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Data Networks and Communications Services

CATEGORY 27 – STANDARD CONTACT CENTER SERVICES

ASPEN TECHNOLOGY GROUP INC

CATALOG B

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27.2 CONTACT CENTER SERVICES

27.2.2 Contact Center General Features

Contractor's Description of Service:

Cloud contact center platform services based on Amazon Web Services and related partner solutions that also leverage Amazon Web Services.

Geographic Availability:

Available throughout California with no geographic limitations.

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.2.a – Contact Center General Features

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Web Call Back	ASPEN-DIALER	Web call back functionality as described.	Contact flows can be created that provide the ability for customers to leave their phone number and get a callback from an agent.	$0.00	$15.00	Port	Yes	No	Required
2	Web and SMS Text Chat	ASPEN-OMNI	Web and SMS text chat functionality as described.	Web and mobile chat for Amazon Connect, Genesys and TalkDesk other AWS hosted cloud-based contact center solutions. Customers can now choose between using chat or making a phone call to get their questions or	$0.00	$45.00	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				concerns addressed. Conversation context is maintained across both chat and voice, giving customers freedom to move between channels without forcing them to start all over again or to wait for an agent.						
3	Digital Recording	INCLUDED WITH ASPEN-ACD	Digital recording functionality as described.	Managers can monitor live conversations, and review and download recordings of past agent conversations. A conversation is recorded only when the contact is connected to an agent. The contact is not recorded before then, when they are connected to the IVR. If the call is transferred externally, the call recording stops when the agent drops from the call.	$0.00	$0.00	Agent	Yes	No	Required
4	Digital Recording-Storage-Gigabyte	ASPEN-STORAGE	Storage for the digital recording functionality as described.	Recordings are stored in encrypted S3, (Simple Storage Service) buckets and only available to users with proper permissions. S3 store and protect any amount of data for a range of use cases, such as data lakes, websites, mobile applications, backup	$0.00	$0.03	Gigabyte	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				and restore, archive, enterprise applications, IoT devices, and big data analytics.						
5	Collaborative Browsing	ASPEN-COLLAB	Collaborative browsing functionality as described.	Aspen Collab is an open platform so it is easy to integrate with existing or third-party systems. Aspen Collab provides out-of-the-box integrations for leading customer relationship management (CRM) offerings, such as Salesforce and Zendesk, Workforce Management (WFM), and Analytics tools.	$0.00	$15.00	Agent	Yes	No	Required
6	Email Response Management (ERM)	Included with Text Chat	ERM functionality as described.	Email support also provides a "paper trail" for both customers and companies, enabling them to manually track issues and refer back to prior parts of a conversation. If one agent cannot resolve an issue, the email can be forwarded to another.	$0.00	$0.00	Agent	Yes	No	Required
7	Workforce Management (WFM) System	ASPEN-WFM	WFM functionality as described.	Aspen WFM -Verint® Enterprise Workforce Management™ (Verint WFM) on Amazon Web Services (AWS) is the ideal solution for planning,	$0.00	$29.00	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				forecasting, and scheduling work, as well as managing resources and processes across the enterprise. From contact centers to branch and back-office operations, it enables you to produce optimal schedules that keep both customer service levels and employee satisfaction high while minimizing costs. Through seamless integration with Amazon Connect, Verint WFM leverages agent activity information, call volume and queue statistics that help you accurately forecast and schedule with a single point of control. You can also use Verint WFM to build decentralized schedules that allow for decisions-making at individual sites. Intraday agent adherence functionality offers real-time schedule adherence management with alerts when events and metrics deviate from your plan. Verint WFM also helps you realize the advantages of a virtual						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				workforce, with the ability to pool and deploy available, cross trained resources in different functional areas.						
8	Automated Preview Outbound Dialing	ASPEN-DIALER	Preview outbound dialing functionality as described.	Two-way contact center communications are a powerful tool with which modern businesses can convey information, make inquiries, and report issues to customers—and vice versa. This action enables you to program outbound calls to contact customers. These contacts might take the form of automated reminders, follow-up calls, calls to schedule appointments, a first-time contact initiated from an online one-click call button, or a promotional outreach.	$0.00	$15.00	Agent	Yes	No	Required
9	Automated Predictive Outbound Dialing	ASPEN-DIALER	Predictive outbound dialing functionality as described.	Two-way contact center communications are a powerful tool with which modern businesses can convey information, make inquiries, and report issues to customers—and vice versa.	$0.00	$15.00	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				This action enables you to program outbound calls to contact customers. These contacts might take the form of automated reminders, follow-up calls, calls to schedule appointments, a first-time contact initiated from an online one-click call button, or a promotional outreach.						
10	Voice Callback	ASPEN-DIALER	Voice callback functionality as described.	Aspen-Dialer provides the caller with an automatic callback. The automatic callback is a feature of an IVR system that allows a caller to choose to be called back rather than wait on hold in the phone queue. When an agent becomes available, the system will call the customer and when they answer, they are connected to the agent.	$0.00	$15.00	Port	Yes	No	Required
11	Quality Management	ASPEN-ANALYTICS	Quality management functionality as described.	Aspen-Analytics empowers a call center to analyze and track agent performance across 100% of customer interactions. This will assure that customers are being	$0.00	$95.00	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				treated properly and their issues resolved appropriately when they call in. This will also increase agent's productivity.						
12	Screen Capture	Included with QM	Screen capture functionality as described.	Amazon Connect, Genesys and TalkDesk other AWS hosted cloud-based contact center solutions are open platforms so, it is easy to integrate with existing or other third-party Systems that provide Screen Capture capabilities.	$0.00	$0.00	Agent	Yes	No	Required
13	Blended Agent	INCLUDED WITH ASPEN-ACD	Blended agent functionality as described.	Amazon Connect, Genesys and TalkDesk includes callback from queue, outbound API, and omnichannel outbound notification. All support inbound and outbound as a blended service.	$0.00	$0.00	Agent	Yes	No	Required
14	Advanced Omni – Email, Chat, SMS, FAQ	ASPEN-OMNI-ADVANCED		As an optional solution to enhance Amazon Connect is Advanced Omni Channel which provides easy to use chatbots. FAQ, and AI beyond the normal channels of SMS, email, chat, and in-app chat.	$0.00	$135.00	AGENT	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
15	Digital Bot	ASPEN-BOT		As an optional solution to enhance Amazon Connect, Genesys and TalkDesk which provides easy to use chatbots. FAQ, and AI beyond the normal channels of SMS, email, chat, and in-app chat.	$0.00	$12.20	ACTION	Yes	No	Required

27.2.3 Automatic Call Distributor (ACD)

27.2.3.7 ACD Packages

27.2.3.7.1 ACD Basic Agent Package

Contractor's Description of Service:

From a web browser, agents can answer, hold, transfer calls based on assigned queues, view reports if permitted by supervisors / admin.

Geographic Availability:

Available throughout California with no geographic limitations.

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.3.7.1.a – ACD Basic Agent Package Features

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Agent Package - Agent	ASPEN-ACD	Basic Agent Software package as described.	From a web browser, agents can answer, hold, transfer calls based on assigned queues, view reports if permitted by supervisors / admin.	$0.00	$90.00	Agent	Yes	No	Required

27.2.3.7.2 ACD Basic Supervisor's Package

Contractor's Description of Service:

From a web browser, a supervisor can access and modify real-time reports, historical reports and dashboards. Supervisors can also live listen to agents calls.

Geographic Availability:

Available throughout California with no geographic limitations.

State Associated Adminitrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.3.7.2.a – ACD Supervisor's Package

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Supervisor's Package-Agent	INCLUDED WITH ASPEN-ACD	Basic Supervisor's Package Software as described.	From a web browser, a supervisor can access and modify real-time reports, historical reports and dashboards. Supervisors can also live listen to agent's calls.	$0.00	$0.00	Supervisor	Yes	No	Required
2	Additional Supervisor Positions	INCLUDED WITH ASPEN-ACD	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)	From a web browser, a supervisor can access and modify real-time reports, historical reports and dashboards. Supervisors can also live listen to agent's calls.	$0.00	$0.00	Supervisor	Yes	No	Required

27.2.3.7.3. ACD System Administrator Software Package

Contractor's Description of Service:

From a web browser, an admin can manage contact flows including prompts, run and modify real-time reports, historical reports and dashboards, fully manage agents, fully manage queues and call routing.

Geographic Availability:

Available throughout California with no geographic limitations.

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.3.7.3.a – ACD System Administrator Software Package

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic System Administrator's Package	INCLUDED WITH ASPEN-ACD	Basic Administrator's Package Software as described.	From a web browser, an admin can manage contact flows including prompts, run and modify real-time reports, historical reports and dashboards, fully manage agents, fully manage queues and call routing.	$0.00	$0.00	Package	Yes	No	Required

27.2.4 Interactive Voice Response Solution

27.2.4.5 IVR Services and Features

Contractor's Description of Service:

Cloud contact center platform services based on Amazon Web Services and related partner solutions that also leverage Amazon Web Services.

Geographic Availability:

Available throughout California with no geographic limitations.

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.4.5.a – IVR Services and Features

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	IVR Usage	ASPEN-IVR	Usage charge associated with the IVR solution.	Aspen-IVR is a pay-as-you-go service. There are no required up-front payments, long-term commitments, or minimum monthly fees.	0.0600	N/A	Minute	Yes	No	Required
2	IVR Usage-Speech Recognition	ASPEN-ASR	Usage charge associated with the IVR solution with speech recognition input.	Aspen-ASR is a per min IVR with Speech recognition service.	0.0600	N/A	Minute	Yes	No	Required