

SCHEDULE H: SERVICE DEFINITION FOR MULTI-CHANNEL RECORDING SERVICE

1. Multi-Channel Recording Service Description

The Multi-Channel Recording Service offering provides a centralised, cloud based, recording solution. It enables the features and functionality to record voice calls, video calls, instant messages and screen shares when utilising Exponential-e's TCaaS service offering and records voice calls when utilising Exponential-e's UCaaS and CCaaS Services. Through a series of collector software, calls, messages and screen shares are captured and moved to the centralised recording platform on a real-time basis for processing and storage. A number of additional features and services are also available to provide Quality Assurance Call Scoring, QA Randomizer, Workforce Optimisation, PCI Redaction and Reporting, and AI Based Analytics. The Multi-Channel Recording Service offering will consist of one of the following mandatory license:

Short Description	Long Description
Essential Recording License	Call recording for the customer that wants to record, store and playback calls with enhanced security. Includes one company-wide (1x) Super Admin license and recording retention for 12 months. Minimum of ten licenses required. (Priced per user, per month) BROADSOFT PLATFORM ONLY
Core Recording License	Compliance for the customer that needs to record, store and playback calls. Includes advanced playback and tagging, unlimited audio recording retention, compliance sharing, and Admin Licenses equal to the number of Core Recording Licenses. (Priced per user, per month)
Advanced Recording License	Includes Core Recording features, manual PCI DSS redaction, screen capture or screen recording, QA, and agent evaluation tools. Includes one QA Supervisor License per 10 Advanced Recording Licenses. (Priced per user, per month)
Standard Analytics License	Includes Advanced Recording features, plus screen capture or screen recording, detailed voice analysis, automated PCI redaction, transcription, sentiment and emotion analysis, and comprehensive out-of-the-box dashboard reports. (Priced per user, per month) Requires Standard Analytics Installation and Configuration (cco-aai-201).
Advanced Analytics License	Includes Standard Analytics features, plus AI data analysis of multiple data sources (email, Chat, and social media), expanded out-of-the-box business intelligence dashboard reporting, multi-language transcription, automated email summary reports and notifications, and a monthly consultation with dedicated CallCabinet data scientist. (Priced per user, per month). Requires Advanced Analytics Installation and Configuration (cco-bir-201).

Value-Added Features (Monthly Recurring)

The following add-on licenses can be purchased when using the Multi-Channel Recording Service in conjunction with Exponential-e's TCaaS offering:

Short Description	Long Description
Video Conference and Screen Share Recording	Add-on license to access and playback video conferences and shared screen views. Includes up to 6 months of storage per user. (Priced per video user, per month) Requires an engineering configuration call and Video Server (ccm-vid-202). If additional retention period is required, please contact Call Cabinet for pricing details.
PCI DSS Redaction + AI	PCI DSS redaction through AI automatically detects and redacts PCI DSS data. This module is included in the Analytics Recording plan. (Priced per user, per month)
Enhanced API	Enhanced API provides access to call records, call data and the ability to download calls. (Priced per user, per month)

Advanced Admin License	Grants access to view enhanced call details, screen capture/recording, emotion and sentiment analysis, advanced reporting, enhanced compliance call sharing, call section and time-based call notes. Unlimited Advanced Admin licenses are included in the Core, Advanced and Analytics Recording plans.
QA Supervisor License	Bundles QA applications, including agent evaluation, agent scorecards, custom scorecard editor, QA Randomizer, enhanced call details, screen capture/recording, emotion/sentiment analysis, advanced reporting, enhanced compliance call sharing, call section, and time-based call notes.
Agent Desktop Screen Capture	Captures and records the agent's screen(s) using predetermined intervals. All screen captures are in sync with call recording audio. Includes storage for up to 60 days.
Agent Desktop Video Recording	Record one or multiple desktop screens using video. All video recordings are in sync with audio and includes 60-days of storage. (Priced per user, per month)
Audio Transcription	An add-on that provides unlimited transcription, emotion, and sentiment. Transcriptions are displayed on the "Call Details" screen. (Priced per user, per month) Requires Audio Transcription Configuration (cco-ati-202).

Professional Services (One-time fees)

The following chargeable implementation packages are available for the Multi-Channel Recording Service:

Short Description	Long Description
Implementation Services	Professional services and configuration for Core, Advanced or Analytics Recording Licenses. Remote implementation, configuration, management, set-up, troubleshooting and support. Includes planning and design services. Standard and Advanced Analytics professional services sold separately.
Enterprise Professional Services	A dedicated engineer will provide full-time remote support for planning, implementation, configuration, project management, troubleshooting, setup, and design services.
Audio Transcription Configuration	Remote configuration for the add-on Audio Transcription license. Note, this installation powers speech-to-text transcription, emotion and sentiment analysis features referenced in the noted part numbers.
Standard Analytics Professional Services and API Configuration	Remote configuration of Standard Analytics and pre-developed applications.
Advanced Analytics Professional Services and API Configuration	Remote configuration of Advanced Analytics and BI applications, design workshop, data modelling, and report set-up.
Advanced Analytics Custom Dashboard Professional Services and Configuration	Custom business intelligence dashboard planning, data modelling, and configuration for Advanced Analytics.
Advanced Analytics Dashboard Customization Configuration	Customization of included business intelligence dashboards for Advanced Analytics. Includes planning, data modelling, and configuration. Hourly rates based on scope of work provided by data scientist.
Advanced Analytics Multi-Language Transcription Professional Services and Configuration	Professional Services and Configuration of multi-language transcription packages/feature for Advanced Analytics. (One-time fee for each language package/feature)

Training

The following chargeable training packages are available for the Multi-Channel Recording Service:

Short Description	Long Description
End User Training: Admin User	This module covers the process that your appointed Administrator within your organization will follow to set up and manage Settings, User Roles, and Licenses and Agents. Estimated training module length is 60 minutes. Priced per training session, additional training sessions available for purchase.
User Training: Standard & Advanced User	This module covers all features accessible with a Standard and Advanced User License: Call Playback, Basic Stats, Access Log and Call Details. Estimated training module length is 45 minutes. Priced per training session, additional training sessions available for purchase.
End User Training: Quality Assurance User	This module covers all the features accessible with a Quality Assurance License: Call Playback, Basic Stats, Access Log, Call Details, Reporting and the Quality Assurance Dashboard and Settings. Estimated training module length is 60 minutes. Requires User Training cco-tra-102. Priced per training session, additional training sessions available for purchase.
End User Training: Conversation Analytics	This module covers an introduction to Conversation Analytics, including sentiment and keyword analysis. Estimated training module length is 60 minutes. Priced per training session, additional training sessions available for purchase.
End User Training: Microsoft Teams Application	This module covers downloading and installing the MS Teams Application and a brief demonstration on how to use the Application to manually pause, stop and restart recordings. Estimated training module length is 30 minutes. Priced per training session, additional training sessions available for purchase.
End User Training: Agent Client Application	This module covers downloading and installing the Agent Application and a brief demonstration of usage to manually redact sensitive information from call recordings and view any desktop screenshots. Estimated training module length is 30 minutes. Priced per training session, additional training sessions available for purchase.

Exponential-e shall use reasonable endeavours to give the Partner / End User not less than 24 hours' notice of any planned works on the Multi-Channel Recording Service.

2. Target Service Commencement Date

Multi-Channel Recording Service 30 Working Days*

* From order acceptance

3. Multi-Channel Recording Service Demarcation Point (SDP)

Where applicable, the Multi-Channel Recording SDP is the point up to which Exponential-e's Multi-Channel Recording service obligations apply. When used with the TCaaS Service, the SDP applies and the SDP is the Partner's / End User's Microsoft Teams tenant.

4. Multi-Channel Recording Service Level Agreement

Availability

The Multi-Channel Recording Service availability is defined, as the ability to record voice calls, video calls, capture instant messages. The Target Availability Service Level for the Multi-Channel Recording Service is as follows:

	Target Availability
Multi-Channel Recording Service	99.999%

No service credits are available for this Service.

5. Data Processing

When Exponential-e provides Multi-Channel Recording Service, this may result in Exponential-e Processing Partner Personal Data. The following applies to the Processing of such Personal Data by Exponential-e:

Subject Matter of Processing

Phone numbers, call records, email addresses, passwords/codes and usernames used in conjunction with the Service and/or Service portal.

Nature of the Processing

Storage, collection and reporting.

Location of Processing

The Processing will take place within the UK and/or EEA.

Appropriate Technical and Organisational Measures

With respect to the requirement set out in the General Terms in Clause 10.15 at point (ii), the Partner agrees that as far as it is concerned the security measures set out in the Contract and Exponential-e's maintenance of the ISO27001 (Information Security Management) standard or any replacement or equivalent of either subsisting from time to time (the "Security Measures") fulfils the requirement of appropriate technical and organisational measures and the Partner agrees not to contend otherwise, recognising that the Charges for the Multi-Channel Recording Service directly relate to the Security Measures to be applied.