APPENDIX E TO DIR CONTRACT NO. DIR-TSO-2986

SAMPLE STATEMENT OF WORK

LIVEOPS CONTACT CENTER DEPLOYMENT

FOR: CUSTOMER NAME

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Revision History

Date	Version	Contributor	Comments
Month Day, Year	Version 1	LiveOps SE	Statement of Work: Initial Draft

1 Controlling Agreement

This Statement of Work ("SOW") is by and between LiveOps Cloud Platform, LLC ("LiveOps") and Customer Name ("Customer") and is part of the Order Form Exhibit A ("Order Form"), to the LiveOps Subscription Services Agreement (the "Agreement") between LiveOps and Customer dated on or about Month Year. This SOW shall evidence Services to be provided (the "Services") pursuant to the terms and conditions of the Agreement, which are hereby incorporated by reference.

To the extent that any terms and conditions contained in the Agreement or Order Form are in conflict with the terms and conditions of this SOW, the terms and conditions of this SOW shall supersede with respect to the Services defined herein. DIR Contract Number DIR-TSO-2986 and its appendices, this SOW and the Agreement constitute the complete agreement between the parties. In the event of a conflict, the DIR Contract controls. All capitalized terms used herein shall have the meanings given to them in the Agreement unless otherwise set forth herein.

2 Services Description

This SOW describes the Services included in the Standard Call Center Implementation Service supporting the Customer team as specified. The Services to be performed under this SOW are intended to support call center implementations for Customers.

These Services may include: message routing design, connectivity configuration, attending conference calls/meetings, call center design, creation of Customer's virtual contact center instance, telephony configuration, user group configuration, basic webinar training, support during initial configuration by Customer, project management and other related deployment Services, each as more fully set forth below.

The work under this SOW will be performed in compliance with the LiveOps Technical Services Methodology contained in Appendix B. Note that based on the governance model, number of meetings, and other factors, additional support beyond that included in these Services and the estimated additional Technical Services may be required, and if so will be provided at rates specified in Appendix C, Pricing Index, of DIR Contract No. DIR-TSO-2986.

2.1 Responsibility Matrix

Below is a matrix outlining the team member responsibilities for both LiveOps staff and Customer representatives. This matrix defines responsibilities for both Voice and Multichannel deployments.

Note: Not all deployments will entail all of these tasks. Responsibilities for any item shown are "as needed" where applicable.

Legend		
R	Responsible	Those who do the work to achieve the task
A	Accountable	Those answerable for the correct and thorough completion of the deliverable or task
C	Consulted	Those whose opinions are sought, typically subject matter experts
I	Informed	Those kept up-to-date on progress
PHASE	The phase of the project	
Task	Each of the project tasks	
Sub-task	Where applicable, break-down of each task	
Deliverable / Milestone	The deliverables that need to completed and signed off at the end of the phase	

Task / Deliverable	LiveOps	Customer - Business	Customer - IT	Customer - Telecoms
PROJECT MANAGEMENT				
Overall Project Management	R			
Lead for Customer Resources		R	C	C
PROJECT INITIATION & REQUIREMENTS REVIEW PHASE				
Project Kickoff Teleconference	R	R	A	A
Requirements Gathering Meetings				
General Settings	I	R	C	C
Voice	I	R	C	C
Multichannel	I	R	C	C
Requirements Review Meetings				
Voice	R	A	C	C
Multichannel	R	A	C	C
Requirements Document	R	C	I	I
High-level Draft of Project Plan	R	C	I	I
Submit Request to Build Call Centre Tenant	R	I	I	I

CALL CENTER DESIGN PHASE				
Project Schedule	**R**	**C**	**C**	**C**
Document Functional Call Flow Diagrams	**R**	**C**	**C**	**C**
Telephony Design	**R**	**C**	**A**	**A**
Finalized Design Documentation	**R**	**C**	**C**	**C**
Final Implementation Project Plan	**R**	**I**	**I**	**I**
JOINT IMPLEMENTATION PHASE				
Call Center Instantiation	**R**	**I**	**I**	**I**
Training				
Introduction to Call Center	**R**	**A**	**I**	**I**
Admin	**R**	**A**	**I**	**I**
Routing	**R**	**A**	**I**	**I**
Call Flow Authoring	**R**	**A**	**I**	**I**
Reporting	**R**	**A**	**I**	**I**
Outbound Dialer	**R**	**A**	**I**	**I**
Engage/Phone Panel	**R**	**A**	**I**	**I**
Determine and document skill, queuing, call attributes, reporting/monitoring and speed dial strategies	**C**	**R**	**I**	**I**
Record and Upload Audio	**C**	**R**	**I**	**I**
Initial Campaign Configuration	**C**	**R**	**I**	**I**
Call Flow & Routing Configuration and Testing	**C**	**R**	**I**	**I**
Call Center Configuration (incl. Campaigns, Agents, Routing, etc.)	**C**	**R**	**I**	**I**
Call Center Testing	**C**	**R**	**I**	**I**
Functional Hosted Call Center	**R**	**R**	**R**	**R**
Finalized Cut-over/Go Live Plan	**R**	**R**	**R**	**R**
Introductory Call with LiveOps Customer Support Center				
LAUNCH & SUPPORT PHASE				
Redirect Telephony Traffic to LiveOps	**C**	**A**	**I**	**R**
Monitor	**R**	**R**	**R**	**R**
Successful Launch	**R**	**R**	**R**	**R**
Support Portal Account Setup	**R**	**I**	**I**	**I**
Project Post-Mortem	**R**	**C**	**C**	**C**

2.2 Voice Services

The following voice and telephony services will be provided.

Call Flows

Prior to the initial launch of live voice traffic, LiveOps will work with Customer to implement up to three call flows that align to the following call treatment complexity:

- Main menu plus one (1) sub-menu structure
- Agent selection based on menu selection
- Two business hours designations; Regular and Holiday
- Emergency/Business Contingency Handling
- Basic call queue handling including a repetitive loop that can include use of standardized LiveOps call back capabilities
- Baseline design for reporting tags to capture caller selection or other client required navigation for reporting

An Example of this call flow structure is outlined in Appendix A.

LiveOps will train Customer in the use of the LiveOps Call Flow Authoring tool, and will support Customer's use of these tools to implement required call flows. It is assumed that only the standard capabilities of the LiveOps Call Flow Authoring tool will be required.

All voicemail boxes and any associated alert/management systems will be external to the LiveOps system. Customer will provide connectivity for each voicemail mailbox that LiveOps will transfer the call to.

If, during the requirements review meeting, it is determined that the required call flows will involve additional complexity, a change order will be processed to reflect the estimated hours at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986 that will be required to implement the call flows.

Telephony Services – MPLS

All Customer connections must be MPLS. It is the responsibility of the Customer to procure these services. LiveOps will also send egress calls over the Customer MPLS network to 10 digit numbers corresponding to agents.

Note that Customer and the End Customer will be required to ensure that the agents can be reached via a 10-digit direct dial number. This number must be configured in the agent's profile for LiveOps to dial out to it. End Customer and LiveOps will work together to determine the configuration of the line(s) that will be provided by End Customer for each agent to meet both the End Customer functional requirements as well as the LiveOps technical requirements, including number of rings and voicemail configurations.

2.3 Multichannel Services

The following Multichannel services will be performed.

Web Chat Services

LiveOps will work with Customer to provide support for the Customer to set up the LiveOps Multichannel solution to support web chat with the standard deployed messaging pipeline. It is assumed that only the standard LiveOps Multichannel solution will be required and configured as specified herein. These Services do not include support to set up proactive chat, handlers, visitor tracking, message/category classifiers though such support can be provided under a separate SOW or Change Order at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986.

This SOW includes support for a single, non-proactive chat entry point aligned to a single skill. Additional non-proactive channels and alternate skill alignments can be supported if needed with additional efforts at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986. Customer will configure any associated web pages/servers for chat as necessary to support the LiveOps multichannel solution.

Email Services

LiveOps will work with Customer to provide support for the Customer to set up the LiveOps Multichannel solution to support inbound email with the standard deployed messaging pipeline. It is assumed that only the standard LiveOps Multichannel solution will be required and configured as specified herein. These Services do not include support to set up email templates, handlers, visitor tracking, message/category classifiers or outbound email broadcast support, though such support can be provided under a separate SOW or Change Order at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986.

This SOW includes support for a single inbound email address aligned to a single skill. Additional inbound email addresses and alternate skill alignments can be supported if needed with additional efforts at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986. Customer will configure any associated email servers as necessary to support the LiveOps multichannel solution.

LiveOps Social - Facebook Services

LiveOps will support Customer configuration of LiveOps' standard multichannel support for Facebook. Specifically, LiveOps will support Customer configuration for routing of posts to a single Customer Facebook page, routing to a single queue/skill, using LiveOps standard capabilities. Support will be provided for Customer to configure routing of posts, comments and a maximum of 5 non-location specific search terms. Additional support for Facebook beyond that covered within the scope of this SOW may be provided at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986.

LiveOps Social - Twitter Services

LiveOps will support Customer configuration of LiveOps' standard multichannel support for Twitter. Specifically, LiveOps will support Customer's configuration to support a single customer Twitter account and detection/routing of a maximum of 5 non-location specific search terms, using LiveOps' standard capabilities. Support for additional Twitter accounts, to configure routing for additional specific search terms, to support routing of search terms based on location, to support auto-replies including those for new Twitter followers, or to support Twitter reply templates can be supported at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986.

LiveOps Social - SMS Services

LiveOps will support customer in submitting paperwork to obtain a single short or long code to support inbound SMS messages. These SMS messages will be delivered in to the message queue for an agent to pick up and answer or simply close the message. No support is included under this SOW to set up any automatic categorizations, auto responses, different output states, skilling of messages based on what a person texts, outbound message blasts, forwarding to email addresses, short codes, or subscriptions to receive outbound SMS messages. Such additional support could be provided at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986. SMS provisioning fees including carrier fees may be identified in the order form and are in addition to the Setup fees provided in this document.

2.4 Integration Services

Integration Overview

LiveOps will provide Services to enable the following integrations to the LiveOps Hosted Contact Center Platform. No support for integrations other than the below integrations and connectivity.

Customer CRM and/or Database Lookups

This SOW assumes that all CRM or Database lookups, if required, will be implemented by the Customer with support from LiveOps using the standard LiveOps Data Exchange tool capabilities to implement any required lookups, either via the standard built in REST Get web services capabilities or Salesforce.com integration capabilities. No more than one simple numeric key-based lookup to the Customer's CRM or database systems with one return value per call flow is assumed within the scope of this SOW. Additional lookups can be provided upon Customer request for an additional fee. Customer will be responsible for providing a resource with expertise on the specific REST Get, SOSL, or SOQL queries involved. No support will be provided by LiveOps for such queries under this SOW. Customer will also be responsible for implementing any middleware/back end software required to interface Customer back end systems to the standard LiveOps Data Exchange interface formats.

Salesforce.com – CTI Integration

LiveOps will provide, as part of the Services, a Salesforce.com OpenCTI XML file to the End Customer, along with support on the LiveOps side to enable the following capabilities within the Salesforce.com instance: the phone panel, a simple ANI-based screen pop, click to dial capability, access to call recording links, and for Salesforce.com access to pop a Visual Force page.

Enablement of these functions will require configuration by Customer of their Salesforce.com instance. Documentation for one standard version of such configuration will be provided by LiveOps, however support for such configuration by LiveOps is not included as part of this SOW. Such support, if necessary, can be provided under a separate statement of work at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986.

Customer will be responsible for installing the OpenCTI XML and for configuration of Salesforce.com.

Salesforce.com – Lead/Contact Uploader Package

This SOW includes service to help configure and train the Customer on the use of the Salesforce Lead/Contact Uploader for outbound dialing. Customer will be required to perform the integration within their own Salesforce cloud with assistance and mentoring by the LiveOps team.

Sugar CRM Integration

Solution Architecture: The LiveOps SugarCRM On-Demand integration allows customers the ability to do custom screen pops for inbound callers. There are two components to this integration:

1. A web service integration during the arrival phase of a call flow, using LiveOps Data Exchange. This web service integration helps identify a customer record by querying either the Account or Contact SugarCRM modules using the inbound caller's phone number.
2. LiveOps screen pop to open up the customer's Account or Contact record details view in a new browser window on the agent's SugarCRM desktop (if a single record is found) Screen pop ups will be customized for multiple or no matching records on a per customer basis.

Prerequisites: This integration requires either the *Professional* or *Enterprise* edition of SugarCRM 6.7 On-Demand. LiveOps will require SugarCRM credentials for API access (admin user name/password).

Agents must login to SugarCRM using the same browser used to login and launch LiveOps Engage or Phone Panel.

The agent's browser must allow pop ups from your LiveOps hosted call center. Agents using Internet Explorer must also add the LiveOps hosted call center and SugarCRM On-Demand to their Trusted Sites.

This integration requires all phone numbers in the Account or Contact modules are saved as 10-digits without spaces, dashes or other punctuation.

Technical Implementation: The LiveOps screen pop integration for SugarCRM uses the *v4_1/rest.php* API. The *login* method uses the SugarCRM admin credentials to obtain a temporary SugarCRM Session ID. Either the *get_entry_list* or *search_by_module* method will be used to search the Accounts or Contacts modules for matching records with the caller's phone number.

Example login:

```
method=login&input_type=JSON&response_type=JSON&rest_data=[
{"user_name":"SugarAdmin","password":"SugarPassword"}]
```

Example get_entry_list:

```
service/v4_1/rest.php?method=get_entry_list&input_type=JSON
&response_type=JSON&rest_data=["SugarCRMSessionID","Contact
s","contacts.phone_mobile='14802650000'"]
```

Example search_by_module:

```
service/v4_1/rest.php?method=search_by_module&input_type=JS
ON&response_type=JSON&rest_data=["SugarCRMSessionID","14802
650000",["Accounts","Contacts"],"0","","",["name","id"]]
```

The search API will return certain data elements, from which the LiveOps SugarCRM integration will parse out the count of search results, as well as the Account or Contact ID for the first result returned.

When the call is delivered to the agent, a browser window will open up (and then close) on the agent's desktop to trigger the SugarCRM screen pop in a new browser window. The SugarCRM screen pop is only triggered when there is a single search result. If no results are returned or if multiple matches are found the LiveOps scripting system will pop the appropriate "No Matching Results" message in a browser window instead of closing the scripting window.

MS Dynamics CRM

Features Included: The LiveOps MS Dynamics integration provides the following features:

1. Lookup of customer records (Contact) in Dynamics CRM for an incoming call based on Caller ID/ANI matching Contact phone fields.
2. Allow Click-to-Dial functionality on phone fields from within Dynamics CRM's Contact records.

Solution Architecture: LiveOps provides a managed solution to install (/import) in Dynamics CRM that provides integration endpoint between LiveOps and the customer's Dynamics CRM.

1. <u>Customer Lookup:</u> LiveOps Dynamics CRM integration provides the ability to do custom screen pops on inbound calls.

   Configure a special (custom) URL as a screen pop for incoming calls (in a campaign or call flow) that will perform the customer look up. This URL is designed to forward all the call parameters to a customer lookup page in Dynamics CRM. The customer lookup page consumes data services in Dynamics CRM for the customer search.

   Customer lookup result is shown as below:
   a. If no customers are found for the incoming phone number, a message "No customers found" is displayed.
   b. If one customer is found, the customer record is displayed.
   c. If more than one customer is found, matching customers are listed; agent can choose the right customer from the list.

   <u>*Note:*</u> In both cases (a) & (b) – a "Phone call" activity record would be opened with pre-populated details of the incoming call (and a link to the recording of the current call).

2. Click-to-Dial: LiveOps Dynamics CRM integration allows an additional phone icon to be displayed on the contact form. Clicking on the phone icon will place a call through the LiveOps call center.

   The integration ships with a set of configuration attributes to setup the Click-to-Dial.

Prerequisites:

- This integration requires Dynamics CRM version 2011 or 2013 (Both online and on premise versions are supported.).
- LiveOps MS Dynamics integration solution (CRM managed solution) should be installed and configuration attributes need to be configured)
- The integration requires the agent to be logged-in to both the LiveOps call center and Dynamics CRM using the same browser.
- The agent's browser must allow pop ups.

Technical Implementation:

1. Install (/import) LiveOps' MS Dynamics CRM managed solution and publish (PublishAllCutomizations). This would enable an endpoint in Dynamics CRM for the integration.
2. The LiveOps customer lookup (screen pop) integration for Dynamics CRM needs to configure a special screen pop.

   ```
   https://<callcentername>.hostedcc.com/integrations/screenpo
   p/pop_dynamics_crm.html ?crmpage=https://<customer-BU-
   name>.crm.dynamics.com/_webresources/liveops_/clookup.html
   ```

   This special URL is responsible for collecting the call attributes and passing it over to liveops_clookup.html in Dynamics CRM where the CRM REST data service is leveraged to find the customers.
3. For Click-to-Dial to functionality, the integration adds additional information in the contact page (to display Click2Dial icon) which uses the configurations saved in the LiveOps Configuration settings to place the call center call.
4. Configurations can be managed from the solution's configuration page within the LiveOps Dynamics CRM package. Call Center details, Click-to-Dial campaign ID and Phone fields can be configured on this page.

Zendesk CRM Integration

Solution Architecture: The LiveOps Zendesk integration allows customers the ability to do custom screen pops for inbound callers. There are two components to this integration:

3. A web service integration during the arrival phase of a call flow, using LiveOps Data Exchange. This web service integration helps identify a customer record (also known as user profile) by querying Zendesk data using the inbound caller's phone number.
4. LiveOps screen pop to open up the customer record (also known as user profile) on the agent's Zendesk desktop (if a single record is found).

Prerequisites: This integration requires that the Zendesk API channel be enabled for password access. This feature must be enabled by the Customer's Zendesk administrator. LiveOps will require Zendesk credentials for API access (admin user name/password).

The integration also requires that the user profiles of all LiveOps agents be configured with their "LiveOps Chat Name" set to their respective Zendesk user ID.

The agent's browser must allow pop ups from your LiveOps hosted call center.

Technical Implementation: The LiveOps screen pop integration for Zendesk uses the Zendesk search API. The search query is based on type being user and phone being the caller's phone number.

Example: search.json?query=type:user phone:15123423456 phone:14082342345

The search API will return certain data elements, from which the LiveOps Zendesk integration will parse out the count of search results, as well as the Zendesk ID for the first result returned.

When the call is delivered to the agent, a browser window will open up (and then close) on the agent's desktop to trigger the Zendesk screen pop in the agent's Zendesk UI. The Zendesk screen pop is only triggered when there is a single search result. If no results are returned or if multiple matches are found, then the LiveOps scripting system will pop the appropriate "No Matching Results" message in a browser window instead of closing the scripting window.

Secure Exchange Scoping and Basic Solution

Customer has requested to use the LiveOps Secure Exchange service to capture credit card numbers during voice/phone conversations. Secure Exchange is only supported for the voice channel. Secure Exchange requires the use of the LiveOps scripting system as well as LiveOps IVRs. Secure Exchange is designed to capture only one credit card number per call.

LiveOps will assign one Technical Service consultant to lead the Secure Exchange implementation. LiveOps will provide a script to drive the interaction with the LiveOps Secure Exchange IVR. This script will be configured on the Customer's campaigns/call flows and will require the use of the LiveOps screen pop feature.

High level description of Secure Exchange flow:

a) Call arrives at agent desktop who is using the standard LiveOps agent desktop.

b) LiveOps script (developed under this SOW by LiveOps based on Customer's participation) is popped on call arrival. This script includes a button for the agent to initiate credit card capture when ready.

c) Customer's agent selects the button to initiate the LiveOps standard Secure Exchange module to capture the credit card. It is assumed the standard LiveOps Secure Exchange module with built-in voice prompt confirmations, error handlers, credit card number format validation, and expiration date validation will be used with no customization.

d) The credit card information is stored in encrypted form in the LiveOps highly secure, limited access PCI compliant “red zone” infrastructure for 90 days and is then deleted LiveOps updates PCI ROC annually and will provide an updated report upon customer’s request.

e) During the time when the end customer is engaged with the LiveOps Secure Exchange module, there will be no audio recording until the end customer is returned back to the agent.

f) The call returns to the Customer agent with the results of the credit card capture displayed (success or fail). A Reference ID is also returned that is used to refer to the credit card information in the LiveOps secure “red zone” infrastructure.

The following services are included in the scope of Secure Exchange:

- LiveOps will provide a master IVR (where the customer enters their credit card number) and a slave IVR (where the agent is placed on hold and status updates are whispered to the agent).
- LiveOps will manage both the script and the IVRs. Customer will be able to self-configure the script for new campaigns. After call completion, the credit card information is stored in the LiveOps PCI compliant repository.
- This SOW assumes that the standard LiveOps script, master IVR and slave IVR will be used. Additional customization is possible and can be included at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986.

The following services are *not* included in the scope of Secure Exchange and can be addressed in a change order:

- The delivery of information collected by LiveOps to the customer’s payment gateway
- A solution or process to coordinate the payment reference along with the customer’s profile in the CRM system.

Customer (through its agents) is solely responsible for determining when to initiate the Secure Exchange workflow.

Outbound Dialer Implementation and Training

LiveOps will train the client on the use of the outbound dialer functionality. Training will include the following:

- Campaign configuration
- Lead upload
- Agent Call Handling
- Reporting

Client will be responsible for all configuration of the outbound dialer and activation for agent call handling.

Custom Integration

Custom Technical Services work, if any, will be described in this section.

2.5 Reporting and Monitoring

LiveOps' configurable Live Dashboards and configurable Historical Reporting are included along with associated training. LiveOps recommends that the creation and administration of Live Dashboards be limited to Administrators only. Supervisors can be provided with a read-only view of the Live Dashboards. It is not recommended that agents be provided access to the Live Dashboards.

Live Dashboard (for Voice Deployments)
Live Dashboards will be provided via the LiveOps web portal and will consist only of standard dashboards. A single Live Dashboard will be provisioned with a default view that provides visibility into all calls within the call center using the LiveOps default KPI's. The views created under the Live Dashboard are customizable by the customer once training has been conducted. The default view and KPIs are outlined below:

Offered Today (EST)	Handled Today (EST)	Queue Now	Pending CallBack Queue Now	Aband Today (EST)	Aband % Today (EST)	ATA Today (EST)	SL % Today (EST)	AHT Today (EST)	Agents Logged On Now	Agents Ready Now	Agents Ready Now Inbound	Agents Talking Now	Agents Not Ready Now
0	0	0	0	0	0.00	00:00:00	0.00	00:00:00	1	1	1	0	0

Historical Reporting
Historical Reporting will be provided via the Reports section of the LiveOps web portal and will consist only of standard reporting. Standard reports can be saved, shared and exported/downloaded in Excel .XLS and/or .CSV file formats for further manipulation.

For Voice deployments, LiveOps will configure the following daily standard reports accessible at the Admin and Supervisor level:

- **Call Segment Group Report**, grouped by Campaign and Call Type (Inbound/Outbound/Dialout), containing the fields All Segments, Answered Segments, Average Time to Answer, Offered for Agent Selection, Average Call Length, Max Queue Length, Average Queue Length, Abandon, Abandon %, and Average Handle Time.
- **Call Interaction Group Report**, grouped by Campaign and Call Type (Inbound/Outbound/Dialout), containing the fields All Calls, Answered Calls, Average Time to Answer, Offered for Agent Selection, Average Call Length, Max Queue Length, Average Queue Length, Abandon, Abandon %, and Average Agent Time
- **Agent Status Group Report**, grouped by Agent Full Name and Agent, containing the fields First Sign On, Final Sign Off, Calls Offered, Calls Answered, Calls Transferred, Login Session Count, Total Time, Available Time, Available Time %, Busy Time, Busy Time %, Idle Time, Idle Time %, Unavailable Time, Unavailable Time %
- **Outbound Lead Group Report**, grouped by Campaign, containing the fields Number of Leads, Leads Open, Leads Closed, Expired, Canceled, Too Many Tries, Do Not Call, Leads Dialed (Rep), Leads Dialed

Custom reporting, while not included in this SOW, can be provided at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986.

3 Project Delivery and Schedule

A Work Breakdown Structure (WBS) and Project Plan, including milestones will be developed and reviewed with the customer soon after the requirements review meeting(s). The project schedule including Milestones will be built out as part of the project plan.

4 Additional Key Assumptions

a. LiveOps owns all right, title and interest in and to any deliverables provided to Customer pursuant to this SOW, including but not limited to call flows, integrations, and any and all enhancements to or derivative works of the Service. If LiveOps provides to and/or leaves with Customer any hard copy materials in the course of providing the Services hereunder, such materials shall be considered LiveOps Materials, and are to be used in accordance with the terms applicable to LiveOps Materials as set forth in the Agreement. The Customer owns its right, title and interest in its own Customer Data that is provided to the Services provided under Appendix E, the Subscription Services Agreement, of DIR Contract Number DIR-TSO-2986.

b. Any non-availability of or unexpected delay by Customer resources, or other unexpected and unknown items may result in changes to the scope of Services, the mutually agreed-upon Service timelines, and/or related fees.

c. All work is assumed to be performed during normal weekday business hours based on the location that the work would be performed as determined by LiveOps.

d. This SOW does not include Services to enable or configure any non-standard handlers (including without limitation any keyword handler, ACD handler, address extraction handler, bounce detection handler, broadcast creation handler, channel response handler, competition handler, coupon handler, duplicate message handler, extractor handler, ftp upload handler, incident handler, notification handler, profanity handler, SMS subscription handler, splitter handler, and time of day handler.) Support for enabling and/or configuring such handlers can be provided under a separate SOW or Change Order basis at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986.

e. Notification of Project Phase Completion will be provided by the LiveOps Project Manager at the end of each phase, including: Phase 1 – Requirements Review, Phase 2- Call Center /Solution Design, Phase 3- Joint Implementation and Testing, Phase 4 – Launch and Warranty Support. Warranty Support will continue for 3 business days following the End Customer Launch.

f. No efforts are included in this SOW to enable or provide support for LiveOps features that become available after the requirements review meeting. Any such required efforts can be provided under a separate SOW or Change Order basis at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986.

5 SOW Terms

Terms of this Statement of Work are as follows:

5.1 Pricing

Pricing shall be in accordance with Appendix C, Pricing Index, of DIR-TSO-2986. [Vendor and Customer shall include specific pricing and service hours in Order Form – Exhibit A to Appendix E, Subscription Services Agreement.]

5.2 Travel and Expenses

Travel Expense Reimbursement shall be in accordance with Section 4F of DIR Contract No. DIR-TSO-2986.

5.3 SOW Termination

Unless otherwise terminated in accordance with the Agreement and DIR Contract No. DIR-TSO-2986, this SOW shall terminate upon LiveOps' provision of the Services as set forth herein.

5.4 Change Control

If LiveOps or Customer desires to make any changes to the scope of the Services or any assumptions contained herein, the party requesting the change must propose the change by submitting to the other party a change proposal in writing in the form of a Change Order. Except as otherwise provided for in this SOW, neither party shall be obligated to accept any Change Order submitted by the other Party without such Party's prior written consent.

Customer acknowledges that any Change Orders requested by Customer shall be subject to LiveOps' prior written approval and may incur an additional charge at the rate specified in Appendix C, Pricing Index, of DIR Contract No. DIR-TSO-2986, and necessitate an extension of time period(s) for completion of the work specified in the SOW. If the Change Order is acceptable to both parties, the parties shall mutually execute a Change Order reflecting the change to amend the SOW and provide for any applicable change in fees payable to LiveOps and/or extension of the time period(s) for completion of the Services resulting from the implementation of the Change Order.

See also Appendix C: LiveOps Change Management Process.

5.5 Pre-Authorized Time and Materials (T&M)

Customer understands that additional work beyond the Services outlined in this SOW may arise and Customer hereby authorizes LiveOps, upon prior notification to Customer, to provide services for up to 20 hours at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986.

6 Approval

IN WITNESS WHEREOF, the parties have signed this Statement of Work as of the date referenced below.

LiveOps Cloud Platform, LLC

By: ________________________________

Name: ____________________________

Title: _____________________________

Date: _____________________________

Customer Name

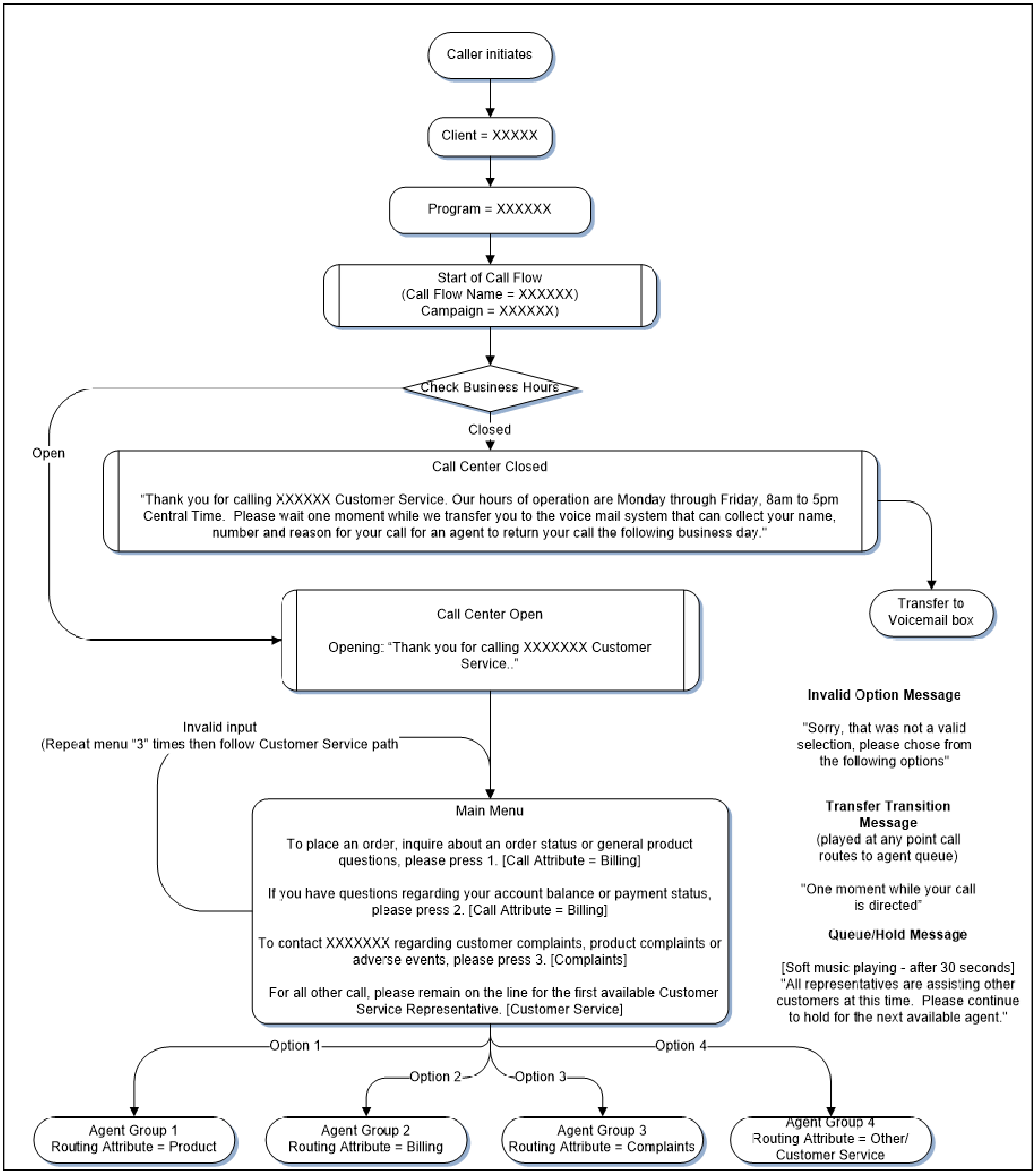
By: ___________________________________

Name: ________________________________

Title: _________________________________

Date: _________________________________

Appendix A: Standard (Simple) Call Flow Design



Appendix B: LiveOps Technical Services Methodology

The LiveOps methodology is designed to train Customer personnel early in the project and have the Customer take the lead in the configuration of the Customer's contact center instance, with support from LiveOps, so as to maximize the Customer's ability to independently manage contact center implementations on a self-service basis after launch, with minimal additional support requirements from LiveOps.

Project Management: An assigned LiveOps Project Manager, with assistance from Customer, will manage the overall implementation schedule through completion of the deployment when the contact center is made available to the Customer for final configuration and will provide support through the initial launch of live traffic through the LiveOps Cloud Contact Center Platform Service. Customer will be responsible to assign a project leader for the duration of the deployment project to manage all involved Customer project resources and agrees to provide prompt access, as needed, to all personnel required for performance of Services hereunder. Both parties will cooperate and perform the necessary activities in support of the mutually agreed project plan. Customer agrees to assign knowledgeable individuals to support LiveOps' performance of Services under this SOW and will work to avoid frequently changing the individuals so assigned. LiveOps will conduct all Services hereunder from designated LiveOps locations. There may be requirements for LiveOps resources to travel to Customer's site. In the event that LiveOps personnel will be required to travel, Travel Expense Reimbursement shall be in accordance with Section 4F of DIR Contract No. DIR-TSO-2986.

Project Kickoff: A teleconference will be held to introduce the project teams, to discuss the schedule for the Requirements Review Meeting, the Project Methodology, and to discuss next steps.

Requirements Review Meeting: During this meeting, the LiveOps project team will meet with key Customer stakeholders to review the requirements outlined in this SOW to ensure full understanding of the Customer's implementation and configuration requirements. After review of the requirements, LiveOps will provide the Customer with functional call flow diagrams, as further set forth below, for the Customer's approval.

Call Center/Solution Design: As part of the design process, LiveOps will work cooperatively with the Customer to create a proposed high level design for the IVR, call and message flows, associated campaigns that the IVR's will connect to, and any custom elements (if any), and to create a proposed high level design for configuration of the standard messaging pipeline, as well as the method of connectivity to the selected channels. Such documentation will be reviewed in a single review cycle and after incorporation of changes will be approved by the Customer. No changes to the design after this approval are included within the scope of this SOW.

Joint Implementation and Testing: LiveOps will, provision a single contact center tenant for the Customer. This instantiation will include the configuration of standard administration, supervisor, and agent permission groups for voice application and Admin, Team Lead and Agent for Multichannel, along with an initial administrator login/password.

Training: LiveOps will provide training remotely via webinar shortly after the Customer contact center instantiation is created. This training will include training in contact center administration, configuration of IVR, call and message flow templates, multi-channel contact center administration for non-proactive chat and simple inbound email using the standard deployed messaging pipeline, configuration of Live dashboards, use of Call Flow Authoring, and train-the-trainer training for supervisors and agents. LiveOps will not provide direct training for Supervisors and Agents. Training, enablement, or support for quality monitoring, post call surveys, audit queues, agent communication facilities beyond enablement of a single chat-room, workforce management, or agent scheduling is not included, though may be available at rates specified in Appendix C, Pricing Index, DIR Contract Number DIR-TSO-2986, through a separate statement of work.

Audio: Customer will provide prompt recordings conforming to LiveOps specifications and will use the LiveOps Audio Asset Manager to upload the audio files into the Customer's call center instance prior to the start of LiveOps IVR coding. Should Customer use standard LiveOps voice talent, LiveOps will charge Customer separately for voice talent and studio fees in accordance with the rates identified in the Order Form. In addition, additional Services fees may apply.

IVR and Call Flow Configuration/Coding: Once the Customer has completed the initial Campaign configuration and informed LiveOps this is complete, LiveOps will train Customer to configure call flows using the standard LiveOps Call Flow Authoring tool capabilities. After completion of configuration, Customer will test the IVR's with consulting assistance as required from LiveOps. These IVR's will be touchtone only (no speech), will consist of call routing menus only, unless specifically indicated otherwise herein will not involve any data collection or any data dips.

Contact Center Configuration: Once LiveOps has trained Customer to configure and test any custom IVR's or other custom components specified within this SOW, the call center will be turned over to the Customer for configuration of all Clients, Programs, additional Campaigns, routing elements, pools, attributes, agents, and users. LiveOps will provide support to answer questions and provide suggestions to the trained administrative personnel performing the configuration work for the initial Customer call center launch.

Contact Center Testing: Once the configuration is completed, the Customer will perform the end-to-end testing of the configured contact center. LiveOps will provide support to answer any questions associated with this.

Launch: Customer will notify LiveOps of the scheduled date for the launch of the contact center with initial live traffic, and will notify LiveOps when such launch has occurred. There is a single, supported, individual rollout planned, with 3 business days of warranty through Technical Services, followed by a hand off to Customer Support. LiveOps will provide remote support during business hours on the day of the initial launch. Customer will also notify LiveOps on the completion of the initial ramping of all planned call center agents onto the LiveOps platform, if any such launch ramp is planned. No additional support services or other Technical Services after the initial launch are included within the scope of this SOW.

Appendix C: LiveOps Change Management Process