Contact Center Optimization

8x8

Professional Consultation services to improve your contact center operations

Contact Center Optimization Overview

8x8 understands the evolving changes of your Call Center business. The Contact Center Optimization service helps identify areas of improvement in the call flow experience to improve contact center efficiency and response times, for both agents and callers. The service offering is for current 8x8 VCC customers with contact centers with 5 or fewer agent groups. The target audience is VCC Administrators, VCC Supervisors and Contact Center Stakeholders.

Our Optimization service is organized into three (3) phases: Design, Implementation and Delivery. Design and Delivery are generally performed onsite for optimal effectiveness; however, these can be conducted remote as well.

| Design | Implementation | Delivery |

Project Tasks

Design

The Call Center Optimization service begins with a 1-hour "Health Check" call to review the current solution and customer experience. It then continues with an onsite information gathering session with all stakeholders on the current configuration, and areas needing attention. Workflows are assessed through scoping sessions, and optional shadowing sessions, with contact center agents.

Customer Tasks	8x8 Tasks	Outcomes/ Deliverables
• Provide access to appropriate resources including but not limited to Contact Center Administrators, Supervisors and Stakeholders • Attend meetings and provide requested details • Participate in technical reviews and feedback on current system, flows and business processes • Attend review meeting to confirm sign-off on Technical Account Review planning document	• Lead design and discovery sessions • Develop custom plan based on kickoff call and subsequent stakeholder meetings • Evaluate data and qualitative feedback to determine which options are available for producing improvements in contact center experience	• Optimization planning document • Call flow documents

Implementation

8x8 will lead session(s) with customer participation, to implement changes agreed to by Customer and 8x8 during the design phase. A parallel configuration will be built to allow for updates while not interrupting the current workflow.
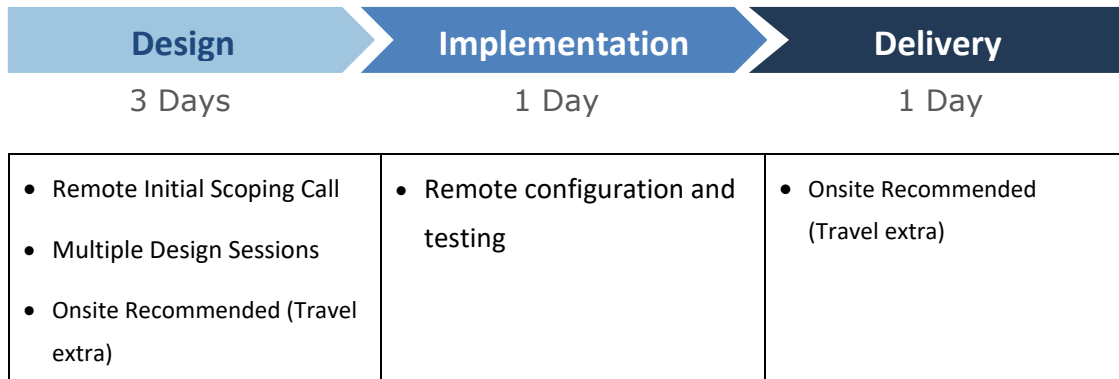
Customer Tasks	8x8 Tasks	Outcomes/ Deliverables
• Participate in configuration sessions and provide feedback during each phase • Ensure full understanding of changes made, and how to properly maintain the system post-implementation • Attend regular meetings to confirm acceptance of additional functionality	• Lead changes and testing to the VCC configuration. • Lead testing of changes with Customer, to ensure understanding of the new functionality. • Document and log scope changes • Provide final Optimization planning document and call flows with any changes made during Implementation	• Parallel configuration to match the new flows documented in the Optimization planning document • Optimization planning document • Call flow documents • Documentation of completed test plan • Not to exceed ten (10) scripts.

Delivery

During the delivery phase changes are completed and enabled for use; open to live customers. 8x8 will provide agent and administrator support during go-live, including on-the-spot fixes, as needed.

Customer Tasks	8x8 Tasks	Outcomes/ Deliverables
• Monitor agents and provide guidance on proper utilization of new flows and processes. • Monitor BI to ensure calls are processing • Collaborate with 8x8 as needed and confirm system is functioning according to the documented design	• Documentation of any post go-live changes required. • On-spot fixes for the newly implemented changes. • Provide best-effort support for customer's reported technical issues during business hours (8 AM to 5 PM) in Customer local time zone	• Documentation of post go-live changes. • Project sign-off of Optimization planning document

Timeline

Design	Implementation	Delivery
3 Days	**1 Day**	**1 Day**
• Remote Initial Scoping Call • Multiple Design Sessions • Onsite Recommended (Travel extra)	• Remote configuration and testing	• Onsite Recommended (Travel extra)

General Customer's Responsibilities

In addition to identified Service-specific responsibilities, Customer agrees to the following general responsibilities to enable and support 8x8 to successfully deliver on the scope of the project.

Responsibility	Description
Project Management	• Assign a Project Manager for the duration of the Project to manage Customer's execution of tasks assigned to it in the Project Schedule developed by 8x8 with input from Customer. • Complete its responsibilities by the dates specified in the Project Schedule agreed between Customer and 8x8.
Project Delivery	• Provide resources of adequate skills and knowledge to manage all Customer's tasks identified and assigned in the Project Schedule. • Provide adequate working space and facilities for 8x8 or its partner resources while at customer facility to deliver optional 8x8 on-site services.
System Administrator Readiness	• Ensure that System Admin is ready to administer and maintain 8x8 system prior to Go-Live, including utilization of any appropriate or desired Admin Training offerings from 8x8 Academy.

Fees

Service Cost: Total price for this service is $10,000**.** Total effort not to exceed 40 hours.

Business Hours: Services identified in this SOW will be performed, and 8x8 personnel shall be available to be contacted, from 8.00 AM to 5.00 PM local time zone, Monday through Friday, excluding designated holidays. Time worked outside of these designated hours at Customer's request will result in additional fees.

Travel Expenses: SOW fees do not include travel costs for on-site activities (if applicable). If travel is necessary, all reasonable and customary travel expenses will be billed to Customer. 8x8 shall adhere to any commercially reasonable travel expense guidelines provided by Customer, provided they do not conflict with 8x8's own policy. All other services identified in the SOW will be delivered remotely by 8x8 from its offices.

SOW Acceptance and Authorization

This Statement of Work (SOW) has been executed by 8x8 on <dd-mmm-yyyy> and will be void unless executed by Customer within 30 days after such date.

IN WITNESS WHEREOF, this SOW has been executed on behalf of each party by its duly authorized representative.

<Customer>	8x8, Inc.
Full Name	*Full Name*
Title	*Title*
Signature	*Signature*
Date	*Date*