contractor shall ensure all Customer Authority Business Groups using the Workforce Management Service shall share a common operating environment with full flexibility in configuration allowing (but not limited to) operational models with the capability of: <ul style="list-style-type: none"> a. operating discretely and independently of each other; b. operating a virtualised combined Business Group(s) service; c. operating as a fully virtualised environment within each organisational unit.
L3	3.1.3	The Contractor shall ensure that the Workforce Management Service shall be capable of supporting planning, forecasting, scheduling, and analysis of the Contact Centre environments needed to align Contact Centre workforce strategy to critical business objectives for the forthcoming 12-month period based on: <ul style="list-style-type: none"> a. Agent availability; b. Anticipated workload from analysis of: <ul style="list-style-type: none"> • Historical interaction volumes; • Known trends; • Business impact predictions.

Level	Responsibility
L4	<p>3.1.3.1 In order to create an optimised schedule for Agents to handle interactions and the Customer Authority to manage the day-to-day environment while minimising Agent staffing and operational costs the Contractor shall ensure the Workforce Management Service is capable of providing the following features:</p> <ul style="list-style-type: none"> a. Automatic historical data collection for connected media interactions aligned to Central Activity Monitor; b. Forecasting engine to model the Contact Centre appropriately; c. The ability to conduct "what-if" analysis;
	<ul style="list-style-type: none"> d. Employee-friendly optimised scheduling, ensuring that all Agents managed via the Workforce Management Service receive schedules compliant with applicable working time legislation and the Customer Authority's flexible business and fairness rules; e. Flexible employee preference fulfilment engine, allowing Supervisors to balance the needs of employees with service goals; f. Profile scheduling, providing unlimited analysis of employee skills and working rules, and "open" schedules that can be used for employee bidding; g. Real time and historical employee schedule adherence reporting.
L4	<p>3.1.3.2 The Contractor shall ensure the Workforce Management Service shall be capable of determining optimal schedules for single and multi-skilled Agents who may handle customer interactions in a Site or virtualised environment across multiple Sites. A multi-skilled Agent is one who has more than one skill defined under Central Agent Skill Definition.</p>
L4	<p>3.1.3.3 The Contractor shall ensure the Workforce Management Service shall be capable of utilising a range of Agent variables including, but not limited to, Agent preferences, job skills and proficiency, customer segmentation, historical trends such as response times and outbound call length and take such variables into account when creating forecasts and schedules. The outbound call lengths also being available as a forecasting and scheduling variable where the Customer Authority has procured the Outbound Service.</p>

Level	Responsibility
L4	3.1.3.4 The Contractor shall ensure the Workforce Management Service shall be capable of playing out 'what if' scenarios in support of real time decisions, and long-term strategic planning, budgeting and recruiting. This shall be available in real time allowing forecasting to explore the impact of unanticipated events on the schedule, and then to take corrective action, without affecting the currently operating schedule.
L4	3.1.3.5 The Contractor shall ensure the Workforce Management Service shall allow forecasting to test variations in the workload and operational goals to support a range of long-term planning activities.
L4	3.1.3.6 The Contractor shall ensure the Workforce Management Service shall be capable of accommodating shift patterns in the working schedules and generating graphical real time displays showing adherence to the working schedule.

Level	Responsibility
L4	<p>3.1.3.7 The Contractor shall ensure the Workforce Management Service shall, for all Agents and Agent Groups, be capable of:</p> <ol style="list-style-type: none"> a. Providing a modelling tool to forecast staffing requirements; b. Identifying Agents using their log in IDs and user names; c. Enabling the creation of Agent shift schedules; d. Creating a plan for skills-based routing and allowing dynamic reconfiguration of Central Routing and Queuing to implement the skills based routing plan, if required by the Customer Authority; e. Enabling the creation of an Agent resource plan that takes account of sick absence, annual leave and attrition and provides information about the cost of service delivery; f. Allowing the Customer Authority to individually distinguish between inbound call work, outbound work and non-call work; g. Allowing the Customer Authority, for trend analyses purposes, to intervene to annotate unrepresentative call patterns and the ability to capture non-representative days, which can be applied at a later period; h. Allowing the Customer Authority to customise the parameters for call duration times, Agent availability, service standards and seasonal variations; i. Monitoring the accuracy of the forecast of Agent resource requirements and provide an electronic report on the variances; j. Generating an optimum schedule for rotas and breaks on a weekly/daily basis together with 'what if' functionality; k. Allowing rescheduling during the day; l. Automatically optimising breaks; m. Scheduling to the nearest minute; n. Storing non-business related information, e.g. first aider or fire warden; o. Calculating optimum times to schedule meetings of varying lengths; p. Amending a schedule (i.e. break time) and inform the Agent; q. Registering an Agent request for approval to take time off and allow for processing of such request; r. Allowing budget reporting;

Level	Responsibility
	<ul style="list-style-type: none"> s. Automatically recognising exception days, e.g. bank holidays; t. Enabling Agents to exchange shifts local to a Site; u. Optimising Agent breaks.
L4	<p>3.1.3.8 The Contractor shall ensure the Workforce Management Service shall be capable of forecasting staffing requirements at regular intervals flexibly, quarter-hourly, half-hourly, hourly, daily, weekly, monthly and long-term.</p>
L4	<p>3.1.3.9 The Contractor shall ensure that where real time metrics fall outside of those boundaries defined within 3.1.3.7 the service shall be capable of generating alarms/notifications both internal to the Contact Centre and via external means including but not limited to Email and SMS.</p>
L4	<p>3.1.3.10 The Contractor shall ensure the Workforce Management Service shall be capable of allowing the Customer Authority to produce Workforce Management Service-specific configuration, staff, forecast, and schedule adherence reports.</p>
	<p>3.1.3.11 The Contractor shall ensure the Workforce Management Service shall be capable of managing Agent leave requests including, but not limited to:</p> <ul style="list-style-type: none"> a. Accepting Agent requests for leave; b. Presenting Agents with leave availability; c. Presenting Agents with their personal leave balance; d. Validating leave requests against: <ul style="list-style-type: none"> • Agent leave entitlement; • Leave availability; • Configurable leave limits.
L4	<p>3.1.3.12 The Contractor shall ensure that, in conjunction with the legacy service provider, data and configuration currently utilised in delivering the functionality detailed in this paragraph 3.1 is available either by import and/or conversion, or by other agreed access methodology, from existing legacy systems for use with the Workforce Management Service.</p>

Level	Responsibility
L4	3.1.3.13 The Contractor shall ensure that the Workforce Management Service supports the delivery and integration of functionality detailed in paragraphs 1.13.2.2, 1.13.2.3 and 1.13.4.2 for the Agent Desktop Service.
L5	3.1.3.14 The Customer Authority shall ensure availability of existing legacy data for import or access.
L2	3.2 Speech Analytics Service
L3	3.2.1 The Contractor shall provide a service for the selective extraction, transcription and indexing of calls made to or by a Customer Authority Agent which are available via Central Voice Recording Capture and Archive Storage. The Contractor shall include all physical infrastructure, license and software as necessary to deliver such functionality. The service to support Customer Authority non-real time analysis and reporting, supporting business change and/or to drive additional activity within integrated Contact Centre functions.
L4	3.2.1.1 The Contractor shall provide a Speech Analytics Service which provides: <ul style="list-style-type: none"> a. An agreed level of accuracy in recognition rates in support of individual business design criteria; b. Conversion of voice call media into an indexed and searchable output; c. A query and user search interface supporting both customisable and pre-defined reporting for issue analysis.

Level	Responsibility
L4	<p>3.2.1.2 The Contractor shall provision reporting applications allowing the definition and presentation, by Customer Authority Administrator Services Users, of analysed output comprising but not limited to any one or more of the following:</p> <ul style="list-style-type: none">a. Analysis of means;b. Activity maps;c. Call driver reports;d. Correlation reports;e. First call resolution, topic and relationship reports;f. Talk time reports;g. Trend reports.
L4	<p>3.2.1.3 The Contractor shall ensure that the Speech Analytics Service reporting applications allow definition of analysis according to customer defined indexing of calls, including but not limited to:</p> <ul style="list-style-type: none">a. Agent;b. Team;c. Site or groups of Sites;d. Service Line.
L4	<p>3.2.1.4 The Contractor shall ensure that processing activity in the production of analysed data output shall be achieved within a 16-hour window of report initiation.</p>

Level	Responsibility
L4	<p>3.2.1.5 The Contractor shall ensure that the Speech Analytics Service operates within an integrated optimisation product set allowing direct interaction between services in terms of:</p> <ul style="list-style-type: none"> a. Central Voice Recording Capture and Archive Storage; input media selection; b. Quality Monitoring Service; call selection output; c. Workforce Management; scheduling feeds for targeted training; d. Customer Feedback Survey Service; call selection based on metrics for generation of root cause for identified interactions; e. Emerging Service Screen Capture Service; f. Emerging Service Real Time Analytics Service; g. Emerging Service Text Channel Analytics Service.
L5	<p>3.2.1.6 The Customer Authority shall provide the Contractor with appropriate access rules that include, but are not limited to, Users approved by virtue of Administrator Services to have access to the Speech Analytics Service and criteria as utilised under paragraph 3.2.1.2.</p>
L2	<p>3.3 Quality Monitoring Service</p>
L3	<p>3.3.1 The Contractor shall provide the functionality where by Enhanced User Services Customer Authority users can select a voice call, available from Central Voice Recording Capture and Archive Storage, and listen and assess the call against a pre-defined template. The Contractor shall include all physical infrastructure, license and software as necessary to deliver such functionality.</p>
L4	<p>3.3.1.1 The Contractor shall ensure the Quality Monitoring Service shall provide, as a minimum, the following call selection criteria against recording metadata:</p> <ul style="list-style-type: none"> a. Customisable ad hoc selection; b. Scheduled; c. Criteria pre-select; d. Integrated services driven.
L4	<p>3.3.1.2 The Contractor shall ensure the Quality Monitoring Service shall ensure that evaluation scoring forms are customisable.</p>

Level	Responsibility
L4	3.3.1.3 The Contractor shall ensure the Quality Monitoring Service shall ensure that playback of calls under evaluation is synchronised with form presentation.
L4	3.3.1.4 The Contractor shall ensure the Quality Monitoring Service shall ensure that call assessments are tagged within call recording metadata allowing associated search and retrieval capability.
L4	3.3.1.5 The Contractor shall ensure the Quality Monitoring Service shall operate within an integrated optimisation product set allowing direct interaction between services in terms of: <ul style="list-style-type: none"> a. Central Voice Recording Capture and Archive Storage; input media selection; b. Voice Analytics; call selection input; c. Work Force Management; scheduling feeds for targeted training; d. Customer Feedback Survey Service; call selection input; e. Emerging Service Screen Recording Service; f. Emerging Service Real Time Analytics Service; g. Emerging Service Text Channel Analytics Service.
L4	3.3.1.6 The Contractor shall ensure the Quality Monitoring Service shall provide controlled access to Central Voice Recording Capture and Archive Storage according to Customer Authority provided access rules, which shall include but not be limited to: <ul style="list-style-type: none"> a. Customer Authority Business Group access; b. Individual call metadata flags.
L5	3.3.1.7 The Customer Authority shall provide the Contractor with appropriate access rules that include, but are not limited to, Users approved by virtue of Enhanced Services to have access to the Quality Monitoring Service and criteria as utilised under paragraph 3.3.1.6.

Level	Responsibility	
L2	3.4	Voice Recording Reviewer Service
L3	3.4.1	The Contractor shall provide functionality where by Enhanced User Services Customer Authority users can select and replay call recordings from the Central Voice Recording Capture and Archive Storage, to facilitate the Customer Authority in managing compliance, the management of disputes, liability and risk, staff training and development. The Contractor shall include all physical infrastructure, license and software as necessary to deliver such functionality.
L4	3.4.1.1	<p>The Contractor shall ensure the Voice Recording Reviewer Service shall:</p> <ol style="list-style-type: none"> a. Enable review of calls, replay via: <ul style="list-style-type: none"> • Central Voice Media utilising the Agent Hard Turret or Soft Turret; • Any other Customer Authority voice system, via dial in to the Contact Centre Service; b. Index, search for and replay calls by: <ul style="list-style-type: none"> • CLI, when presented; • Unique identity call identifier where available; • Agent Name; • Agent ID; • Date; • Time; • Dialed number; • Wrap Code where available; • Length of call; c. Enable call search criteria to be stored and re-run; d. Enable search results to be filtered.

Level	Responsibility
L4	<p>3.4.1.2 The Contractor shall ensure the Voice Recording Reviewer Service shall provide controlled access, with audit log and activity recording, to Central Voice Recording Capture and Archive Storage according to Customer Authority provided access rules, which shall include but not be limited to:</p> <ul style="list-style-type: none"> a. Customer Authority Business Group access; b. Individual call metadata flags.
L5	<p>3.4.1.3 The Customer Authority shall provide the Contractor with appropriate access rules that include, but are not limited to, Users approved by virtue of Enhanced User Services to have access to the Voice Recording Reviewer Service and criteria as utilised under paragraph 3.4.1.2.</p>
L2	<p>3.5 Voice Recording Download Service</p>
L3	<p>3.5.1 The Contractor shall provide functionality whereby Enhanced User Services Customer Authority users can select and download, from the Central Voice Recording Capture and Archive Storage, calls to a Customer Authority Desktop device.</p>
L4	<p>3.5.1.1 The Contractor shall ensure the Voice Recording Download Service shall, as a minimum:</p> <ul style="list-style-type: none"> a. Index, search for and download calls by: <ul style="list-style-type: none"> • CLI, when presented; • Unique identity call identifier where available; • Agent Name; • Agent ID; • Date; • Time; • Dialed number; • Wrap Code where available; • Length of call; b. Enable call search criteria to be stored and re-run; c. Enable search results to be filtered.

Level	Responsibility	
L4	3.5.1.2	The Contractor shall ensure the Voice Recording Download Service shall ensure media file download is in accordance with non-real time prioritisation data rules.
L4	3.5.1.3	The Contractor shall ensure the Voice Recording Download Service shall provide controlled access, with audit log and activity recording, to Central Voice Recording Capture and Archive Storage according to Customer Authority provided access rules, which shall include but not be limited to: <ul style="list-style-type: none"> a. Customer Authority Business Group access; b. Individual call metadata flags.
L5	3.5.1.4	The Customer Authority shall provide the Contractor with appropriate access rules that include, but are not limited to, Users approved by virtue of Enhanced User Services to have access to the Voice Recording Download Service and criteria as utilised under paragraph 3.5.1.3.
L1	4	WALLBOARD SERVICE
L2	4.1	Wallboard Service
L3	4.1.1	The Contractor shall provide for display of Contact Centre performance and interaction statistics and ticker tape/banner broadcast alerting. Such information to be presented on dedicated non-desk based display screens.
L4	4.1.1.1	The Contractor shall make available through the Catalogue a range of display screens for delivery of the service.
L4	4.1.1.2	Display customisation; The Contractor shall ensure the service shall be provided such that customisation of both displayed data and display screen used is controllable via a permissions based interface accessed via the Agent Desktop Client – Supervisor, Enhanced or Administrator Services.

Level	Responsibility	
L1	5	ADDITIONALLY CHARGED SERVICES
L2	5.1	Handset Decommission and Disposal Service
L3	5.1.1	As an option, and at the request of the Customer Authority, the Contractor shall as part of the Transition to the Contact Centre Service, remove all existing IP Telephony Devices supporting existing Contact Centre users from Transitioned Customer Authority Sites and securely decommission and dispose.
L2	5.2	Microsoft Lync Integration Service
L3	5.2.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test, provide and manage a Service that enables the integration of the Contact Centre Service with the Customer Authority Microsoft Lync Service to support the delivery and receipt of Presence and call control. The Contractor shall include all physical infrastructure and software as necessary. Such Service to be called the "Microsoft Lync Integration Service".
L3	5.2.2	The Contractor shall configure and integrate the Contact Centre Service with the Microsoft Lync Service to enable federated presence status to be available.
L3	5.2.3	The Contractor shall configure and integrate the Contract Centre Service with the Microsoft Lync Service allowing telephony call control; allowing calls to be initiated, accepted and terminated on behalf of the User using both Lync (Outlook) and the Agent Desktop Service.
L3	5.2.4	The Contractor shall ensure the Microsoft Lync Integration Service is provided in accordance with Security Standards and Policies as defined in Schedule 6.10 (Customer Authority Standards and Policies) and Clause 38.

Level	Responsibility	
L2	5.3	Delivery Support Services
L3	5.3.1	<p>At the request of the Customer Authority, the Contractor shall provide Delivery Support Services to the Customer Authority, in accordance with the provisions of Schedule 6.11 (Service Requests, Projects and Consultancy), that shall include:</p> <ul style="list-style-type: none"> a. Technical Delivery Support; b. Security Delivery Support; c. Project management; and d. Service Management Delivery Support.
L2	5.4	Voice Recording Integration Services
L3	5.4.1	<p>As an option, and at the request of the Customer Authority the Contractor shall provide integration with Central Voice Recording Capture and Archive Storage, such that selective interaction recording from point of entry (incoming) to, or initiation (outgoing) of, calls from other Customer Authority contractors services can be recorded dependent upon Customer Authority business driven strategies in accordance with the integration requirements provided within any 3rd party service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such integration to the Contact Centre Service integrated functionality. Such service to be called the "Voice Recording Integration Service". 3rd party services to include but not limited to:</p> <ul style="list-style-type: none"> a. Customer Authority Telephony Service, Call Recording Integration Service; b. The Customer Authority Microsoft Lync Service.
L4	5.4.1.1	The Contractor shall ensure that such integration shall offer equivalent functionality to that stated in paragraph 1.6.1.3.
L4	5.4.1.2	The Contractor shall ensure that such integration shall offer equivalent associated call indexing (metadata) aligned to paragraph 1.6.1.1, in support of the search replay and download functionality stated in paragraphs 3.4.1.1 and 3.5.1.1.

Level	Responsibility	
L2	5.5	Public Telephony Access Service (PTAS)
L3	5.5.1	As an option, and at the request of the Customer Authority the Contractor shall include all physical infrastructure, circuits and number allocation as necessary to deliver the service to be called the "Public Telephony Access Service" in support of Public Telephony Service connectivity to the Contact Centre Service.
L4	5.5.1.1	The Contractor shall ensure the Public Telephony Access Service shall support the capability to deliver media sessions originated by the Contact Centre Service; PTAS Connect, via the Public Telephony Access Service to Public Telephony Services.
L3	5.5.2	The Contractor shall ensure the Public Telephony Access Service shall support the capability to deliver media sessions originated by Public Telephony Service over the Public Telephony Access Service to the Contact Centre Service, via its PTAS Connect.
L4	5.5.2.1	The Contractor will agree provision of new non-public facing geographic numbers and number groups, to ensure delivery of Non-geographic inbound calling via the Public Telephony Access Service (PTAS) in line with the Service Levels as described in Schedule 2.3 (Service Levels and Related Remedies), for connection to the Contact Centre Service.
L4	5.5.2.2	The Contractor shall ensure that any existing public facing geographic numbers and number groups, as agreed with the Customer Authority, are made available by the Public Telephony Access Service for inbound onward connection via the Contact Centre Service.
L4	5.5.3	The Contractor shall deliver all agreed DDI numbers and number groups onto the Public Telephony Access Service in support of the existing dial and number plan strategy of the Customer Authority.
L4	5.5.3.1	The Contractor shall ensure that the Public Telephony Access Service offers the capability to support the interaction functionality defined within paragraph 1.2.1.1q.
L3	5.5.4	The Contractor shall work with the Customer Authority contractors of Non-geographic and Intelligent Network Service to ensure necessary Services alignment.

Level	Responsibility
L4	5.5.4.1 The Contractor shall work with the Customer Authority's Non-geographic and Intelligent Network Service contractor to ensure presentation of real time information on status and performance of the service interconnects allowing end to end management of traffic flow.
L3	5.5.5 The Contractor shall, as necessary to meet the Service Levels, as described in Schedule 2.3 (Service Levels and Related Remedies), ensure provision and management of sufficient port, licensing, and inter-connect capacity to allow the delivery of calls placed by and received by Central Voice Media of the Contact Centre Service. The PTAS capacity to be requested by the Contractor.
L4	5.5.5.1 The Contractor shall as a minimum ensure that sufficient capacity exists to allow delivery of voice media sessions into Central Routing and Queuing at a scale of +50% over maximum concurrent Agent capacity.
L3	5.5.6 The Contractor shall ensure that the Public Telephony Access Service operates a level of voice compression sufficient to meet the Service Levels, as described in Schedule 2.3 (Service Levels and Related Remedies).
L3	5.5.7 The Contractor shall ensure that, for the Public Telephony Access Service, Security Accreditation and approval is obtained and maintained as necessary from the relevant Customer Authority security groups, authorised Third Party Service Providers, boards and external government authorities.
L4	5.5.7.1 The Contractor shall ensure the Public Telephony Access Service is provided in accordance with Security Standards and Policies as defined in Schedule 6.10 (Customer Authority Standards and Policies) and Clause 38.
L4	5.5.7.2 The Contractor shall ensure the Public Telephony Access Service should support operation for telephony traffic classified as "Official" as described in the HMG Security Policy Framework, as referenced in Schedule 6.10 (Customer Authority Standards and Policies).

Level	Responsibility	
L2	5.6	Commodity Device Supply & Support
L3	5.6.1	The Contractor shall support via the Contractors Catalogue supply of commodity devices. Their inclusion being proposed and agreed by the Customer Authority on the basis of a specific agreed requirement.
L3	5.6.2	The Contractor shall propose a range of telephony devices for delivery, in conjunction with Central Voice Media, of the Standard Voice Service and Agent Services. This shall include: <ul style="list-style-type: none"> a. Hard Telephony Device; b. Turrets; hard turret devices or softphone turrets.
L4	5.6.2.1	The Contractor shall propose only telephony devices which are SIP compliant.
L4	5.6.2.2	The Contractor shall manage and support all telephony devices as listed within the Contractor's Catalogue including where necessary but not limited to: <ul style="list-style-type: none"> a. Firmware update management; b. Certificate management, and c. Configuration management.
L4	5.6.2.3	Hard Telephony Device supply; the Contractor shall make available an intuitive and easy to use telephone handset capable of supporting both Standard Voice Service and Agent Services Functionality should include as a minimum, but not be limited to: <ul style="list-style-type: none"> a. standard handset operation; b. contextual active display; c. selectable hands free operation (on-hook monitor/dial and full handsfree); d. selectable headset operation; e. user selectable differential ring tone; f. Inbound and outbound call history access; g. fixed key operation for line, release, hold, mute, volume up/down.

Level	Responsibility
L4	<p>5.6.2.4 The Contractor shall ensure that the Hard Telephony Device and Hard Turret devices shall support, but not be limited to, the following functionality as a secondary resilient mode of operation should the Agent Desktop Service be unavailable:</p> <ol style="list-style-type: none"> a. Hot Desking; support for flexible user location whilst maintaining their unique settings; b. Agent state control and display: Log in/out, ready/not ready & reason codes using Hard Turret keypad; c. Call control: answer/drop, hold/unhold, conference, and transfer calls using Hard Turret keypad; d. Line of business and call work code input using Hard Turret keypad with integration into Central Activity Monitor; e. Outbound Service delivery interface.
L3	<p>5.6.3 Turret device supply; the Contractor shall make available a range of Agent turrets (Hard Turret devices or Soft Turrets) in support of Central Voice Media delivery.</p>
L4	<p>5.6.3.1 The Contractor shall make available a range of Hard Turrets which shall include, as a minimum, the following options:</p> <ol style="list-style-type: none"> a. Standard turret: Optimised device for Agent utilisation offering: <ul style="list-style-type: none"> • standard headset operation; • contextual active display; • dual headset jacks;
	<ul style="list-style-type: none"> • contextual active display; • definable/fixed key offering, Log In/Out, Ready/Not Ready; • fixed key operation for call answer/line, release, hold, mute, volume up/down; b. Minimum form factor turret: the outline characteristic being: <ul style="list-style-type: none"> • headset only operation; • dual headset jacks; • optimised for Agent Desktop Client and SADI call control.

Level	Responsibility
L4	5.6.3.2 The Contractor shall ensure that the Hard Telephony Device and Hard Turret devices include an internal LAN switch supporting as a minimum 10/100 capability for the onward connection of the LAN connected Desktop.
L4	5.6.3.3 The Contractor shall ensure that the Hard Telephony Device and Hard Turret devices shall employ Power over Ethernet (PoE) in accordance with IEEE 802.3af, provided by the LAN Service.
L4	5.6.3.4 The Contractor shall ensure that the Hard Telephony Device and Hard Turret devices shall draw power from the LAN Service in accordance with standard IEEE 802.3af.
L4	5.6.3.5 The Contractor shall ensure that the LAN Service PoE may be withdrawn for periods due to sustainability criteria applied to the LAN switches by the LAN Service.
L4	5.6.3.6 The Contractor shall ensure that the Hard Telephony Device and Hard Turret devices should reboot to their prior status following the re-introduction of PoE.
L4	5.6.3.7 Importantly, the Contractor shall ensure that the Hard Telephony Device and Hard Turret devices power-on cycle should not introduce a high reboot overhead on any service components.
L5	5.6.3.8 The Customer Authority shall procure from the LAN Service Provider IEEE 802.3af ports as required to support Hard Telephony Devices and Hard Turret devices.
L5	5.6.3.9 The Customer Authority shall raise an appropriate Service Request for Hard Telephony Devices and Hard Turret devices.
L4	5.6.3.10 The Contractor shall ensure that the Hard Telephony Devices and Hard Turret devices comply with FCC Part 68 (CFR 47) (hearing aid compatibility [HAC]) to support hearing aids that contain tele-coils - also known as t-coils.
L3	5.6.4 The Contractor shall for Soft Turret implementations provision and licence all client software necessary for the Desktop Service Tower Provider to install such software and licences and integrate it with the Customer Authority Desktop service applicable user devices.

Level	Responsibility
L5	5.6.4.1 The Customer Authority shall raise a non-chargeable Service Request for Soft Turret on existing or new Customer Authority Desktop service applicable user devices.
L4	5.6.4.2 The Contractor shall cooperate with the Desktop Service Tower Provider and provide technical information and support as necessary for the optimum configuration and deployment of the Soft Turret for use with the Customer Authority Desktops, as updated or changed from time-to-time.
L4	5.6.4.3 The Contractor shall cooperate with the Desktop Service Tower Provider and provide technical support necessary for the purpose of integration testing to ensure that the Soft Turret is compatible with the Customer Authority Desktops, as updated or changed from time-to-time.
L5	5.6.4.4 The Customer Authority shall procure that the Desktop Service Tower Provider undertakes integration testing to ensure that the Soft Turret is compatible with the Customer Authority Desktop service, as updated or changed from time-to-time.
L5	5.6.4.5 The Customer Authority will ensure changes to the Customer Authority's Desktop service shall be notified to the Contractor by the Customer Authority.
L3	5.6.5 The Contractor shall ensure the Soft Turret is provided in accordance with Security Standards and Policies as defined in Schedule 6.10 (Customer Authority Standards and Policies) and Clause 38.
L3	5.6.6 The Contractor shall ensure the Soft Turret supports operation for telephony traffic classified as "Official" as described in the HMG Security Policy Framework, as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	5.6.7 Headset supply; the Contractor shall make available through the Contractors Catalogue a range of Agent headsets and associated spares in support of the Hard Telephony Device and Hard Turret devices.

Level	Responsibility
L4	5.6.7.1 The Contractor shall ensure the Hard Telephony Device and Hard Turret devices shall support the continued use of the Customer Authority's existing Plantronics and Jabra headsets, through either re-use of the existing cabling or through provision of a replacement bottom cable, where the headset is capable of maintaining audio quality in relation to the Contractor's Hard Telephony Device and Hard Turret devices.
L3	5.6.8 Headset supply; the Contractor shall make available through the Contractors Catalogue a range of Agent headsets and associated spares in support of Soft Turret.
L3	5.6.9 The Contractor shall on request by the Customer Authority provide the removal from a Customer Authority Site of Hard Telephony Devices and Hard Turret device(s).
L4	5.6.9.1 The Contractor shall make removed Hard Telephony Devices and Hard Turret devices available for re-use and to re-deploy as fulfilment for a Customer Authority Service Request for additional Hard Turret device(s) requested from the Contractor's Catalogue. Where Hard Turret devices are not capable of re-use then they should be de-commissioned.
L5	5.6.9.2 Where Hard Telephony Devices and Hard Turret devices are no longer required the Customer Authority shall raise a non-chargeable Service Request for the removal from the Customer Authority Site of the Hard Telephony Devices and Hard Turret device(s).
L3	5.6.10 The Contractor shall on behalf of the Customer Authority maintain and provide an Asset Register for all telephony devices, as described in Schedule 6.6 (Records Provisions).
L4	5.6.10.1 The Contractor shall manage removed Soft Turret client licences such that they are redeployed (in line with paragraph 5.6.4) in fulfilment of a Customer Authority Service Request for additional Soft Turrets.
L5	5.6.10.2 Where Soft Turrets are no longer required the Customer Authority shall raise a non-chargeable Service Request for the de-install of the client from the Customer Authority Desktop Service applicable user devices by the Desktop Service Tower Provider.

Level	Responsibility
L3	<p>5.6.11 Standalone Textphone device supply; the Contractor shall make available through the Contractors Catalogue a range of standalone Textphone devices suitable for:</p> <ul style="list-style-type: none"> a. Direct connection to PTAS provisioned direct exchange lines (DEL's); b. Connection via Central Services Central Voice Media.
	<p>6 CONTACT CENTRE EMERGING SERVICES</p>
L2	<p>6.1 Cross Channel Integration Service</p>
L3	<p>6.1.1 As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow Users to associate and link interactions over time, across all supported channels. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Cross Channel Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.</p>

Level	Responsibility
L3	<p>6.1.2 The Contractor shall ensure that the Services and interactions supported by the Cross Channel Integration Service include, but are not limited to, the following:</p> <ul style="list-style-type: none"> a. Web Chat Service; b. Co-browsing Service; c. Social Media Service; d. SMS Service; e. Email Service; f. WebRTC Service; g. Video Call Service; h. Tasks/Work Items Service; i. Call Back Service; j. Web Chat Integration Service; k. Co-browsing Integration Service; l. Social Media Integration Service; m. SMS Integration Service; n. Email Integration Service;
	<ul style="list-style-type: none"> o. Video Integration Service; p. Tasks/Work Items Integration Service; q. Call-back Integration Service.
L3	<p>6.1.3 The Contractor shall ensure that the details of previous interactions with a citizen (to be known as "Contact History"), across all channels supported by the Central Routing and Queuing mechanism, are available as input to routing rules and treatments.</p>
L4	<p>6.1.3.1 The Contractor shall ensure that the Contact History shall be available to self-service applications including, but not limited to, Customer Interaction Service and Web Self Service, in order to influence and personalise the self-service experience.</p>

Level	Responsibility
L4	6.1.3.2 The Contractor shall ensure that the Contact History shall be available to externally sourced applications including, but not limited to, applications mapping and/or analysing the complete, end to end, customer journey with the Customer Authority.
L4	6.1.3.3 The Contractor shall ensure that the Contact History shall be retained for all interactions where the citizen has provided a unique identifier. Unique identifiers may include, but are not limited to CLI, email address, case or claim id, National Insurance Number.
L4	6.1.3.4 The contractor shall ensure that Contact History is available to be presented at the Agent Desktop Client (standard and supervisor).
L4	6.1.3.5 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Cross Channel Integration Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.
L4	6.1.3.6 The Contractor shall ensure that Contact History, for the purpose of supporting the Cross Channel Integration Service, shall be retained and accessible for a period up to 14 months from the date of capture.
L4	6.1.3.7 The contractor shall ensure that the Cross Channel Integration Service integrates with the Workforce Optimisation Services (as defined in Section 3 of this Schedule) to the effect of, but not limited to, enabling cross channel analytics.
L2	6.2 Web Chat Service
L3	6.2.1 As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow Users to receive, initiate and interact with Web Chat conversations. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Web Chat Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	6.2.2 The Contractor shall ensure the Web Chat Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.

Level	Responsibility
L3	6.2.3 The Contractor shall ensure that the Web Chat Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	6.2.4 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Web Chat Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.
L3	6.2.5 The Contractor shall ensure that, in support of the Web Chat Service, the features of the Agent Desktop Client (standard and supervisor) provided by the Contractor as part of the Contact Centre Service include, but are not limited to: <ul style="list-style-type: none"> a. Answer; b. Transfer; c. Hang Up; d. Conference.
L3	6.2.6 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Web Chat Service, the Agent Desktop Client has the ability to select from a library of standard responses and response templates to be inserted into a Web Chat reply. Responses should be suggested to the Agent based on the category of the incoming Web Chat. Responses and templates shall include, but not be limited to, fields to allow personalisation of the response, to include but not limited to, citizen name, Agent name.
L3	6.2.7 As an option, and at the request of the Customer Authority, the Contractor shall ensure the Web Chat Service enables Web Chat interactions to be proactively offered to citizens. Proactive Web Chat interactions shall be offered based upon the behaviour of the citizen on the Customer Authority web site including, but not limited to, repeated visits to the same page, extended periods of time viewing the same page, exiting an incomplete web form.
L3	6.2.8 The Contractor shall provide the Customer Authority with the ability to define and implement the rules to determine when a proactive Web Chat interaction will be offered to the citizen.

Level	Responsibility
L3	<p>6.2.9 The Contractor shall ensure that, in support of the Web Chat Service, the features of the Agent Desktop Client – Supervisor provided by the Contractor as part of the Contact Centre Service include, but are not limited to:</p> <ul style="list-style-type: none"> a. Monitor; b. Coaching; c. Intrude; d. Take Over.
L3	<p>6.2.10 As an option, and at the request of the Customer Authority, the Contractor shall ensure that information regarding the citizen's session with the Customer Authority web site, prior to requesting a Web Chat, shall be passed with the Web Chat request to the Central Routing and Queuing mechanism.</p>
L4	<p>6.2.10.1 As an option, and at the request of the Customer Authority, the Contractor shall ensure that data received with the Web Chat request shall be used to determine or influence the routing rule(s) used by the Central Routing and Queuing mechanism to handle that Web Chat request.</p>
L4	<p>6.2.10.2 The Contractor shall, as an option, ensure that information regarding the citizen's session with the Customer Authority web site, prior to requesting a Web Chat can be passed to and displayed in the Agent Desktop Client.</p>
L5	<p>6.2.10.3 The Customer Authority will provide the service or services to capture and make available the data to be associated with the Web Chat request.</p>
L5	<p>6.2.10.4 The Customer Authority will provide to the Contractor details of the format and quantity of data to be associated with the Web Chat request.</p>
L3	<p>6.2.11 The Contractor shall ensure that the Web Chat Service is capable of presenting Agents with a minimum of 4 simultaneous Web Chat sessions.</p>

Level	Responsibility	
L3	6.2.12	The Contractor shall ensure that the use of the Web Chat Service does not require the citizen to download any specific software in order to initiate and interact in a Web Chat session.
L3	6.2.13	The Contractor shall, as an option, ensure that a transcript of each Web Chat interaction with the citizen is stored in the Contact History repository in support of the Cross Channel Integration Service and the Agent Desktop Service.
L3	6.2.14	The Contractor shall, as an option, ensure that a transcript of each Web Chat interaction with the citizen can be emailed to the citizen.
6.3 Co-browsing Service		
L3	6.3.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow Users to Co-browse with citizens. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Co-browsing Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	6.3.2	The Contractor shall ensure that the Co-browsing Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	6.3.3	As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Co-browsing Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.
L3	6.3.4	The Contractor shall ensure that the Co-browsing Service can be initiated directly from an existing web based interaction including, but not limited to, Web Chat, Web Call Back and WebRTC.
L4	6.3.4.1	The Contractor shall ensure that Co-browsing may be initiated either by the Agent or the citizen.
L3	6.3.5	The Contractor shall ensure that the Co-browsing Service can be initiated indirectly through the use of a 'Session Id' or similar mechanism to allow an Agent or Supervisor to 'meet' the citizen on their web session, whilst interacting through another Customer Interaction Service, including, but not limited to voice calls.

Level	Responsibility	
L3	6.3.6	The Contractor shall ensure that the Co-browse Service includes, but not be limited to, allowing Agents to guide citizens in navigating the Customer Authority web site and assisting in filling in web forms.
L3	6.3.7	The Contractor shall ensure that the Co-browsing service supports the Customer Authority in complying with PCI DSS requirements by obscuring sensitive data from the Agent including but not limited to, PAN and CVV.
L3	6.3.8	The Contractor shall ensure that the Co-browsing Service includes functionality to control the submission of forms by the Agent. Specifically, as an option and as requested by the Customer Authority, the Agent should be prevented from submitting a form on behalf of the citizen.
L3	6.3.9	The Contractor shall ensure the Co-browsing Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L3	6.3.10	The Contractor shall ensure that the use of the Co-browsing Service does not require the citizen to download any specific software in order to initiate and interact in a Co-browsing session.
L2	6.4	Social Media Service
L3	6.4.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Users to monitor, analyse, access and engage with citizens through Social Media. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Social Media Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	6.4.2	The Contractor shall ensure that the Social Media Service is fully integrated with the Agent Desktop Client (standard and supervisor).

Level	Responsibility
L3	<p>6.4.3 The Contractor shall ensure that, in support of the Social Media Service, the features of the Agent Desktop Client (Standard and Supervisor) provided by the Contractor as part of the Contact Centre Service include, but are not limited to:</p> <ul style="list-style-type: none"> a. Answering/Receiving incoming Social Media interactions; b. Responding to Social Media interactions on the same channel; c. Responding to Social Media interactions on a different channel; d. Transfer incoming Social Media interactions; e. Create new outbound Social Media interactions.
L3	<p>6.4.4 The Contractor shall ensure that, in support of the Social Media Service, the features of the Agent Desktop Client (Supervisor) provided by the Contractor as part of the Contact Centre Service include, but are not limited to:</p> <ul style="list-style-type: none"> a. Monitor/View Agent activity on individual Social Media interactions; b. Take Over individual Social Media interactions from Agents.
L3	<p>6.4.5 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Social Media Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.</p>
L3	<p>6.4.6 The Contractor shall ensure that the Social Media Service can integrate to social networking sites including, but not limited to, Facebook, Twitter, LinkedIn, Google+ and YouTube.</p>
L3	<p>6.4.7 The Contractor shall ensure that the Social Media Service has the capability to monitor Social Media activity and, based on User defined rules, identifying such activity that is actionable by the Customer Authority.</p>
L3	<p>6.4.8 The Contractor shall, as an option, ensure that a transcript of each Social Media interaction with the citizen is stored in the Contact History repository in support of the Cross Channel Integration Service and the Agent Desktop Service.</p>
L3	<p>6.4.9 The Contractor shall, as an option, ensure that a transcript of each Social Media interaction with the citizen can be emailed to the citizen.</p>

Level	Responsibility	
L3	6.4.10	The Contractor shall ensure the Social Media Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L2	6.5 SMS Service	
L3	6.5.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide a Short Message Service (SMS) Service to allow Users to send and receive text and multimedia messages. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "SMS Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	6.5.2	The Contractor shall integrate to an SMS gateway to allow the transmission of inbound and outbound SMS messages between the Customer Authority Contact Centre Service and public networks.
L5	6.5.3	The Customer Authority will procure that an interface is available to allow the integration of the Contractors SMS Service to the Customer Authority's SMS gateway.
L3	6.5.4	<p>The Contractor shall collaborate with the SMS gateway provider to ensure support for the following features:</p> <ul style="list-style-type: none"> a. Date and time message was sent; b. Sender number identification; c. Ability to send and receive binary content (such as ring tones or logos), where expressly allowed by the Customer Authority, as well as over-the-air programming or configuration data; d. Ability for Users to request delivery reports or delivery receipts to provide positive confirmation of SMS message delivery or receipt, respectively; e. Ability to send messages larger than the standard SMS message size segmented over multiple SMS messages; f. Ability to send messages to multiple recipients; g. Broadcast Alert: Users receive all major headline updates periodically throughout the day.

Level	Responsibility
L3	6.5.5 The Contractor shall ensure the SMS Service delivers the ability for Agents to send a message whilst engaged in another interaction, including, but not limited to, voice call, Web Chat and email.
L3	6.5.6 The Contractor shall ensure the SMS Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L3	6.5.7 The Contractor shall ensure that the SMS Service provides the following features: <ul style="list-style-type: none"> a. SMS Categorisation – Received SMS shall be categorised on, but not limited to, one or more of the following criteria: sender telephone number, receiving telephone number, previous interaction history with the sender, SMS content; b. Automated SMS Acknowledgement – As an option, SMS senders shall receive an automated acknowledgement of their SMS. The acknowledgement shall be determined by User defined rules and be specific to the category of the SMS as defined in a above; c. Automated Response – As an option, SMS senders shall receive an automated answer to their SMS. The Automated Response shall be determined by User defined rules and be specific to the category of the SMS as defined in a above; d. Quality Assurance – As an option, SMS’s from Agents to citizens shall be passed to a team or individual(s) responsible for ensuring the quality and compliance of the response. User defined rules shall determine which SMS are sent for quality assurance and should take account of, but not limited to, the category of the SMS, the skill/level of the Agent, a percentage of all responses.
L3	6.5.8 The Contractor shall ensure that the SMS Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	6.5.9 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the SMS Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.

Level	Responsibility
L3	<p>6.5.10 The Contractor shall ensure that, in support of the SMS Service, the Agent Desktop Client (standard and supervisor) provided by the Contractor as part of the Contact Centre Service, provide the following features:</p> <ul style="list-style-type: none"> a. Answer: The ability to answer an incoming SMS interaction from the desktop; b. Transfer: The ability to transfer an SMS interaction to another destination including but not limited to, Agent, Skill, Group or Queue;
	<ul style="list-style-type: none"> c. Hang Up: The ability to terminate an SMS interaction from the desktop; d. Create: The ability to create and send a new SMS message.
L3	<p>6.5.11 As an option, as at the request of the Customer Authority, the Contractor shall ensure that, in support of the SMS Service, the Agent Desktop Client has the ability to select from a library of standard responses and response templates to be inserted into an SMS reply. Responses should be suggested to the Agent based on the category of the incoming SMS. Responses and templates shall include fields to allow personalisation of the response including but not limited to, citizen name, and Agent name.</p>
L3	<p>6.5.12 The Contractor shall ensure that, in support of the SMS Service, the Agent Desktop Client - Supervisor provided by the Contractor as part of the Contact Centre Service, provides the following features:</p> <ul style="list-style-type: none"> a. Monitor: The ability to passively view a current SMS interaction an Agent is working on; b. Take Over: The ability for the Supervisor on a Monitored SMS interaction to take over that SMS, dropping the connected Agent(s) from the interaction.
L3	<p>6.5.13 The Contractor shall, as an option, ensure that a transcript of each SMS interaction with the citizen is stored in the Contact History repository in support of the Cross Channel Integration Service and the Agent Desktop Service.</p>
L3	<p>6.5.14 The Contractor shall, as an option, ensure that a transcript of each SMS interaction with the citizen can be emailed to the citizen.</p>

Level	Responsibility	
L2	6.6	Email Service
L3	6.6.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow Users to send, receive and respond to email contacts. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Email Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	6.6.2	As an option, and at the request of the Customer Authority, the Contractor shall ensure the Email Service is capable of receiving and sending emails through Customer Authority mailboxes through standard email access methods (including, but not limited to MS Exchange, POP3, IMAP, SMTP).
L5	6.6.2.1	The Customer Authority shall procure and provide the Contractor with access to suitable mailboxes.
L3	6.6.3	As an option, and at the request of the Customer Authority, the Contractor shall ensure the Email Service is capable of creating and receiving emails directly from web page forms, to be known as "Web Form Emails".
L4	6.6.3.1	The Contractor shall provide a mechanism to create and send emails from a web page form to be received by the Email Service.
L5	6.6.3.2	The Customer Authority shall provide the service or services to make available to the Contractor a suitable web form from which the Web Form Email can be created by the citizen.
L5	6.6.3.3	The Customer Authority shall provide the service or services to capture and make available to the Contractor the citizen data to be associated with the Web Form Email.
L4	6.6.3.4	As an option, and at the request of the Customer Authority, the Contractor shall ensure that information regarding the citizen's session with the Customer Authority web site, prior to sending a Web Form Email, shall be passed with the email to the Central Routing and Queuing mechanism.

Level	Responsibility
L4	6.6.3.5 The Contractor shall ensure that data received with the Web Form Email shall, as an option, be used to determine or influence the routing rule(s) used by the Central Routing and Queuing mechanism to handle that Web Form Email request.
L4	6.6.3.6 The Contractor shall, as an option, ensure that information regarding the citizen's session with the Customer Authority web site, prior to sending a Web Form Email can, be passed to and displayed in the Agent Desktop Client.
L5	6.6.3.7 The Customer Authority will provide to the Contractor details of the format and quantity of data to be associated with the Web Form Email.
L3	6.6.4 The Contractor shall ensure the Email Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L3	6.6.5 The Contractor shall ensure that the Email Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	6.6.6 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Email Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.

Level	Responsibility
L3	<p>6.6.7 The Contractor shall ensure that the Email Service provides the following features:</p> <ul style="list-style-type: none"> a. Email Categorisation – Received emails shall be categorised on, but not limited to, one or more of the following criteria: sender email address, receiving mailbox, previous interaction history with the sender, email subject, email body content; b. Automated Acknowledgement – As an option, email senders shall receive an automated acknowledgement of their email. The acknowledgement shall be determined by User defined rules and be specific to the category of the email as defined in a above; c. Automated Response – As an option, email senders shall receive an Automated Response to their email. The Automated Response shall be determined by User defined rules and be specific to the category of the email as defined in a above; d. Quality Assurance – As an option, emails from Agents to citizens shall be passed to a team or individual(s) responsible for ensuring the quality and compliance of the response. User defined rules shall determine which emails are sent for Quality Assurance and should take account of, but not limited to, the category of the email, the skill/level of the Agent, a percentage of all responses.
L3	<p>6.6.8 The Contractor shall ensure that, in support of the Email Service, the Agent Desktop Client (standard and supervisor) provided by the Contractor as part of the Contact Centre Service, provide the following features:</p> <ul style="list-style-type: none"> a. Answer: The ability to answer an incoming email interaction from the desktop; b. Transfer: The ability to transfer an email interaction to another destination including but not limited to, Agent, Skill, Group or Queue;
	<ul style="list-style-type: none"> c. Hang Up: The ability to terminate an email interaction from the desktop; d. Create: The ability to create and send a new email message.

Level	Responsibility
L3	<p>6.6.9 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Email Service, the Agent Desktop Client has the ability to select from a library of standard responses and response templates to be inserted into an email reply. Responses should be suggested to the Agent based on the category of the incoming email. Responses and templates shall include fields to allow personalisation of the response including, but not limited to, citizen name, Agent name.</p>
L3	<p>6.6.10 The Contractor shall ensure that, in support of the Email Service, the Agent Desktop Client - Supervisor provided by the Contractor as part of the Contact Centre Service, provides the following features:</p> <ul style="list-style-type: none"> a. Monitor: The ability to passively view a current Email interaction an Agent is working on; b. Take Over: The ability for the Supervisor on a Monitored email interaction to take over that email, dropping the connected Agent(s) from the interaction.
L3	<p>6.6.11 The Contractor shall, as an option, ensure that a transcript of each email interaction with the citizen is stored in the Contact History repository in support of the Cross Channel Integration Service and the Agent Desktop Service.</p>
L2	<p>6.7 WebRTC Service</p>
L3	<p>6.7.1 As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow Users to receive and interact with browser initiated voice and video calls. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "WebRTC Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.</p>
L3	<p>6.7.2 The Contractor shall ensure the WebRTC Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.</p>
L3	<p>6.7.3 The Contractor shall ensure that the WebRTC Service is fully integrated with the Agent Desktop Client (standard and supervisor).</p>

Level	Responsibility
L3	<p>6.7.4 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the WebRTC Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.</p>
L3	<p>6.7.5 The Contractor shall ensure that, in support of the WebRTC Service, the features of the Agent Desktop Client (standard and supervisor) provided by the Contractor as part of the Contact Centre Service include, but are not limited to:</p> <ul style="list-style-type: none"> a. Answer; b. Transfer; c. Hang Up; d. Conference.
L3	<p>6.7.6 The Contractor shall ensure that, in support of the WebRTC Service, the features of the Agent Desktop Client – Supervisor provided by the Contractor as part of the Contact Centre Service include, but are not limited to:</p> <ul style="list-style-type: none"> a. Monitor; b. Coaching; c. Intrude; d. Take Over.
L3	<p>6.7.7 As an option, and at the request of the Customer Authority, the Contractor shall ensure that information regarding the citizen's web site interaction prior to requesting a WebRTC interaction shall be passed with the interaction to the Central Routing and Queuing mechanism.</p>
L4	<p>6.7.7.1 The Contractor shall ensure that data received with the WebRTC interaction shall, as an option, be used to determine or influence the routing rule(s) used by the Central Routing and Queuing mechanism to handle that WebRTC interaction.</p>
L4	<p>6.7.7.2 The Contractor shall ensure that information regarding the citizen's web site interaction prior to requesting a WebRTC interaction can, as an option, be passed to and displayed in the Agent Desktop Client.</p>

Level	Responsibility	
L5	6.7.7.3	The Customer Authority will provide the service or services to capture and make available the data to be associated with the WebRTC interaction.
L5	6.7.7.4	The Customer Authority will provide to the Contractor details of the format and quantity of data to be associated with the WebRTC interaction.
L2	6.8 Video Call Service	
L3	6.8.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow Users to receive and interact with video calls. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Video Call Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	6.8.2	The Contractor shall ensure the Video Call Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L3	6.8.3	The Contractor shall ensure that the Video Call Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	6.8.4	As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Video Call Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.

Level	Responsibility	
L3	6.8.5	<p>The Contractor shall ensure that, in support of the Video Call Service, the Agent Desktop Client (standard and supervisor) provided by the Contractor as part of the Contact Centre Service, provides the following features:</p> <ul style="list-style-type: none"> a. Answer: The ability to answer an incoming Video Call interaction from the desktop; b. Transfer: The ability to transfer a Video Call interaction to another Agent, Skill, Group or Queue; c. Hang Up: The ability to terminate a Video Call interaction from the desktop; d. Conference: The ability to initiate a Video Call conference with one or more additional Agents.
L3	6.8.6	<p>The Contractor shall ensure that, in support of the Video Call Service, the Agent Desktop Client - Supervisor provided by the Contractor as part of the Contact Centre Service, provides the following features:</p> <ul style="list-style-type: none"> a. Monitor: The ability to passively view a current Video Call interaction between an Agent and a citizen. This includes the ability to monitor multi-party (conference) Video interactions; b. Intrude: The ability to intrude in (barge in) to a monitored Video Call interaction. The intruding Supervisor will be active in the Video Call interaction along with any parties in the Video Call session prior to the Intrude; c. Take Over: The ability for the Supervisor on a monitored Video Call interaction to take over that Video Call interaction with the citizen, dropping the connected Agent(s) from the interaction.
L2	6.9 Task Handling Service	
L3	6.9.1	<p>As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide a Task Handling Services to allow Users to route and queue tasks and work items. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Task Handling Services", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.</p>

Level	Responsibility	
L3	6.9.2	The Contractor shall ensure that the Task Handling Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	6.9.3	As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Task Handling Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.
L3	6.9.4	<p>The Contractor shall ensure that, in support of the Task Handling Service, the Agent Desktop Client (standard and supervisor) provided by the Contractor as part of the Contact Centre Service, provides the following features:</p> <ul style="list-style-type: none"> a. Answer: The ability to answer an incoming Task Handling interaction from the desktop; b. Transfer: The ability to transfer a Task Handling interaction to another Agent, Skill, Group or Queue;
		<ul style="list-style-type: none"> c. Hang Up: The ability to terminate a Task Handling interaction from the desktop.
L4	6.9.4.1	The Contractor shall ensure that data received with the Task Handling interaction shall, as an option, be used to determine or influence the routing rule(s) used by the Central Routing and Queuing mechanism to handle that Task Handling interaction.
L5	6.9.4.2	The Customer Authority will provide the service or services to capture and make available the data to be associated with the Task Handling interaction.
L5	6.9.4.3	The Customer Authority will provide to the Contractor details of the format and quantity of data to be associated with the Task Handling interaction.
L3	6.9.5	The Contractor shall ensure the Task Handling Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.

Level	Responsibility
	6.10 Call Back Service
L3	6.10.1 As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to offer Call Backs to citizens. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Call Back Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	6.10.2 The Contractor shall ensure the Call Back Service includes, but is not limited to, the following features: <ul style="list-style-type: none"> a. Automated Call Back – queuing caller selects or is offered a specific call back time and date; b. Virtual Queuing – callers hang up but their place is maintained in queue; c. Web Call Back - caller selects or is offered a specific call back time and date from a web page.
L4	6.10.2.1 The Contractor shall ensure that Automated Call Backs and Web Call Backs shall only be scheduled for times at which there is expected to be Agent capacity to service that Call Back. This should be based upon, but not limited to, Agent schedules and forecasted interaction volumes provided by the Workforce Management Service.
L4	6.10.2.2 The Contractor shall ensure Automated Call Backs are offered to citizens based upon metrics from the Central Routing and Queuing mechanism including, but not limited to, estimated time to answer or queue length.
L3	6.10.3 The Contractor shall ensure that the Call Back Service enables the citizen to record a brief message to be associated with their call beck request including, but not limited to, their name.
L3	6.10.4 The Contractor shall ensure that the Call Back Service captures a call back number from the citizen.
L4	6.10.4.1 The contractor shall ensure that the options for capturing a call back number include, but are not limited to, CLI and customer entered digits.

Level	Responsibility
L3	6.10.5 The Contractor shall ensure that in fulfilment of a Call Back the Call Back Service will confirm the connected party is the correct party, with options for the citizen (connected party) to reschedule, decline or accept the Call Back.
L3	6.10.6 The Contractor shall ensure that on delivery of a Call Back interaction to an Agent, the Call Back Service will present to the Agent details of the connected citizen including, but not limited to, the citizen's name and the service they require (were originally queuing for).
L4	6.10.6.1 The contractor shall ensure that the options for presenting the citizen details include, but are not limited to, a whisper to the Agent headset and screen pop in the Agent Desktop Client.
L3	6.10.7 The Contractor shall ensure the Call Back Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L3	6.10.8 The Contractor shall ensure that the Call Back Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	6.10.9 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Call Back Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.
L3	6.10.10 The Contractor shall ensure that the Call Back Service provides, when combined with correct operating practice, a service in line with the Ofcom Revised statement of policy on the persistent misuse of an electronic communications network or service (September 2008).
L2	6.11 Voice Biometrics Service
L3	6.11.1 As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to offer Voice Biometrics citizen identification and verification. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Voice Biometrics Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.

Level	Responsibility	
L3	6.11.2	The Contractor shall provide a Voice Biometrics Service which provides a demonstrable level of accuracy in recognition rates.
L3	6.11.3	The Contractor shall ensure the Voice Biometric Service has the ability to register citizens at multiple points in the call flow including, but not limited to, on call arrival, during interaction with the Customer Interaction Service and transferred from the Agent Desktop Client.
L3	6.11.4	The Contractor shall ensure the Voice Biometric Service has the ability to identify and verify citizens at multiple points in the call flow including, but not limited to, on call arrival, during interaction with the Customer Interaction Service and transferred from the Agent Desktop Client.
L3	6.11.5	The Contractor shall ensure that the Voice Biometric Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	6.11.6	As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Voice Biometric Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.
L3	6.11.7	The Contractor shall ensure the identification and verification status of the citizen is clearly presented to the Agent. This shall include, but is not limited to, "Registered", "Not Registered", "Verified" and "Not Verified".
L3	6.11.8	The Contractor shall ensure the Voice Biometric Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L2	6.12 Scripting Service	
L3	6.12.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide a scripting service to guide Agents through interactions. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Scripting Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.

Level	Responsibility
L3	6.12.2 The contractor shall ensure that the Scripting Service provides open, standards based integration to Customer Authority back end systems including, but not limited to, XML, ODBC and SOAP.
L3	6.12.3 The Contractor shall ensure that the Scripting Service can be used with all appropriate supported interactions types including but not limited to Inbound Calls and Outbound Calls.
L3	6.12.4 The contractor shall ensure that the Scripting Service provides a graphical call script designer suitable for use by a Customer Authority Administrative User.
L4	6.12.4.1 The Contractor shall ensure that Scripting Service allows call scripts to be updated in real time without the need to log Agents out and in to the service.
L4	6.12.4.2 The Contractor shall ensure that the Scripting Services allows call scripts to be navigated in multiple ways, providing the Agent with flexibility in call flow whilst ensuring compulsory steps are covered.
L4	6.12.4.3 The Contractor shall ensure that the Scripting Service provides a browser-based Agent interface.
L3	6.12.5 The Contractor shall ensure that the Scripting Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	6.12.6 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Scripting Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.
L3	6.12.7 The Contractor shall ensure the Scripting Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.

Level	Responsibility	
L2	6.13	Automated Outbound Contact Service
L3	6.13.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow Users to automate outbound contacts. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Automated Outbound Contact Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	6.13.2	The Contractor shall ensure that the Automated Outbound Contact Service supports all appropriate Interaction types including, but not limited to, voice, email, SMS.
L3	6.13.3	As an option, and on request of the Customer Authority, the Contractor shall ensure that Automated Outbound Contact Service is capable of integration with Customer Authority back end systems including, but not limited to, CAM and CAM-Lite.
L3	6.13.4	The Contractor shall ensure that Automated Outbound Contact Service provides an open, standards based interface to allow the creation of automated outbound contact requests.
L5	6.13.4.1	The Customer Authority will provide to the Contractor details of the format and quantity of data to be used to create automated outbound contact requests.
L3	6.13.5	The Contractor shall provide the capability for the Customer Authority to manage Automated Outbound Contact Service through a business user interface and rules engine.
L3	6.13.6	The Contractor shall ensure that the Automated Outbound Contact Service can support the Customer Authority in delivering an Ofcom regulations compliant service. This shall include, but not be limited to, support for Do Not Call lists and presentation of a valid calling party number.

Level	Responsibility
L3	6.13.7 The Contractor shall ensure the Automated Outbound Contact Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L3	6.13.8 As an option, and at the request of the Customer Authority, the Contractor shall ensure that the Automated Outbound Contact Service enables called parties to reply to or call back following receipt of an automated message or call respectively.
L2	6.14 Multimedia Outbound Contact Service
L3	6.14.1 As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow Users to make multimedia outbound contacts. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Multi-media Outbound Contact Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	6.14.2 The Contractor shall ensure that the Multi-media Outbound Contact Service is fully integrated with the "Outbound Service", as detailed in Section 1.14.
L3	6.14.3 The Contractor shall ensure that the Multi-media Outbound Contact Service is capable of delivering equivalent functionality to the Voice Outbound Contact Service.
L3	6.14.4 The Contractor shall ensure that the Multimedia Outbound Contact Service is capable of supporting all appropriate Interaction types including, but not limited to email and SMS.
L3	6.14.5 The Contractor shall ensure that the Multimedia Outbound Contact Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	6.14.6 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Multimedia Outbound Contact Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.

Level	Responsibility	
L3	6.14.7	The Contractor shall ensure the Multimedia Outbound Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L2	6.15 Screen Recording Service	
L3	6.15.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow Users to record desktop screen activity. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Screen Recording Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	6.15.2	The Contractor shall ensure that the Screen Recording Service is fully integrated with Central Voice Recording Capture and Archive Storage (Section 1.6) and the Quality Monitoring Service (Section 3.3).
L3	6.15.3	The Contractor shall ensure that screen recordings can be retrieved with associated interaction recordings through a common interface.
L3	6.15.4	The Contractor shall ensure the Screen Recording Service enables the Customer Authority to define and manage rules to determine when screen recordings are taken, including, but not limited to, all interactions, selected interactions based on the nature of the interaction, random selection of interactions, selected interactions based upon the profile of the Agent.
L3	6.15.5	The Contractor shall ensure that the Screen Recording Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	6.15.6	As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Screen Recording Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.
L3	6.15.7	The Contractor shall ensure that the Screen Recording Service supports the requirements of PCI DSS including, but not limited to, not recording specific screens, areas of a screen or specific fields.

Level	Responsibility	
L2	6.16	Text Channel Analytics Service
L3	6.16.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow Users to analyse all text based contacts. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Text Channel Analytics Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	6.16.2	The Contractor shall ensure that the Text Channel Analytics Service is fully integrated with the Central Voice Recording Capture and Archive Storage (Section 1.6) and the Quality Monitoring Service (Section 3.3).
L3	6.16.3	The Contractor shall ensure that the Text Channel Analytics Service is capable of supporting all text based Interaction types including, but not limited to, Web Chat, email, SMS and Social Media.
L3	6.16.4	The Contractor shall ensure the Text Channel Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L3	6.16.5	The Contractor shall ensure that the Text Channel Analytics Service is capable of delivering equivalent functionality to that provided by the Speech Analytics Service as detailed in Section 3.2.
L2	6.17	Real Time Analytics Service
L3	6.17.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow Users to analyse all contacts in real time. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Real Time Analytics Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.

Level	Responsibility
L3	6.17.2 The Contractor shall ensure that the Real Time Analytics Service is fully integrated with the Central Services.
L3	6.17.3 The Contractor shall ensure that the Real Time Analytics Service supports all appropriate Interaction types including but not limited to, Voice, Web Chat, Social Media, Email and WebRTC.
L3	6.17.4 The Contractor shall ensure that the Real Time Analytics Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	6.17.5 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Real Time Analytics Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.
L3	6.17.6 The Contractor shall ensure that the Real Time Analytics Service enables the presentation of "next best action" guidance to the Agent Desktop Client during the interaction.
L3	6.17.7 The Contractor shall ensure that the Real Time Analytics Service indicates to Agents if and when required information has been given to the citizen.
L3	6.17.8 The Contractor shall ensure the Real Time Analytics Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L3	6.17.9 The Contractor shall ensure that the Real Time Analytics Service enables real time alerts to be sent to supervisors.
L4	6.17.9.1 The Contractor shall ensure that the Real Time Analytics Service reporting applications allow definition of analysis according to customer defined indexing of calls, including but not limited to: <ul style="list-style-type: none"> a. Agent; b. Team; c. Site or Site Groups; d. Service Line.

Level	Responsibility	
L2	6.18 Data Warehouse Export Service	
L3	6.18.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow Users to export expanded data sets into a Customer Authority designated data repository. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Data Warehouse Export Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	6.18.2	The Contractor shall ensure that all Contact Centre Service data is available, at the request of the Customer Authority, either directly or a via a context driver.
L3	6.18.3	The Contractor shall ensure the Data Warehouse Export Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L2	6.19 Virtual Agent Service	
L3	6.19.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to deliver Virtual Agent functionality. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Virtual Agent Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	6.19.2	The Contractor shall ensure that the use of the Virtual Agent Service does not require the citizen to download any specific software in order to initiate and interact in a Virtual Agent session.
L3	6.19.3	As an option, and at the request of the Customer Authority, the Contractor shall ensure that interactions can be escalated from the Virtual Agent Service to a live Agent service, including, but not limited to, the Web Chat Service.

Level	Responsibility
L3	6.19.4 The Contractor shall ensure that the Virtual Agent Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	6.19.5 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Virtual Agent Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.
L4	6.19.5.1 The Contractor shall ensure that a full transcript of the interaction the citizen has had with the Virtual Agent shall be passed to the receiving live Agent.
L4	6.19.5.2 As an option, and at the request of the Customer Authority, the Contractor shall ensure that the Virtual Agent Service integrates with a common Customer Authority procured Knowledge Management Intregation Service.
L5	6.19.5.3 The Customer Authority will provide to the Contractor details of the interface available into the Knowledge Management Integration Service.
L3	6.19.5.4 The Contractor shall ensure the Virtual Agent Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L2	6.20 Automated Payment Service
L3	6.20.1 As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide an automated card payment service to allow citizens to make card payments via the telephone channel. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Automated Payment Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	6.20.2 The Contractor shall ensure that, as an option and at the request of the Customer Authority, the Automated Payment Service is designed and implemented in such a way as to remove the Contact Centre Service from the scope of the Payment Card Industry Data Security Standards (PCI DSS).

Level	Responsibility
L4	6.20.2.1 The Contractor shall ensure that the Automated Payment Service prevents DTMF tones entered from the citizen's telephone keypad, whilst entering their PAN and/or CVV, from being heard by the Agent or the Call Recording Service.
L4	6.20.2.2 The Contractor shall ensure that the Automated Payment Service enables citizen card payments to be taken by the Customer Authority without displaying, recording or retaining the citizen's complete Personal Account Number (PAN).
L5	6.20.2.3 The Customer Authority shall provide the Contractor with details of the elements of the PAN that may, as an option, be retained for associating a payment card with a citizen, whilst complying with PCS DSS requirements.
L4	6.20.2.4 The Contractor shall ensure that the Automated Payment Service enables citizen card payments to be taken by the Customer Authority without displaying, recording or retaining the citizen's Card Validation Value (CVV).
L3	6.20.3 The Contractor shall ensure that the Automated Payment Service fully integrates to the Customer Interaction Service enabling card payments to be taken with no Agent intervention.
L4	6.20.3.1 The Contractor shall ensure the Automated Payment Service, working in cooperation with the Customer Interaction Service, enables a fully self-service payment capability.
L4	6.20.3.2 The Contractor shall ensure that, as an option, the Automated Payment Service, working in cooperation with the Customer Interaction Service, enables Agents to transfer callers to this Service.
L4	6.20.3.3 The Contractor shall ensure that, when a caller is transferred to Automated Payment Service, the transferring Agent is released from the call and is able to take new interactions.
L4	6.20.3.4 The contractor shall ensure that the Automated Payment Service returns the result of the card payment to the Customer Interaction Service including, but not limited to, successful payment and declined payment.

Level	Responsibility
L3	6.20.4 The Contractor shall ensure that an Agent is able to conference a caller to the Automated Payment Service for the purpose of that caller entering their card payment details.
L4	6.20.4.1 The Contractor shall ensure that whilst callers are interacting with the Automated Payment Service the Agent shall be prevented from hearing or seeing the caller input including, but not limited to, DTMF tones and spoken or typed information. Notwithstanding, the Agent shall remain engaged in the call.
L4	6.20.4.2 The Contractor shall ensure that the Automated Payment Service is automatically disconnected from the call on completion of the payment.
L3	6.20.5 The Contractor shall ensure that, as an option and on request of the Customer Authority, the Automated Payment Service is fully integrated with the Customer Authority's transactional applications.
L4	6.20.5.1 The Contractor shall ensure that the payment process can, as an option, be managed and controlled by the Agent through the Customer Authority's transactional applications, with the Automated Payment Service interacting with the citizen only at the point that PAN and CVV are requested.
L3	6.20.6 The Contractor shall ensure that the Automated Payment Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L4	6.20.6.1 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Automated Payment Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.
L3	6.20.7 The Contractor shall ensure the Automated Payment Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L4	6.20.8 For the avoidance of doubt, the Contractor shall ensure that card payment details shall not be displayed, recorded or retained; notwithstanding, the Workforce Optimisation Services and Management Information Services shall maintain a consistent record of the end to end interaction, indicating that citizens have interacted with the Automated Payment Service along with the entire interaction with the Customer Interaction Service and/or Agent.

Level	Responsibility	
	7	CONTACT CENTRE INTEGRATION SERVICES
L2	7.1	Interaction Integration Service
L3	7.1.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate one or more externally sourced interactions. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Interaction Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	7.1.2	<p>The Contractor shall provide open, standards based interfaces (to include, but not limited to SIP, XML and SOAP and/or REST) to the Central Routing and Queuing mechanism. These interfaces will extend the Central Services capabilities of the platform to include, but not limited to, the following externally sourced, integrated services:</p> <ul style="list-style-type: none"> a. Web Chat Integration Service; b. Co-browsing Integration Service; c. Social Media Integration Service; d. SMS Integration Service; e. Email Integration Service; f. Video Integration Service;

Level	Responsibility	
		<ul style="list-style-type: none"> g. Tasks/Work Items Integration Service; h. Call-back Integration Service; i. Customer Feedback Survey Integration Service; j. Voice Biometrics Integration Service; k. Scripting Integration Service; l. Automated Outbound Contact Integration Service; m. Virtual Agent Integration Service; n. Automated Payment Integration Service; o. Knowledge Management Integration Service; p. Back End Integration Service.
L3	7.1.3	The Contractor shall ensure all integrated services are fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L5	7.1.3.1	As an option, the Customer Authority may procure one of more integrated services from an alternative procurement channel, such as, but not limited to, G-Cloud.
L3	7.1.4	The Contractor shall ensure that the Interaction Integration Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	7.1.5	As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Interaction Integration Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.
L3	7.1.6	The Contractor shall ensure that the Interaction Integration Service shall be fully integrated with the Workforce Optimisation Services (recording, management, quality and performance monitoring) and Management Information Services.

Level	Responsibility	
L2	7.2	Web Chat Integration Service
L3	7.2.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate an externally sourced Web Chat application or service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Web Chat Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L2	7.3	Co-browsing Integration Service
L3	7.3.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate an externally sourced Co-browsing application or service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Co-browsing Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L2	7.4	Social Media Integration Service
L3	7.4.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate an externally sourced social media application or service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Social Media Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.

Level	Responsibility	
L2	7.5	SMS Integration Service
L3	7.5.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate an externally sourced SMS application or service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "SMS Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L2	7.6	Email Integration Service
L3	7.6.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate an externally sourced email application or service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Email Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L2	7.7	Video Call Integration Service
L3	7.7.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate an externally sourced video application or service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Video Call Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.

Level	Responsibility	
L2	7.8	Task Handling Integration Service
L3	7.8.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate an externally sourced task handling application or service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Task Handling Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L2	7.9	Call Back Integration Service
L3	7.9.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate an externally sourced call back application or service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Call Back Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L2	7.10	Customer Feedback Survey Integration Service
L3	7.10.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate an externally sourced customer feedback application or service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Customer Feedback Survey Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.

Level	Responsibility	
L2	7.11	Voice Biometrics Integration Service
L3	7.11.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate an externally sourced voice biometrics application or service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Voice Biometrics Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L2	7.12	Scripting Integration Service
L3	7.12.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate an externally sourced agent scripting application or service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Scripting Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L2	7.13	Automated Outbound Contact Integration Service
L3	7.13.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate an externally sourced automated outbound application or service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Automated Outbound Contact Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.

Level	Responsibility	
L2	7.14	Virtual Agent Integration Service
L3	7.14.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate an externally sourced virtual agent application or service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Virtual Agent Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L2	7.15	Automated Payment Integration Service
L3	7.15.1	As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate an externally sourced automated payment application or service. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Automated Payment Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L2	7.16	Knowledge Management Integration Service
L3	7.16.1	As an option, and at the request of the Customer Authority, the Contractor shall integrate with functionality to allow the Customer Authority to utilise a common knowledge base. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such integration to the Contact Centre Service integrated functionality. Such service to be called the "Knowledge Management Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	7.16.2	The Contractor shall ensure that the Knowledge Management Integration Service is fully integrated with the Agent Desktop Client (standard and supervisor).

Level	Responsibility
L3	7.16.3 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Knowledge Management Integration Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.
L3	7.16.4 The Contractor shall ensure that information in the Knowledge Management Integration Service shall be accessible to and presented at the Agent Desktop Client (standard and supervisor).
L4	7.16.4.1 The Contractor shall ensure that data passed from the Central Routing and Queuing Mechanism to the Agent Desktop Client, on presentation of the interaction, shall be used to search and/or filter information in the Knowledge Management Integration Service, ensuring Agents are presented with information relevant to the interaction they are handling.
L5	7.16.4.2 The Customer Authority will provide to the Contractor details of the format and quantity of data to be associated with an interaction and passed to the Agent Desktop Client.
L3	7.16.5 The Contractor shall ensure that the Knowledge Management Integration Service is fully integrated with the Customer Interaction Service.
L4	7.16.5.1 The Contractor shall ensure that data passed to or collected within the Customer Interaction Service shall be used to search and/or filter information in the Knowledge Management Integration Service, enabling callers to be presented with information relevant to the nature and requirements of their call.
L4	7.16.5.2 As an option, and at the request of the Customer Authority, the Contractor shall enable the presentation of Knowledge Management Integration Service information to callers through Text To Speech (TTS) and/or pre-recorded, concatenated recorded messages.
L5	7.16.5.3 The Customer Authority will provide to the Contractor details of the format and quantity of data to be associated with an interaction and passed to the between the Knowledge Management Integration Service and the Customer Interaction Service.

Level	Responsibility
L3	7.16.6 The Contractor shall ensure that the Knowledge Management Integration Service is fully integrated with the Virtual Agent Service.
L4	7.16.6.1 The Contractor shall ensure that information in the Knowledge Management Integration Service shall be accessible to and presented by the Virtual Agent Service.
L2	7.17 Back End System Integration Service
L3	7.17.1 As an option, and at the request of the Customer Authority, the Contractor shall plan, design, install, test and provide all infrastructure required to provide functionality to allow the Customer Authority to integrate back end systems and applications. The Contractor shall include all physical infrastructure, licenses and software as necessary to deliver such Contact Centre Service integrated functionality. Such service to be called the "Back End System Integration Service", and shall be delivered to Contact Centre Service Users specified by the Customer Authority.
L3	7.17.2 The contractor shall ensure that the Back End System Integration Service enables the Customer Authority to automate full or partial fulfilment of business processes.
L4	7.17.2.1 The Contractor shall ensure that the Back End System Integration Service is fully integrated with the Customer Interaction Service.
L4	7.17.2.2 The Contractor shall ensure the Back End System Integration Service is fully integrated with the Central Services to enable common rules to be applied, to meet the appropriate business strategy.
L3	7.17.3 The Contractor shall ensure that the Back End System Integration Service is fully integrated with the Agent Desktop Client (standard and supervisor).
L3	7.17.4 As an option, and at the request of the Customer Authority, the Contractor shall ensure that, in support of the Back End System Integration Service, the Siebel Agent Desktop is capable of delivering equivalent functionality to that provided by the Agent Desktop Client.

Level	Responsibility	
L1	8	SERVICES SUPPORT
L2	8.1	Network Architecture Model
L3	8.1.1	The Contractor shall maintain a Network Architecture Model for the Services based on the Customer Authority Architectural Product Catalogue as listed in table 5 in Schedule 6.10 (Customer Authority Standards and Policies) of the Call-Off Contract and any other relevant documents as agreed with the Customer Authority.
L3	8.1.2	The Contractor shall maintain the Network Architecture Model to reflect agreed changes in the Customer Authority Architectural Product Catalogue and other relevant documents as agreed.
L3	8.1.3	The Contractor shall provide the Services in accordance with the Network Architecture Model.
L3	8.1.4	The Contractor shall provide and maintain accurate high level details of system physical designs for reference to the Customer Authority.
L3	8.1.5	The Contractor shall provide reasonable input to the development of the Architectural Product Catalogue of the Customer Authority as required by the Customer Authority or the SIAM Service Tower Provider.
L3	8.1.6	The Contractor shall identify any potential exceptions or improvements to the Network Architecture Model (as supplied in the Business Reference Library) in accordance with the principles of Continual Service Improvement as outlined in the Terms and Conditions Clause 13.
L2	8.2	Enhanced Accessibility Support Service
L3	8.2.1	The Contractor shall provide and manage a service that delivers and supports Accessibility solutions for a diverse range of Contact Centre Service End Users. The scope of the service to include; commodity device supply, advice lines, on-site support, and incident handling and a range of Reasonable Adjustments. Such a service to be called the "Enhanced Accessibility Support Service" and shall be fully compliant with the Equality Act 2010 and any further relevant legislation.

Level	Responsibility	
L3	8.2.2	The Contractor shall provide the agreed Accessibility Commodity items within the Contractor's Catalogue.
L3	8.2.3	The Contractor shall agree additions and changes to the Accessibility Commodity items with the Customer Authority.
L3	8.2.4	The Contractor shall have tested Accessibility Commodity items for compatibility with the Contact Centre Service before adding them to the Contractor's Catalogue.
L3	8.2.5	<p>The Contractor shall have tested Contact Centre desktop applications for compatibility with the Customer Authority standard accessibility service deployments. This should include be not be limited to:</p> <ul style="list-style-type: none"> a. JAWS (Job Access with Speech); b. Dragon; c. MAGic.
L3	8.2.6	Provision of Accessibility Commodity items shall be through a Customer Authority Service Request.
L3	8.2.7	<p>The Contractor shall provide an Accessibility Advice Line to answer enquiries relating to Accessibility supporting:</p> <ul style="list-style-type: none"> a. Accessibility Commodity items; b. Standard Accessibility application utilisation within the Contact Centre.
L3	8.2.8	The Accessibility Advice Line shall be accessed by the Customer Authority via a designated Contractor advised email address.
L3	8.2.9	<p>The Contractor shall on receipt of a non-chargeable Service Request from the Customer Authority, organise for a member of the Contractor's accessibility team to make an on-site accessibility visit. Visits being requested for the following activities:</p> <ul style="list-style-type: none"> a. Accessibility Commodity item demonstration; b. Accessibility Commodity item installation; c. Training in the use of Accessibility Commodity items.

Level	Responsibility	
L3	8.2.10	The Contractor shall hold sufficient items from the Contractor's Catalogue for use in accessibility demonstrations.
L3	8.2.11	The Contractor shall provide an Accessibility Incident Service where the Contractor shall resolve accessibility incidents within 2 business days.
L3	8.2.12	If the incident cannot be clearly diagnosed, a member of the Contractors accessibility team shall visit the User as soon as practical to resolve the problem.
L3	8.2.13	The Contractor shall provide reports to the Customer Authority in accordance with the Enhanced Accessibility Service reports defined in Schedule 6.6 (Records Provisions).
L2	8.3	Data Management (Backup, Archive, Restore)
L3	8.3.1	The Contractor shall perform Data Management in accordance with the relevant policies and procedures and working practices in operation at the Effective Date.
L3	8.3.2	The Contractor shall perform backups and archiving of Customer Authority Data to a schedule agreed with the Customer Authority and restore data as required, and prior to such agreement in accordance with Good Industry Practice.
L3	8.3.3	The Contractor shall provide safe and secure storage of backed up and archived Customer Authority Data.
L2	8.4	Software Maintenance
L3	8.4.1	The Contractor shall provide and maintain a Software Level Matrix detailing the agreed software level that each application must be maintained at, including timescales for refresh as agreed with the Customer Authority and in accordance with Requirement 8.4.2 below.
L3	8.4.2	The Contractor shall maintain Software at a Release Level that is currently supported by the relevant software manufacturer for that Software.
L3	8.4.3	The Contractor shall ensure that Security software is at version 'N' as soon as the Customer Authority and the Contractor agree it should be, and not later than six months after common release.

Level	Responsibility	
L4	8.4.3.1	The Contractor shall ensure that software patches are applied in line with the principles detailed in the DWP Patching Policy referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	8.4.4	Where agreed with the Customer Authority, the Contractor shall maintain alternative Release Levels.
L3	8.4.5	The Contractor shall ensure that Software updates are planned to coincide with the release plans and schedules of the relevant software manufacturer(s) to ensure on-going support and to maximise the benefits of new versions.
L3	8.4.6	Where the Customer Authority already owns a licence for a software product, the Contractor shall provide usage information and if required upgrade the licence as necessary to meet the Customer Authority's software refresh standards as stated in Requirement 8.4.2 above.
L2	8.5	Hardware Maintenance
L3	8.5.1	The Contractor shall maintain the hardware used in the provision of the Services to ensure Service Level Targets, functionality and performance of the Services are maintained.
L3	8.5.2	The Contractor shall ensure that all hardware used in the provision of the Services remains within vendor support at all times during the Term.
L3	8.5.3	The Contractor shall repair or replace (at the Contractor's option, subject to the provisions of Terms and Conditions Clause 14.7) hardware that develops a fault.
L2	8.6	Access to Information
L3	8.6.1	As an option, where required by the SIAM Service Tower Provider, the Contractor shall provide agreed additional interfaces to enable access to required data or processes.
L3	8.6.2	The Contractor shall support the Customer Authority in the provision of information relating to the Services that may be required by the Customer Authority from time to time in response to requests for information from third parties, including, without limitation, Parliamentary Questions.

Level	Responsibility	
L3	8.6.3	On request from the SIAM Service Tower Provider, the Contractor shall provide access to the Contractor's policies and procedures in relation to the delivery of the Services, to enable assurance or audit activities.
L2	8.7 Guidance and Maintenance of Tooling	
L3	8.7.1	The Contractor shall provide and maintain detailed and accurate documentation and guidance for all tooling used in providing the Services.
L3	8.7.2	The Contractor shall comply with the SIAM Service Tower Provider's SIAM Interface and Integration Requirements for tooling as supplied in the Business Requirements Library (BRL).
L5	8.7.2.1	The Customer Authority shall procure that the SIAM Service Tower Provider shall make the SIAM Interface and Integration Requirements available to the Contractor.
L2	8.8 Sustainability	
L3	8.8.1	The Contractor shall produce, update and maintain a database of the sustainability information (including, without limitation, the carbon footprint and energy consumption) and provide the Customer Authority with such information on a quarterly basis.
L3	8.8.2	The Contractor shall continually review all relevant UK and EU legislation, policies, guidance on and technology changes (including new product announcements) relating to sustainability.
L3	8.8.3	The Contractor shall attend quarterly meetings with the Customer Authority to review sustainable development in the provision of the Services, and shall recommend actions and identify methods for proactively managing downwards the power consumption of assets, in accordance with the principles of Continual Service Improvement as outlined in Clause 13 of the Call-Off Contract and the requirements of Schedule 8 (Sustainable Development Requirements).
L3	8.8.4	The Contractor shall maintain records of all improvements to sustainability implemented across the Services, particularly in addressing how the Contractor shall reduce environmental impacts as outlined within the Greening Government Commitment, and provide the Customer Authority with such information on request.

Level	Responsibility	
L3	8.8.5	The Contractor shall provide the Customer Authority with an annual report detailing sustainability achievement, progress against targets and future plans to drive down its carbon footprint.
L3	8.8.6	The Contractor shall implement a sustainable sourcing policy/strategy for hardware, spares and consumables that is relevant to the performance of this Agreement and in line with any relevant Government sustainability standards.
L3	8.8.7	The Contractor shall propose sustainable methods for dealing with end-of-life equipment and, on instruction from the Customer Authority, implement such methods.
L2	8.9 Training Services	
L3	8.9.1	The Contractor shall provide training and supporting training materials, as agreed with the Customer Authority, for each Customer Authority Business Group as part of the deployment and provision of the Services.
L3	8.9.2	<p>The detailed nature, timing and quality of the training required shall be agreed with Customer Authority Business Groups as part of a training needs analysis and be documented in a Business Unit agreed Transition Training Strategy. The Training Strategy shall address the following areas, as a minimum:</p> <ul style="list-style-type: none"> a. Needs analysis; b. Target audience; c. Development of course structure and content; d. Communication plan for courses;
		<ul style="list-style-type: none"> e. Training programme (course titles, trainers, suitability, duration, dates, locations); f. Learning materials; g. Evaluation of training.
L4	8.9.2.1	The Contractor Training Services shall be such as to enable where agreed selected Customer Authority staff ('train the trainer') to then where necessary develop those training materials and/or train Users of the Services to make full use of the Services.

Level	Responsibility
L4	8.9.2.2 The Contractor Training Services shall be such as to enable where agreed, the provision of Contractor resource in 'floor walking' activities for immediate post transition support of Users of the Services to make full use of the Services.
L4	8.9.2.3 The Contractor Training Services shall be such as to enable where agreed, the provision of Contractor resource in provision of dedicated training courses in support of Users of the Services to make full use of the Services.
L4	8.9.2.4 The Contractor shall provide, for distribution to Users, suitable training material or User guides which shall be deemed to be "supporting training material", Terms and Conditions, Clause 12.8.1, and licensed to the Customer Authority in accordance with that Clause.
L4	8.9.2.5 The Contractor shall support Training Services providing: <ul style="list-style-type: none"> a. qualified Contractor Personnel with at least 1(one) year of training experience and thoroughly familiar with the relevant Service features and characteristics; b. Support of Agent Services: <ul style="list-style-type: none"> • Voice/Outbound/Web Chat Agent Service; Agent Desktop Client – Standard (Hard Turret or Soft Turret); • Voice/Outbound/Web Chat Agent Service; Agent Desktop Client – Supervisor (Hard Turret or Soft Turret); • Siebel Agent Desktop Integration (Hard Turret or Soft Turret); c. Support of the following Enhanced Services: <ul style="list-style-type: none"> • WfM; Agent or Supervisor; • Voice Recording; Reviewer, Download; • Quality Monitoring; Reviewer;

Level	Responsibility
	<ul style="list-style-type: none"> • Standard Historical MI Reporting; Report production; • Blended Agent; <p>d. Support of the following Administrator Services:</p> <ul style="list-style-type: none"> • WfM; Scheduling and Forecasting; • Outbound Service; Campaign and list management; • Speech Analytics; Analytics and Reporting; • Central Services; Configuration and administration; • Central Activity Monitor; creation and allocation of bespoke reporting; <p>e. Support of Customer Authority staff involved with SIAM administrative functions and operational reporting tools.</p>
L2	8.10 IP Address Management
L3	8.10.1 The Contractor shall work with the WAN Service Provider for the allocation of IP addresses. The WAN Service Provider will allocate IP addresses for use by the Customer Authority from the Customer Authority's registered class A IP address range or other ranges as nominated by the Customer Authority.
L4	8.10.1.1 The Contractor shall manage the IP addresses allocated by the WAN Service Provider for use in the delivery of the Services.
L5	8.10.1.2 The DHCP service shall be dependent on the provision of a primary global DHCP service being provided by the Customer Authority's Desktop Service Tower Provider, for the provision of VLAN information.
L5	8.10.1.3 The DHCP service shall also be dependent on the provision of a secondary site-level DHCP service being provided by the Customer Authority's WAN Service Provider, for the provision of IP address information.
L3	8.10.2 The Contractor shall deliver the Services in compliance with the IP Addressing Policy.

Level	Responsibility
L3	8.10.3 The Contractor shall work with the WAN services provider to plan for the introduction of IPv6 addressing into the Customer Authority or PSN environments, including planning for any address migrations needed from IPv4 address schemes to IPv6 address schemes.
L2	8.11 Dial and Number Plan Management
L3	8.11.1 The Contractor shall maintain the Contact Centre Service in accordance with the Customer Authority's voice dial and numbering plan (which contains Customer Authority Site access codes, extension number ranges and DDI numbers). Overall control of the dial and number plan shall be undertaken by the Telephony Services Contractor who shall be responsible for ensuring that it is applied to all Customer Authority Sites/personnel, including those working in Contact Centres.
L3	8.11.2 The Contractor shall ensure that the numbering plan shall be applied to all Customer Authority personnel/sites operating Contract Centre Services. The Contractor shall need to work with the Telephony Services Contractor to agree and provide details of the application of the overall numbering plan to the Contact Centre Service.
L3	8.11.3 The Contractor shall provide detailed information to the Customer Authority on how the numbering plan shall require to be managed during Transition when not all Customer Authority Sites/staff have been converted.
L3	8.11.4 The Contractor shall ensure that the numbering plan shall support 4 (four) digit access codes for all Customer Authority Sites.
L3	8.11.5 The Contractor shall be responsible for the allocation and control of all geographic PTAS numbering utilised in delivery of Contact Centre Services, and shall provide such information for inclusion within the dial and number plan to the Telephony Service Contractor such that it may under take its responsibilities in relation to paragraph 8.11.1.
L5	8.11.6 The Customer Authority shall own the numbering plan and shall resolve any numbering plan issues that arise.

Level	Responsibility	
L1	9	SIAM SERVICE DESK
L2	9.1	Service Desk - Single Point of Contact
L3	9.1.1	The Contractor shall provide up-to-date casebase information to the Service Desk to enable first contact resolution of Incidents.
L3	9.1.2	The Contractor shall provide maintain and supply up-to-date contact details to enable the Service Desk to assign Incidents correctly to the Contractor.
L3	9.1.3	The Contractor shall provide Service Desk Agents with appropriately detailed training and guidance regarding the Services and systems and applications provided pursuant to this contract, in order for them to perform Incident Management.
L2	9.2	Incident Management
L3	9.2.1	The Contractor shall comply with the Customer Authority's Incident Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	9.2.2	The Contractor shall improve the service provided to customers by minimising the impact of business disruption caused by Incidents.
L3	9.2.3	The Contractor shall improve overall Service Availability by reducing the number of Incidents assigned to the Contractor year on year.
L3	9.2.4	The Contractor shall identify, record, investigate, diagnose and resolve Incidents assigned to the Contractor in accordance with the Service Level Targets and Key Performance Indicators as identified in Schedule 2.3 (Service Levels and Related Remedies),
L3	9.2.5	The Contractor shall link Incidents to Problems, Known Errors, Workarounds and Change Records where appropriate.
L3	9.2.6	The Contractor shall ensure Incident Records are up-to-date at all times and include any impacts on Configuration Items within the Contractor's CMDB.
L3	9.2.7	The Contractor shall perform trend analysis on Incidents assigned to the Contractor.

Level	Responsibility	
L2	9.3	Problem Management
L3	9.3.1	The Contractor shall comply with the Customer Authority's Problem Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	9.3.2	The Contractor shall improve the service provided to customers by reducing business disruption caused by Problems in the Customer Authority IT Estate.
L3	9.3.3	The Contractor shall improve service to customers by reducing the number and severity of Problems in the Customer Authority IT estate.
L3	9.3.4	The Contractor shall improve the rate at which Problems are resolved and closed year on year.
L3	9.3.5	The Contractor shall identify, record, investigate, diagnose and resolve Problems assigned to the Contractor in accordance with the Service Level Targets and Key Performance Indicators.
L3	9.3.6	The Contractor shall ensure Problem records are up-to-date at all times and include any impacts on Configuration Items within the Contractor's CMDB.
L3	9.3.7	The Contractor shall perform trend analysis on Problems assigned to the Contractor.
L2	9.4	Request Fulfilment
L3	9.4.1	The Contractor shall comply with the Customer Authority's Service Request Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	9.4.2	The Contractor shall provide (and install where appropriate) items ordered by Customer Authority customers within their contractually required delivery timescales, as described in Schedule 6.11 (Service Requests, Projects and Consultancy) Appendix 1.
L3	9.4.3	The Contractor shall ensure that all items provided are fit for purpose.

Level	Responsibility	
L1	10	CORE SIAM REQUIREMENTS - SERVICE INTEGRATION AND MANAGEMENT
L2	10.1	Access Management
L3	10.1.1	The Contractor shall comply with the Customer Authority's Access Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	10.1.2	The Contractor shall inform the Customer Authority of any instance where the Contractor believes access management rights may be abused.
L3	10.1.3	The Contractor shall perform audit checks to ensure End User access permissions are correct.
L3	10.1.4	Where required, the Contractor shall Change or remove End User access to systems and/or services in accordance with instructions from the Customer Authority.
L3	10.1.5	The Contractor shall inform the Customer Authority representative where End Users have abused their access rights.
L3	10.1.6	The Contractor shall provide a record of access where users are suspected of breaches of policy, inappropriate use of resources, or fraudulent use of data, access management.
L2	10.2	Availability Management
L3	10.2.1	The Contractor shall comply with the Customer Authority's Availability Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	10.2.2	The Contractor shall reduce the impact to Customer Authority customers of failure of IT services and systems measured in Working Days lost year on year.
L3	10.2.3	The Contractor shall provide all relevant information to enable the SIAM Service Tower Provider to produce Availability Plans for the Customer Authority.

Level	Responsibility	
L3	10.2.4	The Contractor shall provide all relevant information to enable the SIAM Service Tower Provider to produce end-to-end availability information to the Customer Authority.
L3	10.2.5	The Contractor shall provide all relevant information required to enable the SIAM Service Tower Provider to produce end-to-end systems transaction processing measurements.
L2	10.3	Capacity Management
L3	10.3.1	The Contractor shall comply with the Customer Authority's Capacity Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	10.3.2	The Contractor shall provide the optimum amount of IT capacity to meet business need.
L3	10.3.3	The Contractor shall provide accurate assessments of Resource Unit forecasts to meet the capacity needs of the Customer Authority against an agreed periodic business forecast timetable.
L3	10.3.4	The Contractor shall provide accurate, qualitative management reporting of current and future service capacity status.
L3	10.3.5	The Contractor shall ensure that evolving business requirements are accurately assessed in order to optimise future, more cost effective, capacity demand for the Customer Authority.
L3	10.3.6	The Contractor shall increase the number and quality of capacity optimisation opportunities.
L2	10.4	Change Management
L3	10.4.1	The Contractor shall comply with the Customer Authority's Change Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	10.4.2	The Contractor shall reduce the amount of service and business disruption and Incidents caused by Change activity.
L3	10.4.3	The Contractor shall provide first time success in the implementation of Change activity.

Level	Responsibility	
L3	10.4.4	The Contractor shall improve the success rate for Changes implemented year on year.
L3	10.4.5	The Contractor shall ensure Changes implemented bring about the intended benefits to the business.
L3	10.4.6	The Contractor shall package Change activity to maximise available Change windows.
L3	10.4.7	The Contractor shall correctly impact all Change Requests.
L3	10.4.8	The Contractor shall maintain a forward schedule of Change activity.
L3	10.4.9	The Contractor shall update the Configuration Management Database following any Change implementation.
L3	10.4.10	The Contractor shall ensure the Customer Authority is made aware of Change activity that may impact the Customer Authority regardless of whether the Changes are managed through the Change Management Policies and Procedures.
L2	10.5	Event Management
L3	10.5.1	The Contractor shall comply with the Customer Authority's Event Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	10.5.2	The Contractor shall ensure appropriate monitoring is in place to detect events in the IT infrastructure.
L3	10.5.3	The Contractor shall analyse any events detected to understand their significance.
L3	10.5.4	The Contractor shall raise Incidents where significant impacting events are detected.
L3	10.5.5	The Contractor shall improve the service provided to End Users by minimising the impact of business disruption caused by events.
L3	10.5.6	The Contractor shall improve overall Service Availability by reducing the number of significant impacting events detected by the Contractor.

Level	Responsibility	
L2	10.6	IT Service Continuity Management
L3	10.6.1	The Contractor shall comply with the Customer Authority's IT Service Continuity Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	10.6.2	The Contractor shall perform ITSCM Test Events in accordance with the Customer Authority ITSCM Test Programme and resolve any issues that are discovered during the Tests.
L3	10.6.3	The Contractor shall review, update and maintain IT Service Continuity Test Plans at least annually.
L3	10.6.4	The Contractor shall ensure all potential risks and threats to the Customer Authority Live Environment are assessed, notified to the Customer Authority and provide mitigation where possible.
L3	10.6.5	The Contractor shall perform all required activities in the event that an IT Service Continuity Event is declared.
L2	10.7	Service Asset and Configuration Management
L3	10.7.1	The Contractor shall comply with the Customer Authority's Service Asset and Configuration Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	10.7.2	The Contractor shall maintain an accurate and up-to-date Asset Management Database capable of producing a software licence compliance report.
L3	10.7.3	The Contractor shall maintain a Definitive Media Library (DML) as a single storage repository for all master copies of software in live use.
L3	10.7.4	The Contractor shall maintain an accurate and up-to-date Configuration Management Database (CMDB) that enables the Customer Authority to have an end-to-end pictorial view of its IT estate.
L3	10.7.5	The Contractor will provide accurate information on Configuration Items and their documentation.

Level	Responsibility	
L3	10.7.6	The Contractor shall restrict the number of Incidents caused by inaccurate or inadequate Configuration Item (CI) data.
L3	10.7.7	The Contractor shall restrict the number of Problems caused by inaccurate or inadequate Configuration Item (CI) data.
L3	10.7.8	The Contractor shall restrict the number of failed Changes caused by inaccurate or inadequate Configuration Item (CI) data.
L3	10.7.9	The Contractor shall provide accurate information on Software assets used to provision the service to the Customer Authority.
L3	10.7.10	The Contractor shall identify and inform the Customer Authority about redundant Assets (hardware and software).
L3	10.7.11	The Contractor shall optimise the Customer Authority's software licence utilisation.
L3	10.7.12	The Contractor shall ensure the Customer Authority is not at risk of using unauthorised or unlicensed software.
L2	10.8	Service Catalogue Management
L3	10.8.1	The Contractor shall comply with the Customer Authority's Service Catalogue Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	10.8.2	The Contractor shall provide accurate, up-to-date and relevant information on the Contractor's products and services to the SIAM Service Tower Provider to enable Customer Authority End Users to request such products and services.
L3	10.8.3	The Contractor shall provide accurate, up-to-date and relevant information on the Contractor's services to the Customer Authority including the components and the relationships between those components and services to enable the SIAM Service Tower Provider to build, maintain and manage an ITIL v3 compliant Service Catalogue.

Level	Responsibility	
L2	10.9	Service Level Management
L3	10.9.1	The Contractor shall comply with the Customer Authority's Service Level Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	10.9.2	The Contractor shall achieve all required contractual Service Levels and Key Performance Indicators each Service Measurement Period.
L3	10.9.3	The Contractor shall resolve any failures to meet the contractual Service Levels Targets.
L3	10.9.4	The Contractor shall provide accurate Service Level Management performance information and appropriate supporting documentation to the Customer Authority.
L2	10.10	Standards and Architecture
L3	10.10.1	The Contractor shall comply with the Customer Authority's IT Operating Standards, Policies and Procedures as referenced in Schedule 6.10.
L3	10.10.2	The Contractor shall provide impact assessment and changes to the Customer Authority's IT Operating Standards, Policies and Procedures as referenced in Schedule 6.10.
L3	10.10.3	The Contractor shall comply with the SIAM Interface and Integration Requirements when interfacing with the SIAM Service Tower Provider.
L3	10.10.4	The Contractor shall ensure integrity of data passed between the Contractor's and the SIAM Service Tower Provider toolsets.
L2	10.11	Financial Management
L3	10.11.1	The Contractor shall comply with the Customer Authority's Financial Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies)..
L3	10.11.2	The Contractor shall provide in the format required accurate invoice information and supporting documentation each Service Measurement Period to the Customer Authority for products and services provided.

Level	Responsibility
L2	10.12 Supplier Management
L3	10.12.1.1 The Contractor shall comply with the Customer Authority's Supplier Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	10.12.1.2 The Contractor shall undertake all activities required to ensure rapid on-boarding to the SIAM Policies and Procedures.
L3	10.12.1.3 The Contractor shall provide an accurate and robust Exit Plan.
L2	10.13 Service Portfolio Management
L3	10.13.1 The Contractor shall comply with the Customer Authority's Service Portfolio Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L1	11 SERVICE KNOWLEDGE MANAGEMENT
L2	11.1 Knowledge Management
L3	11.1.1 The Contractor shall provide accurate and relevant information to enable the SIAM Service Tower Provider to implement the Customer Authority's strategy and repository for knowledge management.
L1	12 SERVICE PROVIDER ASSURANCE
L2	12.1 Service Level Design and Review
L3	12.1.1 The Contractor shall ensure Service Levels are designed and reviewed so that the services provided continue to meet the Customer Authority's business needs.
L2	12.2 Service and Contractor Quality
L3	12.2.1 The Contractor shall undertake expert trend analysis to identify issues and drive improvement activities.
L3	12.2.2 The Contractor shall undertake trend analysis to identify improvement activities to deliver business benefits in line with business priorities.

Level	Responsibility	
L2	12.3	Regulatory Contractor Compliance
L3	12.3.1	The Contractor shall identify and report to the Customer Authority all instances of non-compliance to policies and procedures.
L3	12.3.2	The Contractor shall resolve all policies and procedures non-compliances as soon as possible.
L1	13	IT INFORMATION SECURITY SUPPORT
L2	13.1	Operational Security
L3	13.1.1	On receipt of security alerts or notices from the Customer Authority, the Contractor shall respond to the Customer Authority detailing: <ul style="list-style-type: none"> a. actions already taken to mitigate the risk of such alert; b. actions that will be taken to mitigate the risk of such alert; or c. reasons why such alert poses no risk to the Customer Authority.
L3	13.1.2	As soon as is practical, the Contractor shall report all suspected Security Incidents to the Customer Authority in accordance with Paragraph 6 of Schedule 2.2 (Security requirements and Plan) and in accordance with the Security Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	13.1.3	The Contractor shall take all steps as necessary to contain and investigate all suspected Security Incidents affecting the Contractor in accordance with agreed Security Incident response procedures in accordance with Paragraph 6 of Schedule 2.2 (Security requirements and Plan). Once such steps have been completed, the Contractor shall provide evidence to the Customer Authority supporting a request for the Security Incident to be formally closed. If the Customer Authority requests additional actions or evidence prior to closure, then such requests must be completed.
L3	13.1.4	The Contractor shall provide all evidence and information as and when requested to the Customer Authority to allow the Customer Authority or appointed Third Party Provider to produce reports detailing the nature, impact and response to Security Incidents.

Level	Responsibility
L3	13.1.5 The Contractor shall support incident investigations by providing all resources, information and access required by any third party appointed by the Authority to complete the investigation.
L2	13.2 Protective Monitoring Requirements
L3	13.2.1 The Contractor shall adhere to the Customer Authority Security and Information Assurance Strategy.
L3	13.2.2 The Contractor shall monitor, review and apply all necessary Software Security Updates as applicable.
L3	13.2.3 The Contractor shall monitor the access of any sub-contracted PSN Service Provider's staff to the Customer Authority's data.
L3	13.2.4 The Contractor shall comply with reasonable requests to perform Health Checks and Penetration Tests for all systems, services and applications under the Contractor's control.
L4	13.2.4.1 The Contractor shall support the IT Health Check service by providing information and guidance to the Customer Authority to scope and schedule IT health checks and penetration tests.
L4	13.2.4.2 The Contractor shall allow the Customer Authority or their representative to perform IT health checks and penetration tests on systems or services that are dedicated to the Customer Authority's account.
L4	13.2.4.3 The Contractor shall grant the Customer Authority logical or physical access to systems and networks in order to perform IT health checks and penetration tests.
L4	13.2.4.4 The Contractor shall provide information to the Customer Authority or their representative to allow IT health check and penetration test reports to be quality assured.
L3	13.2.5 The Contractor shall correctly configure and manage all firewalls and session border controllers for which the Contractor has responsibility.
L3	13.2.6 The Contractor shall share with the Customer Authority information and data including, but not limited to, threat intelligence and vulnerabilities.

Level	Responsibility
L3	13.2.7 The Contractor shall share with the Customer Authority information and data including, but not limited to, lessons learned reports.
L3	13.2.8 The Contractor shall mediate requests to change devices to be monitored by the Security Operations Centre including, but not limited to, on-boarding new devices and system migration.
L3	13.2.9 The Contractor shall mediate requests for Security Operations Centre data extracts for the purpose of, but not limited to, supporting an investigation, forensics and off-boarding.
L3	13.2.10 The Contractor shall identify, record, investigate, diagnose and resolve problems assigned to them by the Security Operations Centre Supplier in accordance with the relevant Service Levels and Key Performance Indicators.
L3	13.2.11 The Contractor shall provide management information regarding attempted intrusions to the Customer Authority.
L5	13.2.11.1 The Customer Authority shall agree with the Contractor the frequency and form of such management information.
L3	13.2.12 The Contractor shall provide an SMP, quarterly and annual report showing, but not limited to: <ul style="list-style-type: none"> a. The number of new Security Cases by severity; b. The number of open Security Cases by severity; c. The number of Security Cases closed in the last period; d. Broader trends observed within the Service; e. A representation of the time to close each Security Case; f. A representation of the time taken to "take action"; g. The number of incidents which the "play book" was used and where it was proven effective".
L2	13.3 Health Checks and Penetration (Pen) Testing Requirements
L3	13.3.1 The Contractor shall comply with reasonable requests for the Customer Authority or authorised Third Party Service Provider to perform Health Checks and Pen Testing for all systems, services and applications under the Contractor's control.

Level	Responsibility
L4	13.3.1.1 When requested, the Contractor shall support the ITHC/Pen Test by providing information and guidance to the Customer Authority or authorised Third Party Service Provider to scope and schedule the ITHC and Pen Test.
L4	13.3.1.2 The Contractor shall support ITHC/Pen testing by providing all resources and access required by the Customer Authority or authorised Third Party Service Provider to complete the investigation.
L4	13.3.1.3 When requested, the Contractor shall provide information to the Customer Authority or authorised Third Party Service Provider to allow ITHC and Pen Test reports to be quality assured.
L2	13.4 Forensic Analysis Requirements
L3	13.4.1 The Contractor shall support forensic investigations by providing all resources and access required by the Security Assurance Services Provider and any third party appointed by the Customer Authority to complete the investigation.
L3	13.4.2 Where stored information has been identified as evidence in a forensic investigation, the Contractor shall take steps to physically secure/copy the information in such a way as to preserve its integrity in line with best practice.
L3	13.4.3 Where equipment has been identified as evidence in a forensic investigation, the Contractor shall take steps to physically secure or seize such equipment in such a way as to preserve its integrity in line with best practice.
L2	13.5 Security Assurance and Accreditation
L3	13.5.1 The Contractor shall adhere to the Customer Authority Security Policies, Standards and Processes as defined in Schedule 6.10 (Customer Authority Standards and Policies).
L3	13.5.2 The Contractor shall attain and maintain Security Accreditation for all systems, services and applications under the Contractor's control.
L3	13.5.3 The Contractor shall provide necessary input, advice and access/information to the SIAM Service Tower Provider or authorised Third Party in undertaking Security audits.

Level	Responsibility
L4	13.5.3.1 The Contractor shall grant the Customer Authority or authorised Third Party Service Provider access to all resources needed to organise and complete audits. Such resources to include, but not limited to: staff with sufficient knowledge of the subject matter of the audit, Contractor premises, systems, information, access and assistance.
L3	13.5.4 The Contractor shall provide necessary input, advice and access/information to the undertaking of vulnerability scans.
L4	13.5.4.1 The Contractor shall grant the Customer Authority or authorised Third Party Service Provider access to all reasonable resources needed to organise and complete vulnerability scans. Such resources to include, but not be limited to, access, change, procedures and key contacts.
L4	13.5.4.2 The Contractor shall, where necessary, take the appropriate and agreed action to remedy any identified vulnerabilities.

Level	Responsibility	
L2	13.6	Security Risk Management
L3	13.6.1	<p>The Contractor shall take steps to identify all security risks affecting the Customer Authority relating to the Contractor's service and create and maintain a register of all such risks. Detailed information about all such risks must be reported to the Customer Authority on a schedule decided by the Customer Authority. This information in such risk register must include but not be limited to:</p> <ul style="list-style-type: none"> a. details of the nature of each risk; b. details of the source of each risk; c. the owner of each risk; d. a categorisation of each risk aligned with countermeasures detailed in the Customer Authority's Information Systems Security Standards as referenced in Schedule 6.10 (Customer Authority Standards and Policies); e. an assessment of the severity of each risk to the Customer Authority; f. remedial actions and timescales that will be taken to mitigate each risk; g. the status of such remedial actions; and h. an assessment of the severity of the residual risk to the Customer Authority once remedial actions are complete.
L3	13.6.2	<p>The Contractor shall support the Customer Authority's analysis of reported security risks by providing additional, complete and accurate information, as and when requested, including but not limited to:</p> <ul style="list-style-type: none"> a. information to inform the Customer Authority's current and residual risk analysis; b. information to help the Customer Authority to assess the viability and cost of potential remedial actions.
L3	13.6.3	<p>Following the identification of any security risk affecting the Customer Authority relating to the Contractor's service, the Contractor shall inform the Customer Authority of such risk and proposed remedial actions. If agreed by the Customer Authority, the Contractor shall take steps to implement the resolution of the security risk in question.</p>

Level	Responsibility	
L2	13.7	Security Obligation Compliance
L3	13.7.1	The Contractor shall provide evidence to the Customer Authority on a scheduled basis to demonstrate compliance to all current and future security contractual obligations with which the Contractor must comply.
L3	13.7.2	As and when a non-compliance is identified, the Contractor shall create a corrective action plan to address such non-compliance and send the corrective action plan to the Customer Authority for approval. Such corrective action plan must include but not be limited to: <ul style="list-style-type: none"> a. actions to be taken to rectify the non-compliance; b. timescales for such actions; c. owners of such actions.
L2	13.8	Security Awareness
L3	13.8.1	The Contractor shall ensure that all resources deployed in the delivery of the Contact Centre Service receive appropriate information security training when joining the organisation and refreshed on an annual basis.
L4	13.8.1.1	The Contractor shall support the Customer Authority or authorised Third Party Service Provider(s) in the production of security awareness material specific to the Contact Centre Service.
L4	13.8.1.2	The Contractor shall in the delivery of security awareness training include security awareness material supplied and required by the Customer Authority or authorised Third Party Service Provider(s).
L4	13.8.1.3	The Contractor shall as required by the Customer Authority or authorised Third Party Service Provider(s) deliver report(s) demonstrating that the appropriate and agreed security awareness training has been completed.

Level	Responsibility	
L2	13.9	Audit and Compliance
L3	13.9.1	The Contractor shall grant the Security Assurance Audits supplier access to all relevant resources needed to organise and complete audits. Such resources include, but are not limited to: <ul style="list-style-type: none"> a. Staff with sufficient knowledge of the subject matter of the audit; b. Contractor premises; c. relevant information.
L3	13.9.2	The Contractor shall liaise directly with the Security Assurance Audits supplier to agree factual accuracy of non-compliances and observations. Agreement shall not be unreasonably withheld by the Contractor. A clear explanation must be provided to the Security Assurance Audits supplier for any non-agreement.
L3	13.9.3	The Contractor shall provide remedial actions, with owners, and completion dates to the Security Assurance Audits supplier for each non-compliance that is agreed not more than 10 working days following the agreement of factual accuracy.
L2	13.10	Vulnerability Scanning
L3	13.10.1	The Contractor shall grant the Security Assurance Vulnerability Supplier access to all relevant resources needed to organise and complete the vulnerability scans. Such resources include but are not limited to: Access, Change Procedures and Key Contacts.
L3	13.10.2	The Contractor shall take the necessary action, as agreed with the Customer Authority, to remedy vulnerabilities, unless agreed by the Customer Authority and the Contractor that the vulnerability shall not be remedied.
L2	13.11	Subject Matter Expertise
L3	13.11.1	The Contractor shall support external subject matter experts and consultants representing the Customer Authority by providing reasonable and relevant information to the external party in a timely manner.

Level	Responsibility	
L2	13.12	Awareness & Training
L3	13.12.1	The Contractor shall ensure all Contractor and Contractor Sub-Contracted staff shall receive appropriate information security training when joining the Contractor organisation, this should be refreshed on an annual basis and their level of understanding maintained.
L1	14	SERVICE TRANSITION PLANNING AND SUPPORT
L2	14.1	Service Transition Planning
L3	14.1.1	The Contractor shall comply with the Customer Authority's Project Transition Services Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).
L3	14.1.2	The Contractor shall review project requirements and provide all appropriate input to the delivery of project delivery plans.
L3	14.1.3	The Contractor shall complete all activities assigned to the Contractor in the Service transition plan.
L2	14.2	Project Management
L3	14.2.1	The Contractor shall implement Projects in accordance with Implementation Plans.
L3	14.2.2	The Contractor shall produce costed proposals for the Contractor's elements of the architectural design.
L3	14.2.3	The Contractor shall review requirements and contribute to the environment design and delivery strategy.
L3	14.2.4	The Contractor shall review and agree the architectural design.
L3	14.2.5	The Contractor shall ensure Project requirements are fully understood.
L2	14.3	Release and Deployment Management
L3	14.3.1	The Contractor shall comply with the Customer Authority's Release Management Policies and Procedures as referenced in Schedule 6.10 (Customer Authority Standards and Policies).

Level	Responsibility	
L3	14.3.2	The Contractor shall improve the rate of Release success year on year.
L3	14.3.3	The Contractor shall minimise the disruption of the service to the business through synchronisation of Releases within packages.
L3	14.3.4	The Contractor shall reduce errors through the controlled release of hardware and software to the Customer Authority Live Environment.
L3	14.3.5	The Contractor shall undertake risk assessment and assess the business impact of all Changes prior to packaging and delivery to ensure the business benefits of the Changes are realised.
L3	14.3.6	The Contractor shall build Quality Releases that have been subject to quality control and effective testing.
L3	14.3.7	The Contractor shall deliver Releases into the Live Environment in accordance with the relevant Project Plans.
L1	15	SERVICE VALIDATION AND TESTING
L2	15.1	Test Planning and Design
L3	15.1.1	The Contractor shall provide support to and perform operational acceptance testing for each Project that the Contractor has involvement in.
L3	15.1.2	The Contractor shall provide support to and perform Service Management Acceptance Testing for each Project that the Contractor has involvement in.
L2	15.2	Service Evaluation
L3	15.2.1	The Contractor shall provide all relevant information required by the Customer Authority to enable its evaluation of Project changes.
L2	15.3	Test Environment Management
L3	15.3.1	The Contractor shall design, agree and deliver a Test Environment within the agreed timescales.
L3	15.3.2	The Contractor shall provide a Test Environment supporting a Contractor and a Customer Authority test instance as a replica of the live production environment.

Level	Responsibility
L4	15.3.2.1 The Contractor shall provide a Test Environment to ensure that Contact Centre integration functionality is compatible with the relevant Customer Authority application instances, as updated or changed from time-to-time.
L4	15.3.2.2 The Contractor shall provide a Test Environment which support the isolation of test from live operations in support of the relevant Customer Authority application instances, as updated or changed from time-to-time.
L4	15.3.2.3 The Contractor shall provide a Test Environment which supports functional replication of the ongoing live production Contact Centre Service environment.
L4	15.3.2.4 The Contractor shall allow the Customer Authority full access to Customer Authority identified test instance(s) with the exclusion of the access to the underlying server virtualisation technology and the corresponding management tools for the virtualisation environment.
L4	15.3.2.5 The Contractor shall allow access and connection/integration to the Customer Authority test instances subject to a Test Environment Code of Connection to be agreed with the Customer Authority.
L5	15.3.2.6 The Customer Authority shall be responsible for and provide: <ul style="list-style-type: none"> a. access to Customer Authority or 3rd party platforms against which instances of the test environment are to be tested; b. ensuring Code of Connection adherence; c. any end user equipment or accounts utilised in testing.
L3	15.3.3 The Contractor shall as an option, provide on request additional Customer Authority test instances to agreed scale and specification.
L1	16 CUSTOMER PORTAL
L2	16.1 Customer Portal Service Scope
L3	16.1.1 The Contractor shall plan, design, install, test and provide online access to the Contractor's Customer Portal Service.
L3	16.1.2 The Contractor shall provide access to the Customer Portal Service for nominated Customer Authority End Users.
L3	16.1.3 The Contractor shall provide to the nominated Customer Authority End User a non-transferable password-protected End User account.

Level	Responsibility
L5	<p>16.1.3.1 The Customer Authority, when requesting an End User account, shall provide for each End User the following:</p> <ul style="list-style-type: none"> a. full name; b. personal telephone number (landline or mobile); c. e-mail address; d. valid business unit; e. validated cost centre (from a pick-list); f. Site Location Code.
L3	<p>16.1.4 The Contractor shall ensure that the Customer Portal Service provides a range of functions including, but not necessarily limited to:</p> <ul style="list-style-type: none"> a. access to Performance Monitoring Reports and quarterly summaries; b. access to operational Management Information including network capacity, usage, Incidents and Problems; this shall be per unit/per site and per SMP; c. the ability to raise Incident reports and monitor progress on the Incident and Problem resolution;
	<ul style="list-style-type: none"> d. the ability to raise and manage Service Requests; e. the ability to perform self-service to configure the Services, (within bounds defined by the Contractor), including service capacity changes.
L3	<p>16.1.5 The Contractor shall integrate Billing Management Information and service management information for Service Requests and Special Service Requests processed via the Customer Portal Service into the monthly Billing Management Information and service management information provided to the SIAM Service Tower Provider.</p>
L1	<p>17 HARDWARE BUILD ENVIRONMENT</p>
L2	<p>17.1 Secure Access and Isolation of Equipment</p>
L3	<p>17.1.1 The Contractor shall plan, design, and install, all hardware components supporting the Service in accordance with the agreed principles of future optional transfer of asset ownership.</p>

Level	Responsibility
L4	17.1.2 The Contractor shall build the solution to the principle that future isolation and secure access to such can be provided with minimal change to existing layout and physical location.
L4	17.1.3 The Contractor shall locate all components of the solution such that future access by Customer Authority staff can be managed within an agreed control process, which supports security requirements pertinent to the location.
L5	17.1.4 The Customer Authority shall agree the principles associated with any optional future transfer of assets.