IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 27 – STANDARD CONTACT CENTER SERVICES

AT&T Corp.

CATALOG B

September 29, 2025

Issued by:

STATE OF CALIFORNIA

California Department of Technology Statewide Procurement

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Catalog products and services in this category may contain Generative Artificial Intelligence (GenAI). Prior to ordering, Executive Branch State Entities shall work with CALNET Contractor AT&T Corp. to determine whether products or services to be ordered contain GenAI and comply with the requirements set forth in State Administrative Manual section 4986.9 GenAI PROCUREMENT, including but not limited to performing GenAI Risk Assessment (SIMM 5305-F).

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CATEGORY 27 – Standard Contact Center Services

27.2 CONTACT CENTER SERVICES

27.2.2 Contact Center General Features

Contractor's Description of Service:

[AT&T Contact Center is a highly reliable, scalable, and highly secure cloud-based contact center platform. It enables rapid deployment, mobile and remote working capability, and integrated communication channels.]

Geographic Availability:

[Statewide]

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	ACCC01	Web call back functionality as described.		$0.00	$0.00	Port	Yes	No	Required
2	Web and SMS Text Chat	ACCC02	Web and SMS text chat functionality as described.		$0.00	$6.25	Agent	Yes	No	Required
3	Digital Recording	ACCC03	Digital recording functionality as described.		$0.00	$7.67	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
4	Digital Recording-Storage-Gigabyte	ACCC04	Storage for the digital recording functionality as described.		$0.00	$0.17	Gigabyte	Yes	No	Required
5	Collaborative Browsing	ACCC05	Collaborative browsing functionality as described.		$7,000.00	$42.00	Agent	Yes	No	Required
6	Email Response Management (ERM)	ACCC06	ERM functionality as described.		$0.00	$6.25	Agent	Yes	No	Required
7	Workforce Management (WFM) System	ACCC07	WFM functionality as described.		$0.00	$19.44	Agent	Yes	No	Required
8	Automated Preview Outbound Dialing	ACCC08	Preview outbound dialing functionality as described.		$0.00	$0.00	Agent	Yes	No	Required
9	Automated Predictive Outbound Dialing	ACCC09	Predictive outbound dialing functionality as described.		$0.00	$0.00	Agent	Yes	No	Required
10	Voice Callback	ACCC10	Voice callback functionality as described.		$0.00	$0.00	Port	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
11	Quality Management	ACCC11	Quality management functionality as described.		$0.00	$19.44	Agent	Yes	No	Required
12	Screen Capture	ACCC12	Screen capture functionality as described.		$0.00	$0.00	Agent	Yes	No	Required
13	Blended Agent	ACCC13	Blended agent functionality as described.		$0.00	$89.50	Agent	Yes	No	Required
14	AT&T CCC CSI Community WFM - (WFM Enterprise)	ACCC19		AT&T CCC CSI Community WFM - (WFM Enterprise)	$0.00	$34.72	Named Agent	Yes	No	Required
15	AT&T CCC CSI Community WFM Data Target	ACCC20		AT&T CCC CSI Community WFM Data Target	$569.44	$0.00	Domain	Yes	No	Required
16	AT&T CCC CSI Enterprise WFM Training (on-site)	ACCC23		AT&T CCC CSI Enterprise WFM Training. Additional on-site training to assist beyond what is included with the service. 2-days of onsite pre-training consultation, 4-days of onsite post installation training and 2-days of onsite optimization training will be provided.	$31,333.33	$0.00	Site	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
17	AT&T CCC CSI Integrated Recording w/QM	ACCC24		AT&T CCC CSI Integrated Recording w/QM	$0.00	$34.72	Named Agent	Yes	No	Required
18	AT&T CCC CSI LightsOut!	ACCC25		AT&T CCC CSI LightsOut!	$0.00	$6.00	Named Agent	Yes	No	Required
19	AT&T CCC CSI LightsOut! Setup	ACCC26		AT&T CCC CSI LightsOut! Setup	$4,000.00	$0.00	Domain	Yes	No	Required
20	AT&T CCC CSI Quality Management Online Training	ACCC27		AT&T CCC CSI Quality Management Online Training. Additional training to assist beyond what is included with the service. Enterprise Quality Management training. Includes "train the trainer" training sessions that covers advanced functionality such as call evaluation and reporting.	$2,402.78	$0.00	Domain	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
21	AT&T CCC CSI Quality Management On-Site Training	ACCC28		AT&T CCC CSI Quality Management On-Site Training. Additional on-site training to assist beyond what is included with the service. Enterprise Quality Management training. Includes up to two (2) days onsite "train the trainer" training sessions to cover advanced functionality such as call evaluation and reporting.	$8,006.94	$0.00	Site	Yes	No	Required
22	AT&T CCC CSI Quality Management Setup & Implementation	ACCC29		AT&T CCC CSI Quality Management Setup & Implementation	$7,833.33	$0.00	Domain	Yes	No	Required
23	AT&T CCC CSI WFM Additional Off-The-Shelf Connector	ACCC35		AT&T CCC CSI WFM Additional Off-The-Shelf Connector	$0.00	$550.76	Connector	Yes	No	Required
24	AT&T CCC WFO - Project Management (CSI)	ACCC36		AT&T CCC WFO - Project Management (CSI) – To be used with AT&T CCC WFO (CSI) Implementations only.	$2,500.00	$0.00	Project	Yes	No	Required

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25	AT&T CCC Community Everywhere Mobile App	ACCC37		AT&T CCC Community Everywhere Mobile App	$0.00	$5.90	Seat	Yes	No	Required
26	AT&T CCC WFO - Project Management (Verint)	ACCC38		AT&T CCC WFO - Project Management (Verint) – To be used with AT&T CCC WFO (Verint) implementations only. This package will provide oversight and coordination for implementation activities to include requirements gathering, configuration, testing, deployment and training.	$2,777.78	$0.00	Project	Yes	No	Required
27	AT&T CCC Verint Additional Storage	ACCC39		AT&T CCC Verint Additional Storage	$0.00	$0.28	Gigabyte	Yes	No	Required
28	AT&T CCC Verint Advanced Desktop Analytics	ACCC40		AT&T CCC Verint Advanced Desktop Analytics	$0.00	$14.58	Named Employee	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
29	AT&T CCC Verint Advanced Desktop Analytics Implementation (Non-IE Browser)	ACCC41		AT&T CCC Verint Advanced Desktop Analytics Implementation (Non-IE Browser)	$13,359.72	$0.00	Business Unit	Yes	No	Required
30	AT&T CCC Verint Advanced Desktop Training	ACCC42		AT&T CCC Verint Advanced Desktop Training - Additional training above and beyond what is included with the base service. This includes training for Verint Advanced Desktop Analytics.	$1,719.44	$0.00	Business Unit	Yes	No	Required
31	AT&T CCC Verint Encrypted Call Recording	ACCC46		AT&T CCC Verint Encrypted Call Recording	$0.00	$18.06	Named Employee	Yes	No	Required
32	AT&T CCC Verint Encrypted Call Recording Implementation	ACCC47		AT&T CCC Verint Encrypted Call Recording Implementation	$6,250.00	$0.00	Business Unit	Yes	No	Required
33	AT&T CCC Verint Encrypted Call Recording Training	ACCC48		AT&T CCC Verint Encrypted Call Recording Training	$1,719.44	$0.00	Business Unit	Yes	No	Required
34	AT&T CCC Verint Performance Management	ACCC49		AT&T CCC Verint Performance Management	$0.00	$14.58	Named Employee	Yes	No	Required

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35	AT&T CCC Verint Performance Management Implementation	ACCC50		AT&T CCC Verint Performance Management Implementation	$3,827.78	$0.00	Business Unit	Yes	No	Required
36	AT&T CCC Verint Performance Management Training	ACCC51		AT&T CCC Verint Performance Management Training	$6,875.00	$0.00	Business Unit	Yes	No	Required
37	AT&T CCC Verint QM Training	ACCC52		AT&T CCC Verint QM Training	$20,166.67	$0.00	Business Unit	Yes	No	Required
38	AT&T CCC Verint Quality Management	ACCC53		AT&T CCC Verint Quality Management	$0.00	$36.11	Named Employee	Yes	No	Required
39	AT&T CCC Verint Quality Management Implementation	ACCC54		AT&T CCC Verint Quality Management Implementation	$26,388.89	$0.00	Business Unit	Yes	No	Required
40	AT&T CCC Verint Screen Recording	ACCC55		AT&T CCC Verint Screen Recording	$0.00	$7.72	Named Agent	Yes	No	Required
41	AT&T CCC Verint Screen Recording - Implementation	ACCC56		AT&T CCC Verint Screen Recording - Implementation	$5,208.33	$0.00	Business Unit	Yes	No	Required
42	AT&T CCC Verint Speech Analytics	ACCC57		AT&T CCC Verint Speech Analytics	$0.00	$31.25	Named Employee	Yes	No	Required
43	AT&T CCC Verint Speech Analytics Implementation	ACCC58		AT&T CCC Verint Speech Analytics Implementation	$73,111.11	$0.00	Business Unit	Yes	No	Required

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44	AT&T CCC Verint Speech Analytics Training	ACCC59		AT&T CCC Verint Speech Analytics Training	$27,500.00	$0.00	Business Unit	Yes	No	Required
45	AT&T CCC Verint WFM Implementation	ACCC60		AT&T CCC Verint WFM Implementation	$14,166.67	$0.00	Business Unit	Yes	No	Required
46	AT&T CCC Verint WFM Training	ACCC61		AT&T CCC Verint WFM Training. Additional training above and beyond what is included in the base service. Additional 8-day training for Verint Workforce Management. Topics include Core Forecasting and Scheduling, Application Administration, Monitoring and Management.	$31,333.33	$0.00	Business Unit	Yes	No	Required
47	AT&T CCC Verint Workforce Management	ACCC62		AT&T CCC Verint Workforce Management	$0.00	$36.11	Named Employee	Yes	No	Required
48	AT&T CCC Data Center Connectivity Activation	ACCC63		AT&T CCC Data Center Connectivity Activation	$1,736.11	$0.00	Data Center	Yes	No	Required

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49	AT&T CCC Data Center Connectivity Implementation	ACCC64		AT&T CCC Data Center Connectivity Implementation	$1,736.11	$0.00	Data Center	Yes	No	Required
50	AT&T CCC Inbound SIP Trunking Setup	ACCC65		AT&T CCC Inbound SIP Trunking Setup	$208.33	$0.00	Connection	Yes	No	Required
51	AT&T CCC Outbound SIP Trunking Setup	ACCC66		AT&T CCC Outbound SIP Trunking Setup	$208.33	$0.00	Connection	Yes	No	Required
52	AT&T CCC Secure RTP (sRTP)	ACCC67		AT&T CCC Secure RTP (sRTP)	$520.83	$0.00	Domain	Yes	No	Required
53	AT&T CCC Secure RTP (sRTP) Activation	ACCC68		AT&T CCC Secure RTP (sRTP) Activation	$520.83	$0.00	Domain	Yes	No	Required
54	AT&T CCC Shared Usage Activation	ACCC69		AT&T CCC Shared Usage Activation	$1,638.89	$0.00	Domain	Yes	No	Required
55	AT&T CCC SIP Trunk (Agent) for Customer PBX Integration Configuration	ACCC70		AT&T CCC SIP Trunk (Agent) for Customer PBX Integration Configuration	$2,777.78	$0.00	Domain	Yes	No	Required
56	AT&T CCC VPN Configuration	ACCC75		AT&T CCC VPN Configuration	$6,136.11	$0.00	Data Center	Yes	No	Required
57	AT&T CCC Customer PBX SIP connection	ACCC76		AT&T CCC Customer PBX SIP connection	$0.00	$65.28	Domain	Yes	No	Required

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58	AT&T CCC Data Center Colocation	ACCC77		AT&T CCC Data Center Colocation Monthly Charge for Rack Space to host equipment installed for connectivity between AT&T CC Data Center(s) and Agent locations over Customer's private IP connection (e.g. MPLS, Metro Ethernet, Ethernet, VPLS, WAN). ****Charged per 1U of rack space, power, cooling, remote installation.***	$0.00	$1,111.11	Rack Unit	Yes	No	Required
59	AT&T CCC Data Center Cross-Connect	ACCC78		AT&T CCC Data Center Cross-Connect	$0.00	$489.58	Data Center	Yes	No	Required
60	AT&T CCC SIP Inbound Flat Rate	ACCC80		AT&T CCC SIP Inbound Flat Rate	$0.00	$208.33	Connection	Yes	No	Required
61	AT&T CCC SIP Outbound (No Backup)	ACCC81		AT&T CCC SIP Outbound (No Backup)	$0.00	$208.33	Connection	Yes	No	Required
62	AT&T CCC VPN	ACCC82		AT&T CCC VPN	$0.00	$520.83	Data Center	Yes	No	Required
63	AT&T CCC Virtual Desktop Integration	ACCC84		AT&T CCC Virtual Desktop Integration	$4,114.58	$0.00	Domain	Yes	No	Required

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64	AT&T CCC Implementation Remote Support Premium SOW	ACCC85		Predetermined implementation package defined by SOW once Customer and AT&T have discovery meeting to determine the Scope of Work.	$33,333.33	$0.00	Project	Yes	No	Required
65	AT&T CCC Implementation w/On-Site Support Advanced SOW	ACCC88		Predetermined implementation package defined by SOW once Customer and AT&T have discovery meeting to determine the Scope of Work.	$78,333.33	$0.00	Project	Yes	No	Required
66	AT&T CCC Implementation w/On-Site Support Premium SOW	ACCC89		Predetermined implementation package defined by SOW once Customer and AT&T have discovery meeting to determine the Scope of Work.	$156,666.67	$0.00	Project	Yes	No	Required

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67	AT&T CCC Implementation Remote Support Basic SOW	ACCC90		Predetermined implementation package defined by SOW once Customer and AT&T have discovery meeting to determine the Scope of Work.	$6,250.00	$0.00	Project	Yes	No	Required
68	AT&T CCC Implementation Remote Support Advanced SOW	ACCC91		Predetermined implementation package defined by SOW once Customer and AT&T have discovery meeting to determine the Scope of Work.	$15,666.67	$0.00	Project	Yes	No	Required
69	AT&T CCC Implementation w/On-Site Support Basic SOW	ACCC92		Predetermined implementation package defined by SOW once Customer and AT&T have discovery meeting to determine the Scope of Work.	$31,333.33	$0.00	Project	Yes	No	Required
70	AT&T CCC Connector - Cloud Bridge Server Side	ACCC99		AT&T CCC Connector - Cloud Bridge Server Side	$1,000.00	$0.00	Domain	Yes	No	Required

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71	AVAYA Contact Center General Features	Multiple (See Below ID's)						Yes	No	Required
72	Avaya Compliance Recording	AVCC01		Compliance Recording provides; Full time enterprise call recording, tagging and archiving, ability to quickly search and extract actionable intelligence, get alerts based on call disposition thresholds, understand why Customers are calling using content-driven dashboards and reporting, enhance compliance, reduce liability and improve Customer engagement.	$0.00	$31.25	Per Agent	Yes	No	Required
73	Avaya Screen Capture	AVCC02		Screen capture recording.	$0.00	$15.68	Per Agent	Yes	No	Required
74	Avaya Quality Monitoring	AVCC03		Quality Monitoring and Automated Quality Monitoring, Lesson Management, Coaching, and Advanced Scorecards.	$0.00	$51.72	Per Agent	Yes	No	Required

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75	Workforce Optimization	AVCC04		Workforce Optimization (AWFO) Advanced includes AQM Advanced capabilities and adds in Forecasting and Scheduling, Advanced Adherence, Media Blending, Time-off Manager and Strategic Planner.	$0.00	$30.72	Per Agent	Yes	No	Required
76	Avaya Workforce Management	AVCC05		Workforce Management (AWFM) Advanced - does NOT include CR or QM, but instead bundles Forecasting and Scheduling, Advanced Adherence and Media Blending and adds in Time-off Manager, Strategic Planner, Coaching and Advanced Scorecards.	$0.00	$37.78	Per Agent	Yes	No	Required

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77	Avaya Desktop Analytics	AVCC06		Get visibility into employee desktop activities across different systems, applications and processes to improve efficiency, reduce costs and liability and enhance the customer experience; Alert managers when employees are out of compliance with company or industry standards; Identify successful behaviors of top performers; and Reveal hidden capacity and enhance productivity.	$0.00	$15.68	Per Agent	Yes	No	Required

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78	Avaya Speech Analytics - 1st Language	AVCC07		Surface actionable intelligence from thousands, even millions of recorded calls; Automatically identifies, groups and organizes words and phrases during spoken calls into trends; Pinpoint cost drivers, trends and opportunities; Improve agent performance, call handling efficiency and accountability; and Reveal non-compliance and fraud.	$0.00	$39.85	Per Agent	Yes	No	Required
79	Avaya Speech Analytics - Additional Language	AVCC08		Additional language option for speech analytics service. Requires Speech Analytics 1st Language.	$0.00	$27.00	Per Agent	Yes	No	Required

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80	Avaya Customer Feedback	AVCC09		Capture the voice of the customer to drive a differentiated customer experience. Collect, analyze and act on customer feedback across all channels; Select survey template or build your own without IT intervention; Get alerts on goals or overall scores; View customer responses, listen to comments and review last recorded interaction prior to calling customers back; and Link survey results to scorecards, analytics and reporting.	$0.00	$17.53	Per Agent	Yes	No	Required

81	Avaya Proactive Outreach Port	AVCC10		Using outbound dialing capabilities, an interactive outbound application that supports automated voice, SMS, and e-mail notifications. These can be one-way or two-way notifications campaigns in an agent-less fashion. The feature provides a comprehensive solution to create and manage all outbound communications including: Agent assisted preview, progressive, predictive dialing campaigns; Automated voice, email, and SMS notifications and interactive services; Managed application; Proactively reach Customers with the right context at the right time; Improves Customer satisfaction and loyalty, reduces costs of service, increases revenues and improves inbound call	$0.00	$21.13	Per Port	Yes	No	Required

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				volume management. Outbound dialing supports agent-based outbound for voice interactions by tightly integrating to voice via SIP. The agent-based outbound dialing capabilities are 'Preview' and 'Predictive'.						
82	Avaya Proactive Outreach Email	AVCC11		Proactive Outreach Email is a feature that enables proactive email communications.	$0.00	$293.08	Per Port	Yes	No	Required
83	Avaya Proactive Outreach SMS	AVCC12		Proactive Outreach SMS is a feature that enables proactive SMS communications.	$0.00	$259.32	Per Port	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
84	Avaya Proactive Outreach Desktop Client Setup	AVCC13		Builds the Outbound Marketing Desktop Client (separate and distinct from Workspaces clients) in HA configuration of desktop client service along with initial configuration of the said dedicated desktop client using the desktop client designer.	$32,500.00	$0.00	Per Instance	Yes	No	Required

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85	Avaya Create Proactive Outreach Campaign	AVCC14		An interactive outbound application that supports automated voice, SMS, and e-mail notifications. These can be one-way or two-way notifications campaigns in an agent-less fashion. Progressive and Predictive campaigns are only supported. Preview not supported. Text-to-Speech is needed for Outbound Marketing SMS campaigns. An agentless test campaign is created (note: Customer is to procure SMS gateway service and enable SMS gateway account number.	$22,751.00	$0.00	Per Instance	Yes	No	Required
86	Avaya Proactive Outreach Desktop Client - Basic	AVCC15		Provides the HTML5 / VDI Web Client from Syntelate.	$0.00	$12.42	Per Port	Yes	No	Required

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87	Avaya Proactive Outreach Desktop Client - Pro	AVCC16		Provides the Native PC Thick Client from Syntelate.	$0.00	$28.21	Per Port	Yes	No	Required

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88	Avaya Call Back Assist per Port	AVCC17		Callback Assist per Port is an IVR feature. It is a Callback Assist per Concurrent Call Capacity, measured as a provisioned port in fixed/static recurring units. CBA messages in local language(s) for each country plus English, customer is responsible for providing the required voice messages as .wav files; CBA option is offered to callers based on expected wait time thresholds; Language for CBA messages are based on customer preferred language customer's environment or, if customer preferred language is not available, the language selected by the caller in the IVR; and up to 10 call flows per each 4,000 agents.	$0.00	$84.50	Per Port	Yes	No	Required

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89	NiceInContact Contact Center General Features	Multiple (See Below ID's)						Yes	No	Required
90	CXsuccess Care Package	NIC001		Self-service via online Customer Community- 7x24x365 Technical Support via phone and online service site- Two customer resources authorized to work with NICE inContact Services, and receive notifications to distribute to the organization.- Guidance, advocacy and best practice sharing provided via a team of Technical Success Advisors (TSAs)- Telephone & email access to TSAs. Additional items in support of this service may be purchased separately from Category 27 or Category 28.	$0.00	$0.00	Per Business Unit	Yes	No	Required

91	CXsuccess Care Plus Package	NIC002		Self-service via online Customer Community- 7x24x365 Technical Support via phone and online service site- Priority case handling - Up to five customer resources authorized to work with NICE inContact Services, and receive notifications to distribute to the organization- Designated experienced Technical Account Manager provides guidance, advocacy, best practice sharing and assistance in achieving business objectives. Up to 8 total engagement hours per month. Additional TAM available (for broader geography or time zone coverage) by purchasing another success package that includes the level of TAM desired.- TAMs are available M-F during normal business hours	$0.00	$1,000.00	Per Business Unit	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
				for your primary time zone. Training at NICE inContact locations or at your location at standard rates - One complimentary student/annual in a public class. Additional items in support of this service may be purchased separately from Category 27 or Category 28.						

92	CXsuccess Premier Package	NIC003		Self-service via online Customer Community- 7x24x365 Technical Support via phone and online service site- Priority case handling - Up to five customer resources authorized to work with NICE inContact Services, and receive notifications to distribute to the organization- Designated experienced Technical Account Manager provides guidance, advocacy, best practice sharing and assistance in achieving business objectives. Up to 16 total engagement hours per month. Additional TAM available (for broader geography or time zone coverage) by purchasing another success package that includes the level of TAM desired.- TAMs are available M-F during normal business hours	$0.00	$3,000.00	Per Business Unit	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
				for your primary time zone. Live webinars and NICE inContact University e-learning courses. Additional items in support of this service may be purchased separately from Category 27 or Category 28.						

93	CXsuccess Premier Plus Package	NIC004		Self-service via online Customer Community-7x24x365 Technical Support via phone and online service site-Priority call routing and priority case handling by senior resources Up to 7 customer resources authorized to work with NICE inContact Services, and receive notifications to distribute to the organization-Designated Technical Account Manager provides guidance, advocacy, best practice sharing and assistance in achieving business objectives-Up to 32 engagement hours per month. Additional TAM available (for broader geography or time zone coverage) by purchasing another success package that includes the level of TAM desired.-TAMs are available M-F during normal business hours	$0.00	$6,500.00	Per Business Unit	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
				for your primary time zone-Designated Support Engineering Service (Silver) -Up to 1 Executive Sponsor Engagements per year-Up to 1 Optimization Sessions per year-Up to 1 annual TAM on-site visit.- Live webinars and NICE inContact University e-learning courses -Training at NICE inContact locations or your location at standard rates-2 complimentary Interactions Conference registrations. Additional items in support of this service may be purchased separately from Category 27 or Category 28.					

#	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
94	NICE inContact CXone Outbound Email 100K	NIC005		Cost of sending up to 100,000 agentless outbound email messages per month per BU. Additional messages can be purchased separately.	$0.00	$200.00	Per Business Unit	Yes	No	Required
95	NICE inContact CXone Outbound Email 1.5M	NIC006		Cost of sending up to 1.5 million agentless outbound email messages per month per BU. Additional messages can be purchased separately.	$0.00	$1,200.00	Per Business Unit	Yes	No	Required
96	NICE inContact CXone Outbound Email - Add'l Message	NIC380		Additional message for agentless outbound email messages over outbound email limit per month per BU. Billed as a non-recurring charge.	$0.0040	$0.00	Message	Yes	No	Required

97	NICE inContact CXone Interaction Analytics Pro (per Configured User)	NIC007		A robust text analytics tool that automatically analyzes every voice, chat, and email interaction and gives customers detailed, quantifiable, actionable insights-Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. •Key product features & components: •Automatic analysis of every voice, email, and chat interaction •Automatic topic, category and trend discovery •Sentiment analysis •Integrated WAV Player and 100% call transcription •Keyword, phrase, and entity search •Powerful filtering capabilities •Multi-tenant, scalable cloud platform •Fully integrated with	$0.00	$34.87	Per Configured User	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
				inContact ACD and SSOPackaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.						

98	NICE inContact CXone Analytics Data Ingest API	NIC008		A Data Ingest API for Omnichannel Analytics customers- Billed monthly per every 100K Records used- Key product features & components: - •Ability to obtain analytic insights for non-inContact ACD data. •Ingest and analyze business data which includes survey data, CRM data, third party email, third party chat data, and more. •Conduct all text analytics (sentiment analysis, entity and event detection, categorization) for customer business within the Omnichannel Analytics application. •Additional records beyond 100K are charged separately. These packages are not available as stand-alone without the inContact ACD.	$0.00	$1,944.45	Per 100,000 Records	Yes	No	Required
99	NICE inContact CXone Analytics	NIC371		A Data Ingest API for Omnichannel Analytics	$0.0600	$0.00	Per Record	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
	Data Ingest API additional record			-Additional records beyond 100,000 in the monthly bucket (as a non-recurring charge) per record.						

100	NICE inContact CXone Interaction Analytics Pro Extended Analysis (per Bucket)	NIC009		Provides extended analysis capability beyond the default 90-day time frame• Billed monthly per contracted rate and bucket quantity. Each bucket contains up to 500,000 records. Anything beyond 500,000 will be billed separately. • Key product features & components: • Select the time frame of data to analyze and retain in the Analytics application beyond the included "last 90 days" • Search for new insights in both your current and long-term data, including quarter-by-quarter comparison and long-term trending • Recategorize and reprocess data to find historic occurrences of newly identified issues and opportunities. Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not	$0.00	$480.60	Per Bucket	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
				available as stand-alone without the inContact ACD.						
101	NICE inContact CXone Interaction Analytics Pro Extended Analysis (per additional record)	NIC381		CXone Interaction Analytics Pro Extended Analysis, each additional record.	$0.0065	$0.00	Per Record	Yes	No	Required
102	NICE inContact CXone Workforce Management Enterprise - Advanced (per Configured User)	NIC010		Forecast with precision and schedule agents based on skills using NICE Workforce Management Advanced. This tool allows for monitoring adherence in real time and tracking intraday data to make timely staffing and operational decisions. Additional modules are included for Time Off Tracking, Availability Points, and Agent Schedule Portal. Configured Users are billed based on the highest number of users	$0.00	$23.61	Per Configured User	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
				set up on the platform at any one time during the month. This includes Admin users- Key product features & components: • Multi-Skill/Multi-Site • Forecaster, Scheduler, Planner • Real-Time and Historical Adherence • Administrator, Change Manager, Report Manager, Time-Off Manager • Availability Points *• Agent Schedule Portal Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.						
103	NICE inContact CXone Quality Management Enterprise (per Configured User)	NIC011		NICE Quality Management makes it easy to identify the right agents and calls for evaluation, capture	$0.00	$38.20	Per Configured User	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
				employee feedback, and share it across peers and groups. The solution automates evaluation to ensure consistency and save supervisor time. Allows for reporting on call evaluations and listening to specific calls from within the reporting application. Includes the Interaction Management package. Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. Key product features & components: • NICE Audio Recording, Monitoring, Encryption, and Interaction Management						

#	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
				• Form Designer, Evaluations and Calibration • Quality Planner and Coaching • My Universe, Dashboards, and QM Reports • Call Flow Analysis (CTI)Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.						
104	NICE inContact CXone Quality Optimization Enterprise (per Configured User)	NIC012		NICE Quality Optimization makes it easy to identify the right agents and calls for evaluation, capture employee feedback, and share it across peers and groups. The solution automates evaluation to ensure consistency and save supervisor time. Allows for reporting on call	$0.00	$41.70	Per Configured User	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
				evaluations and listening to specific calls from within the reporting application. Additionally, Quality Optimization provides out-of-the-box KPIs and Scorecards for a complete assessment of quality. Includes the Interaction Management package. - Configured Users are billed based on the highest number of users set up on the platform at any one time during the month. This includes Admin users. Key product features & components: • NICE Audio Recording, Monitoring, Encryption, and Interaction Management • Form Designer, Evaluations and Calibration						

#	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
				• Quality Planner and Coaching • My Universe, Dashboards, and QM Reports • Call Flow Analysis (CTI) • Out of the Box KPIs with KPI-based Interaction Drill Down and Scorecards Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.						
105	NICE inContact CXone Workforce Optimization Enterprise - Advanced (per Configured User)	NIC013		Combines the features and functionality of NICE Workforce Management Advanced, NICE Quality Optimization, and Interaction Management. Forecast with precision, schedule agents based on skills, monitor agent adherence in real time	$0.00	$72.95	Per Configured User	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 track intraday data with Workforce Management to make timely staffing and operational decisions. Provides time-off, availability points, and agent schedule portal modules. Identify the right agents and calls for evaluation, capture employee feedback, and share it across peers and groups with the Quality Optimization solution, which automates evaluation and provides reporting to ensure consistency and save supervisor time. Includes out of the box KPIs and Scorecard functionality.- Configured Users are billed based on the highest number of active users set up on the platform at any one						

#	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
				time during the month. This includes Admin users. Key product features & components: • Multi-Skill/Multi-Site • Forecaster, Scheduler, Planner • Real-Time and Historical Adherence • Administrator, Change Manager, Report Manager, Time-Off Manager • Availability Points • Agent Schedule Portal • Audio Recording, Monitoring, Encryption, and Interaction Management • Form Designer, Evaluations and Calibration • Quality Planner and Coaching • My Universe, Dashboards, and QM Reports • Call Flow Analysis (CTI)					

#	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
				• Out of the Box KPIs with KPI-based Interaction Drill Down and Scorecards Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.						
106	NICE inContact CXone Screen Recording Enterprise (per Configured User)	NIC014		Add-on to Interaction Management, Quality, and Workforce Optimization options. Capture and record agent desktop activity to ensure appropriate processes are being followed for compliance reasons as well as for quality assurance and agent coaching/training. Configured Users are billed based on the highest number of users set up on the platform at any one time during	$0.00	$13.90	Per Configured User	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
				the month. This includes Admin users. Key product features & components: • Capture agent desktop activity • Record agent screens for playback						
107	NICE inContact CXone Audio Recording Enterprise (per Configured User)	NIC015		Provides voice recording, encryption, and management of recorded interactions. Intended for customers who may need compliance recording without quality management tools. - Configured Users are billed based on the highest number of users set up on the platform at any one time during the month. This includes Admin users. Key product features & components: • Automated, rules-based archiving of captured interactions	$0.00	$24.35	Per Configured User	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
				• System usability tools and Reporting • Maintenance and administration tools • Query and playback • Reporting • End-to-end media encryption to protect captured data during every stage of its lifecycle						

108	NICE inContact CXone Workload Manager Enterprise (per Configured User)	NIC016		Add-on to the Workforce Management and Workforce Optimization options. Workload Manager provides a method for forecasting and scheduling resources who handle non-real time (deferred) work such as non-real time (deferred) email and work items routed through the inContact ACD.-Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. Key product features & components: Forecasting, scheduling, and management for non-real time (deferred) work such as non-real time (deferred) email and work items routed through the inContact ACD.	$0.00	$3.48	Per Configured User	Yes	No	Required
109	NICE inContact CXone Workforce Management Pro	NIC018		Provides forecasting, scheduling, and schedule adherence	$0.00	$17.40	Per Configured User	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
	(per Configured User)			management. Intended for customers who need to generate forecasts for call volume only and generate the necessary agent schedules to handle the forecasted volume. Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. Key product features: • Forecasting and Scheduling • Shift Bidding • Time Off Management						

#	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
				• Reporting: Historical Adherence Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.						
110	NICE inContact CXone Workforce Optimization Pro (per Configured User)	NIC019		Combines CXone Quality Management (which encompasses Audio Recording) and CXone Workforce Management. Identify the right agents and interactions for evaluation as well as capture feedback and share across peers and groups. Includes audio recording, encryption, as well as search and playback of recorded interactions. Provides forecasting, scheduling, and schedule adherence management as well as	$0.00	$48.65	Per Configured User	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
				shift bidding and time off management. Configured Users are billed based on the highest number of users set up on the platform at any one time during the month. Key product features & components: • Form Designer • Evaluation • Calibration • Dispute • Coaching • Dashboards • Quality Planner • Audio Recording (total or %-based) • Search • Playback • Encryption • Forecasting and Scheduling • Shift Bidding • Time Off Management • Real-time adherence dashboard					

#	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
				• Historical adherence report Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.						
111	NICE inContact CXone Workforce Optimization Pro w/QMA (per Configured User)	NIC020		Combining the power of QM and Analytics to analyze and categorize 100% of interactions for all voice and text channels. Configured Users are billed based on the highest number of WFM or QM users enabled for "can be scheduled" at any one time during the month. Key product features & components: • Category Manager for creating your own categories • Out of the Box Categories available • Quality Planner including advanced	$0.00	$59.10	Per Configured User	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
				sampling using analytics categories • Top Categories Widget and Category Trend Widget • Search includes analytics categories • Player tags • Form Designer/Evaluations/ Calibration/Dispute processes • Coaching and Dashboards • Audio Recording (total or %-based), Playback, Encryption • Forecasting & Scheduling • Shift Bidding • Time-off Management • Real-time Adherence Dashboard • Historical Adherence Report					

#	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 GB of storage included per user Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.						
112	NICE inContact CXone Quality Management Pro with Voice Recording (per Configured User)	NIC021		Identify the right agents and interactions for evaluation as well as capture feedback and share across peers and groups. Includes CXone Audio Recording (provides audio recording, encryption, as well as search and playback of recorded interactions).- Configured Users are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the	$0.00	$31.25	Per Configured User	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
				month. Key product features & components: • Form Designer • Evaluation • Calibration • Dispute • Coaching • Dashboards • Quality Planner • Audio Recording (total or %-based) • Search • Playback • Encryption Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.						
113	NICE inContact CXone Quality Management Analytics Pro (per Configured User)	NIC022		Combining the power of QM and Analytics to analyze and categorize 100% of interactions for all voice and text channels. Configured Users are billed based on the highest number	$0.00	$41.70	Per Configured User	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
				of active users enabled for "can be evaluated/coached" at any one time during the month. Key product features & components: • Category Manager for creating your own categories • Out of the Box Categories available • Quality Planner including advanced sampling using analytics categories • Top Categories Widget and Category Trend Widget • Search includes analytics categories • Player tags • Form Designer/Evaluations/Calibration/Dispute processes • Coaching and Dashboards						

#	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
				• Audio Recording (total or %-based), Playback, Encryption • 1 GB of storage included per user Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.						
114	NICE inContact CXone Screen Recording Pro (per Configured User)	NIC023		Provides capture of screen activity on the agent desktop while the agent handles a phone interaction. (Screen recording must be associated with voice recording.) Configured Users are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the month. Key product features & components:	$0.00	$10.45	Per Configured User	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
				• Screen Recording (total or %-based) • Search • Playback • Encryption Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.						
115	NICE inContact CXone Audio Recording Pro (per Configured User)	NIC024		Provides audio recording, encryption, as well as search and playback of recorded interactions. Configured Users are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the month. Key product features & components: • Audio Recording (total or %-based) • Search	$0.00	$17.40	Per Configured User	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
				• Playback • Encryption Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.						
116	NICE inContact CXone Performance Management Pro (per Configured User)	NIC025		CXone PM brings together multiple metrics from different applications and enables translating them into goals and performance. Billed as a monthly recurring charge. Quantity will match Configured User ACD quantity each month. Key product features & components: • KPIs and Goal Manager • Agent performance widget • Performance summary widget • Trend widget	$0.00	$17.40	Per Configured User	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
				• Coaching Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.						
117	NICE inContact CXone Quality Management Analytics Pro Add-on for Packages	NIC026		QMA add-on when customer is upgrading from QM Pro to QMA Pro within a package. Combining the power of QM and Analytics to analyze and categorize 100% of interactions for all voice and text channels- Configured Users are billed based on the highest number of active users enabled for ""can be evaluated/coached"" at any one time during the month. Key product features & components include:	$0.00	$10.45	Per Configured User	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
				• Category Manager for creating your own categories • Out of the Box Categories available • Quality Planner including advanced sampling using analytics categories • Top Categories Widget and Category Trend Widget • Search includes analytics categories • Player tags • Form Designer/Evaluations/Calibration/Dispute processes • Coaching and Dashboards - Audio Recording (total or %-based), Playback, Encryption						

#	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
				Packaging and pricing to be sold as an add-on to inContact ACD. These packages are not available as stand-alone without the inContact ACD.						
118	NICE inContact CXone Agent for Zendesk (per Configured User)	NIC027		A contact control interface that is embedded directly into the Zendesk CRM environment. Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. Key product features & components: • Zendesk Ticket Screen Pops • Automatic User or Ticket creation • Patches/Updates/New Releases	$0.00	$29.20	Per Configured User	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
				• Allows flexibility to increase or decrease agent licenses on demand						
119	NICE inContact Spice Professional for CXone (per Configured User)	NIC028		Professional builds in Spice Team functionality with the ability to connect to other systems. Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. Key product features & components: • Customizable CRM with Company, Campaign, Account, Case, and Ticketing Features • Campaign Specific Dispositions • Granular User Permissions • Standard Reports • Knowledge Base	$0.00	$97.25	Per Configured User	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
				• Ability to attach files to Accounts or Cases • Database Builder Module • Visual Process Editor (basic) • Data collection forms • Variable Based Workflow Logic • Automated process history • Process invoked API calls to external systems • Business Rules (Scheduled) • Embedded Process Reader • Abstract Builder Module • Unified User Interface (UUI)						
120	NICE inContact Spice Enterprise for CXone (per Configured User)	NIC029		Spice Enterprise builds on Professional functionality by introducing a more advanced workflow engine and Live Action Business Rules. Perform data orchestration	$0.00	$126.40	Per Configured User	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
				among systems to achieve seemless business processes and automations. Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users- Key product features & components included: • Customizable CRM with Company, Campaign, Account, Case, and Ticketing Features • Campaign Specific Dispositions • Granular User Permissions • Standard Reports • Knowledge Base • Ability to attach files to Accounts or Cases • Database Builder Module						

#	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
				• Visual Process Editor (basic) • Data collection forms • Variable Based Workflow Logic • Automated process history • Process invoked API calls to external systems • Business Rules (Scheduled) • Embedded Process Reader • Abstract Builder Module • Unified User Interface (UUI) • Visual Process Editor (Advanced) • Automations triggered by Agent Workflow • Process Initiated Scheduled Events • Embed web content via iFrames • Javascript Node to easily write/run Javascript within the Guided Workflow •					

#	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
				Business Rules (Live Action) • Report Builder Module (Self designed reports)						
121	NICE inContact Spice for CXone Automation Suite (per BU)	NIC030		Low-code development platform that allows users to easily create and modify unattended (automated) processes through the combination of visual process design and standard programming methodologies. Billed per month based on contract quantity. Key product features & components: • NICE inContact Process Node Library • Advanced Development Modules (Abstract, Database, and Report Builder)	$0.00	$1,944.45	Per Business Unit	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
122	NICE inContact Spice for CXone Automation Suite Add'l Process	NIC031		Additional process files incorporated into the Spice for CXone Automation Suite - Allows for the automation of even more business processes -Billed per month based on file usage	$0.00	$97.25	Per File	Yes	No	Required
123	NICE inContact Customer Dynamics Essentials Integration for CXone	NIC032		Environment for a call center integration with Microsoft Dynamics CRM- Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. Features include: • Basic Screenpop • Click 2 Call • Call Memorialization functionality for supported version of Microsoft Dynamics CRM and Microsoft Dynamics 365	$0.00	$14.60	Per Configured User	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
124	NICE inContact Customer Dynamics Unified Service Desk for CXone	NIC033		Integration intended for an environment to optimize and streamline the agent experience with a single user interface- Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users.- Features include: • Integrated call and interaction control • Session management • Agent scripting • Click 2 Call, Screenpop, Call Logging	$0.00	$29.20	Per Configured User	Yes	No	Required
125	NICE inContact Customer Dynamics Dialer Integration for CXone	NIC034		Allows user to create dynamic or static marketing lists and attach to a CRM campaign- Configured Users are billed based on the highest number of active users set up on the platform at any one	$0.00	$19.45	Per Configured User	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
				time during the month. This includes Admin users. Features include: • CRM records automatically loaded into the dialer • Record management functionality • Same record only used in one campaign at a time • Activity created for each dialer outbound call						
126	NICE inContact Ivinex Unified User Experience for CXone (per Configured User)	NIC035		Highly configurable Unified User Interface (UUI) used to manage information presented to agents on an inbound or outbound call. Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. Key product features & components:	$0.00	$116.70	Per Configured User	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
				• Ticketing • Light CRM • View Based Architecture: Configurable window panes with ability to have different data in each window • Site Review Tool • API Hub • 100 GB of storage per BU included. Any usage beyond that will be billed an additional charge per GB						
127	NICE inContact Ivinex Unified User Experience for CXone Compliance Architecture	NIC036		AWS architecture that is compliant to HIPAA or PCI or GDPR to host BU. Billed monthly per contracted rate	$0.00	$29.20	Per Configured User	Yes	No	Required
128	NICE inContact Ivinex Unified User Experience for CXone Additional Storage (per GB)	NIC037		AWS hosting of the BU additional Storage• Billed per GB of storage used• Key product features & components: • Additional Storage for use within Ivinex CRM	$0.00	$2.45	Per GB	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
129	NICE inContact Ivinex Unified User Experience for CXone BU Charge	NIC038		AWS hosting of the BU - Billed monthly for each bucket of 75 users per contracted rate -Key product features & components include: • AWS architecture to host BU • 1 BU Charge covers 75 Ivinex Users (i.e. 200 Users requires 3 BU Charges, etc.)	$0.00	$1,215.30	Per Bucket of 75	Yes	No	Required

130	NICE inContact Inbenta Chatbot for CXone (1-10,000)	NIC039		Conversational virtual assistant that answers questions and performs transactions utilizing natural language and machine learning technology• Billed monthly per contracted rate• Key product features & components: • Up to 10,000 Chatbot sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 10,000, additional sessions can be purchased separately. • Intent detection, dialog manager, transactional intelligence, seamless escalation, federated bot, and context awareness.	$0.00	$6,319.50	Per Business Unit	Yes	No	Required

131	NICE inContact Inbenta Chatbot for CXone (10,001-15,000)	NIC040		Conversational virtual assistant that answers questions and performs transactions utilizing natural language and machine learning technology• Billed monthly per contracted rate• Key product features & components: • Up to 15,000 Chatbot sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 15,000, additional sessions can be purchased separately. • Intent detection, dialog manager, transactional intelligence, seamless escalation, federated bot, and context awareness.	$0.00	$6,930.75	Per Business Unit	Yes	No	Required

132	NICE inContact Inbenta Chatbot for CXone (15,000-20,000)	NIC041		Conversational virtual assistant that answers questions and performs transactions utilizing natural language and machine learning technology• Billed monthly per contracted rate• Key product features & components: • Up to 20,000 Chatbot sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 20,000, additional sessions can be purchased separately. • Intent detection, dialog manager, transactional intelligence, seamless escalation, federated bot, and context awareness.	$0.00	$7,291.85	Per Business Unit	Yes	No	Required

133	NICE inContact Inbenta Chatbot for CXone (20,001-50,000)	NIC042		Conversational virtual assistant that answers questions and performs transactions utilizing natural language and machine learning technology• Billed monthly per contracted rate• Key product features & components: • Up to 50,000 Chatbot sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 50,000, additional sessions can be purchased separately. • Intent detection, dialog manager, transactional intelligence, seamless escalation, federated bot, and context awareness.	$0.00	$12,152.95	Per Business Unit	Yes	No	Required

134	NICE inContact Inbenta Chatbot for CXone (50,000-100,000)	NIC043		Conversational virtual assistant that answers questions and performs transactions utilizing natural language and machine learning technology• Billed monthly per contracted rate• Key product features & components: • Up to 100,000 Chatbot sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 100,000, additional sessions can be purchased separately. • Intent detection, dialog manager, transactional intelligence, seamless escalation, federated bot, and context awareness.	$0.00	$20,416.75	Per Business Unit	Yes	No	Required

135	NICE inContact Inbenta Chatbot for CXone (100,001-200,000)	NIC044		Conversational virtual assistant that answers questions and performs transactions utilizing natural language and machine learning technology• Billed monthly per contracted rate• Key product features & components: • Up to 200,000 Chatbot sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 200,000, additional sessions can be purchased separately. • Intent detection, dialog manager, transactional intelligence, seamless escalation, federated bot, and context awareness.	$0.00	$35,000.00	Per Business Unit	Yes	No	Required

136	NICE inContact Inbenta Chatbot for CXone (200,000-1M)	NIC045		Conversational virtual assistant that answers questions and performs transactions utilizing natural language and machine learning technology• Billed monthly per contracted rate• Key product features & components: • Up to 1,000,000 Chatbot sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 1,000,000, additional sessions can be purchased separately. • Intent detection, dialog manager, transactional intelligence, seamless escalation, federated bot, and context awareness.	$0.00	$70,000.00	Per Business Unit	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
137	NICE inContact Inbenta Chatbot Overage	NIC372		Conversational virtual assistant Chatbot sessions beyond Business Unit limit for the month. Billed per session.	$0.50	$0.00	Per Session	Yes	No	Required
138	NICE inContact Inbenta Chatbot Add'l Language for CXone (1-20,000)	NIC046		Chatbot additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 20,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.	$0.00	$777.80	Per Business Unit	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
139	NICE inContact Inbenta Chatbot Add'l Language for CXone (20,001-50,000)	NIC047		Chatbot additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 50,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.	$0.00	$1,215.30	Per Business Unit	Yes	No	Required
140	NICE inContact Inbenta Chatbot Add'l Language for CXone (50,001-100,000)	NIC048		Chatbot additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components:	$0.00	$1,652.80	Per Business Unit	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
				• Up to 100,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.						
141	NICE inContact Inbenta Chatbot Add'l Language for CXone (100,001-200,000)	NIC049		Chatbot additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 200,000 Add'l Language sessions for entire Business Unit	$0.00	$2,041.70	Per Business Unit	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
				• A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.						
142	NICE inContact Inbenta Chatbot Add'l Language for CXone (200,001-1M)	NIC050		Chatbot additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 1,000,000 Add'l Language sessions for entire Business Unit	$0.00	$2,430.60	Per Business Unit	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
				• A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.						
143	NICE inContact Inbenta Chatbot Add'l Language Overage	NIC373		Chatbot additional languages - Add'l Language sessions overage, per session	$0.05	$0.00	Per Session	Yes	No	Required

144	NICE inContact Inbenta Search for CXone (1-10,000)	NIC051		Powerful and intelligent search engine that utilizes natural language technology and meaning-text theory that can be customized as needed• Billed monthly per contracted rate• Key product features & components: • Up to 10,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 10,000, additional sessions can be purchased separately. • Semantic search, content digest, flexible UI options, and federated & faceted search	$0.00	$3,888.90	Per Business Unit	Yes	No	Required

145	NICE inContact Inbenta Search for CXone (10,001-15,000)	NIC052		Powerful and intelligent search engine that utilizes natural language technology and meaning-text theory that can be customized as needed• Billed monthly per contracted rate• Key product features & components: • Up to 15,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 15,000, additional sessions can be purchased separately. • Semantic search, content digest, flexible UI options, and federated & faceted search	$0.00	$4,444.50	Per Business Unit	Yes	No	Required

146	NICE inContact Inbenta Search for CXone (15,001-20,000)	NIC053		Powerful and intelligent search engine that utilizes natural language technology and meaning-text theory that can be customized as needed• Billed monthly per contracted rate• Key product features & components: • Up to 20,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 20,000, additional sessions can be purchased separately. • Semantic search, content digest, flexible UI options, and federated & faceted search	$0.00	$5,000.00	Per Business Unit	Yes	No	Required

147	NICE inContact Inbenta Search for CXone (20,001-50,000)	NIC054		Powerful and intelligent search engine that utilizes natural language technology and meaning-text theory that can be customized as needed• Billed monthly per contracted rate• Key product features & components: • Up to 50,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 50,000, additional sessions can be purchased separately. • Semantic search, content digest, flexible UI options, and federated & faceted search	$0.00	$8,500.00	Per Business Unit	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
148	NICE inContact Inbenta Search for CXone (50,001-100,000)	NIC055		Powerful and intelligent search engine that utilizes natural language technology and meaning-text theory that can be customized as needed• Billed monthly per contracted rate• Key product features & components: • Up to 100,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Semantic search, content digest, flexible UI options, and federated & faceted search	$0.00	$14,583.35	Per Business Unit	Yes	No	Required

149	NICE inContact Inbenta Search for CXone (100,001-200,000)	NIC056		Powerful and intelligent search engine that utilizes natural language technology and meaning-text theory that can be customized as needed• Billed monthly per contracted rate• Key product features & components: • Up to 200,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 200,000, additional sessions can be purchased separately. • Semantic search, content digest, flexible UI options, and federated & faceted search	$0.00	$24,305.60	Per Business Unit	Yes	No	Required

150	NICE inContact Inbenta Search for CXone (200,000-1M)	NIC057		Powerful and intelligent search engine that utilizes natural language technology and meaning-text theory that can be customized as needed• Billed monthly per contracted rate• Key product features & components: • Up to 1,000,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 1,000,000, additional sessions can be purchased separately. • Semantic search, content digest, flexible UI options, and federated & faceted search	$0.00	$48,611.50	Per Business Unit	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
151	NICE inContact Inbenta Search Add'l Language for CXone (1-20,000)	NIC058		Search additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 20,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.	$0.00	$777.80	Per Business Unit	Yes	No	Required
152	NICE inContact Inbenta Search Add'l Language for CXone (20,001-50,000)	NIC059		Search additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components:	$0.00	$1,215.30	Per Business Unit	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
				• Up to 50,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.						
153	NICE inContact Inbenta Search Add'l Language for CXone (50,001-100,000)	NIC060		Search additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 100,000 Add'l Language sessions for entire Business Unit	$0.00	$1,652.80	Per Business Unit	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
				• A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.						
154	NICE inContact Inbenta Search Add'l Language for CXone (100,001-200,000)	NIC061		Search additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 200,000 Add'l Language sessions for entire Business Unit	$0.00	$2,041.70	Per Business Unit	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
				• A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.						
155	NICE inContact Inbenta Search Add'l Language for CXone (200,001-1M)	NIC062		Search additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 1,000,000 Add'l Language sessions for entire Business Unit	$0.00	$2,430.60	Per Business Unit	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
				• A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.						
156	NICE inContact Inbenta Search Overage	NIC374		Inbenta Search sessions beyond Business Unit limit for the month. Billed per session.	$0.50	$0.00	Per Session	Yes	No	Required

157	NICE inContact Inbenta Knowledge Mgt for CXone (1-10,000)	NIC063		Simplify content creation in the workplace with document and digital asset management that seamlessly integrates with Inbenta's AI-powered Semantic Search Engine• Billed monthly per contracted rate• Key product features & components: • Up to 10,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 10,000, additional sessions can be purchased separately. • Content management, deflection tools, discovery layer, help sites, and long tail SEO	$0.00	$5,500.00	Per Business Unit	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
158	NICE inContact Inbenta Knowledge Mgt for CXone (10,001-15,000)	NIC064		Simplify content creation in the workplace with document and digital asset management that seamlessly integrates with Inbenta's AI-powered Semantic Search Engine• Billed monthly per contracted rate• Key product features & components: • Up to 15,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 15,000, additional sessions can be purchased separately. • Content	$0.00	$6,000.00	Per Business Unit	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
				management, deflection tools, discovery layer, help sites, and long tail SEO						

159	NICE inContact Inbenta Knowledge Mgt for CXone (15,001-20,000)	NIC065		Simplify content creation in the workplace with document and digital asset management that seamlessly integrates with Inbenta's AI-powered Semantic Search Engine• Billed monthly per contracted rate• Key product features & components: • Up to 20,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 20,000, additional sessions can be purchased separately. • Content management, deflection tools, discovery layer, help sites, and long tail SEO	$0.00	$6,500.00	Per Business Unit	Yes	No	Required

160	NICE inContact Inbenta Knowledge Mgt for CXone (20,001-50,000)	NIC066		Simplify content creation in the workplace with document and digital asset management that seamlessly integrates with Inbenta's AI-powered Semantic Search Engine• Billed monthly per contracted rate• Key product features & components: • Up to 50,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 50,000, additional sessions can be purchased separately. • Content management, deflection tools, discovery layer, help sites, and long tail SEO	$0.00	$10,500.00	Per Business Unit	Yes	No	Required

161	NICE inContact Inbenta Knowledge Mgt for CXone (50,001-100,000)	NIC067		Simplify content creation in the workplace with document and digital asset management that seamlessly integrates with Inbenta's AI-powered Semantic Search Engine• Billed monthly per contracted rate• Key product features & components: • Up to 100,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 100,000, additional sessions can be purchased separately. • Content management, deflection tools, discovery layer, help sites, and long tail SEO	$0.00	$17,500.00	Per Business Unit	Yes	No	Required

162	NICE inContact Inbenta Knowledge Mgt for CXone (100,001-200,000)	NIC068		Simplify content creation in the workplace with document and digital asset management that seamlessly integrates with Inbenta's AI-powered Semantic Search Engine• Billed monthly per contracted rate• Key product features & components: • Up to 200,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 200,000, additional sessions can be purchased separately. • Content management, deflection tools, discovery layer, help sites, and long tail SEO	$0.00	$29,166.85	Per Business Unit	Yes	No	Required

163	NICE inContact Inbenta Knowledge Mgt for CXone (200,001-1M)	NIC069		Simplify content creation in the workplace with document and digital asset management that seamlessly integrates with Inbenta's AI-powered Semantic Search Engine• Billed monthly per contracted rate• Key product features & components: • Up to 1,000,000 Search sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session. • Beyond 1,000,000, additional sessions can be purchased separately. • Content management, deflection tools, discovery layer, help sites, and long tail SEO	$0.00	$58,333.50	Per Business Unit	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
164	NICE inContact Inbenta Knowledge Mgt Add'l Language for CXone (1-20,000)	NIC070		Knowledge Mgt additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 20,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.	$0.00	$777.80	Per Business Unit	Yes	No	Required
165	NICE inContact Inbenta Knowledge Mgt Add'l Language for CXone (20,001-50,000)	NIC071		Knowledge Mgt additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key	$0.00	$1,215.30	Per Business Unit	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
				product features & components: • Up to 50,000 Add'l Language sessions for entire Business Unit • A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.						
166	NICE inContact Inbenta Knowledge Mgt Add'l Language for CXone (50,001-100,000)	NIC072		Knowledge Mgt additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 100,000 Add'l Language sessions for entire Business Unit	$0.00	$1,652.80	Per Business Unit	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
				• A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.						
167	NICE inContact Inbenta Knowledge Mgt Add'l Language for CXone (100,001-200,000)	NIC073		Knowledge Mgt additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 200,000 Add'l Language sessions for entire Business Unit	$0.00	$2,041.70	Per Business Unit	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
				• A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.						
168	NICE inContact Inbenta Knowledge Mgt Add'l Language for CXone (200,001-1M)	NIC074		Knowledge Mgt additional languages provided as needed with native support for over 30 languages. Billed monthly per contracted rate. Key product features & components: • Up to 1,000,000 Add'l Language sessions for entire Business Unit	$0.00	$2,430.60	Per Business Unit	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
				• A Session begins when a user interacts with one of the services (i.e. types into a Chatbot) and ends when there is a period of inactivity for 24 minutes. A user may interact several times, or ask multiple questions within one session.						
169	NICE inContact RiverStar for CXone QueView Email (per Configured User)	NIC075		Automatically routes inbound emails into customized queues and gives agents the ability to view the queues they have access to. Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. Key product features & components: • Allows agents to preview emails in queue and respond based on set priorities or criteriao	$0.00	$14.60	Per Configured User	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
				Each email that arrives in CXone is mirrored in RiverStar QueView in the appropriate queue that is linked to a CXone email skilloCan select 1 or more emails to work simultaneously • Supervisors are given access to their team's queues						
170	NICE inContact Inbenta Knowledge Search Engine Overage	NIC375		Inbenta's AI-powered Semantic Search Engine overage rate per session	$0.50	$0.00	Per Session	Yes	No	Required

171	NICE inContact Lightico for CXone (1-300 Sessions)	NIC376		Lightico streamlines company processes and improves customer experience through document, image and video sharing, digitally signing documents and processing payments securely. Includes up to 300 sessions per month. A session is defined as an interaction between agent and customer during a 24-hour duration. Multiple interactions between agent and customer during those 24 hours does not start a new session. Key product features & components: -Complete forms instantly, gather signatures and consent -Collect documents/ID and other stipulations - Share images and videos and process payments while speaking on the phone -Automated self-service workflows can also be implemented on the	$0.00	$885.00	Each	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
				company website and IVR to complete the above processes. - Open API support for integrations with 3rd party applications and CRM's.						
172	NICE inContact Lightico for CXone (per Session)	NIC076		Lightico for Cxone - per session beyond 300 sessions per month	$0.00	$2.95	Per Session	Yes	No	Required
173	NICE inContact Omilia for CXone Routing (Text-based Channels)	NIC077		Text-based sessions where the Omilia chatbot may provide a Successful Self-Service or Chat Session Steering Routed to an Agent based on Intent Classification. Billed monthly per chat session. Key product features & components include: • Chatbot customer intent classification. • Chatbot successful self-service. • Chat session intent-based routed to an	$0.00	$0.09	Per Chat Session	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
				Agent due to an external mal-performance issues. Examples of mal-performance: Customer API's or web-services fail to return the appropriate information- Customer has not implemented key web-services that are required to fully complete and contain the self-serve call in the Omilia IVR.						

#	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
174	NICE inContact Omilia for CXone Routing IVR Mini App	NIC078		The Omilia IVR Mini-App, is an IVR Sub-Dialog Service, aimed at collecting specific types of information from the caller via speech recognition and natural language understanding. For example, an IVR Mini-App could be the provision of the sub-dialog service of recognizing alphanumeric input or free-form dates. Billed monthly per call.	$0.00	$0.14	Per Call	Yes	No	Required
175	NICE inContact Omilia for CXone Routing (per Routed Call)	NIC079		Unsuccessful Self-Service Steering Calls Routed to an Agent based on Intent Classification. Billed monthly per call- Key product features & components include: • Self Service calls where a Self-Served Task was not completed	$0.00	$0.08	Per Routed Call	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 the call routed to an Agent. • Does not include calls routed to an Agent due to an external mal-performance issues. Examples of mal-performance:- Customer API's or web-services fail to return the appropriate information- Customer has not implemented key web-services that are required to fully complete and contain the self-serve call in the Omilia IVR.						

176	NICE inContact Omilia for CXone Routing (per Self Serve Call)	NIC080		Successfully Self-Served and Completed Services Call" are calls where the system correctly identified the user intent and followed the self-serve business logic and announced the proper information-Billed monthly per call-Key product features & components include:-Successfully self-served and completed services call identify the user intent, follow the self-serve business logic and announced the proper information to the caller-Note: A Self-Served calls is considered completed in cases where the service was not completed/provided due to external mal-performance issues. Examples of mal-performance: Customer API's or web-services fail to return the appropriate information-Customer	$0.00	$0.44	Per Self Serve Call	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
				has not implemented key web-services that are required to fully complete and contain the self-serve call in the Omilia IVR.						
177	NICE inContact Textel (Up to 5,000 Messages)	NIC081		Multi-directional SMS and MMS on contact center legacy phone numbers built into NICE inContact.-Billed monthly per contracted rate.-Key features & components include:-Two-way texting within chat utilizing existing long codes (Local & Toll Free)-Multimedia messaging including pictures, emoji's, documents & PDF-Bulk send with status through PCD Two factor authentication-Up to 5,000 messages included. Beyond 5,000, additional messages can be purchased separately.	$0.00	$481.25	Per Instance	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
178	NICE inContact Textel (Up to 10,000 Messages)	NIC082		Multi-directional SMS and MMS on contact center legacy phone numbers built into NICE inContact.-Billed monthly per contracted rate.-Key features & components include:-Two-way texting within chat utilizing existing long codes (Local & Toll Free)-Multimedia messaging including pictures, emoji's, documents & PDF-Bulk send with status through PCD Two factor authentication-Up to 10,000 messages included. Beyond 10,000, additional messages can be purchased separately.	$0.00	$875.00	Per Instance	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
179	NICE inContact Textel (Up to 25,000 Messages)	NIC083		Multi-directional SMS and MMS on contact center legacy phone numbers built into NICE inContact.-Billed monthly per contracted rate.-Key features & components include:-Two-way texting within chat utilizing existing long codes (Local & Toll Free)-Multimedia messaging including pictures, emoji's, documents & PDF-Bulk send with status through PCD Two factor authentication-Up to 25,000 messages included. Beyond 25,000, additional messages can be purchased separately.	$0.00	$1,968.75	Per Instance	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
180	NICE inContact Textel (Up to 50,000 Messages)	NIC084		Multi-directional SMS and MMS on contact center legacy phone numbers built into NICE inContact.-Billed monthly per contracted rate.-Key features & components include:-Two-way texting within chat utilizing existing long codes (Local & Toll Free)-Multimedia messaging including pictures, emoji's, documents & PDF-Bulk send with status through PCD Two factor authentication-Up to 50,000 messages included. Beyond 50,000, additional messages can be purchased separately.	$0.00	$3,500.00	Per Instance	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
181	NICE inContact Textel (Up to 100,000 Messages)	NIC085		Multi-directional SMS and MMS on contact center legacy phone numbers built into NICE inContact.-Billed monthly per contracted rate.-Key features & components include:-Two-way texting within chat utilizing existing long codes (Local & Toll Free)-Multimedia messaging including pictures, emoji's, documents & PDF-Bulk send with status through PCD Two factor authentication-Up to 100,000 messages included. Beyond 100,000, additional messages can be purchased separately.	$0.00	$4,375.00	Per Instance	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
182	NICE inContact Textel (Up to 250,000 Messages)	NIC086		Multi-directional SMS and MMS on contact center legacy phone numbers built into NICE inContact.-Billed monthly per contracted rate.-Key features & components include:-Two-way texting within chat utilizing existing long codes (Local & Toll Free)-Multimedia messaging including pictures, emoji's, documents & PDF-Bulk send with status through PCD Two factor authentication-Up to 250,000 messages included. Beyond 250,000, additional messages can be purchased separately.	$0.00	$9,625.00	Per Instance	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
183	NICE inContact Textel (Up to 500,000 Messages)	NIC087		Multi-directional SMS and MMS on contact center legacy phone numbers built into NICE inContact.-Billed monthly per contracted rate.-Key features & components include:-Two-way texting within chat utilizing existing long codes (Local & Toll Free)-Multimedia messaging including pictures, emoji's, documents & PDF-Bulk send with status through PCD Two factor authentication-Up to 500,000 messages included. Beyond 500,000, additional messages can be purchased separately.	$0.00	$17,500.00	Per Instance	Yes	No	Required
184	NICE inContact Textel Additional Message	NIC377		NICE inContact Textel additional message rate - billed per message	$0.06	$0.00	Per Message	Yes	No	Required
185	NICE inContact Textel - Additional Line	NIC088		Additional text-enabled toll free/long code phone number	$0.00	$9.75	Per Line	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
186	NICE inContact Textel - Short Code Monthly	NIC089		Multi-directional texting on random or vanity short codes built into NICE inContact.-Billed monthly per contracted rate -Key features & components include:- Two-way texting-Blast outbound or agent-initiated outbound-Ability to port existing contact center short codes or set up new short codes and provide access to features within the NICE inContact platform-Short code per message rate applied separately.	$0.00	$3,597.25	Per Short Code	Yes	No	Required
187	NICE inContact Textel - Short Code Message	NIC378		Texting short code per message rate - add-on to Textel - Short Code Monthly	$0.00	$0.13	Per Message	Yes	No	Required

188	NICE inContact CallVU Monthly Success Package (per BU)	NIC090		Maintain technical and business knowledge of the CallVU implementation at the client and guide our clients through the most relevant features and functionalities for their specific business needs-Regular calls and meetings with the clients to ensure they drive the most benefits out of the their implementation - Provide exceptional customer experience using proactive communication and sharing of best practices-Provide continuous feedback and new features capabilities requests between our clients and our product and marketing teams - Quarterly Business Review -Coordinate project activities between the client's and CallVU project managers-Collaborate	$0.00	$1,458.35	Per Business Unit	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
				with the Sales and Support teams to ensure a smooth transition of ongoing client management.						

189	NICE inContact CallVU Basic: Collaboration + eForms + Digital Form Builder (per session)	NIC091		Collaboration provided within the MAX interface: Easy Session Initiation with no app or plug-in installation required on the client side (SMS pushed to caller's cell, or as part of the VIVR process).-A Collaboration Session is defined as one conversation (regardless of duration) from connect and accepting/opening the link, until hang-up.-A Form Session begins when the user opens the form. The session ends when the user closes the browser or if the form times out.-Collaboration with digital signature, photo and document display capability provided.-Collaboration that can use co-filling of forms, pdfs, and content for task completion.-Digital Form builder provided over a web service where client can draft,	$0.00	$2.45	Per Session	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
				save, and deploy forms, share and edit by the callers.-Digital Forms can be stored, saved, or downloaded by the users, in a format used in their workflow tools (PDF, etc.). Provide the ability for the user to "stop and continue later.						

#	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
190	NICE inContact CallVU Advanced: Collaboration + eForms + Digital Form Builder + Video Chat (per session)	NIC092		As included in the NICE inContact CallVU Basic package, with the following additional features:-Collaboration with live voice, video and chat-Live video chat, with the ability to mute to take pictures - Video available for viewing (storage)-A Collaboration Session is defined as one conversation (regardless of duration) from connect and accepting/opening the link, until hang-up.-A Form Session begins when the user opens the form. The session ends when the user closes the browser or if the form times out.	$0.00	$2.95	Per Session	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
191	NICE inContact CallVU Visual IVR Survey (per survey)	NIC093		Visual IVR service that upon completing a session, provides the caller with a survey to measure success and experience of the client.-Surveys can be designed per the needs of the client. Data is viewed in data services provided.	$0.00	$0.98	Per Survey	Yes	No	Required
192	NICE inContact CXone Workgroup - Implementation	NIC094		Billed as a one time (non-recurring) charge INCLUDES: -50 seats included -Designated Implementation Manager (SME) -Post go-live stabilization and support of an estimated two weeks as agreed upon by project stakeholders. Project may include, but are not limited to, collaboration and consultation to determine business needs and requirements;	$6,667.50	$0.00	Per Implementation	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
				Implementation of documented solution; Completion of NICE inContact quality assurance and production deployment tests. DOES NOT INCLUDE: - Products outside of ACD (Chat/Email/ASR/SMS, etc…) -Integration or CRM Driven Screenpop - -OnBoarding						
193	NICE inContact CXone Workgroup Plus - Implementation	NIC095		INCLUDES: 65 seats Designated Implementation Manager (SME)* Post go-live stabilization and support of an estimated two weeks as agreed upon by project stakeholders.* Project may include, but are not limited to, collaboration and consultation to determine business needs and requirements;	$16,667.50	$0.00	Per Implementation	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
				Implementation of documented solution; Completion of NICE inContact quality assurance and production deployment tests. *DOES NOT INCLUDE:- Products outside of ACD (Chat/Email/ASR/SMS, etc…)-Integration or CRM Driven Screenpop--OnBoarding						
194	NICE inContact CXone Corporate - Implementation	NIC096		Billed as a one time (non-recurring) chargeINCLUDES: -100 seats -Designated Implementation Manager (SME) -Post go-live stabilization and support of an estimated two weeks as agreed upon by project stakeholders. -Project may include, but are not limited to, collaboration and consultation to determine business	$25,000.00	$0.00	Per Implementation	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
				needs and requirements; Implementation of documented solution; Completion of NICE inContact quality assurance and production deployment tests. DOES NOT INCLUDE: - Products outside of ACD (Chat/Email/ASR/SMS, etc…) -Integration or CRM Driven Screenpop - -OnBoarding						
195	NICE inContact CXone Corporate Plus - Implementation	NIC097		INCLUDES: 150 seats - Designated Implementation Manager (SME)* Onsite Onboarding Manager at one location for 2 Business Days during go-live* Remote Onboarding Manager Support for 3 weeks, averaging two project hours per week, ensuring proficiency with the NICE inContact	$50,000.00	$0.00	Per Implementation	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
				Platform, assisting with company objectives and success metrics, and building and analyzing reports* Unlimited Access to eLearning Tools throughout service duration* Post go-live stabilization and support of an estimated two weeks as agreed upon by project stakeholders. Project may include, but are not limited to, collaboration and consultation to determine business needs and requirements; Implementation of documented solution; Completion of NICE inContact quality assurance and production deployment tests.						

#	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
				DOES NOT INCLUDE:- Products outside of ACD (Chat/Email/ASR/SMS, etc…)-Integration or CRM Driven Screenpop-						
196	NICE inContact CXone Enterprise - Implementation	NIC098		INCLUDES: -250 seats -Designated Project Manager -Designated Implementation Manager (SME) - Onsite Onboarding Manager at one location for 6 Business Days during go-live - Remote Onboarding Manager Support for 8 weeks, averaging four project hours per week, ensuring proficiency with the Nice inContact Platform, assisting with company objectives and success metrics, and building and analyzing reports - Unlimited Access to eLearning Tools throughout service duration -Post go-live	$70,835.00	$0.00	Per Implementation	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
				stabilization and support of an estimated two weeks as agreed upon by project stakeholders Project may include, but are not limited to, collaboration and consultation to determine business needs and requirements; Implementation of documented solution; Completion of NICE inContact quality assurance and production deployment tests. DOES NOT INCLUDE: - Products outside of ACD (Chat/Email/ASR/SMS, etc…) -Integration or CRM Driven Screenpop -						
197	NICE inContact CXone Enterprise Plus - Implementation	NIC099		INCLUDES: -500 seats - Designated Project Manager -Designated Implementation Manager (SME) -	$154,168.00	$0.00	Per Implementation	Yes	No	Required

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				Onsite Project Manager and Implementation Manager for 3 days at up to three locations to gather initial requirements and complete project kick-off -Onsite Onboarding Manager for 9 days at up to three locations during go-live -Remote Onboarding Manager Support for 12 weeks, averaging four project hours per week, ensuring proficiency with the Nice inContact Platform, assisting with company objectives and success metrics, and building and analyzing reports - Unlimited Access to eLearning Tools throughout service duration -Post go-live stabilization and support of an estimated two weeks as agreed upon						

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				by project stakeholders -Project may include, but are not limited to, collaboration and consultation to determine business needs and requirements; Implementation of documented solution; Completion of NICE inContact quality assurance and production deployment tests. DOES NOT INCLUDE: - Products outside of ACD (Chat/Email/ASR/SMS, etc…) -Integration or CRM Driven Screenpop -.						
198	NICE inContact CXone Workgroup Plus - Implementation	NIC100		Add-on to purchased Implementation package. Priced per seat ordered beyond quantity included in base implementation package	$97.25	$0.00	Per Additional Seat	Yes	No	Required

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199	CXone Custom Storage Setup	NIC104		Setup for Custom Storage-Billed as a one time (non-recurring) charge	$500.00	$0.00	Per Custom Storage Set-up	Yes	No	Required
200	CXone CRM Integration	NIC105		Adds integration to a single CRM solution to support a screenpop or custom call routing-Billed as a one time (non-recurring) charge-Implementation includes: -Up to 3 database/web service calls which can be used to lookup data to perform a screenpop or custom routing - Not all external CRM solutions supported	$3,472.25	$0.00	Per CRM Integration	Yes	No	Required

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201	CXone CRM Driven ScreenPOP/Call Routing Implementation	NIC106		Adds integration to a single CRM solution to support a screenpop or custom call routing- Billed as a one time (non-recurring) charge- Implementation includes: -Up to 3 database/web service calls which can be used to lookup, push, update to perform a screenpop or custom routing -Not all external CRM solutions supported	$6,597.25	$0.00	Per Implementation	Yes	No	Required
202	CXone 25 Menu Options DTMF Navigation	NIC107		For use with base ACD Implementation Packages, 1 is mandatory on every quote - Base implementation packages are: Workgroup, Corporate, Enterprise, Enterprise Plus- Adds 25 menu options for navigation in your call flow- Billed as a one time (non-recurring) charge	$1,388.90	$0.00	Per 25 Menu Options	Yes	No	Required

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203	CXone Named Agent Routing Implementation	NIC108		CRM integration check to find last agent spoken with- Billed as a one time (non-recurring) charge	$7,500.00	$0.00	Per Integration	Yes	No	Required
204	CXone 50 Point of Contact Based Routing	NIC109		For use with base ACD Implementation Packages, 1 is mandatory on every quote - Base implementation packages are: Workgroup, Corporate, Enterprise, Enterprise Plus- Adds 50 Point of Contacts- A Point of Contact is an access point to route various channel types (voice, email, chat, SMS) in your contact routing- Billed as a one time (non-recurring) charge	$694.50	$0.00	Per 50 Points of Contacts	Yes	No	Required

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205	CXone Automated Speech Recognition (ASR) Implementation	NIC110		Implementation of ASR to enable callers to use their voice to provide input to the IVR to determine routing and other information- Billed as a one time (non-recurring) charge- Implementation includes: - Up to 10 ASR Actions/Utterances - Recognition based on common phrases native to the platform or a custom grammar file provided by the customer - Natural Language speech recognition NOT supported - Phrases containing alpha and numeric characters recommended 5 or less for optimal performance	$3,472.25	$0.00	Per Implementation	Yes	No	Required

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206	CXone Agent Scripting Quickstart Implementation	NIC111		A shortened version of the Agent Scripting implementation package- Billed as a one time (non-recurring) charge- Implementation includes: - Up to 5 page actions/discussion points which delivers standard information to your agent - Integration to a third party/CRM is available but not included in this package - Requires up to 30 days to deploy	$3,000.00	$0.00	Per Implementation	Yes	No	Required

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207	CXone Agent Scripting Implementation	NIC112		A full implementation package for Agent Scripting that includes integration to a single CRM- Billed as a one time (non-recurring) charge- Implementation includes: - Up to 10 page actions/discussion points - Adds integration to a single CRM solution to support a screen-pop or custom call routing - Up to 3 Web Service/Database "calls" (lookup or update only) - Not all external CRM solutions are supported - May increase deployment timeline up to 60 days	$7,500.00	$0.00	Per Implementation	Yes	No	Required

208	CXone Personal Connection Implementation	NIC113		Implementation and setup of the Personal Connection outbound dialer- Billed as a one time (non-recurring) charge- Implementation includes: - Assigned Implementation Consultant who remotely oversees the implementation end-to-end - 1-hour Business Requirements call that will serve as the basis for the Business Requirements Document (BRD). The Implementation Consultant will validate the configured software according to the BRD - Delivery of one custom Studio script. For example, the scripts can be used to provide standard call recording or a message laydown (agentless) application - Configuration of one campaign (skill) - eLearning training included. Instructor-led	$2,083.50	$0.00	Per Implementation	Yes	No	Required

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				training available at additional cost. - IM provides remote launch support during the day of the go live - 2 weeks post Go-Live support - Onsite support and additional scope is available at additional cost						

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209	CXone Personal Connection - ProActive XS Integration	NIC114		Personal Connection integration with a CRM data source via Proactive External Synchronization (XS)- Billed as a one time (non-recurring) charge- Integration includes: - 1 data source - Pull records from CRM or host system (check out) - Push information back to CRM or host system (check in) - Basic contact disposition - Basic outbound contact removal on inbound call - 1 additional customer selected interaction - Personal Connection Implementation not included in this package	$5,208.50	$0.00	Per Integration	Yes	No	Required

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210	CXone Personal Connection Additional Skill/Campaign	NIC115		Implementation and setup of one additional skill/campaign for the Personal Connection outbound dialer. - Billed as a one time (non-recurring) charge	$694.50	$0.00	Per Additional Skill / Campaign	Yes	No	Required
211	CXone Personal Connection Additionall Custom Script	NIC116		Implementation and setup of one additional custom script for the Personal Connection outbound dialer. For example, the script can be used to provide standard call recording or a message laydown (agentless) application.- Billed as a one time (non-recurring) charge	$694.50	$0.00	Per Additional Custom Script	Yes	No	Required

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212	CXone Outbound Email Campaign Implementation	NIC117		A one-time setup fee to build an email skill and template and configure the customer's email service information in the inContact system-Implementation includes inContact email configuration training for a customer administrator	$1,000.00	$0.00	Per Implementation	Yes	No	Required

213	CXone Customized Call Handling	NIC118		Implementation of a solution that allows agents to put an existing call on hold to handle an urgent (priority) call from the queue. -Priority calls can be determined based on IVR selection, caller ID or dialed number. -The agent receives a message that there is an urgent call in queue. The agent can hold the existing call and be routed the urgent call. -Once the urgent call is completed, agents can retrieve the held call from their personal queue or be routed the next highest priority call (depending on routing rules). -This does not include the ability to handle multiple voice calls simultaneously. -Billed as a one-time (non-recurring) charge	$3,750.00	$0.00	Per Implementation	Yes	No	Required
214	CXone Work Item Routing	NIC119		Implementation of work item routing-Includes the configuration of up	$5,208.50	$0.00	Per Implementation	Yes	No	Required

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				to 5 work item skills-Includes integration to a single CRM solution or data source with up to 3 web service calls for PUSH, LOOKUP or UPDATE data.-Not all CRM systems are supported.-Billed as a one-time (non-recurring charge)						

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215	CXone WFM Data Upload	NIC120		One-time historical import of contact data from 3rd party ACD for forecasting purposes. Contact data defined and imported by inContact from customer completed Historical Contact Data Excel Workbook.- Billed as a one time (non-recurring) charge- Implementation includes: - Implementation Manager will guide customer completion of Historical Contact Data Excel Workbook. - Import up to 1 million lines of historical contact data from the provided Workbook. Each line represents one 15 minute period of time for a specific queue (contact type). - User Acceptance Testing of imported contact data.	$2,500.00	$0.00	Per Import	Yes	No	Required

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216	CXone Messaging Proactive Chat and Email Advanced Implementation	NIC121		Required per channel setup for CXone Proactive Chat and Email-Setup and integration of Messaging API per Channel. Each integration is a custom Scope of Work (SOW).- Billed as a one time (non-recurring) charge- Integration includes: - Configuration of an integration between a single 3rd Party Messaging Application and the NICE inContact CXone Digital Platform Messaging API.	$2,800.00	$0.00	Per Channel Setup	Yes	No	Required

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217	Cxone Messaging Implementation (per channel)	NIC122		Required per channel setup for Apple Apps Review, Facebook Messenger, Google Places, Google Play, Instagram, Line Messaging, LinkedIn, SMS, Telegram Messaging, Twitter and Youtube.-Setup and integration of Messaging API per Channel. Each integration is a custom Scope of Work (SOW).-Billed as a one time (non-recurring) charge-Integration includes: - Configuration of an integration between a single 3rd Party Messaging Application and the NICE inContact CXone Digital Platform Messaging API.	$625.00	$0.00	Per Channel Setup	Yes	No	Required

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218	Cxone Messaging Advanced Implementation (per channel)	NIC123		Required per channel setup for WhatsApp and Apple Business Chat.- Setup and integration of Messaging API per Channel. Each integration is a custom Scope of Work (SOW).- Billed as a one time (non-recurring) charge- Integration includes: - Configuration of an integration between a single 3rd Party Messaging Application and the NICE inContact CXone Digital Platform Messaging API.	$950.00	$0.00	Per Channel Setup	Yes	No	Required

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219	NICE inContact CXone Corporate Onboarding Package	NIC124		Billed per package as a one time (non-recurring) charge-Package includes: -3 days with the Onboarding Manager onsite during go-live -4 weeks of remote support with the Onboarding Manager, averaging 4 hours per week -Partnering with managers, supervisors, administrators every step of the way during initial use of the inContact technology -Achieving objectives and success metrics throughout engagement -Ensure proficiency during real world use -Assisting you to build and analyze reports	$8,590.25	$0.00	Per Package	Yes	No	Required

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220	NICE inContact CXone Enterprise Onboarding Package	NIC125		Billed per package as a one time (non-recurring) charge-Package includes: -6 days with the Onboarding Manager onsite during go-live -8 weeks of remote support with the Onboarding Manager, averaging 4 hours per week -Partnering with managers, supervisors, administrators every step of the way during initial use of the inContact technology -Achieving objectives and success metrics throughout engagement -Ensure proficiency during real world use -Assisting you to build and analyze reports	$19,000.00	$0.00	Per Package	Yes	No	Required

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221	NICE inContact CXone Enterprise Plus Onboarding Package	NIC126		Billed per package as a one time (non-recurring) charge-Package includes: -9 days with the Onboarding Manager onsite during go-live -12 weeks of remote support with the Onboarding Manager, averaging 4 hours per week -Partnering with managers, supervisors, administrators every step of the way during initial use of the inContact technology -Achieving objectives and success metrics throughout engagement -Ensure proficiency during real world use -Assisting you to build and analyze reports	$27,000.00	$0.00	Per Package	Yes	No	Required

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222	NICE inContact CXone Onboarding Onsite Day	NIC127		Onsite visit to customer location by an inContact representative- Billed per person, per day as a one time (non-recurring) charge- Onsite Go-Live support from a NICE inContact Onboarding Manager. Must be sold in increments of 2 or more	$2,500.00	$0.00	Per Person, Per Day	Yes	No	Required
223	NICE inContact CXone ACD Training: Central Administration	NIC134		Remote: Virtual training- Learn how to use the Central portal to create, customize, and manage your contact center including dashboards, skills, users, campaigns, hours of operation, etc.- Estimated training duration - 2 hours-Billed per course as a one time (non-recurring) charge	$868.20	$0.00	Per Course	Yes	No	Required

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224	NICE inContact CXone ACD Training: Agent & Supervisor	NIC136		Remote: Virtual training above and beyond standard training that is included with the service-Learn how to launch the Agent console, handle contacts, and manage Agent states. This course also covers supervisor functions, such as Monitor, Coach, Barge, and Takeover.-Estimated training duration - 2 hours-Billed per course as a one time (non-recurring) charge	$1,250.00	$0.00	Per Course	Yes	No	Required

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225	NICE inContact CXone ACD Training: Reporting	NIC137		Remote: Virtual training-Learn how to create your own custom report templates. This includes the 4 steps of creating a template, running reports, creating report schedules, and managing and editing existing templates.-Estimated training duration - 4 hours-Billed per course as a one time (non-recurring) charge	$1,666.75	$0.00	Per Course	Yes	No	Required
226	NICE inContact CXone ACD Training: Workforce Intelligence	NIC138		Remote: Virtual training-Learn how to increase efficiencies in your contact center by automating tasks and settings. This includes skill assignments, agent proficiencies, and more.-Estimated training duration - 2 hours-Billed per course as a one time (non-recurring) charge	$1,250.00	$0.00	Per Course	Yes	No	Required

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227	NICE inContact CXone ACD Training: Auto Attendant	NIC139		Remote: Virtual training-Learn to configure and maintain the Auto Attendant tool as well as how to teach end-users the basics of managing their voicemail.-Estimated training duration - 2 hours-Billed per course as a one time (non-recurring) charge	$1,250.00	$0.00	Per Course	Yes	No	Required

228	NICE inContact CXone Personal Connection Training: Fundamentals	NIC140		Remote: Virtual training-This course covers the basic fundamentals and Advanced Configuration for creating and managing an outbound dialing campaign with Personal Connection. During this session you will learn how to create a customized Personal Connection skill using basic Parameters, how to prepare and upload a calling list and how to use inContact's Skill Control tool to manage your Personal Connection campaigns. -You will also have an opportunity to familiarize yourself with the Agent Experience and outbound reporting capabilities.-Estimated training duration - 2 hours-Billed per course as a one time (non-recurring) charge	$1,250.00	$0.00	Per Course	Yes	No	Required
229	NICE inContact CXone Personal Connection	NIC141		Remote: Virtual training-This course covers the numerous and complex	$1,250.00	$0.00	Per Course	Yes	No	Required

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	Training: Complex Configuration			features used to increase control and efficiency of your outbound dialing campaigns using Personal Connection. During this session you will learn how to further customize your Personal Connection skills including Priority Management and Skill Blending, list and skill configuration for Multi-Number Dialing, record Filtering, and using advanced Answering Machine Detection settings. -Estimated training duration - 2 hours-Billed per course as a one time (non-recurring) charge						

230	NICE inContact CXone Scripting Training: IVR Development - Private	NIC142		Virtual Classroom: instructor led training- This course is an introduction to inContact's Studio IVR programming application. In this highly interactive and hands on course, you will learn how to create an optimal contact flow from the ground up using the most popular Studio actions and the "best practices" of Studio Scripting. Once you have completed this course you will have the confidence and ability to not only create your own scripts, but to also modify your existing business' scripts in order to give your customers an optimal experience.- Estimated training duration - 3 days-Billed per course as a one time (non-recurring) charge	$6,500.00	$0.00	Per Course	Yes	No	Required
231	NICE inContact CXone Scripting Training: IVR	NIC143		Virtual Classroom: instructor led training- This course is an	$2,500.00	$0.00	Per Attendee	Yes	No	Required

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	Development - Public (per Attendee)			introduction to inContact's Studio IVR programming application. In this highly interactive and hands on course, you will learn how to create an optimal contact flow from the ground up using the most popular Studio actions and the "best practices" of Studio Scripting. Once you have completed this course you will have the confidence and ability to not only create your own scripts, but to also modify your existing business' scripts in order to give your customers an optimal experience.- Estimated training duration - 3 days-Billed per attendee as a one time (non-recurring) charge						

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232	NICE inContact CXone Scripting Training: Web Integrations	NIC144		Virtual Classroom: instructor led training-In this hands on course you will learn about Integrating with Web Based services using inContact's Studio application. You will get an introduction to SQL, SOAP, and REST Web Services, the requirements necessary for integrating with each service, and build Studio scripts utilizing each of those Web Services and the appropriate Studio Actions.-Estimated training duration - 2 days-Billed per course as a one time (non-recurring) charge	$6,500.00	$0.00	Per Course	Yes	No	Required

233	NICE inContact CXone Scripting Training: Outbound & Proactive XS	NIC145		Virtual Classroom: instructor led training-In this hands on course you will get in-depth, hands on training in configuring inContact's Personal Connection for use with ProActive XS. You will first learn how to configure a Personal Connection skill for an Automated Outbound Dialer. Next you will configure ProActive XS scripts in Studio in order to pull calling records from a CRM database and automatically upload those records into a Personal Connection calling list and also configure your scripts to check records back into your CRM database for automated list management.- Estimated training duration - 2 days-Billed per course as a one time (non-recurring) charge	$6,500.00	$0.00	Per Course	Yes	No	Required

234	NICE inContact CXone Scripting Training: IVR Development with Multimedia	NIC146		Virtual Classroom: instructor led training- This course is an introduction to inContact's Studio IVR programming application. In this highly interactive and hands on course, you will learn how to create an optimal contact flow from the ground up using the most popular Studio actions and the "best practices" of Studio Scripting. Once you have completed this course you will have the confidence and ability to not only create your own scripts, but to also modify your existing business' scripts in order to give your customers an optimal experience. -On the fourth day of this class you will learn how to create inbound Email and Chat Scripts, quick replies, and customer facing chat windows. You will also learn how to create	$10,000.00	$0.00	Per Course	Yes	No	Required

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				interactive Page Pops for your agents to be used to collect information and provide exact phrases to use when interacting with contacts. If your business unit is configured for Automated Speech Recognition (ASR) you will also learn how to turn a 'DTMF' based script into an ASR script.- Estimated training duration - 4 days-Billed per course as a one time (non-recurring) charge						

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235	NICE inContact CXone WFM Enterprise Training	NIC147		Virtual Classroom: instructor led training-NICE WFM platform training including administration, configuration, forecasting, scheduling, and reporting. This course is intended for WFM analysts, schedulers and/or contact center administrators.-Estimated training duration - 4 days-Billed per course as a one time (non-recurring) charge	$12,500.00	$0.00	Per Course	Yes	No	Required

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236	NICE inContact CXone WFM Enterprise Training: Forecasting & Scheduling	NIC148		Virtual Classroom: instructor led training- Refresher WFM training focusing on the core concepts and product features: forecasting and scheduling. This includes both conceptual and functional training.- Estimated training duration - 2 days-Billed per course as a one time (non-recurring) charge	$6,500.00	$0.00	Per Course	Yes	No	Required

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237	NICE inContact CXone QM Enterprise Training	NIC149		Virtual Classroom: instructor led training-In this course, participants will learn to create, maintain and use Quality Evaluation forms. Key concepts include the strategic organization of components for reporting purposes, question types, and scoring options. Participants will work in the portal to search and evaluate calls, flag evaluations, and report on key quality metrics.- Estimated training duration - 3.5 days-Billed per course as a one time (non-recurring) charge	$10,000.00	$0.00	Per Course	Yes	No	Required

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238	NICE inContact CXone Workforce Management Pro Training	NIC150		Virtual Classroom: instructor led training- Training on the CXone WFM Pro platform to create forecasts, create schedules, agent schedule management and system administration.- Estimated training duration - 2 days-Billed per course as a one time (non-recurring) charge	$6,500.00	$0.00	Per Course	Yes	No	Required
239	NICE inContact CXone Quality Management Pro Training	NIC151		Virtual Classroom: instructor led training- Training on the CXone QM Pro platform to create custom QM forms, search for and evaluate calls, pull data for analysis, and calibrate for consistency.- Estimated training duration - 2 days- Billed per course as a one time (non-recurring) charge	$6,500.00	$0.00	Per Course	Yes	No	Required

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240	NICE inContact CXone Interaction Analytics Pro Training	NIC152		Remote: instructor-led training- Training on the Interaction Analytics Pro platform including how to configure categories, topics, and dashboards that provide business insights to assist in improving processes and performance..- Estimated training duration: 3 hours- Billed per course as a one time (non-recurring) charge	$6,500.00	$0.00	Per Course	Yes	No	Required

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241	NICE inContact CXone Quality Management Analytics Pro Training	NIC153		Remote: instructor-led training• Training on the QMA Pro platform including how to configure categories, topics, and dashboards that provide business insights to assist in improving processes and performance• Estimated training duration: 2 days• Billed per course as a one time (non-recurring) charge	$7,750.00	$0.00	Per Course	Yes	No	Required

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242	NICE inContact CXone Quality Management Analytics Pro Add-on Training	NIC154		Remote: instructor-led training• Training on the QMA Pro platform including how to configure categories, topics, and dashboards that provide business insights to assist in improving processes and performance• Estimated training duration: 3 hours• Billed per course as a one time (non-recurring) charge	$1,250.00	$0.00	Per Course	Yes	No	Required

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243	NICE inContact Omilia for CXone Training App Dev Basic - Remote	NIC155		The students will be introduced to the basic elements of DiaManT®'s xml language for building effective and usable applications.- They will learn how to define their application in terms of targets, system actions, fields and preconditions.-They will familiarize themselves with key DiaManT® functionalities such as planning, event tracking, ambiguity resolution, reaction definition and prompt generation among others. 2 hours, remote.- Billed as a one time (non-recurring) charge	$4,500.00	$0.00	Per Course	Yes	No	Required

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244	NICE inContact Omilia for CXone Training NLU Dev Basic - Remote	NIC156		Students will be introduced to the basic components of Omilia's interpretation module and understand how it fits to the overall architecture of the dialog system.-Using Conversation Studio, users will learn how to analyze and map out the interpretation domain creating Entities, Context Rules & high level Intents that DiaManT® will eventually use to drive the dialog. 2 hours, remote.-Billed as a one time (non-recurring) charge	$2,500.00	$0.00	Per Course	Yes	No	Required

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245	NICE inContact Omilia for CXone Training API Dev Basic - Remote	NIC157		Students will learn how to complete their DiaManT® application by building a Custom Module. Integrate an app with any backend system, and code complex business rules.- See the basic concepts of a model Custom Modules architecture.- We will briefly discuss DiaManT® 's NLG modules, and the ability to combine static prompts to make complex announcements. 3 hours, remote.-Billed as a one time (non-recurring) charge	$4,500.00	$0.00	Per Course	Yes	No	Required

246	NICE inContact Omilia for CXone Training 360 Delivery Overview - Remote	NIC158		Participants will be introduced to the typical architecture of a Natural Language Dialogue System. They will be introduced to the key components (ASR, NLU, DM, NLG, TTS, IVR) of an NLU solution and their interconnection.-In addition, they will familiarize themselves with the system's life-cycle, starting from the requirements and design phase to the final fine tuning stage, focusing on tools, methodology, deliverables and testing traits that are NLU application specific.-Student will use Omilia's Dialog Review Tool to get a thorough understanding of each component's contribution on a call using real-life examples.-By the end of the course, participants will have clear understanding of the	$3,500.00	$0.00	Per Course	Yes	No	Required

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				key NLU components, identify all the different error types and sources within a dialog and recommend the next steps towards issues resolution. Billed as a one time (non-recurring) charge						
247	NICE inContact CallVU Training/Integration Day (per day)	NIC159		Training either via WebEx/Zoom or as scheduled on-site as needed by the customer.	$3,600.00	$0.00	Per Day	Yes	No	Required
248	NICE inContact CXone Feedback Management API Connector Implementation	NIC160		Implementation of CXone Feedback Management API Connector- Billed as a one time (non-recurring) charge- Implementation includes: - configuration of the connector to a limited amount of points - The customers IT will need to open the API's to allow for the connection	$2,500.00	$0.00	Per Connector Implementation	Yes	No	Required

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249	NICE inContact CXone Feedback Management Automated Text Analytics Tag Mgt Implementation	NIC161		Implementation of CXone Feedback Management Automated Text Analytics- Billed as a one time (non-recurring) charge- Implementation includes: - Setup and configuration of the automated Tags - Set up of the Alerts, Notification rules - Training for the power user on tag management	$6,500.00	$0.00	Per Implementation	Yes	No	Required

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250	NICE inContact CXone Feedback Management Survey Implementation (per Channel)	NIC162		Implementation of CXone Feedback Management for either of IVR, Email, Chat - Billed as a one-time (non-recurring) charge - Implementation includes: - Setup of a single survey on one channel - Configuring Notifications - Set up 2 dashboards - Provide 3 hours of training for Power Users on how to use and navigate the system - Power Users should complete the NPX platform training prior	$15,000.00	$0.00	Per Channel	Yes	No	Required

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251	NICE inContact CXone Feedback Management VoC Implementation (per Channel)	NIC163		Implementation of CXone Feedback Management for either of IVR, Email, SMS, Web Intercepts, Chat-Billed as a one-time (non-recurring) charge- Implementation includes: -Setup of a single survey on one channel - Configuring Alerts, Notifications & Escalation workflows -Set up 2 dashboards -Provide 3 hours of training for Power Users on how to use and navigate the system -Power Users should complete the NPX platform training prior	$30,000.00	$0.00	Per Channel	Yes	No	Required

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252	NICE inContact Cxone Feedback Management - Basic Survey-Implementation (per Channel)	NIC164		Implementation of CXone Feedback Management for either of IVR, Email, SMS, Web Intercepts, Chat -Billed as a one-time (non-recurring) charge - Implementation includes: -Setup of a single survey on one channel -Provide 3 hours of training for Power Users on how to use and navigate the system -Power Users should complete the NPX platform training prior	$15,000.00	$0.00	Per Channel	Yes	No	Required
253	NICE inContact CXone Feedback Management Speech to Text Implementation	NIC165		Implementation of NICE inContact CXone Feedback Management Speech to Text.-Billed as a one time (non-recurring) charge-Setup of IVR surveys that can have verbatims transcribed to text.	$12,000.00	$0.00	Per Implementation	Yes	No	Required

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254	NICE inContact CXone Feedback Management Add'l Survey Build	NIC166		The managed services team will build the survey for you- Billed as a one time (non-recurring) charge- Build includes: - 1 Survey build of your choice (IVR,SMS,Email,Web) - Configure the dashboard for reporting	$5,000.00	$0.00	Per Survey Build	Yes	No	Required
255	NICE inContact CXone Feedback Management Single Sign On	NIC167		Adding the NPX application to your SSO- Billed as a one time (non-recurring) charge- Setup includes: - Working with your IT to connect to your SSO	$1,000.00	$0.00	Per Instance	Yes	No	Required
256	NICE inContact CXone Feedback Management Historical Data Import / Migration	NIC168		Bring in one year's worth of data for a single survey- Billed as a one time (non-recurring) charge- Import includes: - Providing the template to perform the import - Importing the clean data into NPX - Configuring a single dashboard for the data	$10,000.00	$0.00	Per Import	Yes	No	Required

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257	NICE inContact CXone Feedback Management Key Driver Scenario Analysis	NIC171		Remote Business consulting project for Key Driver Analysis- Billed as a one time (non-recurring) charge- Analysis includes: - Key Driver analysis - Findings report - Follow up activity	$12,500.00	$0.00	Per Consulting Project	Yes	No	Required
258	NICE inContact CXone Feedback Management NPS / Target Setting	NIC172		Remote Business Consulting Project for NPS Target Setting- Billed as a one time (non-recurring) charge- Setup includes: - NPS Target Setting - Findings Report - Follow up activity	$12,500.00	$0.00	Per Consulting Project	Yes	No	Required
259	NICE inContact CXone Feedback Management Revenue & Profitability Analysis	NIC173		Remote Business Consulting Project for Profitability Analysis- Billed as a one time (non-recurring) charge- Analysis includes: - Profitability Analysis - Findings Report - Follow up activity	$20,000.00	$0.00	Per Consulting Project	Yes	No	Required

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260	NICE inContact CXone Feedback Management NPS Training-Client or Satmetrix LMS	NIC176		Remote Individual or Group training- Billed as a one time (non-recurring) charge- Training includes: - Up to 15 people per training session - Courses can be loaded onto your LMS or ours - NPS basics three 15 min videos	$30,000.00	$0.00	Per Training Session	Yes	No	Required
261	NICE inContact CXone Feedback Management NPS Onsite Certification	NIC177		NPS Certification onsite or remote- Billed as a one time (non-recurring) charge- Certification includes: - Up to 15 people	$25,000.00	$0.00	Per Certification	Yes	No	Required
262	NICE inContact CXone Feedback Management NPS Online Certification	NIC178		Additional NPS certification training - Individual- Billed as a one time (non-recurring) charge- Certification includes: - Online NPS certification - Individual training	$3,000.00	$0.00	Per Person	Yes	No	Required

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263	NICE inContact CXone Feedback Management Program Analyst Certification	NIC179		NPX Certification for Analyst- Billed as a one time (non-recurring) charge- Certification includes: - In person at the NICE Satmetrix office - Per person cost - Designed for Analyst	$4,500.00	$0.00	Per Person	Yes	No	Required
264	NICE inContact CXone Feedback Management Program Manager Certification	NIC180		Certification for Program Manager level- Billed as a one time (non-recurring) charge- Certification includes: - Program manager level certification - In person at the NICE Satmetrix office	$4,500.00	$0.00	Per Person	Yes	No	Required

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265	NICE inContact CXone Interaction Analytics Pro - Basic Implementation	NIC181		Billed as a one time (non-recurring) charge- Implementation includes: -2 hours configuration -2-4 hours of initial configuration of Company Profile -2-4 hours of initial configuration of dashboards -4 hours eLearning -4-8 hours of categorization -2 hours follow up Q&A and optimization	$2,430.65	$0.00	Per Implementation	Yes	No	Required

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266	NICE inContact CXone Quality Management Enterprise Implementation	NIC183		Implementation and setup of NICE Quality Management-Billed as a one time (non-recurring) charge-Implementation includes: -Implementation manager who oversees the project from start to finish -Business requirements session and documentation -Integration with inContact ACD -Initial System Configuration -User acceptance testing -Additional web-based training included -Go live support -2 weeks of Post Go Live Support	$6,250.00	$0.00	Per Implementation	Yes	No	Required

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267	NICE inContact Cxone Quality Optimization Enterprise Implementation	NIC184		Implementation and training of NICE Quality Optimization- Billed as a one time (non-recurring) charge- Implementation includes: - Implementation manager who oversees the project from start to finish - Business requirements session and documentation - Integration with inContact ACD - Initial System Configuration - User acceptance testing - 4 days of Instructor-Led training - Additional web-based training included - Go live support - 2 weeks of Post Go Live Support	$11,250.00	$0.00	Per Implementation	Yes	No	Required

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268	NICE inContact CXone Workforce Management Enterprise - Advanced Implementation	NIC185		Implementation and setup of NICE Workforce Management Advanced -Billed as a one time (non-recurring) charge-Implementation includes: - Implementation manager who oversees the project from start to finish -Business requirements session and documentation -Integration with inContact ACD - Initial System Configuration -User acceptance testing -Additional web-based training included - Go live support -2 weeks of Post Go Live Support	$33,250.00	$0.00	Per Implementation	Yes	No	Required

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269	NICE inContact CXone Workload Manager Enterprise Implementation	NIC186		Implementation of NICE Workfload Manager- Billed as a one time (non-recurring) charge- Implementation includes: - Project Manager and Implementation manager who oversees the project from start to finish - Business requirements session - Initial System Configuration - User acceptance testing - Application training included with Workforce Management sessions - Go live support - Remote Enablement	$5,000.00	$0.00	Per Implementation	Yes	No	Required

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270	NICE inContact CXone Workforce Optimization Enterprise - Advanced Implementation	NIC187		Billed as a one time (non-recurring) charge-Implementation manager who oversees the project from start to finish-Business requirements session and documentation-Integration with inContact ACD-Initial System Configuration-User acceptance testing-Additional web-based training included-Go live support-2 weeks of Post Go Live Support	$44,500.00	$0.00	Per Implementation	Yes	No	Required

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271	NICE inContact CXone Audio Recording Enterprise Implementation	NIC188		Implementation and setup of Audio Recording Enterprise- Billed as a one time (non-recurring) charge- Implementation includes: - Implementation manager who oversees the project from start to finish -Business requirements session and documentation -Integration with inContact ACD - Initial System Configuration -Two remote training sessions of up to two hours each -User acceptance testing -Go live support -2 weeks of Post Go Live Support	$7,500.00	$0.00	Per Implementation	Yes	No	Required

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272	NICE inContact CXone Screen Recording Enterprise Implementation	NIC189		Implementation and overview of NICE Screen Recording- Billed as a one time (non-recurring) charge- Implementation includes: - Project Manager and Implementation manager who oversees the project from start to finish - Business requirements session - Initial System Configuration - User acceptance testing - Application training included with Quality Management training - Go live support - Remote Enablement	$7,500.00	$0.00	Per Implementation	Yes	No	Required

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273	NICE inContact CXone Workforce Management (WFM) Pro Implementation	NIC190		Implementation and setup of CXone WFM- Billed as a one time (non-recurring) charge- Implementation includes: - Implementation manager who oversees the project from start to finish - Business requirements session and documentation - Initial System Configuration - User acceptance testing - Additional web-based training included - Go live support - 2 weeks of Post Go Live Support	$7,500.00	$0.00	Per Implementation	Yes	No	Required

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274	NICE inContact CXone Performance Management Pro Implementation	NIC191		Implementation and setup for Performance Management Pro-Billed as a one time (non-recurring) charge- Implementation includes: - Implementation manager who oversees the project from start to finish -Business requirements session and documentation - Initial System Configuration -User acceptance testing - Go live support -2 weeks of Post Go Live Support	$7,000.00	$0.00	Per Implementation	Yes	No	Required

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275	NICE inContact CXone Workforce Optimization Pro Implementation	NIC192		Implementation and setup of CXone Workforce Optimization- Billed as a one time (non-recurring) charge- Implementation includes: - Implementation manager who oversees the project from start to finish - Business requirements session and documentation - Initial System Configuration - User acceptance testing - Go live support - 2 weeks of Post Go Live Support	$13,000.00	$0.00	Per Implementation	Yes	No	Required

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276	NICE inContact CXone Quality Management Pro with Voice Recording Implementation	NIC193		Implementation and setup of CXone Quality Management and Audio Recording- Billed as a one time (non-recurring) charge- Implementation includes: - Implementation manager who oversees the project from start to finish - Business requirements session and documentation - Initial System Configuration - User acceptance testing - Go live support - 2 weeks of Post Go Live Support	$7,000.00	$0.00	Per Implementation	Yes	No	Required

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277	NICE inContact CXone Screen Recording Pro Implementation	NIC194		Implementation and overview of CXone Screen Recording- Billed as a one time (non-recurring) charge- Implementation includes: - Implementation manager who oversees the project from start to finish - Business requirements session - Initial System Configuration - Application Overview - User acceptance testing - Go live support - 2 weeks of Post Go Live Support	$3,333.35	$0.00	Per Implementation	Yes	No	Required

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278	NICE inContact CXone Audio Recording Pro Implementation	NIC195		Implementation and setup of CXone Audio Recording- Billed as a one time (non-recurring) charge- Implementation includes: - Implementation manager who oversees the project from start to finish - Business requirements session and documentation - Initial System Configuration - Setup of call recording based on business needs - Application Overview - User acceptance testing - Go live support - 2 weeks of Post Go Live Support	$3,000.00	$0.00	Per Implementation	Yes	No	Required

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279	NICE inContact CXone Quality Management Analytics Pro Implementation	NIC196		Implementation of Quality Management Analytics Pro• Billed as a one time (non-recurring) charge• Implementation includes: • initial configuration • work designing categorization tailored to the customer's specific Quality Management concerns.	$7,777.85	$0.00	Per Implementation	Yes	No	Required
280	NICE inContact CXone Quality Management Analytics Pro Add-on Implementation	NIC197		Implementation of Quality Management Analytics for current QM Pro customers who are upgrading from QM Pro to QMA Pro.• Billed as a one time (non-recurring) charge• Implementation includes: • initial configuration • work designing categorization tailored to the customer's specific Quality Management concerns.	$1,250.00	$0.00	Per Implementation	Yes	No	Required

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281	NICE inContact CXone Export Report Activity Detail	NIC198		Data export from the customer's contact center solution. This export contains data from the ACD detailing all the activities an agent has performed during a user defined period• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge	$4,856.25	$0.00	Per Export	Yes	No	Required
282	NICE inContact CXone Export Report Activity Summary	NIC199		Data export from the customer's contact center solution. This export contains data from the ACD summarizing all the activities an agent has performed during a user defined period• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge	$4,856.25	$0.00	Per Export	Yes	No	Required

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283	NICE inContact CXone Export Report Adherence Detail	NIC200		Data export from the customer's contact center solution. This export contains a comparison of both agent activity data and schedule data to show an agent's adherence over a user defined period.• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge	$4,856.25	$0.00	Per Export	Yes	No	Required
284	NICE inContact CXone Export Report Adherence Summary	NIC201		Data export from the customer's contact center solution. This export contains a comparison of both agent activity data and schedule data summarized to show an agent's adherence over a user defined period.• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge	$4,856.25	$0.00	Per Export	Yes	No	Required

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285	NICE inContact CXone Export Report Agent Bundle	NIC202		Billed as a one time (non-recurring) charge• This Bundle includes the following 7 export reports: • Agent Activity Detail • Agent Activity Summary • Adherence Detail • Adherence Summary • Schedule Detail • Schedule Summary • Vacation Summary	$23,333.50	$0.00	Per Bundle	Yes	No	Required
286	NICE inContact CXone Export Report CT Active Forecast	NIC203		Data export from the customer's contact center solution. This export contains the data for each CT with an Active Forecast• Report Generation Timeframe: 30 days• Billed as a one time (non-recurring) charge	$4,856.25	$0.00	Per Export	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
287	NICE inContact CXone Export Report CT Results	NIC204		Data export from the customer's contact center solution. This export contains actual results by CT, including actual contacts received, actual contacts abandoned, actual service levels and more.• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge	$4,856.25	$0.00	Per Export	Yes	No	Required
288	NICE inContact CXone Export Report CT Short-term Forecast	NIC205		Data export from the customer's contact center solution. This export contains the data for each CT with a Short-Term Forecast.• Report Generation Timeframe: 30 days• Billed as a one time (non-recurring) charge	$4,856.25	$0.00	Per Export	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
289	NICE inContact CXone Export Report CT/MU Bundle	NIC206		Billed as a one time (non-recurring) charge• This Bundle includes the following 5 export reports: • CT Results • MU Results • CT Active Forecast • CT Short Term Forecast • MU Forecast	$17,500.00	$0.00	Per Bundle	Yes	No	Required
290	NICE inContact CXone Export Report Full Bundle	NIC207		Billed as a one time (non-recurring) charge• This Bundle includes the following 12 export reports: • Agent Activity Detail • Agent Activity Summary • Adherence Detail • Adherence Summary • Schedule Detail • Schedule Summary • Vacation Summary • CT Results • MU Results • CT Active Forecast • CT Short Term Forecast • MU Forecast	$30,139.50	$0.00	Per Bundle	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
291	NICE inContact CXone Export Report MU Forecast	NIC208		Data export from the customer's contact center solution. This export contains the forecast requirements and open schedule data per MU.• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge	$4,856.25	$0.00	Per Export	Yes	No	Required
292	NICE inContact CXone Export Report MU Results	NIC209		Data export from the customer's contact center solution. This export contains the actual results by MU, including actual contacts handled, actual requirements, estimated staff, etc.• Report Generation Timeframe: Previous day• Billed as a one time (non-recurring) charge	$4,856.25	$0.00	Per Export	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
293	NICE inContact CXone Export Report Other	NIC210		Data export from the customer's contact center solution. This export for "other" will be determined with the Professional Services team.• Billed as a one time (non-recurring) charge	$4,856.25	$0.00	Per Export	Yes	No	Required
294	NICE inContact CXone Export Report Schedule Detail	NIC211		Data export from the customer's contact center solution. This export contains schedule data detailing all scheduled activities of agents over a user defined period• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge	$4,856.25	$0.00	Per Export	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
295	NICE inContact CXone Export Report Schedule Summary	NIC212		Data export from the customer's contact center solution. This export contains schedule data summarizing scheduled activities of agents over a user defined period.• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge	$4,856.25	$0.00	Per Export	Yes	No	Required
296	NICE inContact CXone Export Report Vacation Summary	NIC213		Data export from the customer's contact center solution. This export contains the data from the Agent Vacation Summary or Agent Time Off Summary screen and can be exported in either XML format or text file format.• Report Generation Timeframe: Previous 7 days• Billed as a one time (non-recurring) charge	$4,856.25	$0.00	Per Export	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
297	NICE inContact Cobrowse for CXone Implementation	NIC214		Implementation services for account configuration for Cobrowse ONLY.-Billed as a one time (non-recurring) charge-Implementation includes: -Includes User Administration for up to 150 users - Configuration of Standard "Enter Code" field utilizing standard theme with some small adjustments to image URLs, Headers, Colors and Button Colors - Includes remote train-the-trainer for agents. Up to 5 trainers to attend. - Implementation performed by Vergic -Cannot be used with inContact Chat	$2,000.00	$0.00	Per Implementation	Yes	No	Required

298	NICE inContact Advanced & Proactive Chat for CXone With Design Implementation	NIC215		Implementation of Advanced Chat and/or Proactive Chat with custom design templates for banners, queues and chat panels on website• Billed as a one time (non-recurring) charge• Implementation includes: • User administration for up to 150 users •Up to 4 inContact skills/Vergic groups • Up to 4 case types and dispositions per group • Up to 10 canned responses per group • Up to 5 basic rules and 2 advanced rules • Up to 2 custom OR 4 standard banners • Up to 2 custom OR 4 standard queue/chat panels • Includes pre-recorded training produced by Vergic • Custom design of queue and chat panels includes fonts, buttons CSS, icons, banners and agent avatars • Uses a standard theme with	$12,000.00	$0.00	Per Implementation	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
				some small adjustments to colors and images • Includes delivery of design proposal (JPGs) and 1-3 design rounds with customer • Implementation performed by Vergic • Additional implementation hours are required beyond the above scope						

#	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
299	NICE inContact Advanced Chat for CXone Appointment Scheduling Implementation	NIC216		Setup and implementation of Appointment Scheduling-Billed as a one time (non-recurring) charge-Implementation includes: -Creation of one Calendar on the customer's website. - Implementation includes minor modifications to the standard design (e.g. color scheme), format, size and positioning, and configuration of the rules and conditions under which the calendar will be displayed.	$14,000.00	$0.00	Per Implementation	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
300	NICE inContact Advanced Chat for CXone Small	NIC217		Digital Engagement StrategyConfiguration. Review of the web analytics collected by the Vergic Engage Platform, and recommendations to better achieve customer business goals.-Billed as a one-time (non-recurring) charge for up to 10 sessions.	$1,000.00	$0.00	Per Instance	Yes	No	Required
301	Agent for Zendesk Implementation	NIC221		A contact control interface that is embedded directly into the Zendesk CRM environment- Setup of the Frontline Agent Console for Zendesk client to support CRM screen-pops and call data memorialization - Data-driven routing not included- Billed as a one time (non-recurring) charge	$2,000.00	$0.00	Per Implementation	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
302	NICE inContact Frontline Services CXone Zendesk Agent Console-Implementation for Routing	NIC222		Implementation includes the following: - A contact control interface that is embedded directly into the Zendesk CRM environment; - Setup of the Agent Console for Zendesk client to support CRM screen-pops and call data memorialization; - Integration to Zendesk to support data driven routing; - Work Item Routing for Zendesk points of contact; - Up to 3 database/web service calls, LOOKUP/PUSH/UPDATE; - Configuration of up to 5 work item skills; - Requires Zendesk Talk Partner Edition (Additional charge to be billed by Zendesk); - Billed as one-time (non-recurring)charge.	$13,000.00	$0.00	Per Implementation	Yes	No	Required

303	NICE inContact Spice Professional for CXone Implementation	NIC223		Setup and implementation of the Spice Professional instance- Billed as a one time (non-recurring) charge- Setup includes: - Standard integration with inContact - CTI/Screen Pop Enabled - Data porting for Combined Reporting of SpiceCSM case data and inContact telephony data. - 24x7 email support with SpiceCSM - 24x7 phone support with SpiceCSM - System Architecture and Guided Process - CRM Basic Configuration - Instructor-led training on the Administration, Process Editor, and Supervisor/Agent Modules Can be used for Guided Process Development, Integrations, Custom Reporting, etc.	$25,000.00	$0.00	Per Implementation	Yes	No	Required
304	NICE inContact Spice Enterprise	NIC224		Setup and implementation of the Spice Enterprise	$45,000.00	$0.00	Per Implementation	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
	for CXone Implementation			instance- Billed as a one time (non-recurring) charge- Setup includes: - Standard integration with inContact - CTI/Screen Pop Enabled - Data porting for Combined Reporting of SpiceCSM case data and inContact telephony data. - 24x7 email support with SpiceCSM - 24x7 phone support with SpiceCSM - System Architecture and Guided Process - CRM Basic Configuration - Instructor-led training on the Administration, Process Editor, and Supervisor/Agent Modules Can be used for Guided Process Development, Integrations, Custom Reporting, etc.						

#	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
305	NICE inContact Spice for CXone Automation Suite Implementation (per BU)	NIC227		Setup and implementation of the Spice Automation Suite -Billed as a one time (non-recurring) charge - Implementation includes: -Setup of the SpiceCSM Automation Suite Platform -Training documentation and video content	$3,950.00	$0.00	Per Business Unit	Yes	No	Required

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306	NICE inContact Customer Dynamics Essentials Integration for CXone Team Implementation	NIC230		Team implementation package for the Essentials Integration- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead - Click 2 Call default Accounts, Contacts, or Leads - Screen Pop default Accounts, Contacts, or Leads - CRM Multi-Entity search - 1 unique Screen Pop workflow - Activity logging for inbound and outbound calls - Chat activity created	$7,500.00	$0.00	Per Implementation	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
307	NICE inContact Customer Dynamics Essentials Integration for CXone Professional Implementation	NIC231		Professional implementation package for the Essentials Integration- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead and Assigned Developer - Click 2 Call default Accounts, Contacts, or Leads - 1 Custom Entity - Up to 5 Custom Fields - Screen Pop default Accounts, Contacts, or Leads - CRM Multi-Entity search - Up to 3 unique Screen Pop workflows - Custom CRM search - Activity logging for inbound and outbound calls - Chat and Email activity created	$20,000.00	$0.00	Per Implementation	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
308	NICE inContact Customer Dynamics Essentials Integration for CXone Enterprise Implementation	NIC232		Enterprise implementation package for the Essentials Integration- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead, Assigned Developer, and Assigned Project Manager - Click 2 Call default Accounts, Contacts, or Leads - Up to 3 Custom Entities - Up to 15 Custom Fields - Screen Pop default Accounts, Contacts, or Leads - CRM Multi-Entity search - Up to 5 unique Screen Pop workflows - Custom CRM search - Activity logging for inbound and outbound calls - Chat, Email and Work Item activity created	$45,000.00	$0.00	Per Implementation	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
309	NICE inContact Customer Dynamics Unified Service Desk for CXone Team Implementation	NIC233		Team implementation package for Unified Service Desk- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead and Assigned Developer - Click 2 Call default Accounts, Contacts, or Leads - Screen Pop default Accounts, Contacts, or Leads - CRM Multi-Entity search - 1 unique Screen Pop workflow - Activity logging for inbound and outbound calls - Chat activity created - 1 Static Toolbar URL - Session Overview and Agent Scripts	$15,000.00	$0.00	Per Implementation	Yes	No	Required

310	NICE inContact Customer Dynamics Unified Service Desk for CXone Professional Implementation	NIC234		Professional implementation package for Unified Service Desk- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead, Assigned Developer and Assigned Project Manager - Click 2 Call default Accounts, Contacts, or Leads - 1 Custom Entity - Up to 5 Custom Fields - Screen Pop default Accounts, Contacts, or Leads - CRM Multi-Entity search - Up to 3 unique Screen Pop workflows - Custom CRM search - Activity logging for inbound and outbound calls - Chat and Email activity created - Up to 3 Static Toolbar URLs - 1 Toolbar URL with Dynamic Authentication - Session Overview and Agent Scripts - Up to 5	$35,000.00	$0.00	Per Implementation	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
				Customized Agent Scripts						

311	NICE inContact Customer Dynamics Unified Service Desk for CXone Enterprise Implementation	NIC235		Enterprise implementation package for the Essentials Integration- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead, Assigned Developer and Assigned Project Manager - Click 2 Call default Accounts, Contacts, or Leads - Up to 3 Custom Entities - Up to 15 Custom Fields - Screen Pop default Accounts, Contacts, or Leads - CRM Multi-Entity search - Up to 5 unique Screen Pop workflows - Custom CRM search - Activity logging for inbound and outbound calls - Chat, Email and Work Item activity created - Up to 5 Static Toolbar URLs - Up to 3 Toolbar URLs with Dynamic Authentication - Session Overview and Agent Scripts - Up to	$70,000.00	$0.00	Per Implementation	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
				20 Customized Agent Scripts						
312	NICE inContact Customer Dynamics Dialer Integration for CXone Team Implementation	NIC236		Team implementation package for Dialer Integration- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead - Record Management - List Management - Campaign Management - Activity Logging	$15,000.00	$0.00	Per Implementation	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
313	NICE inContact Customer Dynamics Dialer Integration for CXone Professional Implementation	NIC237		Professional implementation package for Dialer Integration- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead and Assigned Developer - Record Management - List Management - Campaign Management - Activity Logging	$35,000.00	$0.00	Per Implementation	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
314	NICE inContact Customer Dynamics Dialer Integration for CXone Enterprise Implementation	NIC238		Enterprise implementation package for Dialer Integration- Billed as a one time (non-recurring) charge- Implementation includes: - Dedicated Project Lead, Assigned Developer and Assigned Project Manager - Record Management - List Management - Campaign Management - Activity Logging	$70,000.00	$0.00	Per Implementation	Yes	No	Required
315	NICE inContact Customer Dynamics Unified Service Desk for CXone Training	NIC239		Three (3) days onsite training at Customer Dynamics- Billed as a one time (non-recurring) charge- Implementation includes: - Administration, Move, Add & Change Training - Up to 3 people per company per 3 day visit	$7,500.00	$0.00	Per Training Session	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
316	NICE inContact Inbenta Chatbot for CXone Implementation	NIC243		Setup and implementation for Inbenta Chatbot• Billed as a one time (non-recurring) charge• Implementation includes: • inContact Connector & Seamless Escalation • 3D Avatar from library • Up to 1 SDK Instance settings configuration • Up to 1 SDK Instance styling (CSS) • Up to 8 hours of Linguistic Support • Up to 4 hours of Bot Master Training	$20,000.00	$0.00	Per Implementation	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
317	NICE inContact Inbenta Search for CXone Implementation	NIC244		Setup and implementation for Inbenta Search• Billed as a one time (non-recurring) charge• Implementation includes: • Up to 1 source for Content Digest Configuration • Up to 1 SDK Instance settings configuration • Up to 1 SDK Instance styling (CSS) • Up to 8 hours of Linguistic Support • Up to 4 hours of Bot Master Training	$20,000.00	$0.00	Per Implementation	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
318	NICE inContact Inbenta Knowledge Mgt for CXone Implementation	NIC245		Setup and implementation for Inbenta Knowledge Mgt• Billed as a one time (non-recurring) charge• Implementation includes: • Up to 1 source for Import Knowledgebase • Up to 1 SDK Instance settings configuration • Up to 1 SDK Instance styling (CSS) • Up to 8 hours of Linguistic Support • Up to 4 hours of Bot Master Training	$20,000.00	$0.00	Per Implementation	Yes	No	Required

319	NICE inContact Inbenta for CXone Implementation (Up to 20,000)	NIC246		Implementation for Chatbot, Search, and/or Knowledge Mgt when 20,000 sessions or less per month is required.• Billed as a one time (non-recurring) charge• Implementation quantity is determined by # of products selected between Chatbot, Search, and Knowledge Mgt (max of 3)• Implementation includes: • Chatbot, if applicable: • inContact Connector & Seamless Escalation • 3D Avatar from library • Up to 1 SDK Instance settings configuration • Up to 1 SDK Instance styling (CSS) • Up to 8 hours of Linguistic Support • Up to 4 hours of Bot Master Training • Search, if applicable • Up to 1 source for Content Digest Configuration • Up to 1 SDK Instance settings configuration	$16,000.00	$0.00	Per Implementation	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
				• Up to 1 SDK Instance styling (CSS) • Up to 8 hours of Linguistic Support • Up to 4 hours of Bot Master Training • Knowledge Mgt, if applicable: • Up to 1 source for Import Knowledgebase • Up to 1 SDK Instance settings configuration • Up to 1 SDK Instance styling (CSS) • Up to 8 hours of Linguistic Support • Up to 4 hours of Bot Master Training						
320	NICE inContact RiverStar for CXone QueView Email Implementation	NIC247		Setup and implementation of the RiverStar QueView Email Pull Application-Billed as a one time (non-recurring) charge-Implementation includes setup and configuration of customer on the RiverStar QueView server.	$2,500.00	$0.00	Per Implementation	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
321	NICE inContact RiverStar for CXone QueView Email Training	NIC249		Admin training of the RiverStar QueView Email Pull Application-Billed as a one time (non-recurring) charge-Training includes: Length: Half day remote training User guides for agent and supervisor Video training for agent, supervisor and administrator Training on how to insert the required snippet of inContact Studio code into each of the client's inContact Studio email scripts	$2,500.00	$0.00	Per Training Session	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
322	NICE inContact Lightico for CXone Implementation (300-1250 sessions)	NIC251		Setup and implementation of Lightico for up to 1,250 sessions-Billed as a one time (non-recurring) charge-Implementation includes: -Kick-off meeting to capture Lightico use cases - Setup a customer account/profile on the Lightico SaaS platform -Configuration of the users, forms and workflows according to the use cases - Integrations to NiceIncontact tool-bar/CRM/Open API (if needed) -User on-boarding & training - Launch & Optimization	$3,750.00	$0.00	Per Implementation	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
323	NICE inContact Lightico for CXone Implementation (1251-2400 sessions)	NIC252		Setup and implementation of Lightico for up to 2,400 sessions-Billed as a one time (non-recurring) charge-Implementation includes: -Kick-off meeting to capture Lightico use cases - Setup a customer account/profile on the Lightico SaaS platform -Configuration of the users, forms and workflows according to the use cases - Integrations to NiceIncontact tool-bar/CRM/Open API (if needed) -Admin & User on-boarding & training -Launch & Optimization	$7,500.00	$0.00	Per Implementation	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
324	NICE inContact Lightico for CXone Implementation (2401-3300 sessions)	NIC253		Setup and implementation of Lightico for up to 3,300 sessions-Billed as a one time (non-recurring) charge-Implementation includes: -Kick-off meeting to capture Lightico use cases - Setup a customer account/profile on the Lightico SaaS platform -Configuration of the users, forms and workflows according to the use cases - Integrations to NiceIncontact tool-bar/CRM/Open API (if needed) -Admin & User on-boarding & training -Launch & Optimization	$15,000.00	$0.00	Per Implementation	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
325	NICE inContact Lightico for CXone Implementation (3301-25000 sessions)	NIC254		Setup and implementation of Lightico for up to 25,000 sessions-Billed as a one time (non-recurring) charge-Implementation includes: -Kick-off meeting to capture Lightico use cases - Setup a customer account/profile on the Lightico SaaS platform -Configuration of the users, forms and workflows according to the use cases - Integrations to NiceIncontact tool-bar/CRM/Open API (if needed) -Admin & User on-boarding & training -Launch & Optimization	$20,000.00	$0.00	Per Implementation	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
326	NICE inContact Textel - Short Code Set Up Fee	NIC256		Set up and implementation for Textel Short Code-Billed as a one time (non-recurring) charge-Implementation includes: -Porting of existing or set up of new Short Code-Set up of agent inbound/outbound SMS into MAX-Set up of Textel into the Personal Connection Dialer (optional)	$4,000.00	$0.00	Per Short Code	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
327	NICE inContact Textel - Implementation (50,000 Messages and Up)	NIC257		Set up and implementation for Textel Toll Free/Long Code-Billed as a one time (non-recurring) charge-Implementation includes:-Text-Enabling contact center Toll Free/Long code numbers-Set up of agent inbound/outbound SMS/MMS into MAX-Set up of Textel into the Personal Connection Dialer (optional)	$2,500.00	$0.00	Per Long Code	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
328	NICE inContact Textel - Implementation (up to 25,000 Messages)	NIC258		Set up and implementation for Textel Toll Free/Long Code-Billed as a one time (non-recurring) charge-Implementation includes: -Text-Enabling contact center Toll Free/Long code numbers-Set up of agent inbound/outbound SMS/MMS into MAX-Set up of Textel into the Personal Connection Dialer (optional)	$900.00	$0.00	Per Long Code	Yes	No	Required
329	NICE inContact CallVU Advanced Analytics Implementation	NIC260		Setup of web services (in cloud implementation) for data view of CallVU's Analytics. Availability of this data over CallVU's Analytics web service. Metrics and data presented as designed by the client per that specific implementation.	$18,000.00	$0.00	Per Implementation	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
330	NICE inContact Cxone Inbound SMS Application Fee	NIC261		NICE inContact Cxone Inbound SMS Application Fee	$416.70	$0.00	Per Instance	Yes	No	Required
331	NICE inContact Cxone Outbound SMS Application	NIC262		NICE inContact Cxone Outbound SMS Application	$416.70	$0.00	Per Instance	Yes	No	Required
332	NICE inContact Cxone SMS Short Code - SETUP	NIC263		NICE inContact Cxone SMS Short Code - SETUP	$1,666.75	$0.00	Per Setup	Yes	No	Required
333	NICE inContact Cxone SMS Long Code - SETUP	NIC264		NICE inContact Cxone SMS Long Code - SETUP	$300.00	$0.00	Per Setup	Yes	No	Required
334	NICE inContact CXone Preview Instance Monthly	NIC268		Access to a separate Preview instance to preview new release functionality - Billed monthly per the contracted rate- Key product features & components: - Access to separate beta instance - Monthly Database support and maintenance	$0.00	$2,220.00	Per Business Unit	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
335	NICE inContact CXone Preview Instance Creation	NIC269		Creation of Preview instance and provisioning of Admin access- Billed as a one time (non-recurring) charge- Implementation includes: - 5 users and 5 ports at no charge - Up to 5 GB Storage at no charge. Customer will be responsible for all storage costs exceeding 5GB per the contracted rate. - 1 Test Toll Free number (standard telecom rates apply at contracted rate). - Provisioning of Admin profiles	$5,550.00	$0.00	Per Implementation	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:

[AT&T's Basic Agent Package is provisioned on a concurrent agent basis and includes the features described in Category 27, Section 27.2.3.7.1.]

Geographic Availability:

[Statewide]

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	ACCC100	Basic Agent Software package as described.		$0.00	$73.33	Agent	Yes	No	Required
2	AT&T CCC 100% Recording	ACCC114		AT&T CCC 100% Recording	$0.00	$7.67	Concurrent User	Yes	No	Required
3	AT&T CCC Additional Inbound Lines	ACCC115		AT&T CCC Additional Inbound Lines	$0.00	$18.76	Line	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
4	AT&T CCC Additional Outbound Lines	ACCC116		AT&T CCC Additional Outbound Lines	$0.00	$18.76	Line	Yes	No	Required
5	AT&T CCC Additional Recording Ports MRC	ACCC117		AT&T CCC Additional Recording Ports MRC	$0.00	$18.76	Concurrent User	Yes	No	Required
6	AT&T CCC Agent Desktop Plus Option	ACCC118		AT&T CCC Agent Desktop Plus Option	$0.00	$14.69	Concurrent User	Yes	No	Required
7	AT&T CCC Autodialer Implementation Package	ACCC120		AT&T CCC Autodialer Implementation Package	$4,406.25	$0.00	Domain	Yes	No	Required
8	AT&T CCC Autodialer Package	ACCC121		AT&T CCC Autodialer Package	$489.58	$0.00	Domain	Yes	No	Required
9	AT&T CCC Chat Implementation - Advanced	ACCC123		AT&T CCC Chat Implementation - Advanced	$5,555.56	$0.00	Domain	Yes	No	Required
10	AT&T CCC Connector - Desk.com	ACCC124		AT&T CCC Connector - Desk.com	$0.00	$4.58	Concurrent User	Yes	No	Required
11	AT&T CCC Connector - Microsoft Dynamics	ACCC125		AT&T CCC Connector - Microsoft Dynamics	$0.00	$4.58	Concurrent User	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
12	AT&T CCC Connector - NetSuite	ACCC126		AT&T CCC Connector - NetSuite	$0.00	$4.58	Concurrent User	Yes	No	Required
13	AT&T CCC Connector - RightNow	ACCC127		AT&T CCC Connector - RightNow	$0.00	$4.58	Concurrent User	Yes	No	Required
14	AT&T CCC Connector - Salesforce List Sync Plus	ACCC128		AT&T CCC Connector - Salesforce List Sync Plus	$0.00	$3.47	Concurrent User	Yes	No	Required
15	AT&T CCC Connector - Velocify	ACCC129		AT&T CCC Connector - Velocify	$0.00	$4.58	Concurrent User	Yes	No	Required
16	AT&T CCC Connector - Web Based CRM	ACCC130		AT&T CCC Connector - Web Based CRM	$0.00	$3.47	Concurrent User	Yes	No	Required
17	AT&T CCC Connector - Zoho CRM	ACCC131		AT&T CCC Connector - Zoho CRM	$0.00	$4.58	Concurrent User	Yes	No	Required
18	AT&T CCC Digital Outreach	ACCC132		AT&T CCC Digital Outreach	$0.00	$26.04	Concurrent User	Yes	No	Required
19	AT&T CCC Email Implementation - Advanced	ACCC135		AT&T CCC Email Implementation - Advanced	$24,968.75	$0.00	Domain	Yes	No	Required
20	AT&T CCC UC Adapter - Skype for Business	ACCC140		AT&T CCC UC Adapter - Skype for Business	$0.00	$6.25	Concurrent User	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
21	AT&T CCC Integration - Desk.com	ACCC143		AT&T CCC Integration - Desk.com	$10,972.22	$0.00	Domain	Yes	No	Required
22	AT&T CCC Integration - LeadsMailBox	ACCC144		AT&T CCC Integration - LeadsMailBox	$5,486.11	$0.00	Domain	Yes	No	Required
23	AT&T CCC Integration - Netsuite	ACCC145		AT&T CCC Integration - Netsuite	$12,533.33	$0.00	Domain	Yes	No	Required
24	AT&T CCC Integration - Oracle ServiceCloud	ACCC146		AT&T CCC Integration - Oracle ServiceCloud	$12,533.33	$0.00	Domain	Yes	No	Required
25	AT&T CCC Integration - Salesforce	ACCC147		AT&T CCC Integration - Salesforce	$12,533.33	$0.00	Domain	Yes	No	Required
26	AT&T CCC Integration - ServiceNow	ACCC148		AT&T CCC Integration - ServiceNow	$12,533.33	$0.00	Domain	Yes	No	Required
27	AT&T CCC Integration - Skype for Business	ACCC149		AT&T CCC Integration - Skype for Business	$4,406.25	$0.00	Domain	Yes	No	Required
28	AT&T CCC Integration - Velocify	ACCC150		AT&T CCC Integration - Velocify	$12,533.33	$0.00	Domain	Yes	No	Required
29	AT&T CCC Integration - Web Based CRM	ACCC151		AT&T CCC Integration - Web Based CRM	$12,533.33	$0.00	Domain	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
30	AT&T CCC Integration - Zendesk	ACCC152		AT&T CCC Integration - Zendesk	$3,133.33	$0.00	Domain	Yes	No	Required
31	AT&T CCC Integration - Zoho CRM	ACCC153		AT&T CCC Integration - Zoho CRM	$10,972.22	$0.00	Domain	Yes	No	Required
32	AT&T CCC IVR Lines	ACCC154		AT&T CCC IVR Lines	$0.00	$18.76	Line	Yes	No	Required
33	AT&T CCC Microsoft Dynamics Integration Implementation	ACCC155		AT&T CCC Microsoft Dynamics Integration Implementation	$3,133.33	$0.00	Domain	Yes	No	Required
34	AT&T CCC Plus Adapter Domain Fee for ServiceNow	ACCC156		AT&T CCC Plus Adapter Domain Fee for ServiceNow	$391.67	$0.00	Domain	Yes	No	Required
35	AT&T CCC Plus Adapter for Agent Desktop Toolkit	ACCC157		AT&T CCC Plus Adapter for Agent Desktop Toolkit	$0.00	$6.88	Concurrent User	Yes	No	Required
36	AT&T CCC Plus Adapter for Microsoft Dynamics CRM	ACCC158		AT&T CCC Plus Adapter for Microsoft Dynamics CRM	$0.00	$6.88	Concurrent User	Yes	No	Required
37	AT&T CCC Plus Adapter for NetSuite	ACCC159		AT&T CCC Plus Adapter for NetSuite	$0.00	$6.88	Concurrent User	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
38	AT&T CCC Plus Adapter for Oracle	ACCC160		AT&T CCC Plus Adapter for Oracle	$0.00	$10.42	Concurrent User	Yes	No	Required
39	AT&T CCC Plus Adapter for Salesforce	ACCC161		AT&T CCC Plus Adapter for Salesforce	$0.00	$10.42	Concurrent User	Yes	No	Required
40	AT&T CCC Plus Adapter for Zendesk	ACCC162		AT&T CCC Plus Adapter for Zendesk	$0.00	$14.69	Concurrent User	Yes	No	Required
41	AT&T CCC Preview Manual Domain	ACCC163		AT&T CCC Preview Manual Domain	$375.00	$0.00	Domain	Yes	No	Required
42	AT&T CCC Preview Manual Only Domain Activation	ACCC164		AT&T CCC Preview Manual Only Domain Activation	$1,562.50	$0.00	Domain	Yes	No	Required
43	AT&T CCC Proactive Notifications	ACCC165		AT&T CCC Proactive Notifications	$2,083.33	$0.00	Domain	Yes	No	Required
44	AT&T CCC Recording Ports	ACCC166		AT&T CCC Recording Ports	$0.00	$18.76	Concurrent User	Yes	No	Required
45	AT&T CCC Salesforce Adapter	ACCC167		AT&T CCC Salesforce Adapter	$0.00	$10.42	Concurrent User	Yes	No	Required
46	AT&T CCC Salesforce List Sync Plus Implementation	ACCC168		AT&T CCC Salesforce List Sync Plus Implementation	$5,005.00	$0.00	Domain	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
47	AT&T CCC Social Engagement (Domain)	ACCC169		AT&T CCC Social Engagement (Domain)	$2,083.33	$0.00	Domain	Yes	No	Required
48	AT&T CCC Social Engagement (Per Agent)	ACCC170		AT&T CCC Social Engagement (Per Agent)	$0.00	$10.42	Named Agent	Yes	No	Required
49	AT&T CCC Social Implementation Enterprise	ACCC171		AT&T CCC Social Implementation Enterprise	$31,333.33	$0.00	Domain	Yes	No	Required
50	AT&T CCC Social Implementation SMB	ACCC172		AT&T CCC Social Implementation SMB	$16,458.33	$0.00	Domain	Yes	No	Required
51	AT&T CCC Supervisor App for iPad	ACCC173		AT&T CCC Supervisor App for iPad	$0.00	$75.07	Concurrent User	Yes	No	Required
52	AT&T CCC Call Log Storage - 12 Months	ACCC178		AT&T CCC Call Log Storage - 12 Months	$0.00	$3.89	Concurrent User	Yes	No	Required
53	AT&T CCC Call Log Storage - 13 Months	ACCC179		AT&T CCC Call Log Storage - 13 Months	$0.00	$4.86	Concurrent User	Yes	No	Required
54	AT&T CCC Call Log Storage - 24 Months	ACCC180		AT&T CCC Call Log Storage - 24 Months	$0.00	$9.72	Concurrent User	Yes	No	Required
55	AT&T CCC Call Log Storage - 3 Months	ACCC181		AT&T CCC Call Log Storage - 3 Months	$0.00	$0.49	Concurrent User	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
56	AT&T CCC Call Log Storage - 4 Months	ACCC182		AT&T CCC Call Log Storage - 4 Months	$0.00	$0.69	Concurrent User	Yes	No	Required
57	AT&T CCC Call Log Storage - 5 Months	ACCC183		AT&T CCC Call Log Storage - 5 Months	$0.00	$1.74	Concurrent User	Yes	No	Required
58	AT&T CCC Call Log Storage - 6 Months	ACCC184		AT&T CCC Call Log Storage - 6 Months	$0.00	$1.94	Concurrent User	Yes	No	Required
59	AT&T CCC Call Recording - Encrypted Storage	ACCC185		AT&T CCC Call Recording - Encrypted Storage	$0.00	$1.94	Concurrent User	Yes	No	Required
60	AT&T CCC Call Recording Encrypted Storage Activation	ACCC186		AT&T CCC Call Recording Encrypted Storage Activation	$305.56	$305.56	Domain	Yes	No	Required
61	AT&T CCC Recording Storage - 12 Months	ACCC187		AT&T CCC Recording Storage - 12 Months	$0.00	$10.69	Concurrent User	Yes	No	Required
62	AT&T CCC Recording Storage - 13 Months	ACCC188		AT&T CCC Recording Storage - 13 Months	$0.00	$11.67	Concurrent User	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
63	AT&T CCC Recording Storage - 24 Months	ACCC189		AT&T CCC Recording Storage - 24 Months	$0.00	$22.22	Concurrent User	Yes	No	Required
64	AT&T CCC Recording Storage - 2 Months	ACCC190		AT&T CCC Recording Storage - 2 Months	$0.00	$0.97	Concurrent User	Yes	No	Required
65	AT&T CCC Recording Storage - 3 Months	ACCC191		AT&T CCC Recording Storage - 3 Months	$0.00	$1.94	Concurrent User	Yes	No	Required
66	AT&T CCC Recording Storage - 4 Months	ACCC192		AT&T CCC Recording Storage - 4 Months	$0.00	$2.92	Concurrent User	Yes	No	Required
67	AT&T CCC Recording Storage - 5 Months	ACCC193		AT&T CCC Recording Storage - 5 Months	$0.00	$3.89	Concurrent User	Yes	No	Required
68	AT&T CCC Recording Storage - 6 Months	ACCC194		AT&T CCC Recording Storage - 6 Months	$0.00	$4.86	Concurrent User	Yes	No	Required
69	AT&T CCC Video Engagement - Recording	ACCC197		AT&T CCC Video Engagement - Recording	$0.00	$15.97	Named 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
70	AT&T CCC Video Engagement Seat	ACCC198		AT&T CCC Video Engagement Seat	$0.00	$59.72	Named Agent	Yes	No	Required
71	AT&T CCC Video Engagement Service	ACCC199		AT&T CCC Video Engagement Service	$0.00	$1,501.39	Domain	Yes	No	Required
72	AT&T CCC Video Engagement - SMS Number	ACCC200		AT&T CCC Video Engagement - SMS Number	$0.00	$75.00	Number	Yes	No	Required
73	AT&T CCC Visual Customer Feedback	ACCC201		AT&T CCC Visual Customer Feedback	$400.00	$0.00	Domain	Yes	No	Required
74	AT&T CCC Visual Customer Feedback Implementation	ACCC203		AT&T CCC Visual Customer Feedback Implementation	$1,250.00	$0.00	Domain	Yes	No	Required
75	AT&T CCC Visual Customer Feedback - Session Fee	ACCC204		AT&T CCC Visual Customer Feedback - Session Fee	$675.00	$0.00	Domain	Yes	No	Required
76	AT&T CCC Visual IVR Basic Application Fee	ACCC206		AT&T CCC Visual IVR Basic Application Fee	$10.56	$0.00	Domain	Yes	No	Required
77	AT&T CCC Visual IVR Implementation	ACCC207		AT&T CCC Visual IVR Implementation	$6,266.67	$0.00	Domain	Yes	No	Required
78	AT&T CCC Visual IVR Premium Application Fee	ACCC209		AT&T CCC Visual IVR Premium Application Fee	$400.00	$0.00	Domain	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
79	AT&T CCC WhenDu Development Services	ACCC210		AT&T CCC WhenDu Development Services	$333.33	$0.00	Hours	Yes	No	Required
80	AVAYA Contact Center Agent Packages and Features									
81	Avaya Basic Voice CC Agent Package	AVCC21		The Basic Voice CC Bundle provides a complete CC stack of 'the 3 R's of CC: Routing, Reporting and Recording'. This package includes the agent desktop environment along with routing, reporting, Compliance Recording (CR), IVR application execution environment and Context Store. The package also includes a UC station license to enable shared Control of a separately purchased Avaya IP Phone.	$0.00	$92.47	Per Agent	Yes	No	Required

82	Avaya Basic Omni-Channel CC Agent Package	AVCC22		The Basic Omni-channel CC Agent Package partially builds on top of the Basic Voice CC Agent Package with the addition of the following capabilities: Screen Capture (SC) and Call Back Assist and the following digital channels: email, chat and co-browse. The agent desktop in the previous bundle is replaced with the different desktop. Business Rules Engine is also entitled in this bundle which can be used for sophisticated CC routing interactions. This package is for a set of agents which are processing both voice as well as one or more of the bundled in digital channels enabling an "Omni" experience of single routing logic, single reporting and full Customer journey.	$0.00	$109.35	Per Agent	Yes	No	Required
83	Avaya Advanced Omni-Channel	AVCC23		The Advanced Omni-channel CC Agent	$0.00	$155.54	Per 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
	CC Agent Package			Package builds on top of the Basic Omni-Channel CC Agent Package and adds the following capabilities: Quality Monitoring (QM) and Outbound Marketing and the following digital channels: Generic and SMS. This bundle is for a set of agents which are processing both inbound and outbound voice as well as inbound and outbound digital channels.						

#	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
84	Avaya Basic digital Only Bundle	AVCC24		Basic Digital Only Bundle offers the following digital channels: Chat; Ingress point for web chat interactions from mobile/web apps; Anchor chat conversations in virtual chatrooms and signal the workflow to start treatment; Co-Browse; Provides web collaboration between 2 users to enable a Customer and agent jointly browse web pages and complete web forms. Email; Manages the sending and retrieval of emails from Email Server and perform initial keyword classification.	$0.00	$60.89	Fixed Subscription	Yes	No	Required

85	Avaya Advanced Digital Only Bundle	AVCC25		In the Advanced Digital Only Bundle, the following additional digital channels are available: Generic; A mechanism for external applications to insert a custom channel into omni-channel Business Process workflow. This capability can be leveraged by external applications for use cases like handling IoT events, or Customer integration with another work generating system. Currently, integration with only one generic channel is supported. However, Customers can distinguish between disparate sets of Generic contacts via different attributes/route points. SMS; SMS channel to send and receive inbound and outbound SMS. SMS Connector Snap-in facilitates send and receive SMS via SMS gateway. Note: only authenticated and	$0.00	$84.52	Fixed Subscription	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
				authorized clients allowed consume API exposed by SMS Connector Snap-in.						
86	NiceInContact Contact Center Agent Packages and Features									

87	NICE inContact CXone ACD / IVR (per Configured User)	NIC270		Includes: 1 User License - Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users.-1 Universal Port (included) – Used for IVR-Call Monitoring-Virtual queue-Agent Scripting-Text to Speech-Call conferencing (long distance charges apply)-Monitor, Coach, and Barge functionalityAdditional features and services included with this contract:-1 GB of storage per BU for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage-If Call Recording per User is selected, customer will get 1 GB of storage per seat-Contact Center all-inclusive reporting-IVR programming toolset-	$0.00	$75.00	Per Configured User	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
				Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector)-24 x 7 Network Operations Center monitoring-Redundant servers in Software as a Service model-Standard technical support-Product maintenance and enhancement releases-inContact University with the latest eLearning product courses-Online documentation and helpPurchase of implementation package required						

88	NICE inContact CXone ACD / IVR	NIC271		Includes: 1 User License - billed based on the highest number of users logged into the platform at any one time during the month- 1 Universal Port (included) – Used for IVR- Call Monitoring- Virtual Hold- Agent Scripting- Text to Speech- Call conferencing (additional long distance charges may apply)- Monitor, Coach, and Barge functionalityAdditional features and services included: - 1 GB of storage per BU for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage - If Call Recording is selected, customer will get 1 GB of storage per seat - Contact Center all-inclusive reporting - IVR programming toolset - Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP,	$0.00	$118.15	Per Concurrent User	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
				SFTP, Web Service, and HTML Connector) - 24 x 7 Network Operations Center monitoring - Redundant servers in Software as a Service model - Standard technical support - Product maintenance and enhancement releases - inContact University with the latest eLearning product courses - Online documentation and helpPurchase of implementation package 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
89	NICE inContact CXone ACD Call Recording (per Configured User)	NIC272		This adds audio only recording product for voice calls through inContact's platform for each Configured user. Includes one (1) GB of storage included per user.- Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users.	$0.00	$6.95	Per Configured User	Yes	No	Required
90	NICE inContact CXone ACD Call Recording	NIC273		This adds audio only recording product for voice calls through inContact's platform for each Concurrent user. Includes one (1) GB of storage included per user.- Concurrrent Users are billed based on the highest number of users logged into the platform at any one time during the month.	$0.00	$6.95	Per Concurrent User	Yes	No	Required

91	NICE inContact CXone Chat & Email - Configured User	NIC274		Chat & Email allows agents to be able to accept and respond to incoming chat requests and emails from customers. Using inContact's routing engine, scripting, and other utilities, any agent will be able to blend responding to emails, chats, and voice calls as needed- Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users.- The ordered quantity must match the total number of seat licenses. - Key product features & components: - Chat function includes access to the customer-facing chat application that can be embedded in the customer's webpage or other interfaces - Email can receive communications directly from the	$0.00	$7.10	Per Configured User	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
				customer's email solution and send out responses using inContact's secure gateway - Both solutions can be enhanced using custom scripting tolls in inContact's Studio applicationRequires Chat & Email Implementation Package to be purchased						

92	NICE inContact CXone Chat & Email - Concurrent User	NIC275		Chat & Email allows agents to be able to accept and respond to incoming chat requests and emails from customers. Using inContact's routing engine, scripting, and other utilities, any agent will be able to blend responding to emails, chats, and voice calls as needed- Concurrent Users are billed based on the highest number of users logged into the platform at any one time during the month- The ordered quantity must match the total number of seat licenses. - Key product features & components: - Chat function includes access to the customer-facing chat application that can be embedded in the customer's webpage or other interfaces - Email can receive communications directly from the customer's email solution	$0.00	$13.90	Per Concurrent User	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 send out responses using inContact's secure gateway - Both solutions can be enhanced using custom scripting tolls in inContact's Studio applicationRequires Chat & Email Implementation Package to be purchased						

#	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
93	NICE inContact CXone Chat & Email Implementation	NIC276		Implementation Package to configure and implement Chat or Email functionality within inContact platform- Choice of up to 2 total scripts (chat and/or email)- Chat scripts/skills include: - Up to 20 questions and responses - URL provided to customer to be embedded into their existing website - Integration to a custom database or CRM not included- Email Implementation includes: - Automated email received response - inContact dot-com email addresses provided to customer to be embedded into their existing website - Integration to a custom database or CRM not included	$1,666.75	$0.00	Per Implementation	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
94	NICE inContact CXone Chat	NIC277		Chat allows agent to be able to accept and respond to incoming chat requests from Customers. Configured users are billed based on the highest numer of users configured for a Chat skill in the platform at any one time during the month. Key product features & components:- Chat function includes access to the customer-facing chat application that can be embedded in the customer's webpage or other interfaces- Chat can be enhanced using custom scripting tolls in the applicationRequires purchase of Chat Implementation Package	$0.00	$3.80	Per Configured User	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
95	NICE inContact CXone Chat Implementation	NIC278		Implementation Package includes services to configure and implement Chat functionality within inContact platform-Billed as a one time (non-recurring) charge-Includes: -One chat script to support one chat skill -Chat scripts/skills include: -Up to 20 questions and responses -URL provided to customer to be embedded into their existing website -Integration to a custom database or CRM not included	$694.50	$0.00	Per Implementation	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
96	NICE inContact CXone Email	NIC279		Email allows agents to be able to accept and respond to incoming emails from customers. Configured users are billed based on the hightest number of users configured for an email skill in the platofrm at any one time during the month. Key product features & components:- Email functionality can receive communicateions directly from the customer's email solution and send out responses using the secure gateway- Email can be enhanced using custom scripting tolls in the applicationRequires purchase of Email Implementation Package	$0.00	$3.80	Per Configured User	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
97	NICE inContact CXone Email Implementation	NIC280		Implementation Package includes services to configure and implement Email functionality within inContact platform-Billed as a one time (non-recurring) charge-Includes: -One email script to support one email skill. -Email scripts/skills includes: -Automated email received response - inContact dot-com email addresses provided to customer to be embedded into their existing website - Integration to a custom database or CRM not included	$694.50	$0.00	Per Implementation	Yes	No	Required

98	NICE inContact CXone PCI Level 1 ACD / IVR (per Configured User)	NIC281		Includes one (1) PCI Level 1 User License - Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users.-1 Universal Port (included) – Used for IVR-Call Monitoring-Virtual queue-Agent Scripting-Text to Speech-Call conferencing (long distance charges apply)-Monitor, Coach, and Barge functionalityAdditional features and services included:-1 GB of storage per BU for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage-If Call Recording per User is selected, customer will get 1 GB of storage per seat-Contact Center all-inclusive reporting-IVR programming toolset-	$0.00	$81.95	Per Configured User	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
				Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector)-24 x 7 Network Operations Center monitoring-Redundant servers in Software as a Service model-Standard technical support-Product maintenance and enhancement releases-inContact University with the latest eLearning product courses-Online documentation and helpUse of this product does not certify Customer's PCI compliance nor negates their compliance requirements.						

99	NICE inContact CXone PCI Level 1 ACD / IVR	NIC282		Includes one (1) PCI Level 1 User License - billed based on the highest number of users logged into the platform at any one time during the month-1 Universal Port (included) – Used for IVR-Call Monitoring-Virtual queue-Agent Scripting-Text to Speech-Call conferencing (long distance charges apply)-Monitor, Coach, and Barge functionalityAdditional features and services included with this contract:-1 GB of storage per BU for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage-If Call Recording per User is selected, customer will get 1 GB of storage per seat-Contact Center all-inclusive reporting-IVR programming toolset-Capability for CTI and Connectivity (Standard,	$0.00	$145.85	Per Concurrent User	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
				Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector)-24 x 7 Network Operations Center monitoring-Redundant servers in Software as a Service model-Standard technical support-Product maintenance and enhancement releases-inContact University with the latest eLearning product courses-Online documentation and helpDoes not certify Customer's PCI compliance nor negates their compliance requirements.						

#	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
100	NICE inContact CXone FedRAMP (per Configured User)	NIC283		Provides FedRAMP 'Moderate' authorized secure environment for federal agencies as well state and other security-sensitive customers. - Billed per User. This quantity will match the seat license quantity that customer uses.- Key product features & components: - Secure, compliant multi-factor authentication for customers - Restricted access and greater protection to all data types - Hardened FedRAMP architecture - Additional monitoring and security tools and processes	$0.00	$9.45	Per Configured User	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
101	Nice inContact CXone FedRamp	NIC284		Provides FedRAMP 'Moderate' authorized secure environment for federal agencies as well state and other security-sensitive customers. - Billed per User. This quantity will match the seat license quantity that customer uses.-Key product features & components: - Secure, compliant multi-factor authentication for customers - Restricted access and greater protection to all data types - Hardened FedRAMP architecture - Additional monitoring and security tools and processes	$0.00	$17.50	Per Concurrent User	Yes	No	Required
102	Additional Configured Universal Port for configured port	NIC285		Additional Universal Port used for IVR and Voice	$0.00	$35.45	Per Configured Port	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
103	Additional Concurrent Universal Port for concurrent port	NIC286		Additional Universal Port used for IVR and Voice	$0.00	$52.10	Per Concurrent Port	Yes	No	Required
104	NICE inContact CXone Additional Active Storage	NIC287		Used for storage and management of recordings, prompts, scripts, messages, and files within the contact center system.- Billed per GB per agent (beyond the included 1GB of storage used)- Applies to storage from inContact platform recorder and inContact WFO recorders	$0.00	$0.42	Per GB	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
105	NICE inContact CXone Long Term Storage	NIC288		Provides cost-effective long-term storage for data archiving requirements- Billed per GB stored- Key product features & components: - Lower data storage costs by eliminating the need to implement and maintain a separate storage infrastructure for long-term storage requirements - Seamless data transfer from short-term to long-term storage - Auto purge data when it is no longer needed by defining 'time to live' based on the type of data stored - Scalable cloud infrastructure - State-of-the-art data encryption technology	$0.00	$0.05	Per GB	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
106	NICE inContact CXone Long Term Storage Retrieval	NIC289		Provides metadata-based search capabilities to locate and retrieve data from long-term storage- Billed per GB stored- Key product features & components: - Comprehensive metadata search capabilities for easy retrieval - Move files to active storage for analysis, audits, and other needs - Time for files to remain in active storage can be specified during retrieval	$0.00	$0.65	Per GB	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
107	NICE inContact CXone Custom Storage	NIC290		Allows customer to use their own AWS storage-Billed per Seat per month (will match ACD count)-Key product features & components: -Can be leveraged only if customer is enabled for Cloud storage -Store file types like Call Log and Screen Recording -If Custom Storage is turned off, Customer's storage will revert to default Cloud Storage -When Custom Storage is ON, existing TTL screen is disabled and will not be effective/used	$0.00	$1.05	Per Seat	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
108	NICE inContact CXone Personal Connection (per Configured User)	NIC291		Outbound dialing solution-Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users.- Included in the license is two (2) Personal Connection Software Ports-Additional Personal Connection Requirements and Information: - Personal Connection requires the use of an inContact ACD license. -An ACD User License includes a Universal Port that may also be used by Personal Connection meaning a total of three Ports (1 Universal Port and 2 Personal Connection Software Ports) are accessible by Personal Connection	$0.00	$14.20	Per Configured User	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
109	NICE inContact CXone Personal Connection	NIC292		Outbound dialing solution-Concurrent Users are billed based on the highest number of users logged into the platform at any one time during the month-Included in the license is two (2) Personal Connection software ports-Additional Personal Connection Requirements and Information: - Personal Connection requires the use of an inContact ACD license. -An ACD User License includes a Universal Port that may also be used by Personal Connection meaning a total of three Ports (1 Universal Port and 2 Personal Connection Software Ports) are accessible by Personal Connection	$0.00	$23.35	Per Concurrent User	Yes	No	Required

110	NICE inContact CXone Auto Attendant	NIC293		Auto Attendant provides corporate directory and voicemail management features and is a self-service call management solution for contact center agents and non-agent end-users- Billed based on the number of active users that have logins during the month- Key product features & components included: - Improved voicemail management with multiple options for voicemail access - Seamless integration with the inContact ACD - Transfer inbound callers without live intervention - Dial-by-name, Dial-by-extension, DNIS, or company directory - Bulk upload - Auditing and logging of user and system events - Enhanced website access security - Automatic extension assignment - Out-of-office/unavailable call	$0.00	$11.15	Per User	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
				routing - All non-ACD voicemails will only be retained for a maximum of ninety (90) daysRequires purchase of Auto Attendant Implementation package						

111	NICE inContact CXone Auto Attendant Lite	NIC294		Auto Attendant provides corporate directory management features and is a self-service call management solution for contact center agents and non-agent end-users- Billed based on the number of active users that have logins during the month- Key product features & components included: - Seamless integration with the inContact ACD - Transfer inbound callers without live intervention - Dial-by-name, Dial-by-extension, DNIS, or company directory - Bulk upload - Auditing and logging of user and system events - Custom record viewing/paging capability - Enhanced website access security - Automatic extension assignment - Out-of-office/unavailable call routingRequires purchase of Auto Attendant	$0.00	$4.20	Per User	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
				Implementation Package						
112	NICE inContact CXone Auto Attendant Implementation	NIC295		Implementation package for Auto Attendant or Auto Attendant Lite to help setup corporate directory and voicemail management- Billed as a one time (non-recurring) charge- Implementation includes: - Dial-by-name, extension dialing, out of office notification, voicemail - Functionality using text-to-speech available in English only	$4,500.00	$0.00	Per Implementation	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
113	NICE inContact CXone Direct Data Access	NIC296		Direct Data Access (DDA) is an entry level business intelligence tool based on Microsoft Excel that allows users to connect directly to and manipulate inContact data- Billed per month, based on the number of business units that have DDA setup on- Key product features & components: - User customizable agent and contact reports - Custom tabular and graphical reports - Multiple data source blended reports	$0.00	$694.45	Per BU	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
114	NICE inContact CXone Direct Data Access Implementation	NIC297		Services for one time Implementation and setup of Direct Data Access- Billed as a one time (non-recurring) charge- Implementation includes: - End-user is required to provide his/her own license to MS Excel 2010 or greater - inContact will provide instructions and support for establishing the Direct Data Access connection from MS Excel - Excel training or support not included	$2,083.50	$0.00	Per Implementation	Yes	No	Required

115	NICE inContact CXone Agent for Salesforce	NIC298		A contact control interface that is embedded directly into the Salesforce CRM environment-Billed per Salesforce agent license on a monthly basis; allows flexibility to increase or decrease agent licenses on demand-Key product features & components: -Salesforce Object Screen Pops -Click-To-Dial -Automatic Task / Activity creation -Hosted on the Salesforce AppExchange – 100% Cloud, no installation of package components is required on the desktop -Supports both Sales Cloud and Service Cloud Console viewsRequires purchase of the Salesforce Implementation Contact Center Core Package	$0.00	$20.00	Per License	Yes	No	Required
116	NICE inContact Cobrowse for Cxone	NIC299		This standalone feature enables agents to cobrowse and collaborate with	$0.00	$2.95	Per User	Yes	No	Required

				customers while on any channel. The agent requests a code which is communicated to the Customer, who enters the code on the company web site to initiate a cobrowse session.-Billing is based on usage. Any agent that requests at least (1) cobrowse code in a month is considered a user.-Key product features & components: -Dynamic contextual content share (text, docs, video, audio) -“Black list” specific fields on the site to protect sensitive data -Site Guidance – direct a customer to a new page (page push) -Visual Guidance – Highlight a part of the page to draw the customer’s attention -WebRTC Voice and Video (not managed, recorded or reported in inContact)						

117	NICE inContact Advanced Chat for Cxone	NIC300		This standalone feature provides an enhanced customer experience with customized and automated web content shown as banners, vouchers, coupons, special offers, etc., as well as customized Dialog Boxes which behave as an embedded part of the company site-Billing is based on usage. Any agent that handles at least (1) Advanced Chat in a month is considered a user.-Key product features & components: -Embedded content - no pop-up or pop-out - Mobile APIs – click to chat or request a callback from a mobile device -Live Help Dialog – offer a live chat or callback -Web forms and surveys - + Content share (text, docs, video, audio), Black list fields, Site Guidance, Visual Guidance, WebRTC	$0.00	$9.75	Per User	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
				Voice and Video (not managed, recorded or reported in inContact) -Requires inContact product 'Chat & Email' -Those agents who use both inContact Cobrowse (where the agent requests a code) and inContact Advanced Chat will be charged for both						

118	NICE inContact Proactive Chat for Cxone	NIC301		This add-on feature provides advanced web analytics and a sophisticated rules engine to determine when customers are offered "Live Help". Triggers for live help can be based on time on site, browsing patterns, scoring, agent availability and more.-Billing is based on usage. Any agent that handles at least (1) Advanced Chat on a system with Proactive Chat configured is considered a user of both Proactive Chat and Advanced Chat.-Key product features & components: -Pre-Deployment Web Analytics – help to analyze web visitors to identify hot maps, high value customers, and target browsing patterns -Profiling - scoring individual visitors (whether unknown, known prospect or known customer) and	$0.00	$9.75	Per User	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
				their online behavior -Proactive Chat – uses the rules-based "Intelligence Engine" to selectively offer live help to visitors based on anything from business value to agent availability -Post-Deployment Web Analytics - measure and evaluate customer engagement performance post-engagement - Requires inContact products 'inContact Advanced Chat' and 'Chat & Email'						

119	NICE inContact Advanced Chat and Cobrowse Bundle for Cxone	NIC302		This package includes all the features of inContact Cobrowse, inContact Advanced Chat, and inContact Proactive Chat.-Billing is still based on usage. Those Agents who use Advanced Chat will be billed for Advanced Chat and Proactive Chat. Those agents who only use Cobrowse (no chat) will be billed for Cobrowse only. Those Agents who use Advanced/Proactive Chat and Cobrowse (where the agent requests a code) in essence get the Cobrowse for free.-Key product features & components: - Dynamic contextual content share (text, docs, video, audio) -"Black list" specific fields on the site to protect sensitive data -Site Guidance – direct a customer to a new page (page push) -Visual	$0.00	$19.45	Per User	Yes	No	Required

				Guidance – Highlight a part of the page to draw the customer's attention -WebRTC Voice and Video (not managed, recorded or reported in inContact) - Embedded content - no pop-up or pop-out - Mobile APIs – click to chat or request a callback from a mobile device -Live Help Dialog – offer a live chat or callback -Web forms and surveys - + Content share (text, docs, video, audio), Black list fields, Site Guidance, Visual Guidance, WebRTC Voice and Video (not managed, recorded or reported in inContact) -Requires inContact Chat or inContact Chat & Email -Those agents who use both inContact Cobrowse (where the agent requests a code) and inContact Advanced Chat will be charged for						

#	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
				both -Pre-Deployment Web Analytics – help to analyze web visitors to identify hot maps, high value customers, and target browsing patterns -Profiling - scoring individual visitors (whether unknown, known prospect or known customer) and their online behavior -Proactive Chat – us the rules-based "Intelligence Engine" to selectively offer live help to visitors based on anything from business value to agent availability -Post-Deployment Web Analytics - measure and evaluate customer engagement performance post-engagement						

#	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
120	NICE inContact Screen Share & File Upload for Cxone	NIC303		Provides the ability for a visitor on the website, and engaged in a digital session, to upload a file for the Agent to view. It also provides ability for the Agent to share their screen with the visitor web visitor in a digital session.-Billed as a monthly recurring charge-Requires Advanced Chat full Bundle-1 Year Minimum Commitment-Key product features & components: -Web visitor can share a file with an agent. -Allows the file to be uploaded to a file store, scanned for viruses, and the agent is able to access it via a link opening it in the browser. -The tenant can configure what type of files and the file size are allowed.	$0.00	$729.20	Per 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
121	NICE inContact Advanced Chat for CXone Appointment Scheduling	NIC304		Enables customers/visitors to view a calendar and choose a time that fits with their schedule to have a fully featured web meeting with an Agent-Billed monthly per contracted rate and quantity- Requires Advanced Chat full Bundle-1 Year Minimum Commitment- Key product features & components: -Web visitors view a calendar and choose from available times - Participants are sent a weblink to join the meeting at the scheduled time - Agents are routed Chats and join the digital session -Digital sessions include Chat, Cobrowse, Web Guidance and all the features of Advanced Chat	$0.00	$729.20	Per Calendar	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
122	NICE inContact Advanced Chat for CXone Messaging API Access	NIC305		API provides a way for tenants to integrate messaging applications (e.g. Facebook Messenger) into the Vergic Engage Platform.-Billed as a monthly recurring charge-Requires Advanced Chat full Bundle-Key product features & components: -Only includes access to the API. Tenant is responsible for building or procuring the "connector" to the messaging application -A quantity of (1) Includes up to 10,000 interactions. Overages of 1 to 10,000 interactions will be charged at the same 10,000 interaction rate.	$0.00	$291.70	Per API Access	Yes	No	Required

123	NICE inContact Advanced Chat for CXone Chatbot Engine	NIC306		Chatbot Automation Tool and Process Engine and API. Enables the creation of robust Chatbots. Can be connected to the Advanced Chat Chatbot Embedded AI (sold separately) or 3rd party Artificial Intelligence application. Also needed for integration of 3rd party Chatbots.-ALL Chatbot Engine and API purchases require a custom Advanced Chat Chatbot Implementation-Billed as a monthly recurring charge-Requires Advanced Chat full Bundle-Key product features & components: -For tenants using the Advanced Chat Chatbot, includes access to the Automation Tool and Process Engine. -BOT(s) will be developed by Vergic under a customer scope of work (SOW) -	$0.00	$729.20	Per Chatbot Engine	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
				For tenants using a 3rd party Chatbot, includes access to the Advanced Chat Chatbot API for integration. -A quantity of (1) Includes up to 10,000 interactions. Overages of 1 to 10,000 interactions will be charged at the same 10,000 interaction rate. This applies whether the tenant uses the Advanced Chat Chatbot or a 3rd party						

124	NICE inContact Advanced Chat for CXone Chatbot Embedded AI	NIC307		Artificial Intelligence Engine designed for use with the Advanced Chat Chatbot Engine. Provides Artificial Intelligence including Natural Language Processing (NLP) and Machine Learning for Chatbots that more closely mimic human behavior.-Billed as a monthly recurring charge-Requires Advanced Chat full Bundle-Key product features & components: -Only includes access to the Embedded AI. The Automation Tool and Process Engine are sold separately. -Use of the AI is defined in the BOT which is developed by Vergic under a customer scope of work (SOW) - A quantity of (1) Includes up to 10,000 interactions. Overages of 1 to 10,000 interactions will be charged at the same 10,000 interaction rate.	$0.00	$729.17	Per Instance	Yes	No	Required

125	NICE CXone Omnichannel Agent	NIC308		One (1) User License - Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users.-1 Universal Port (included) – Used for IVR-Call Monitoring-Virtual queue-Agent Scripting-Text to Speech-Call conferencing (long distance charges apply)-Monitor, Coach, and Barge functionality-Additional features and services included with this contract:-1 GB of storage per BU for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage-If Call Recording per User is selected, customer will get 1 GB of storage per seat-Contact Center all-inclusive reporting-IVR programming toolset-Capability for CTI and	$0.00	$104.20	Per Configured 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
				Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector)-24 x 7 Network Operations Center monitoring-Redundant servers in Software as a Service model-Standard technical support-Product maintenance and enhancement releases-inContact University with the latest eLearning product courses-Online documentation and helpOnly available on the User Hub Platform.						

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126	NICE CXone Digital Agent	NIC309		Digital Agent enables the creation of a Digital First Omnichannel tenant that is configured for digital channels only (no Phone/Voice).-Must purchase channel(s) separately.-Configured Users are billed at the digital-only rate based on the highest number of active users set up on the platform at any one time during the month.-Users include Agents, Supervisors, Managers Administrators or any other users.	$0.00	$69.45	Per Configured Agent	Yes	No	Required

127	NICE inContact CXone Chat & Email	NIC310		Chat & Email allows agents to be able to accept and respond to incoming chat requests and emails from customers. Using the platform's routing engine, scripting, and other utilities, any agent will be able to blend responding to emails, chats, and voice calls as needed- Concurrent Users are billed based on the highest number of users logged into the platform at any one time during the month- The ordered quantity must match the total number of seat licenses. - Key product features & components: - Chat function includes access to the customer-facing chat application that can be embedded in the customer's webpage or other interfaces - Email can receive communications directly from the customer's email solution	$0.00	$13.90	Per Concurrent User	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 send out responses using inContact's secure gateway - Both solutions can be enhanced using custom scripting tolls in inContact's Studio application						
128	CXone Proactive Chat & Email	NIC311		Chat allows agents to be able to accept and respond to incoming chat requests from customers. -Configured Users are billed based on the highest number of users configured for a Chat skill in the platform at any one time during the month	$0.00	$7.10	Per Configured 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
129	CXone Messaging - Facebook (per BU)	NIC312		Enables the integration of Facebook Messenger into Cxone Digital First Omnichannel.-Can be configured to support Public Posts, Direct Messages, Mentions, Dark Posts, Attachments, Reviews, Notes, Shares, Deleting, Hiding, and Global Pages.Only available on the User Hub Platform.	$0.00	$972.25	Per Business Unit	Yes	No	Required
130	Cxone Messaging - Per Facebook Page	NIC313		Cxone Messaging Additional Page - Facebook MessengerOnly available on the User Hub Platform. Requires Cxone Messaging - Facebook (per BU)	$0.00	$19.45	Per Facebook Page	Yes	No	Required
131	CXone Messaging - Twitter (per BU)	NIC314		Enables integration of Twitter into Cxone Digital First Omnichannel.Only available on the User Hub Platform.	$0.00	$972.25	Per Business Unit	Yes	No	Required

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132	Cxone Messaging - Per Twitter Account/User - (Twitter)	NIC315		Cxone Messaging Additional Account - TwitterOnly available on the User Hub Platform. Requires Cxone Messaging - Twitter (per BU).	$0.00	$63.20	Per Twitter Account	Yes	No	Required
133	CXone Messaging - SMS (per BU)	NIC316		Enables integration of Twillio SMS codes into Cxone Digital First Omnichannel.-Customer must procure the codes directly from Twillio. Only available on the User Hub Platform.	$0.00	$972.25	Per Business Unit	Yes	No	Required
134	CXone Messaging - WhatsApp (per BU)	NIC317		Enables integration of WhatsApp into Cxone Digital First Omnichannel-Includes 2 Lines/NumbersOnly available on the User Hub Platform.	$0.00	$972.25	Per Business Unit	Yes	No	Required

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135	Cxone Messaging - Per Add'l Number (WhatsApp)	NIC318		Cxone Messaging Additional Number-WhatsAppOnly available on the User Hub Platform. Requires Cxone Messaging - WhatsApp (per BU).	$0.00	$486.15	Per Additional Number	Yes	No	Required
136	Cxone Messaging - Instagram (per BU)	NIC319		Enables integration of Instagram into Cxone Digital First Omnichannel.Only available on the User Hub Platform.	$0.00	$972.25	Per Business Unit	Yes	No	Required
137	CXone Messaging - Apple Business Chat (per BU)	NIC320		Enables the integration of Facebook Messenger into Cxone Digital First Omnichannel.-Can be configured to support Public Posts, Direct Messages, Mentions, Dark Posts, Attachments, Reviews, Notes, Shares, Deleting, Hiding, and Global Pages.Only available on the User Hub Platform.	$0.00	$972.25	Per Business Unit	Yes	No	Required

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138	CXone Messaging - Youtube (per BU)	NIC321		Enables integration of Youtube into Cxone Digital First Omnichannel.Only available on the User Hub Platform.	$0.00	$972.25	Per Business Unit	Yes	No	Required
139	CXone Messaging - LinkedIn (per BU)	NIC322		Enables integration of LinkedIn into Cxone Digital First Omnichannel.Only available on the User Hub Platform.	$0.00	$972.25	Per Business Unit	Yes	No	Required
140	CXone Messaging -Google Play (per BU)	NIC323		Enables integration of Google Play into Cxone Digital First Omnichannel.Only available on the User Hub Platform.	$0.00	$972.25	Per Business Unit	Yes	No	Required
141	CXone Messaging - Google Places (per BU)	NIC324		Enables integration of Google Places into Cxone Digital First Omnichannel.Only available on the User Hub Platform.	$0.00	$972.25	Per Business Unit	Yes	No	Required

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142	CXone Messaging - Apple Apps Review (per BU)	NIC325		Enables integration of Apple Apps Review into Cxone Digital First Omnichannel.Only available on the User Hub Platform.	$0.00	$972.25	Per Business Unit	Yes	No	Required
143	CXone Messaging - Line-Messaging (per BU)	NIC326		Enables integration of Line Messaging into Cxone Digital First Omnichannel.Only available on the User Hub Platform.	$0.00	$972.25	Per Business Unit	Yes	No	Required
144	CXone Messaging - Telegram-Messaging (per BU)	NIC327		Enables integration of Line Messaging into Cxone Digital First Omnichannel.Only available on the User Hub Platform.	$0.00	$972.25	Per Business Unit	Yes	No	Required

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145	NICE inContact CXone Feedback Mgt Platform Fee	NIC328		Platform provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities-Billed monthly per the contracted quantity and rate-Key product features & components: -Ability to trigger Post Call Surveys Via (IVR, Email, SMS, Web Intercepts, Chat) depending on channel(s) purchased -For products outside of the inContact portfolio you will need to purchase or build a connector -Open API's allow for quick connections to existing solutions -Users need to be purchased separately. 1 Power user is included	$0.00	$500.00	Per Set-up	Yes	No	Required

146	NICE inContact CXone Feedback Mgt Survey (per Configured User)	NIC329		Provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities- 50 included per configured user, additional surveys may be purchased separately-Key product features & components:-No channels included. Must purchase channel(s) separately-Ability to survey via the following channels: (IVR, Email, Chat) depending on channel(s) implemented-50 responses per agent across all channels per month-Ability to receive notification based on rules on survey feedback-Ability to share dashboards and send PDF reports-Provides out-of-box analysis of survey responses-At least 1 power user needs to be purchased separately for survey management and administration.	$0.00	$32.50	Per Configured User	Yes	No	Required

147	NICE inContact CXone Feedback Mgt VoC (per Configured User)	NIC330		Provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities-50 included per configured user, additional surveys may be purchased separately-Billed monthly per the contracted quantity and rate-Key product features & components:-No channels included. Must purchase channel(s) separately-Ability to survey via the following channels: (IVR, Email, Web Intercepts, Chat) depending on channel(s) implemented-50 responses per agent across all channels per month-Workflows to perform and measure follow-up actions-Ability to share dashboards and send PDF reports-Provides out-of-box advanced VoC analytics-At least 1 power user needs to be	$0.00	$31.11	Per Configured User	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
				purchased separately for survey management and administration.						
148	NICE inContact CXone Feedback Mgt Survey	NIC379		NICE inContact Feedback Management Additional Survey - Overage rate for Feedback Mgt Surveys when quantity included in package has been utilized.	$1.11	$0.00	Per Survey	Yes	No	Required
149	NICE inContact CXone Feedback Mgt IVR Channel (per Configured User)	NIC331		Provides ability to survey via IVR-Billed monthly per the contracted quantity and rate-Key product features & components:- Ability to Survey Via IVR Channel-Ability to skip invitation based on touch rules	$0.00	$0.00	Per Configured User	Yes	No	Required

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150	NICE inContact CXone Feedback Mgt Chat Channel (per Configured User)	NIC332		Provides ability to survey via Chat-Billed monthly per the contracted quantity and rate-Key product features & components:-Ability to Survey Via Chat using survey links-Ability to manage survey logic-Ability to personalize the survey using tokens	$0.00	$5.00	Per Configured User	Yes	No	Required
151	NICE inContact CXone Feedback Mgt Email Channel (per Configured User)	NIC333		Provides ability to survey via Email-Billed monthly per the contracted quantity and rate-Key product features & components:-Ability to Survey Via Email-Ability to skip invitation based on touch rules-Ability to manage survey logic-Ability to personalize the survey using tokens	$0.00	$5.00	Per Configured User	Yes	No	Required

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152	NICE inContact CXone Feedback Mgt Website Intercepts Channel (per Configured User)	NIC334		Provides ability to survey vis Website intercept-Billed monthly per the contracted quantity and rate-Key product features & components:-Ability to Survey Via Website intercept-Ability to control the launch logic-Ability to control the quota and touch rules-Ability to manage survey logic-Ability to personalize the survey using tokens	$0.00	$5.00	Per Configured User	Yes	No	Required

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153	NICE inContact CXone Feedback Mgt Add'l Application Language (per Language)	NIC335		Provides the option to configure the application to work in different languages based on user's preference-Billed monthly per the contracted quantity and rate-Key product features & components:-Ability to enable additional application language-Users can set their preferred application language-Supports 5 application languages – English, Spanish, French, German and Japanese-The platform comes with a default primary application language-Additional application language needs to be purchased separately	$0.00	$1,250.00	Per Language	Yes	No	Required

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154	NICE inContact CXone Feedback Mgt Add'l Survey Language (per Language)	NIC336		Provides the option to configure survey in an additional language-Billed monthly per the contracted quantity and rate-Key product features & components:-Ability to build and run surveys in various languages-Ability to support more than 115+ languages-The platform comes with a default primary survey language-Each additional language needs to be purchased separately	$0.00	$200.00	Per Language	Yes	No	Required
155	NICE inContact CXone Feedback Mgt Speech to Text	NIC337		IVR surveys can have verbatims transcribed to text.-up to 7,500 responses before overage is applied -Billed monthly per the contracted quantity and rate	$0.00	$945.00	Per Instance	Yes	No	Required

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156	NICE inContact CXone Feedback Mgt Text Analytics	NIC338		Ability to use workflow logic for alert, notifications and escalation based on the context in the survey text comments-Billed monthly per the contracted quantity and rate-Key product features & components:-Open text will run through the NLP engine-Applying logic / rules to trigger alerts, notification-The sending of an automated email to the follow up owner is includes up to 7500 responses.	$0.00	$850.00	Per Instance	Yes	No	Required
157	NICE inContact CXone Feedback Mgt Text Analytics Overage Rate (per text comment)	NIC382		NICE inContact CXone Feedback Mgt Text Analytics Overage Rate (per text comment)	$0.15	$0.00	Text Comment	Yes	No	Required

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158	NICE inContact CXone Feedback Mgt Auto Translate	NIC339		Ability to translate the survey text comments from various languages to English-Billed monthly per the contracted quantity and rate-up to 7500 responses.	$0.00	$850.00	Per Instance	Yes	No	Required
159	NICE inContact CXone Feedback Mgt Auto Translate Overage Rate (per text comment)	NIC383		NICE inContact CXone Feedback Mgt Auto Translate Overage Rate (per text comment)	$0.25	$0.00	Text Comment	Yes	No	Required
160	NICE inContact CXone Feedback Mgt Add'l Speech To Text Comments (per Survey)	NIC340		IVR surveys can have verbatims transcribed to text. Sentiment analysis applied to it.- Triggering alerts and notification from the STT- Billed monthly per the contracted quantity and rate	$0.00	$0.06	Per Survey	Yes	No	Required

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161	NICE inContact CXone Feedback Mgt API Connector	NIC341		Using the API's help the customer to configure the System to have a single or two way connection to a system of record.- Billed monthly per the contracted quantity and rate- Key product features & components: - One way or two way integration mapped to selected points - Unlimited data transfer between the two systems - Will require IT support to configure the API's	$0.00	$2,400.00	Per Connection	Yes	No	Required

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162	NICE inContact CXone Feedback Mgt Tag Mgt-Add'l 10 Tags	NIC342		Buckets that the workflow logic would apply to for alert, notifications and escalation- Billed monthly per the contracted quantity and rate- Key product features & components: - Open text will run through the NLP engine - Applying logic / rules to trigger alerts, notification - The sending of an automated email to the follow up owner is included	$0.00	$2,500.00	Per Instance	Yes	No	Required

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163	NICE inContact CXone Feedback Mgt Academy and Research Access	NIC343		Access to the Benchmarks and Certification and training side of the platform- Billed monthly per the contracted quantity and rate-Key product features & components: -Access to the Annual benchmarks for B2B and B2C -NPX Education and NPS Certification and education	$0.00	$450.00	Per Instance	Yes	No	Required
164	NICE inContact CXone Feedback Mgt Add'l Power User	NIC344		The power user will be able to create surveys and assign roles and permissions- Billed monthly per the contracted quantity and rate- Key product features & components: - Ability to create surveys - Assign roles and permissions - Build custom dashboard for all general users	$0.00	$500.00	Per Instance	Yes	No	Required

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165	NICE inContact Cloud Connect Bundle per Configured User	NIC367		Enables Configured User to connect the Nice inContact datacenters directly from their existing AVPN network. AVPN Transport service provisioned separately.	$0.00	$5.69	User	Yes	No	Required
166	NICE inContact Cloud Connect Bundle per Configured Port	NIC368		This is needed to enable a Configured User to connect the Nice inContact datacenters directly from their existing AVPN network. AVPN Transport service provisioned separately.	$0.00	$2.99	Port	Yes	No	Required
167	NICE inContact Cloud Connect Bundle per Concurrent User	NIC369		Enables Concurrent User to connect the Nice inContact datacenters directly from their existing AVPN network. AVPN Transport service provisioned separately.	$0.00	$8.54	User	Yes	No	Required

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168	NICE inContact Cloud Connect Bundle per Concurrent Port	NIC370		This is needed to enable a Concurrent User to connect the Nice inContact datacenters directly from their existing AVPN network. AVPN Transport service provisioned separately.	$0.00	$2.99	Port	Yes	No	Required
169	CXone Agent CRM Integration (Per Configured Agent)	NIC384		The CXone Agent CRM Integration connects the CXone Agent Configuration Platform to the CXone Agent applications allowing the users access information from the configured packaged and custom Workflows. - Allows users to retrieve and access workflow data from all CXone Agent applications (CXone Agent, CXone Integrated Agent, CXone Embedded Agent, CXone Agent for Teams)	$0.00	$18.06	Per Configured Agent	Yes	No	Required

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				- Channel and product agnostic which can easily be integrated with any CRM. - (CXone Agent, CXone Agent Integrated, CXone Agent for Teams, CXone Agent Embedded integrating with a CRM) Must have an ACD License. Custom SOW Implementation from Category 28 may be required.						
170	CXone Expert Standard Employee Experience (EX) (per Configured User)	NIC385		This product/service may utilize GenAI features/functionality.	$0.00	$18.06	Per Configured User	Yes	No	Required

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				CXone Expert Standard functionality includes: - Internal search with AI drill down functionality - Intuitive navigation paths for knowledge discovery - Basic feedback optionality and page voting - Individual user usage reporting - Integration with CRM, Case Management, Chat, Internal bot, IAM Custom SOW Implementation from Category 28 may be required.						
171	CXone Expert Advanced Employee Experience (EX) (per Configured User)	NIC386		This product/service may utilize GenAI features/functionality.	$0.00	$35.42	Per Configured User	Yes	No	Required

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				Includes CXone Expert Standard functionality plus: - Advanced user feedback features - Authoring workflow support - KCS workflow support - Advanced user roles and features for draft contributor, author, editor, reviewer, admin - Full access to reporting suite and content curation features (bulk updating, revision history etc.) Custom SOW Implementation from Category 28 may be required.						
172	CXone Expert Public FAQ Add-on (per BU)	NIC387		This product/service may utilize GenAI features/functionality.	$0.00	$875.00	Per Business Unit	Yes	No	Required

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				Add-on for Web FAQ Portal - Provides limited self-serve on public web. Less than 500 pages public - Requires CXone Expert Advanced Employee Experience (EX) to be licensed as pre-requisite Custom SOW Implementation from Category 28 may be required.						
173	CXone Expert Customer Experience (CX) Suite (per Portal)	NIC388		This product/service may utilize GenAI features/functionality.	$0.00	$3,472.22	Per Portal	Yes	No	Required

				Fully brandable self-service web experience for customers, partner or company internal use with ability to require authentication and restrict viewer access privileges. Includes: - 20 Named CXone Expert Advanced Employee Experience (EX) licenses - When used publicly, comes equipped with auto-scaling infrastructure for peak demand and security hardening against cyber attacks - When used publicly, auto optimizes for public search engine performance and audience capture via search engine queries Custom SOW Implementation from Category 28 may be required.						
174	CXone Enlighten CSAT Agent	NIC389		This product/service may utilize GenAI features/functionality.	$0.00	$19.44	Per User	Yes	No	Required

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	Behavior Use Case (per User)			Machine Learning models focused on agent behaviors associated with CSAT (Customer Satisfaction), applied to customer interactions to generate metrics allowing measurement of these (often subjective) behaviors.						
175	Enlighten Autopilot Voice Biometrics	NIC390		This product/service may utilize GenAI features/functionality.	$0.00	$0.29	Per Call	Yes	No	Required

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				Identity validation is based on enrolled voice samples for a given caller. Allows a Conversational Voice application to verify a caller's identity using the biometric characteristics as they interact with an Autopilot conversational voice assistant. (e.g. an IVR asking ""please tell me your date of birth"") Identity validation is based on enrolled voice samples for a given caller.						
176	CXone Enlighten AutoSummary	NIC391		This product/service may utilize GenAI features/functionality.	$0.00	$0.07	Per Summary	Yes	No	Required

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				Enlighten AutoSummary automates Agent Notetaking with the power of AI. - Automatically summarize interactions in real time to reduce time spent taking post-interaction notes and increase consistency of account history. - Available for the following languages: English. - Available for the following channels: voice, digital channels. Email not supported. - Presented to Agents in softphone UI for review. Custom SOW Implementation from Category 28 may be required.						
177	Enlighten Copilot for Agents (per session)	NIC392		This product/service may utilize GenAI features/functionality.	$0.00	$0.25	Per Session	Yes	No	Required

				Agent Copilot is an assistance tool for agents that amplifies their ability to respond more quickly and accurately. Agent Copilot leverages AI to monitor voice and digital interactions with customers in real-time to offer automated, relevant insights and suggestions. Customer sentiment, interaction summary, and suggested responses are generated from the content of the interaction using AI. Suggested responses may also be generated using Expert knowledge content. Enlighten Agent Copilot includes the following: - Expert knowledge repository - Auto-generated “next-best response” with behavioral suggestions - Auto-generated “next-best response” from the Expert knowledge						

				- Auto-generated answers from Expert knowledge articles - Suggested real-time knowledge article links and images - Real-time interaction summary - Real-time customer sentiment - Final interaction summary notes - Five (5) CXone Expert Advanced Employee Experience (EX) configured users Agent Copilot pricing rate per session. A session includes up to 30 minutes of talk time with an agent (for phone) and up 70 messages (for digital). Digital messages are discrete communication payloads (typically text and/or images) exchanged between an agent and customer. Custom SOW Implementation from Category 28 may be required.						

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178	Enlighten Copilot for Agents - Process Steps (per session)	NIC393		This product/service may utilize GenAI features/functionality. Process Steps is an optional add-on product for Enlighten Copilot for Agents that presents agents with an itemized list of steps to use from KB Answers having content that can be described in steps. Requires NIC392 - Enlighten Copilot for Agents (Per Session)	$0.00	$0.00	Per Session	Yes	No	Required
179	CXone Virtual Agent Hub (per 1,000 Sessions)	NIC394		This product/service may utilize GenAI features/functionality.	$0.00	$9.03	Per 1,000 Sessions	Yes	No	Required

				CXone Virtual Agent Hub support license - A session is defined as a conversation between bot and end consumer identified with unique conversation ID. A session ends when two consumer messages inside of the single conversation have bigger gap than 24 hours. Even if the conversation continues and has same ID, in terms of billing it is consider as 2 sessions. - This licensing is for usage of the Virtual Agent Hub supporting pre-integrated BYO Bot offerings and custom endpoints to one off Bot integrations. - This does not include the Bot usage or development but usage of the Virtual Agent Hub when supporting different AI Bot offerings both pre-integrated & integrated to the VAH custom endpoint.						

#	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
				Custom SOW Implementation from Category 28 may be required.						
180	Enlighten Autopilot Knowledge (per BU)	NIC395		This product/service may utilize GenAI features/functionality.	$0.00	$5,833.33	Per Business Unit	Yes	No	Required

				Enlighten Autopilot Knowledge is a solution that combines digital conversational bots from CXone Bot Builder with the power of knowledge from CXone Expert. - Enlighten Autopilot Knowledge (Per BU) includes first 50,000 sessions handled each month. - Every session over the limit is billed as addition with per session price - NIC396 Enlighten Autopilot Knowledge (Per Session). - A session is defined as a interaction between bot and customer where two customer utterances inside of the single interaction don't have a bigger gap than 24 hours. - Digital interaction defines "customer utterance" as digital customer message - Voice interaction defines "customer utterance" as query						

#	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
				transcribed from voice to text format - When the gap is bigger than 24h, then even if the interaction continues, in terms of billing it is considered as a new session. - Additionally, it Includes Expert CX license with 3 EX advanced seats. Custom SOW Implementation from Category 28 may be required.						
181	Enlighten Autopilot Knowledge (per Session)	NIC396		This product/service may utilize GenAI features/functionality. Enlighten Autopilot Knowledge (Per Session) is triggered and billed monthly as addition only when BU is over 50,000 monthly session limit that is included in Enlighten Autopilot Knowledge (Per BU)	$0.00	$0.11	Per Session	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
182	CXone Real-Time Transcription (Per Hour)	NIC397		This product/service may utilize GenAI features/functionality. Real-time streaming speech-to-text transcription. Key product features: - Streaming transcript results per utterance. - Available on audio streamed through the CXone Transcription hub - Native integration with multiple CXone Agent Assist Hub applications. Custom SOW Implementation from Category 28 may be required.	$0.00	$0.49	Per hour	Yes	No	Required
183	CXone Guide Package	NIC398		This product/service may utilize GenAI features/functionality.	$0.00	$1,500.00	Each	Yes	No	Required

				CXone Guide can be configured to anticipate where customers need assistance during the online journey and proactively guide the customer with content either from the knowledgebase or a web page. Requires at least one Expert package. - Billed monthly based on total number of offers, with a minimum of 15,000 offers per month. - Allows access to proactive offers, tagging, advanced conditions and Guide reports - Required for Mobile SDK proactive offer. - An offer occurs when a rule proactively invites a customer, while on the website or mobile app, to engage with a digital asset such as content, bot, a business application or contact center agents. - Each offer is counted						

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				as one. Click throughs are not counted as additional separate offers. Custom SOW Implementation from Category 28 may be required.						
184	CXone Guide (Overage Per Offer)	NIC399		This product/service may utilize GenAI features/functionality. CXone Guide overage rate for offers used above the 15,000 provided in the CXone Guide Package.	$0.00	$0.10	Each	Yes	No	Required

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185	CXone Recording for multi-ACD (per Configured User)	NIC400		CXone Recording for multi-ACD enables customers to keep their existing ACD (cloud or on-prem) and to benefit from CXone applications suite. Includes: - Connectivity to 3rd party ACDs - Voice call recording through CXone's native recording function - 5GB Active Storage per agent per month at no additional cost Custom SOW Implementation from Category 28 may be required.	$0.00	$36.75	Per Configured User	Yes	No	Required

186	CXone Business Intelligence Viewer License (per Concurrent User)	NIC401		This product/service may utilize GenAI features/functionality. CXone FedRAMP required. CXone Business Intelligence allows users to view and analyze interactive reports from their organization, and receive actionable insights across teams and channels. The CXone Business Intelligence Viewer License will be included at no charge for 10% of users (concurrent or configured based on the customer billing model) on the platform during any given month. Customer will only be billed per additional user beyond 10% Main personas to use CXone Business Intelligence are: supervisors, managers and analysts for advanced contact center data analysis. Key product features &	$0.00	$3.90	Per Concurrent User	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
				components: - Interactive reports that focus on business needs and value - Multiple widgets displaying different views of the report data - Filtering at the report level or at the widget level - Advanced sorting options for each widget - Drill-down capabilities to analyze data in more detail - Export to PDF, Excel, CSV - Build custom data visualizations to suit your specific needs - Schedule and share reports Custom SOW Implementation from Category 28 may be 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
187	CXone Automated Speech Recognition (per Minute)	NIC402		Automated Speech Recognition (ASR) allows callers to use their voice to provide input to the IVR to determine routing and other information Key product features & components: - Multiple languages - Direct speech recognition - Ability to recognize numbers, alpha numeric input, dates, and digits - Custom grammars for custom speech input	$0.00	$0.0700	Per Minute	Yes	No	Required

188	CXone Recording Export (per interaction)	NIC403		The following applies to Customers using CXone Recording Export, which includes an API that enables playback and extraction of CXone recorded media. - For interactions (whether entire calls or call segments) that are played back and/or downloaded, the Customer will be charged per interaction played back and/or downloaded. - For all interactions downloaded. (whether entire interactions or interaction segments) that are downloaded by the Customer using the SEA feature, the Customer will be charged per interaction downloaded. Custom SOW Implementation from Category 28 may be required.	$0.00	$0.03	Per Interaction	Yes	No	Required
189	CXone Digital Agent (per Configured User)	NIC404		Includes Digital Agent, Digital Channels, 5 GB Active Storage,	$0.00	$69.44	Per Configured User	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
				displaying Guide entrypoints and CXone Integrated Softphone (additional Softphone charges will apply for the UAE region). NRC varies based on number of channels selected - Enables one configured Digital Interactions w/ Channels (no Phone/Voice). - Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. - Users include Agents, Supervisors, Managers, Administrators or any other users. - Applies to Live Agents only – no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns Unlimited Digital						

#	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
				Channels include: - Apple Apps Review, Apple Business Chat, Facebook, Google Business Messenger, Google Places, Google Play, Instagram, Line, LinkedIn, MS Teams, Slack, Telegram, Twitter, Viber, WhatsApp, YouTube, BYO Channel. SMS Channel: - The right to use SMS is included in the bundle, but SMS Codes (long, short, toll free) and the associated message rates vary by country and are sold separately. WhatsApp Channel: - Customer will be charged for the conversation costs incurred on their WhatsApp account in a one-month period.						

#	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
				- A Service/Handling Fee of fifteen percent (15%) of the monthly WhatsApp charges will apply. - NICE only utilizes third party channel pricing. Any change to the pricing policy made by WhatsApp will be passed along to Customer. WhatsApp pricing terms can be found on the WhatsApp Business site or within Customer's WhatsApp Business Account. Basic Guide - configure entrypoints to be displayed under basic conditions. - Channels are subject to regional availability. - See product specific terms for channel specific restrictions. - Fair use policy: Not to						

#	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
				exceed 50,000 messages, per agent, per month. Messages are defined as those routed by the system or subsequent responses by the agent. - 5 GB of storage per Configured User for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage.CXone Integrated Softphone: - CXone Integrated Softphone and agent usage for connectivity between Agent and the NICE Platform for 2-way voice service - Softphone fully integrated into the NICE MAX Interface. All voice communication controls delivered via MAX. No separate downloaded						

#	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
				softphones or desk-phones required - Two-way voice connectivity between Agent and NICE using WebRTC (Web Real Time Communications) protocol and compatible browsers Custom SOW Implementation from Category 28 may be required.						

190	CXone Voice Agent (per Concurrent User)	NIC405		INCLUDES: - 1 User License - Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. - 3 Universal Port - Used for IVR - Call Monitoring - Virtual queue - Agent Scripting - Text to Speech - Call conferencing (long distance charges apply) - Monitor, Coach, and Barge functionality Additional features and services included with this contract: - 5 GB of storage per Configured User for recordings, prompts, scripts, messages, and files. - Additional charges may apply for more storage - Contact Center all-inclusive reporting IVR	$0.00	$126.39	Per Concurrent User	Yes	No	Required

				programming toolset - Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector) - 24 x 7 Network Operations Center monitoring Redundant servers in Software as a Service model - Standard technical support - Product maintenance and enhancement releases - NICE Dojo with the latest eLearning product courses Online documentation and help CXone Integrated Softphone: - CXone Integrated Softphone for connectivity between Agent and the CXone Platform for 2-way voice service. - Softphone fully integrated into the CXone Agent Interface.						

#	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
				- All voice communication controls delivered via CXone Agent. - No separate downloaded softphones or desk-phones required Two-way voice connectivity between Agent and CXone using WebRTC (Web Real Time Communications) protocol and compatible browsers. * Additional charges will apply for the UAE region. CXone Audio Recording: - Basic Audio Recording (total or %-based) - Basic Playback Encryption Custom SOW Implementation from Category 28 may be 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
191	CXone Omnichannel Agent (per Concurrent User)	NIC406		This product/service may utilize GenAI features/functionality.	$0.00	$176.90	Per Concurrent User	Yes	No	Required

				Only available for 1-999 seats. Includes ACD Configured Agent, 3 Universal Ports, 5 GB Active Storage, displaying Guide entrypoints, Audio Recording and Cxone Integrated Softphone (additional Softphone charges will apply for the UAE region) and Digital Channels. - 1 User License - Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. - 3 Universal Ports – Used for IVR - Call Monitoring - Virtual queue - Agent Scripting - Text to Speech - Call conferencing (long distance charges apply) - Monitor, Coach, and Barge functionality - 5 GB of storage per						

				Configured User for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage - Contact Center all-inclusive reporting - IVR programming toolset - Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector) - 24 x 7 Network Operations Center monitoring - Redundant servers in Software as a Service model - Standard technical support - Product maintenance and enhancement releases - NICE Dojo with the latest eLearning product courses - Online documentation and help CXone Integrated						

				Softphone: - CXone Integrated Softphone and agent usage for connectivity between Agent and the NICE inContact Platform for 2-way voice service - Softphone fully integrated into the NICE inContact MAX Interface. All voice communication controls delivered via MAX. No separate downloaded softphones or desk-phones required - Two-way voice connectivity between Agent and NICE inContact using WebRTC (Web Real Time Communications) protocol and compatible browsers - Additional charges will apply for the UAE region CXone Audio Recording Advanced: - Audio Recording Advanced (total or %-based) - Search						

				- Playback - Encryption Digital Channels: - Applies to Live Agents only – no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns Unlimited Digital Channels include: - Apple Apps Review, Apple Business Chat, Facebook, Google Business Messenger, Google Places, Google Play, Instagram, Line, LinkedIn, MS Teams, Slack, Telegram, Twitter, Viber, WhatsApp, YouTube, BYO Channel. SMS Channel: - The right to use SMS is included in the bundle, but SMS Codes (long, short, toll free) and the associated message rates vary by country and are sold separately. WhatsApp Channel: - Customer will be						

				charged for the conversation costs incurred on their WhatsApp account in a one-month period. - A Service/Handling Fee of fifteen percent (15%) of the monthly WhatsApp charges will apply. - NICE only utilizes third party channel pricing. Any change to the pricing policy made by WhatsApp will be passed along to Customer. WhatsApp pricing terms can be found on the WhatsApp Business site or within Customer's WhatsApp Business Account. - Basic Guide - configure entrypoints to be displayed under basic conditions. - Channels are subject to regional availability. - See product specific terms for channel specific restrictions. - Fair use policy: Not to						

#	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
				exceed 50,000 messages, per agent, per month. Messages are defined as those routed by the system or subsequent responses by the agent. Custom SOW Implementation from Category 28 may be required.						
192	CXone Essentials Suite (per Concurrent User)	NIC407		This product/service may utilize GenAI features/functionality.	$0.00	$225.55	Per Concurrent User	Yes	No	Required

				Only available for 1-999 seats. Includes ACD Configured Agent, 3 Universal Ports, 5 GB Active Storage, displaying Guide entrypoints, CXone Audio Recording Advanced and CXone Integrated Softphone (additional Softphone charges will apply for the UAE region), Digital Channels, CXone Screen Recording and CXone Quality Management. - 1 User License - Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. - 3 Universal Port – Used for IVR Call Monitoring - Virtual queue - Agent Scripting - Text to Speech - Call conferencing (long distance charges apply) - Monitor, Coach, and						

				Barge functionality - Additional features and services included with this contract: - 5 GB of storage per Configured User for recordings, prompts, scripts, messages, and files. - Additional charges may apply for more storage - Contact Center all-inclusive reporting - IVR programming toolset - Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector) - 24 x 7 Network Operations Center monitoring - Redundant servers in Software as a Service model - Standard technical support - Product maintenance and enhancement releases - NICE Dojo with the						

				latest eLearning product courses - Online documentation and help CXone Integrated Softphone: - CXone Integrated Softphone and agent usage for connectivity between Agent and the NICE CXone Platform for 2-way voice service - Softphone fully integrated into the NICE CXone MAX Interface. All voice communication controls delivered via MAX. No separate downloaded softphones or desk-phones required - Two-way voice connectivity between Agent and NICE CXone using WebRTC (Web Real Time Communications) protocol and compatible browsers CXone Audio Recording Advanced: - Audio Recording						

				Advanced (total or %-based) - Search - Playback - Encryption CXone Digital Channels: - Applies to Live Agents only – no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns Unlimited Digital Channels include: - Apple Apps Review, Apple Business Chat, Facebook, Google Business Messenger, Google Places, Google Play, Instagram, Line, LinkedIn, MS Teams, Slack, Telegram, Twitter, Viber, WhatsApp, YouTube, BYO Channel. SMS Channel: - The right to use SMS is included in the bundle, but SMS Codes (long, short, toll free) and the associated message rates vary by country and are sold separately.						

				WhatsApp Channel: - Customer will be charged for the conversation costs incurred on their WhatsApp account in a one-month period. - A Service/Handling Fee of fifteen percent (15%) of the monthly WhatsApp charges will apply. - NICE only utilizes third party channel pricing. Any change to the pricing policy made by WhatsApp will be passed along to Customer. WhatsApp pricing terms can be found on the WhatsApp Business site or within Customer's WhatsApp Business Account. - Basic Guide - configure entrypoints to be displayed under basic conditions. - Channels are subject to regional availability. - See product specific						

				terms for channel specific restrictions. - Fair use policy: Not to exceed 50,000 messages, per agent, per month. Messages are defined as those routed by the system or subsequent responses by the agent. CXone Screen Recording: - Screen Recording (total or %-based) - Search - Playback - Encryption CXone Quality Management: - Form Designer - Evaluation - Calibration - Dispute - Coaching - Dashboards - Quality Planner Custom SOW Implementation from Category 28 may be 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
193	CXone Core Suite (per Concurrent User)	NIC408		This product/service may utilize GenAI features/functionality.	$0.00	$272.95	Per Concurrent User	Yes	No	Required

				Only available for 1-999 seats. Includes ACD Configured Agent, 3 Universal Ports, 5GB Active Storage, displaying Guide entrypoints, CXone Audio Recording Advanced, CXone Integrated Softphone (additional Softphone charges will apply for the UAE region), Digital Channels, CXone Screen Recording, CXone Quality Management, CXone Workforce Management and CXone Performance Management. - 1 User License - Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. - 3 Universal Port - Used for IVR Call Monitoring - Virtual queue - Agent Scripting						

				- Text to Speech - Call conferencing (long distance charges apply) - Monitor, Coach, and Barge functionality - Additional features and services included with this contract: - 5 GB of storage per Configured User for recordings, prompts, scripts, messages, and files. - Additional charges may apply for more storage - Contact Center all-inclusive reporting - IVR programming toolset - Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector) - 24 x 7 Network Operations Center monitoring - Redundant servers in Software as a Service model - Standard technical support						

				- Product maintenance and enhancement releases - NICE Dojo with the latest eLearning product courses - Online documentation and help CXone Integrated Softphone: - CXone Integrated Softphone and agent usage for connectivity between Agent and the NICE CXone Platform for 2-way voice service - Softphone fully integrated into the NICE CXone MAX Interface. All voice communication controls delivered via MAX. No separate downloaded softphones or desk-phones required - Two-way voice connectivity between Agent and NICE CXone using WebRTC (Web Real Time Communications) protocol and compatible browsers						

				- Additional charges will apply for the UAE region CXone Audio Recording Advanced: - Audio Recording Advanced (total or %-based) - Search - Playback - Encryption CXone Digital Channels: - Applies to Live Agents only - no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns Unlimited Digital Channels include: - Apple Apps Review, Apple Business Chat, Facebook, Google Business Messenger, Google Places, Google Play, Instagram, Line, LinkedIn, MS Teams, Slack, Telegram, Viber, WhatsApp, YouTube, BYO Channel. SMS Channel: - The right to use SMS is						

				included in the bundle, but SMS Codes (long, short, toll free) and the associated message rates vary by country and are sold separately. WhatsApp Channel: - Customer will be charged for the conversation costs incurred on their WhatsApp account in a one-month period. - A Service/Handling Fee of fifteen percent (15%) of the monthly WhatsApp charges will apply. - NICE only utilizes third party channel pricing. Any change to the pricing policy made by WhatsApp will be passed along to Customer. WhatsApp pricing terms can be found on the WhatsApp Business site or within Customer's WhatsApp Business Account. - Basic Guide - configure						

				entrypoints to be displayed under basic conditions. - Channels are subject to regional availability. - See product specific terms for channel specific restrictions. - Fair use policy: Not to exceed 50,000 messages, per agent, per month. Messages are defined as those routed by the system or subsequent responses by the agent. CXone Screen Recording: - Screen Recording (total or %-based) - Search - Playback - Encryption CXone Quality Management: - Form Designer - Evaluation - Calibration - Dispute - Coaching - Dashboards						

				- Quality Planner CXone Workforce Management: - Artificial Intelligence Forecasting supporting Inbound, Outbound, and deferrable work - Machine learning Multi Skill Scheduling - Intraday Real time adherence, and forecast to actual comparison with reforecasting - Time Off Management including partial day requests and auto-approvals - BI Reporting: Historical Adherence, and Time Utilization. Export of forecasts and schedules - CXone EM Core Mobile application CXone Performance Management: - Customizable graphical content and KPIs - Integrated KPIs from 3rd party data sources - Real-time and historical						

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				reporting Custom SOW Implementation from Category 28 may be required.						
194	CXone Complete Suite (per Concurrent User)	NIC409		This product/service may utilize GenAI features/functionality.	$0.00	$382.82	Per Concurrent User	Yes	No	Required

				Only available for 1-999 seats. Includes ACD Configured Agent, 3 Universal Ports, 5GB Active Storage, displaying Guide entrypoints, Audio Recording, CXone Integrated Softphone (additional Softphone charges will apply for the UAE region), Digital Channels, Screen Recording, Quality Management, Workforce Management, Performance Management, Interaction Analytics, and Feedback Management. - 1 User License - Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. - 3 Universal Ports – Used for IVR						

				- Call Monitoring - Virtual queue - Agent Scripting - Text to Speech - Call conferencing (long distance charges apply) - Monitor, Coach, and Barge functionality - 5 GB of storage per Configured User for recordings, prompts, scripts, messages, and files. Additional charges may apply for more storage - Contact Center all-inclusive reporting - IVR programming toolset - Capability for CTI and Connectivity (Standard, Encrypted, VPN, FTP, SFTP, Web Service, and HTML Connector) - 24 x 7 Network Operations Center monitoring - Redundant servers in Software as a Service model - Standard technical support - Product maintenance						

				and enhancement releases - NICE Dojo with the latest eLearning product courses - Online documentation and help CXone Integrated Softphone: - CXone Integrated Softphone and agent usage for connectivity between Agent and the NICE inContact Platform for 2-way voice service - Softphone fully integrated into the NICE inContact MAX Interface. All voice communication controls delivered via MAX. No separate downloaded softphones or desk-phones required - Two-way voice connectivity between Agent and NICE inContact using WebRTC (Web Real Time Communications) protocol and compatible browsers						

				- Additional charges will apply for the UAE region Audio Recording: - Audio Recording (total or %-based) - Search - Playback - Encryption Digital Channels: - Applies to Live Agents only – no BOTs, Surveys, Alerts, or Proactive Outbound Campaigns Unlimited Digital Channels include: - Apple Apps Review, Apple Business Chat, Facebook, Google Business Messenger, Google Places, Google Play, Instagram, Line, LinkedIn, MS Teams, Slack, Telegram, Viber, WhatsApp, YouTube, BYO Channel . SMS Channel: - The right to use SMS is included in the bundle, but SMS Codes (long,						

				short, toll free) and the associated message rates vary by country and are sold separately. WhatsApp Channel: - Customer will be charged for the conversation costs incurred on their WhatsApp account in a one-month period. - A Service/Handling Fee of fifteen percent (15%) of the monthly WhatsApp charges will apply. - NICE only utilizes third party channel pricing. Any change to the pricing policy made by WhatsApp will be passed along to Customer. WhatsApp pricing terms can be found on the WhatsApp Business site or within Customer's WhatsApp Business Account. - Basic Guide - configure entrypoints to be displayed under basic						

				conditions. - Channels are subject to regional availability. - See product specific terms for channel specific restrictions. - Fair use policy: Not to exceed 50,000 messages, per agent, per month. Messages are defined as those routed by the system or subsequent responses by the agent. Screen Recording: - Screen Recording (total or %-based) - Search - Playback - Encryption Quality Management: - Form Designer - Evaluation - Calibration - Dispute - Coaching - Dashboards - Quality Planner Workforce Management:						

				- Artificial Intelligence Forecasting supporting Inbound, Outbound, and deferrable work - Machine learning Multi Skill Scheduling - Intraday Real time adherence, and forecast to actual comparison with reforecasting - Time Off Management including partial day requests and auto-approvals - BI Reporting: Historical Adherence, and Time Utilization. Export of forecasts and schedules - EM Core Mobile application Performance Management: - Customizable graphical content and KPIs - Integrated KPIs from 3rd party data sources - Real-time and historical reporting - Wallboard and Messaging - Data Connector						

				Interaction Analytics: - Only available with English Analytics - Automatic analysis of every voice, email, and chat interaction - Automatic topic, category and trend discovery - Sentiment analysis - Integrated WAV Player and 100% call transcription - Keyword, phrase, and entity search - Powerful filtering capabilities - Multi-tenant, scalable cloud platform - Fully integrated with ACD and SSO Feedback Management: - 1 Power User per BU is included - 30 responses per agent across all channels per month. - Overage rate is applied per Add'l Survey Response contracted						

#	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
				rate beyond the 30 included per agent - Ability to survey via the following channels: (IVR, Email, SMS, Web Intercepts, Chat,WhatsApp) depending on channel(s) implemented - Open API's allow for quick connections to existing solutions - Workflows to perform and measure follow-up actions - Ability to share dashboards and send PDF reports - Provides out-of-box advanced VoC analytics Custom SOW Implementation from Category 28 may be required.						
195	CXone Mpower Enterprise Suite (Per Configured User)	NIC410		This product/service may utilize GenAI features/functionality.	$0.00	$243.06	Per Configured User	Yes	No	Required

				CXone Mpower suite includes CXone Omnichannel routing (with Enlighten AI Routing), advance audio, digital and screen recording, quality-based analytics, workforce management with AI forecasting, scheduling and agent mobile app, voice of the customer, interaction analytics and Enlighten AI for CSAT. 1 User License – Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. - Configuration and Setup - Low code/No code Contact Workflow Tools - Text-to-speech - Virtual callback - Custom queueing experience - Robust administration tools - Integration tools for						

				third party data - Agent & Supervisor - Agent Storage 5GB each - Monitor, Coach, Join - Dashboards & Alerting - Data & Reporting - Real Time Dashboards - Historical Reporting - Modern Cloud Monitoring - 24 X 7 Network Monitoring Center - Redundant Infrastructure Digital Channels: - Applies to Live Agents only – No non-agent messages from Bots, Surveys, Alerts, Proactive Outbound Campaigns or other messages not from live agents. - Unlimited digital channels (messaging, collaboration, and social) such as: - Chat, Email, Apple Apps Review, Apple Messages for Business, Facebook Messenger, Google Places, Google						

				Play, Instagram, Line, LinkedIn, MS Teams, Slack, Telegram, YouTube, and the Bring Your Own Channel (BYOC) API. - CXone Guide basic – configure touchpoints to be displayed under basic conditions. - Channels are subject to regional availability. - See product specific terms for channel specific restrictions. - Fair use policy: Not to exceed 50,000 messages, per live agent, per month. Agent Messages are defined as those routed by the system to a live agent or subsequent responses from a live agent. - CXone Integrated Softphone: softphone and agent usage for connectivity between Agent and the CXone Platform for 2-way voice service Softphone fully integrated into the						

				CXone Agent. All voice communication controls delivered via CXone Agent. No separate downloaded softphones or desk-phones required. Uses WebRTC (Web Real Time Communications) protocol and compatible browsers. Additional charges will apply for the UAE region. - CXone Recording: records all interactions routed by CXone ACD as well as third-party ACDs. It features robust search, playback and retrieval functions for efficient data management. CXone provides secure and reliable recording with encryption and automated masking for compliance. See product specific terms for channel-specific restrictions. - CXone Screen Recording: captures						

				agent screen(s) during an interaction for quality assurance and compliance with robust search, playback, and retrieval functionalities for easy access, enhancing operational efficiency. Security measures include encryption, automated masking, and content-based recording for compliance. - CXone Quality Management: enhances quality management and automates the evaluation process with automation and AI capabilities that analyze 100% of voice and digital interactions. It offers user-friendly quality forms, agent appeals, streamlined dispute resolution, automated calibrations, and more. Quality plans driven by robust business rules and sampling algorithms ensure efficient						

				automated interaction selection and distribution. Additionally, advanced visualizations and intuitive dashboard widgets provide deeper insights into quality performance. - CXone Workforce Management: multi-skill omnichannel patented forecasting with infinite "what-if" analysis leveraging over 40 algorithms to support detailed staffing requirements per skill and channel. CXone WFM leverages AI forecasting supported by a machine learning event simulator to "auto select" the best algorithm for each forecast. CXone WFM utilizes True to Interval (TTI) technology to accurately account for the asynchronous nature of digital interactions to drive more efficient contact center						

				operations. The intraday manager provides at-a-glance insight into Intraday trending for AHT, ASA volume, and staffing based on forecast and presents forecast projections based on the current day trend with daily optimization of lunch and break times. - CXone EM core mobile application empowers agents with diverse time control capabilities, such as viewing their schedules from anywhere, receiving schedule-related notifications, requesting schedule edits, managing time off, and much more. - CXone Reporting offers over 20 highly customizable reports, which can be efficiently scheduled and exported. Users can export or share data						

				from entire BI reports or individual widgets within the reports. CXone Dashboard is a customizable visualization tool offering real-time and historical views spanning up to 25 months of summary data, providing unparalleled insights into long-term trends and patterns. Dashboards can also be exported and shared. - CXone Performance Management drives continuous improvement and a high-performance culture with customizable KPIs and "one view of the truth" dashboards aggregating data from disparate sources. The solution promotes employee engagement with gamification and wallboards and motivates with prizes in a customizable virtual storefront. Interaction						

				- CXone Interaction Analytics: AI-driven omnichannel interaction analytics identifies trends and root causes across 100% of interactions. Uncover insights that drive CX improvement by analyzing, measuring, and monitoring contact reasons, customer sentiment, resolution status and metrics that impact your business such as handle time and repeat contact. Uncover objective insights on agent soft skills that influence customer satisfaction with Enlighten AI for CSAT (agent behavioral models). Agent behavioral scores are operationalized in real time and presented in an easy-to-read-heatmap, surfacing coaching opportunities more efficiently. By automating the data insights, organizations						

				can proactively adapt business processes and improve agent performance. - CXone Feedback Management: A comprehensive voice of the customer (VOC) application that captures actionable feedback directly from customers across multiple channels, including web, IVR, Chat, SMS, and digital interactions to optimize customer journeys, measure satisfaction, and uncover trends in sentiment and churn. Featuring real-time feedback collection, advanced analytics, personalized agent coaching, omnichannel integration, and intuitive dashboards, CXone FM empowers organizations to gain deep insights and enhance both customer and agent experiences, ensuring						

#	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
				exceptional service quality and operational efficiency." Custom SOW Implementation from Category 28 may be required.						
196	Enlighten Autopilot for Mpower (per Session)	NIC411		This product/service may utilize GenAI features/functionality.	$0.00	$0.25	Per Session	Yes	No	Required

				Enlighten Autopilot Voice and Digital with Enlighten XO helps build smarter self-service applications using automatically generated insights from agent-assisted interactions. Enlighten Autopilot Digital Usage is billed per contract quantity or per session per month, whichever is greater. - For Autopilot voice, a session is up to 10 minutes duration. After the first 10 minutes, an additional session charge applies every 10 minutes. - For Autopilot digital, a session is up to 24 hours of messages. After the first 24 hours, an additional session charge applies every 24 hours. - Design and development of the custom Autopilot Bot application is a Services						

#	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
				engagement and not included within the usage pricing. Note: This version of Autopilot includes Enlighten XO. Retention period for Enlighten XO data limited to 92 days. Requires Enlighten Voice Enablement Service for Autopilot that includes the Voice infrastructure, Transcription and TTS capabilities for any Enlighten Autopilot interactions. Custom SOW Implementation from Category 28 may be required.						
197	Enlighten Autopilot Voice Enablement Service (Per Hour)	NIC412		This product/service may utilize GenAI features/functionality.	$0.00	$0.49	Per hour	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
				Enlighten Voice Service 'per hour' is a solution that voice enables Enlighten Autopilot including voice connections plus the Text-to-Speech and Speech-to-Text capabilities.						

27.2.3.7.2 ACD Basic Supervisor's Package

Contractor's Description of Service:

[AT&T's Basic Supervisor Package includes the features described in Category 27, Section 27.2.3.7.2.]

Geographic Availability:

[Statewide]

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 27.2.3.7.2.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	ACCC211	Basic Supervisor's Package Software as described.		$0.00	$78.75	Supervisor	Yes	No	Required
2	Additional Supervisor Positions	ACCC212	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)		$0.00	$78.75	Supervisor	Yes	No	Required
3	AT&T CCC Digital Outreach	ACCC217		AT&T CCC Digital Outreach	$0.00	$26.04	Concurrent User	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
4	AT&T CCC Proactive Notifications	ACCC218		AT&T CCC Proactive Notifications	$0.00	$2,083.33	Domain	Yes	No	Required
5	AT&T CCC Social Engagement (Domain)	ACCC219		AT&T CCC Social Engagement (Domain)	$0.00	$2,083.33	Domain	Yes	No	Required
6	AT&T CCC Social Engagement (Per Agent)	ACCC220		AT&T CCC Social Engagement (Per Agent)	$0.00	$10.42	Named Agent	Yes	No	Required
7	AT&T CCC Whendu Enterprise Solution	ACCC222		AT&T CCC Whendu Enterprise Solution	$0.00	$34.72	Concurrent User	Yes	No	Required
8	AT&T CCC Administrator Managed Service	ACCC224		AT&T CCC Administrator Managed Service	$4,166.67	$0.00	Block	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
9	AT&T CCC Building IVR Scripts - Part II Training Class - Classroom	ACCC225		AT&T CCC Building IVR Scripts - Part II Training Class - Classroom - In-person training class covering IVR scripting. Second in a series of two IVR classes Priced per student - Attendees from multiple customers attend the same class Group training held at a Five9 facility - 4 days Audience: Five9 system administrators, developers, or other IT staff responsible for implementing and/or maintaining inbound IVR scripts PREREQUISITES: Building IVR Scripts ? Part I	$2,350.00	$0.00	Student	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
10	AT&T CCC Building IVR Scripts - Part II Training Class - Virtual Classroom	ACCC226		AT&T CCC Building IVR Scripts - Part II Training Class - Virtual Classroom - Remote training class covering IVR scripting. Second in a series of two IVR classes Priced per student - Attendees from multiple customers attend the same class Virtual Classroom / Remote: 5 days, 4 hours per day Audience: Five9 system administrators, developers, or other IT staff responsible for implementing and/or maintaining inbound IVR scripts PREREQUISITES: Building IVR Scripts ? Part I	$2,350.00	$0.00	Student	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
11	AT&T CCC Building IVR Scripts - Part I Training Class - Classroom	ACCC227		AT&T CCC Building IVR Scripts - Part I Training Class - Classroom - In-person training class covering IVR scripting. First in a series of two IVR classes Priced per student - Attendees from multiple customers attend the same class Group training held at a Five9 facility - 4 days Audience: Five9 system administrators, developers, or other IT staff responsible for implementing and/or maintaining inbound IVR scripts PREREQUISITES: Attended the Contact Center Essentials or equivalent knowledge - basic programming knowledge recommended.	$2,350.00	$0.00	Student	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
12	AT&T CCC Building IVR Scripts - Part I Training Class - Virtual Classroom	ACCC228		AT&T CCC Building IVR Scripts - Part I Training Class - Virtual Classroom - Remote training class covering IVR scripting. First in a series of two IVR classes Priced per student - Attendees from multiple customers attend the same class Virtual Classroom / Remote: 5 days, 4 hours per day Audience: Five9 system administrators, developers, or other IT staff responsible for implementing and/or maintaining inbound IVR scripts PREREQUISITES: Attended the Contact Center Essentials or equivalent knowledge - basic programming knowledge recommended	$2,350.00	$0.00	Student	Yes	No	Required

13	AT&T CCC Contact Center Essentials Training Class - Classroom	ACCC229		AT&T CCC Contact Center Essentials Training Class - Classroom - In-person introductory training class for new administrators covering basic configuration and management of the Five9 VCC Priced per student - Attendees from multiple customers attend the same class Group training held at a Five9 facility - 3.5 days Audience: New administrators responsible for the configuration and management of the Five9 VCC. Others who would benefit from an understanding of how to configure and manage the Five9 VCC. PREREQUISITES: Understanding of contact center/call center concepts and terminology. Experience using	$3,003.00	$0.00	Student	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
				enterprise applications.						
14	AT&T CCC Contact Center Essentials Training Class - Virtual Classroom	ACCC230		AT&T CCC Contact Center Essentials Training Class - Virtual Classroom - Remote introductory training class for new administrators covering basic configuration and management of the Five9 VCC Priced per student - Attendees from multiple customers attend the same class Virtual Classroom / Remote: 5 days, 4 hours per day	$3,291.67	$0.00	Student	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
				Audience: New administrators responsible for the configuration and management of the Five9 VCC. Others who would benefit from an understanding of how to configure and manage the Five9 VCC. PREREQUISITES: Understanding of contact center/call center concepts and terminology. Experience using enterprise applications.						

15	AT&T CCC Training Class - IVR Integration with the Query Module ? Virtual	ACCC232		AT&T CCC Training Class - IVR Integration with the Query Module - Virtual - Introduces attendees to IVR integrations using the Query module. Students learn to integrate with a public external web service, 2 different Five9 APIs, a CRM system using Salesforce as an example. Priced per student - Attendees from multiple customers attend the same class Virtual Classroom / Remote: 5 days, 4 hours per day Audience: Developers responsible for implementing and/or maintaining inbound IVR scripts PREREQUISITES: Web services development background. Building IVR Scripts Part I and II or equivalent.	$1,762.50	$0.00	Student	Yes	No	Required
16	AT&T CCC Gamification	ACCC233		AT&T CCC Gamification	$0.00	$11.11	Named User	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
17	AT&T CCC Performance Dashboard	ACCC234		AT&T CCC Performance Dashboard	$0.00	$26.11	Named User	Yes	No	Required
18	AT&T CCC Performance Dashboard - Custom Integration (per SOW)	ACCC235		AT&T CCC Performance Dashboard - Custom Integration (per SOW)	$333.33	$0.00	Hour	Yes	No	Required
19	AT&T CCC Performance Dashboard - Standard Implementation	ACCC237		AT&T CCC Performance Dashboard - Standard Implementation	$5,222.22	$0.00	Project	Yes	No	Required

20	AT&T Cloud Contact Center Shared Access	ACCC238		AT&T Cloud Contact Center will offer 'shared connectivity' as an option for the Customer to connect voice to the data center(s). Determination of the number call paths required will be determined by the number of Agents Seats, the number of additional callers (above Agents Seats) that the Customer requires working in IVR or on hold in addition to additional outbound call paths Customer requires for complete an inbound transactions. This will be determined as part of each entity's technical requirements. AT&T Cloud Contact Center 'shared connectivity' supports inbound contact center voice traffic. Certain outbound calling, is	$0.00	$22.00	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
				required to complete inbound transactions and is permitted, such as call backs to complete an inbound transaction and queue call back. The Shared Connectivity can also include Agent Leg connections, if Agents are IP Flexible Reach Telephone numbers. Outbound Campaigns are not supported with AT&T Cloud Contact Center shared access. This includes the use of 'dialers'.						
21	Avaya ACD Supervisor's Package Features	Multiple (See Below ID's)						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
22	Avaya Non-Agent enabled Supervisor - Basic Voice CC	AVCC26		This supervisor bundle provides Admin only capabilities. CC supervisors being enabled with skill, queue, vector administration capabilities along with a long list of more sophisticated contact center self-administration enablement.	$0.00	$0.00	Per Supervisor	Yes	No	Required
23	Avaya Agent enabled Supervisors - Basic Voice CC	AVCC27		Contact Center agents are enabled to do name changes and PIN / password resets with CC supervisors being enabled with skill, queue, vector administration capabilities along with a long list of more sophisticated contact center self-administration enablement.	$0.00	$92.47	Per Supervisor	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
24	Avaya Non-Agent enabled Supervisor - Basic Omni-Channel CC	AVCC28		This supervisor bundle does provides Admin only capabilities. CC supervisors being enabled with skill, queue, vector administration capabilities along with a long list of more sophisticated contact center self-administration enablement.	$0.00	$0.00	Per Supervisor	Yes	No	Required
25	Avaya Agent enabled Supervisors - Basic Omni-Channel CC	AVCC29		Contact Center agents are enabled to do name changes and PIN / password resets with CC supervisors being enabled with skill, queue, vector administration capabilities along with a long list of more sophisticated contact center self-administration enablement.	$0.00	$109.35	Per Supervisor	Yes	No	Required

26	Avaya Non-Agent enabled Supervisor - Advanced Omni-Channel CC	AVCC30		This bundle provides Admin only supervisor. This bundle builds on top of details for Basic Omni-channel CC Bundle. The following features are included in the monthly price of this bundle which does NOT need to be separately purchased: Quality Monitoring, Quality Monitoring and Automated Quality Monitoring, Lesson Management, Coaching, Advanced Scorecards, Proactive Outreach, Proactive Outreach agents; Requested Proactive Outreach dialing campaigns; Setup manual import of calling lists; Establish DNC list that can be updated with inputs from each country; CTI screen-pop for Proactive Outreach dialer calls; and Reporting for Proactive Outreach	$0.00	$0.00	Per Supervisor	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
				based on standard reporting environment and reports; and SMS and Generic digital channels.						

27	Avaya Agent enabled Supervisors - Advanced Omni-Channel CC	AVCC31		Builds on top of Basic Omni-channel CC bundle and adds the following capabilities: Proactive Outbound Marketing and the following digital channels: generic and SMS. Includes Data Center, HW in the Cloud Core, SW, SW Installation (unless noted otherwise in the bundle), SW Configuration of this element, Support / Management of this element, a level of MACDs per month and access to minor and major upgrades of this element. Includes Geographic Redundancy configuration. Premises equipment such as local premises / line gateways, or hard phones / IP Phones are NOT included in this price. Premises elements are purchased separately	$0.00	$155.54	Per Supervisor	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
				with their usual attached maintenance contract and installation fees. The following self-administration tasks are enabled for this persona: Voice and Digital Channel Historical and Realtime Reports; Create and Use Custom Reports; MACD of Scripts to Run Reports; Voice and Digital Channel Routing; Mapping of VDN / Skills; Manage CC Line Features and Hunt Groups; Agent User Management; Add / Delete / Change Supervisors; Change Supervisor Name and Password; Agents Profile Updates; and CC Group Templates.						

27.2.3.7.3. ACD System Administrator Software Package

Contractor's Description of Service:

[AT&T's System Administrator Software Package includes the features described in Category 27, Section 27.2.3.7.3.]

Geographic Availability:

[Statewide]

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	ACCC239	Basic Administrator's Package Software as described.		$0.00	$78.75	Package	Yes	No	Required
2	Avaya Contact Center Service Portal	AVCC32		Access to Service Customer Portal after first go-live. Customer can make self-administration configuration changes afterward and/or the Customer Help Desk can open MACD tickets;	$0.00	$0.00	Per Admin User	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
3	NiceInContact ACD Administrator Package Features	Multiple (See Below ID's)						Yes	No	Required
4	NICE inContact inView for CXone Standard ACD Integration	NIC345		Implementation and setup of inView Performance Management. - Billed as a one time (non-recurring) charge - Implementation includes: - Up to 3 dashboards built for director, supervisor, or agent during implementation - Access for supervisors and agents to dashboard - Supervisors can customize modules, dashboards, objectives, metrics, users, profiles, and security access - 2 hour remote education - eLearning access and training guides	$7,500.00	$0.00	Per Implementation	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
5	NICE inContact inView for CXone CRM Integration	NIC346		Integration and setup of inView with a CRM. - Billed as a one time (non-recurring) charge - Implementation includes: - Up to 3 dashboards built for director, supervisor, or agent during implementation - Access for supervisors and agents to dashboard - Supervisors can customize modules, dashboards, objectives, metrics, users, profiles, and security access - 2 hour remote education - eLearning access and training guides	$7,500.00	$0.00	Per Implementation	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
6	NICE inContact inView for CXone Training	NIC348		One day remote end user training for NICE inContact inView for CXone. Billed as a one time (non-recurring) charge. Types of training included: Onsite Onboarding, Supervisor Rollout, Agent Rollout, Call Center Advanced Training.	$2,430.65	$0.00	Per Day	Yes	No	Required
7	NICE inContact inView for Non-CXone Direct DB Integration	NIC349		Direct integration for a non-CXone database with NICE inContact inView. Billed as a one time (non-recurring) charge. Integration includes: Non inContact WFO, CRM, Salesforce, Direct Database Connection. .	$7,292.50	$0.00	Per Integration	Yes	No	Required
8	NICE inContact inView for CXone WFM Integration	NIC350		Integration of WorkForce Management data sources into inView -Billed as a one time (non-recurring) charge -For inContact Cloud hosted only	$3,500.00	$0.00	Per Integration	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
				-Does not include integration to WFM Pro						
9	NICE inContact inView for CXone QM Integration	NIC351		Integration of Quality Management data sources into inView -Billed as a one time (non-recurring) charge -For inContact Cloud hosted only -Does not include integration to QM Pro	$3,500.00	$0.00	Per Integration	Yes	No	Required
10	NICE inContact inView Performance Management for Cxone	NIC352		inView is a performance management analytical tool designed for monitoring and managing agent performance and behavior. - Configured Users are billed based on the highest number of users set up on the platform at any one time during the month. This includes Admin users. - Components include: - Customizable graphical content and KPIs	$0.00	$30.00	Per Configured User	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
				- Integrated KPIs from 3rd party data sources - Real-time and historical reporting						
11	NICE inContact inView Gamification for Cxone	NIC353		Gamification uses a behavior-based approach that encourages desired behaviors without supervisor involvement. It also enhances employee engagement. - Configured Users are billed based on the highest number of users set up on the platform at any one time during the month. This includes Admin users. - Features include: - Drive desired behaviors and increase autonomy and accountability - Create achievements, incentives, and challenges for agents	$0.00	$15.00	Per Configured User	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
12	NICE inContact inView Coaching and Learning Management for Cxone	NIC354		inView Coaching and Learning provides the ability to document and trigger coaching session, either automatically or ad-hoc, reduced supervisory burden and enables cost/benefit analysis of training efforts. Configured Users are billed based on the highest number of active users set up on the platform at any one time during the month. This includes Admin users. Key product components include: Setup metrics and objectives and Performance based on metrics to trigger coaching sessions and trainings.	$0.00	$15.00	Per Configured User	Yes	No	Required
13	NICE inContact inView for CXone - Standalone Wallboards	NIC355		Broadcast real-time and historical metrics, kpi's, leaderboards, announcements, agent spotlights and custom	$0.00	$15.00	Per Configured User	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
				data visualizations on large TV's in your call center. - High visibility improves kpi awareness - Leaderboards drive competition and performance - Announcements and agent spotlights improve agent engagement - Billed based on the highest number of active users set up on the platform at any one time during the month.						
14	ACD Feature for AT&T Standalone or Converged VoIP	SV145		VoIP ACD Feature is an optional feature. Must have AT&T Standalone or Converged VoIP Package to utilize ACD Feature.	$0.00	$9.80	Each	Yes	No	Required
15	ACD Premium Feature for AT&T Standalone or Converged VoIP	SV146		VoIP ACD Premium is an optional feature. Must have AT&T Standalone or Converged VoIP Package to utilize ACD Feature.	$0.00	$11.80	Each	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
16	ACD Supervisor Feature for AT&T Standalone or Converged VoIP	SV147		VoIP ACD Supervisor is an optional feature. Must have AT&T Standalone or Converged VoIP Package to utilize ACD Feature.	$0.00	$11.80	Each	Yes	No	Required
17	IVR Integration Support for AT&T Standalone or Converged VoIP	SV165		Managed support and integration for Standalone VoIP Service with IVR. Subject to API integration review. Only to be procured with an AT&T CALNET Standalone or Converged VoIP Service.	$0.00	$8.82	Each	Yes	No	Required
18	Contact Center Integration Support for AT&T Standalone or Converged VoIP	SV166		Managed support and integration for Standalone VoIP Service with Contact Center. Subject to API integration review. Only to be procured with an AT&T CALNET Standalone or Converged VoIP Service.	$0.00	$8.82	Each	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
19	Call Center Setup for AT&T Standalone or Converged VoIP	MTS21		Call Center, Per Queue, One time. Must be purchased with AT&T Standalone or Converged VoIP Services.	$352.94	$0.00	Each	Yes	No	Required
20	Call Center implementation requirements workshop for AT&T Standalone or Converged VoIP	MTS24		Call Center implementation requirements workshop, One-Time. Must be purchased with AT&T Standalone or Converged VoIP Services.	$352.94	$0.00	Each	Yes	No	Required

27.2.4 Interactive Voice Response Solution

27.2.4.5 IVR Services and Features

Contractor's Description of Service:

[AT&T provides a network based IVR solution and features that allow for automated interactions with telephone callers.]

Geographic Availability:

[Statewide]

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	ACCC240	Usage charge associated with the IVR solution.		$0.6400	N/A	Minute	Yes	No	Required
2	IVR Usage-Speech Recognition	ACCC241	Usage charge associated with the IVR solution with speech recognition input.		$2.5700	N/A	Minute	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
3	Hosted IVR Application Development DTMF Category 1	VTCAT1		Application development that includes promotional announcements, using features including Courtesy Transfer Connect, ANI, DNIS processing, and standard reports.	$97.00	$0.00	Per hour	Yes	No	Required
4	Hosted IVR Application Development DTMF Category 2	VTCAT2		Application development associated with simple interactive applications (e.g., a calculation given a set of inputs). This can include any of these features: internal database, basic Automatic Speech Recognition (ASR, 0-9, Y/N), DTMF responses, and Conference Transfer Connect.	$97.00	$0.00	Per hour	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
5	Hosted IVR Application Development DTMF—Category 3	VTCAT3		Application development to include more complex interactive applications that have no host interface but can include such features as ADDS, FSU via web, custom ASR grammars, voice capture, and transcription among others.	$97.00	$0.00	Per hour	Yes	No	Required
6	Hosted IVR Application Development DTMF Category 4	VTCAT4		Application development that involves host or routing—single interface. These applications can interface with many elements, including Cisco ICM/ARM, Avaya CTI, and others.	$97.00	$0.00	Per hour	Yes	No	Required
7	Hosted IVR Application Development DTMF Category 5	VTCAT5		Application development that includes multiple host interfaces or outbound calling	$97.00	$0.00	Per hour	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
8	Hosted IVR DTMF applications, 60-second transactions, 0 to 100,000 minutes	VTTT0		Hosted IVR applications that are based on DTMF, 60-second transactions and are sized at 0 to 100,000 minutes a month.	$0.00	$0.10	trans - 60 sec duration	Yes	No	Required
9	Hosted IVR DTMF applications, 60-second transactions, 100,001 to 500,000 minutes	VTTT10		Hosted IVR applications that are based on DTMF, 60-second transactions and are sized at 100,001 to 500,000 minutes a month.	$0.00	$0.09	trans - 60 sec duration	Yes	No	Required
10	Hosted IVR DTMF applications, 60-second transactions, more than 500,000 minutes	VTTT50		Hosted IVR applications that are based on DTMF, 60-second transactions and are sized at more than 500,000 minutes a month.	$0.00	$0.08	trans - 60 sec duration	Yes	No	Required
11	Hosted IVR Bridging to AT&T Toll free Services	VTBR1		Hosted IVR service bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using AT&T's Toll Free Services.	$0.00	$0.06	trans - 60 sec duration	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
12	Hosted IVR Bridging to any 8YY service	VTBR2		Hosted IVR service bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using any non-AT&T toll free service.	$0.00	$0.07	trans - 60 sec duration	Yes	No	Required
13	Hosted IVR Bridging to POTS	VTBR3		Hosted IVR service bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using a POTS line.	$0.00	$0.08	trans - 60 sec duration	Yes	No	Required
14	Hosted IVR Outbound FAX	VTFX		Hosted IVR service Outbound Fax option allows the caller to request and receive info via fax.	$0.00	$0.30	trans - 60 sec duration	Yes	No	Required
15	Hosted IVR Speech Talent	VTSP		Professional voice talent for custom recordings as part of developing a custom application. English	$300.00	$0.00	Per Hour	Yes	No	Required
16	Hosted IVR Speech Talent	VTSPFL		Professional voice talent for custom recordings as part of developing a custom application. Foreign Language	$800.00	$0.00	Per Hour	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
17	Hosted IVR Automatic Speech Recognition (ASR) Application Development Category 2	VTASR2		Application development for simple interactive applications that include Automatic Speech Recognition. This is for basic ASR (0-9, Yes/No).	$97.00	$0.00	Per Hour	Yes	No	Required
18	Hosted IVR Automatic Speech Recognition (ASR) Application Development Category 3	VTASR3		Application development for complex interactive applications (no host interface) that include Automatic Speech Recognition. This does not include Natural Language Understanding (NLU) applications.	$97.00	$0.00	Per Hour	Yes	No	Required
19	Hosted IVR Automatic Speech Recognition (ASR) Application Development Category 4	VTASR4		Application development for host or routing (single interface) applications involving Automatic Speech Recognition (ASR). This does not include Natural Language Understanding (NLU) applications	$97.00	$0.00	Per Hour	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
20	Hosted IVR Automatic Speech Recognition (ASR) Application Development Category 5	VTASR5		Application development for multiple host interfaces or outbound calling applications that involve Automatic Speech Recognition (ASR). This does not include Natural Language Understanding (NLU) applications.	$97.00	$0.00	Per Hour	Yes	No	Required
21	Hosted IVR Automatic Speech Recognition/Directed Dialog applications 0 to 100,000 minutes	VTDD0		Hosted IVR applications that are based on ASR/Directed Dialog, 0 to 100,000 minutes a month.	$0.00	$0.11	trans - 60 sec duration	Yes	No	Required
22	Hosted IVR Automatic Speech Recognition/Directed Dialog applications 100,001 to 500,000 minutes	VTDD10		Hosted IVR applications that are based on ASR/Directed Dialog—100,001 to 500,000 minutes a month.	$0.00	$0.09	trans - 60 sec duration	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
23	Hosted IVR Automatic Speech Recognition/Directed Dialog applications over 500,000 minutes	VTDD50		Hosted IVR applications that are based on ASR/Directed Dialog, over 500,000 minutes a month.	$0.00	$0.09	trans - 60 sec duration	Yes	No	Required
24	Hosted IVR Incremental host connectivity, applications with 0 to 100,000 monthly minutes	VTHST1		Hosted IVR offers second host connectivity (one host is included in application) for applications with 0 to 100,000 monthly minutes.	$0.00	$0.01	trans - 60 sec duration	Yes	No	Required
25	Hosted IVR Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes	VTHST2		Hosted IVR offers second host connectivity (one host is included in application) for applications with 100,001 to 500,000 monthly minutes.	$0.00	$0.01	trans - 60 sec duration	Yes	No	Required
26	Hosted IVR Incremental host connectivity, applications with over 500,000 monthly minutes	VTHST3		Hosted IVR offers second host connectivity (one host is included in application) for applications with more than 500,000 monthly minutes	$0.00	$0.01	trans - 60 sec duration	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
27	Hosted IVR Incremental host connectivity, applications with 0 to 100,000 monthly minutes	VTHST4		Hosted IVR offers second and third host connectivity (one host is included in application) for applications with 0 to 100,000 monthly minutes.	$0.00	$0.02	trans - 60 sec duration	Yes	No	Required
28	Hosted IVR Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes	VTHST5		Hosted IVR offers second and third host connectivity (one host is included in application) for applications with 100,001 to 500,000 monthly minutes	$0.00	$0.02	trans - 60 sec duration	Yes	No	Required
29	Hosted IVR Incremental host connectivity—applications with over 500,000 monthly minutes	VTHST6		Hosted IVR offers second and third host connectivity (one host is included in application) for applications with more than 500,000 monthly minutes.	$0.00	$0.01	trans - 60 sec duration	Yes	No	Required
30	VoiceTone Call Transfer to POTS	VTPOTS		Hosted IVR service with the ability to transfer a call to a POTS line.	$0.00	$0.11	trans - 60 sec duration	Yes	No	Required
31	VoiceTone Call Transfer to non-AT&T toll free	VTOCC		Hosted IVR service with the ability to transfer a call to a non-AT&T toll free number.	$0.00	$0.03	trans - 60 sec duration	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
32	VoiceTone Recording	VTREC		Hosted IVR Whole Call Recording (WCR) allows the Customer to record the entire conversation or a portion of the call. This service is based on up to 100 calls per day.	$0.00	$975.61	Per application	Yes	No	Required
33	Inference IVR Agent Service	Multiple (See Below ID's)								
34	Inference Basic Virtual Agent	HIVR01		This enables one (1) concurrent Virtual Agent to be processed within Studio in DTMF mode (no TTS & ASR) for inbound/outbound interactions. Additional option to enable bursting must be configured at setup.	$0.00	$111.50	Per agent, per month	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
35	Inference Basic Virtual Agent Plus (AT&T Only)	HIVR02		This enables one (1) concurrent Virtual Agent to be processed within Studio in DTMF mode (with Prompt Node TTS) for inbound/outbound interactions. Additional option to enable bursting must be configured at setup.	$0.00	$142.50	Per agent, per month	Yes	No	Required
36	Inference Standard Virtual Agent	HIVR03		This enables one (1) concurrent Virtual Agent to be processed within Studio with full multiple language TTS and ASR capabilities for inbound/outbound interactions. Additional option to enable bursting must be configured at setup.	$0.00	$236.50	Per agent, per month	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
37	Inference NLP Virtual Agent	HIVR04		All the features of a Standard Virtual Agent additionally enabled with selectable Open Speech / Natural Language Processing (NLP) AI capabilities (Google, IBM Watson). Additional option to enable bursting must be configured at setup.	$0.00	$312.50	Per agent, per month	Yes	No	Required
38	Inference Biometric Enabled Virtual Agent	HIVR05		All the features of an NLP Virtual Agent additionally enabled with voice biometrics for user authentication in security solutions. Additional option to enable bursting must be configured at setup.	$0.00	$480.00	Per agent, per month	Yes	No	Required
39	Inference Screen Pop 10 Agent Pack	HIVR06		The Studio "BroadWorks ScreenPoP Transfer" function provides, on the Agent display, the relevant caller and account information during the call transfer.	$0.00	$240.00	Per month	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
40	Inference Predictive Dialer	HIVR07		Adds predictive dialer capability to each live agent position or seat.	$0.00	$34.75	Per agent, Per month	Yes	No	Required
41	Inference Q-for-Me Standard 5 Waiter Pack	HIVR08		Q-For-Me waiters are provided in multiples of 5 and are billed monthly.	$0.00	$210.00	Per month	Yes	No	Required
42	Inference Q-for-Me Premium 5 Waiter Pack	HIVR09		Q-For-Me waiters allow callers to leave a recorded message and/or send TTS messages of caller details to the agent prior to callback.	$0.00	$348.50	Per month	Yes	No	Required
43	Inference Agent Assisted Payments On-Demand	HIVR11		Enables access for virtual agents using a secure call proxy accessed through blind transfer.	$0.00	$34.75	Per secured agent, Per month	Yes	No	Required
44	Inference Agent Assisted Payments Always On	HIVR12		Enables access virtual agents using a secure call proxy continuously in-line with customer traffic.	$0.00	$9.75	Per channel, Per month	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
45	Inference Virtual Private Network Initial Setup	HIVR13		Initial setup fee for establishing customer virtual private network, e.g., for enterprise systems integration, into Inference solution.	$6,950.00	$0.00	Per VPN	Yes	No	Required
46	Inference Virtual Private Network Ongoing	HIVR14		Ongoing cost for management and maintenance of Inference portion to VPN.	$0.00	$695.00	Per VPN, Per month	Yes	No	Required
47	Inference Custom application hosting	HIVR15		Support and maintenance for any custom application or integration component developed by Inference Assist.	$0.00	$695.00	Per item, Per month	Yes	No	Required
48	Inference Partner direct connect Partner supply	HIVR16		Provides for termination of partner direct connect at Inference PoP locations. Inference connection to solution, per Customer.	$0.00	$0.00	Per month	Yes	No	Required
49	Inference Partner direct connect Inference supply - copper media	HIVR17		Provides for Inference organized direct cross connect to partner at Inference PoP locations using copper media.	$0.00	$695.00	Per month	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
50	Inference Partner direct connect Inference supply - fiber media	HIVR18		Provides for Inference organized direct cross connect to partner at Inference PoP locations using fiber media.	$0.00	$695.00	Per month	Yes	No	Required
51	Inference Solutions Certified Engineer seat for Public training	HIVR19		ISCE Training equips users from Enterprises and Service Providers to take full advantage of the Inference Studio design environment to automate customer interactions. The two-day training includes design detail on the Studio service and takes the participant through numerous worked examples and hands-on practical sessions, culminating in a theory and practice exam.	$2,225.00	$0.00	Per seat, Per training	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
52	Inference Solutions Certified Engineer training	HIVR20		ISCE Training equips users from Enterprises and Service Providers to take full advantage of the Inference Studio design environment to automate customer interactions. The two-day training includes design detail on the Studio service and takes the participant through numerous worked examples and hands-on-practical sessions, culminating in a theory and practice exam.	$6,950.00	$0.00	Per class	Yes	No	Required
53	Inference Premium Customer Success Package	HIVR21		Inference customer success team will guide and refine your virtual agents ("VA"). Activities are undertaken by a trained application specialist. Package entitles the account to 30 minutes/per VA/per month.	$0.00	$85.00	Per agent, Per month	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
54	Inference Custom application hosting	HIVR22		Support and maintenance for any custom application or integration component developed by Inference Assist.	$0.00	$695.00	Per item, Per month	Yes	No	Required
55	Inference New Payment Gateway	HIVR23		Implement new gateway profile type for customer preferred payment gateway provider within PCI compliant payment process. Dates for Payment Gateway release will need to be scheduled upon mutual agreement.	$10,425.00	$0.00	Per gateway API	Yes	No	Required
56	Inference Portal Account	HIVR24		The Portal access is included at no charge. It provides access to the Studio environment accessible by one or more users for intelligent virtual agent service creation and management. Applies only to accounts with dedicated virtual agents.	$0.00	$0.00	Per month	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
57	Inference Short-code (random) SMS number to send and receive bulk SMS messages	HIVR25		Inference Short-code (random) SMS number to send and receive bulk SMS messages. Inference Studio SMS package is needed to be able send/receive messages.	$0.00	$2,785.00	Per short-code, Per month	Yes	No	Required
58	Inference Studio SMS Package	HIVR26		Inference Studio SMS Package - Includes Long Code and 250,000 SMS Messages. Once 80% of SMS messages have been used, a notification will be sent to give the customer the option to order another 250,000 SMS Messages.	$5,600.00	$0.00	Per block of credits	Yes	No	Required
59	Avaya IVR Services and Features	Multiple (See Below ID's)								
60	Avaya Inbound IVR DTMF Port	AVCC33		DTMF Inbound IVR Port. The custom programming of the client's IVR menu system is NOT included in this price.	$0.00	$74.39	Per Port	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
61	Avaya Spelling Dialogue Module	AVCC34		Spelling Dialog Module. This Bundle does NOT include installation.	$0.00	$21.56	Per Port	Yes	No	Required
62	Avaya Tier 4 - 1 Lang Bundle	AVCC35		The Tier 4, 1 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 4 speech recognition dictionary and allows you to choose 1 Language. This Bundle does NOT include installation.	$0.00	$141.58	Per Port	Yes	No	Required
63	Avaya Tier 4 - 2 Lang Bundle	AVCC36		The Tier 4, 2 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 4 speech recognition dictionary and allows you to choose 2 Languages. This Bundle does NOT include installation.	$0.00	$174.25	Per Port	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
64	Avaya Tier 4 - 3 Lang Bundle	AVCC37		The Tier 4, 3 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 4 speech recognition dictionary and allows you to choose 3 Languages. This Bundle does NOT include installation.	$0.00	$206.92	Per Port	Yes	No	Required
65	Avaya Tier 3 - 1 Lang Bundle	AVCC38		The Tier 3, 1 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 3 speech recognition dictionary and allows you to choose 1 Language. This Bundle does NOT include installation.	$0.00	$119.80	Per Port	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
66	Avaya Tier 3 - 2 Lang Bundle	AVCC39		The Tier 3, 2 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 3 speech recognition dictionary and allows you to choose 2 Languages. This Bundle does NOT include installation.	$0.00	$152.47	Per Port	Yes	No	Required
67	Avaya Tier 3 - 3 Lang Bundle	AVCC40		The Tier 3, 3 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 3 speech recognition dictionary and allows you to choose 3 Languages. This Bundle does NOT include installation.	$0.00	$174.25	Per Port	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
68	Avaya Tier 2 - 1 Lang Bundle	AVCC41		The Tier 2, 1 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 2 speech recognition dictionary and allows you to choose 1 Language. This Bundle does NOT include installation.	$0.00	$116.54	Per Port	Yes	No	Required
69	Avaya Tier 2 - 2 Lang Bundle	AVCC42		The Tier 2, 2 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 2 speech recognition dictionary and allows you to choose 2 Languages. This Bundle does NOT include installation.	$0.00	$139.41	Per Port	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
70	Avaya Tier 2 - 3 Lang Bundle	AVCC43		The Tier 2, 3 Language Bundle is an IVR optional feature which can be selected in addition to the Bundles. This item utilizes the Tier 2 speech recognition dictionary and allows you to choose 3 Languages. This Bundle does NOT include installation.	$0.00	$152.47	Per Port	Yes	No	Required
71	Nice InContact IVR Services and Features	Multiple (See Below ID's)								

#	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
72	CXone IVR Quickstart Implementation	NIC356		Implementation and setup of the inContact IVR- Billed as a one time (non-recurring) charge- Implementation includes: - Up to 50 Points of Contact - Up to 25 Menu Options - Managed Transfer / Blind Transfer to any other number - CRM Integration and Automated Speech Recognition (ASR) NOT included	$4,166.75	$0.00	Per Implementation	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
73	CXone IVR Quickstart Plus Implementation	NIC357		Implementation and setup of the inContact IVR with additional inclusions- Billed as a one time (non-recurring) charge- Implementation includes: - Up to 3 integration attributes from 1 system - Up to 150 Points of Contact - Up to 50 Menu Options - Managed Transfer / Blind Transfer to any other number - Automated Speech Recognition (ASR) NOT included - Not all CRMs included	$7,500.00	$0.00	Per Implementation	Yes	No	Required

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74	CXone Premium Self-Service IVR Implementation	NIC358		Implementation and setup of the self-service inContact IVR- Billed as a one time (non-recurring) charge- Implementation includes: - Adds integration to a single external CRM/database - Up to 50 menu options - Up to 3 database/Web service "calls" (LOOKUP/PUSH/UPDATE) ; not all external CRM solutions supported - Automated Speech Recognition (ASR) NOT included - May increase deployment timeline up to 60 days - Not all CRMs included	$7,000.00	$0.00	Per Implementation	Yes	No	Required
75	Additional Configured Universal Port	NIC359		Additional User Port used for IVR and voice.	$0.00	$35.45	Per Configured Port	Yes	No	Required
76	Additional Concurrent Universal Port	NIC360		Additional User Port used for IVR and voice.	$0.00	$52.10	Per Concurrent Port	Yes	No	Required

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77	CallVU Live Webinar Short Course	NIC361		Configuring Collaboration flows, screens and reporting – Basic-Participants will be trained how to integrate the Collaboration to configure processes, screens and interfaces with the CRM or agent desktop-Digital Form Builder techniques and skills – Basic-Build new eForms from scratch and deploy to the production-System integration – Basic-Deployment methods, techniques for the CallVU platform and with other systems	$1,450.00	$0.00	Per Course	Yes	No	Required

78	CallVU Live Webinar Long Course	NIC362		Configuring Visual IVR flows, screens and reporting – Advanced-Participants will be trained how to use Visual IVR tools to configure processes, screens and interfaces with the IVR system and to become admin managers and train the trainer-Configuring Collaboration flows, screens and reporting – Advanced-Participants will be trained how to integrate the Collaboration to configure processes, screens and interfaces with the CRM or agent desktop to become admin managers and train the trainer-Participants will be trained how to Use Form Builder advanced functions – templates, validations, rules-System integration – Advanced-Use of API Gateway	$2,500.00	$0.00	Per Course	Yes	No	Required

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79	NICE inContact SmartAction Virtual Agent Implementation Package Per Application	NIC363		SmartAction Virtual Agent Implementation per Application includes:-Includes design, build, data integration, standard SIP integration, testing, implementation, launch, and all ongoing tuning and maintenance of the application.-An application is defined in scope as a single call/conversation type that can be automated such as Intelligent Front Door & Routing, Order Status, Inbound Scheduling, Payments, etc..	$120,000.00	$0.00	Per Application	Yes	No	Required

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80	SmartAction Virtual Agent for IVR Routing	NIC364		AI-powered Virtual Agent solutions for conversational routing.Enabled via Inbound IVR. Advanced routing tasks performed in IVR. No authentication and No self-service (can be coupled with Virtual Agent for IVR Self-Service).Requires SmartAction Virtual Agent for IVR Self-Service	$0.00	$0.19	Per Instance	Yes	No	Required
81	SmartAction Virtual Agent for IVR Self-Service	NIC366		AI-powered Virtual Agent solutions for conversational self-service. - Enabled via Inbound IVR - Self-service tasks partially or fully completed in IVR - Billed monthly per minute	$0.00	$0.34	Per Minute	Yes	No	Required
82	Click to Connect	Multiple (See Below ID's)								

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83	Click to Connect Application Development DTMF Category 1	CTC01		Click to Connect Application Development DTMF Category 1	$300.00	$0.00	Per Hour	Yes	No	Required
84	Click to Connect DTMF applications, 60-second transactions, 0 to 100,000 minutes	CTC06		Click to Connect DTMF applications, 60-second transactions, 0 to 100,000 minutes	$0.0350	$0.0000	Per Minute	Yes	No	Required
85	Click to Connect DTMF applications, 60-second transactions, 100,001 to 500,000 minutes	CTC07		Click to Connect DTMF applications, 60-second transactions, 100,001 to 500,000 minutes	$0.0350	$0.0000	Per Minute	Yes	No	Required
86	Click to Connect DTMF applications, 60-second transactions, more than 500,000 minutes	CTC08		Click to Connect DTMF applications, 60-second transactions, more than 500,000 minutes	$0.0350	$0.0000	Per Minute	Yes	No	Required
87	Click to Connect Bridging to AT&T Toll free Services	CTC09		Click to Connect Bridging to AT&T Toll free Services	$0.0350	$0.0000	Per Minute	Yes	No	Required

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88	Click to Connect Bridging to any 8YY service	CTC10		Click to Connect Bridging to any 8YY service	$0.0350	$0.0000	Per Minute	Yes	No	Required
89	Click to Connect Bridging to POTS	CTC11		Click to Connect Bridging to POTS	$0.0350	$0.0000	Per Minute	Yes	No	Required
90	Click to Connect Automatic Speech Recognition (ASR) Application Development Category 2	CTC12		Click to Connect Automatic Speech Recognition (ASR) Application Development Category 2	$300.00	$0.00	Per Hour	Yes	No	Required
91	Click to Connect Automatic Speech Recognition (ASR) Application Development Category 3	CTC13		Click to Connect Automatic Speech Recognition (ASR) Application Development Category 3	$300.00	$0.00	Per Hour	Yes	No	Required
92	Click to Connect Automatic Speech Recognition (ASR) Application Development Category 4	CTC14		Click to Connect Automatic Speech Recognition (ASR) Application Development Category 4	$300.00	$0.00	Per Hour	Yes	No	Required

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93	Click to Connect Automatic Speech Recognition (ASR) Application Development Category 5	CTC15		Click to Connect Automatic Speech Recognition (ASR) Application Development Category 5	$300.00	$0.00	Per Hour	Yes	No	Required
94	Click to Connect Automatic Speech Recognition/Directed Dialog applications 0 to 100,000 minutes	CTC16		Click to Connect Automatic Speech Recognition/Directed Dialog applications 0 to 100,000 minutes	$0.0375	$0.0000	Per Minute	Yes	No	Required
95	Click to Connect Automatic Speech Recognition/Directed Dialog applications 100,001 to 500,000 minutes	CTC17		Click to Connect Automatic Speech Recognition/Directed Dialog applications 100,001 to 500,000 minutes	$0.0375	$0.0000	Per Minute	Yes	No	Required
96	Click to Connect Automatic Speech Recognition/Directed Dialog applications over 500,000 minutes	CTC18		Click to Connect Automatic Speech Recognition/Directed Dialog applications over 500,000 minutes	$0.0375	$0.0000	Per Minute	Yes	No	Required

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97	Click to Connect Incremental host connectivity, applications with 0 to 100,000 monthly minutes	CTC19		Click to Connect Incremental host connectivity, applications with 0 to 100,000 monthly minutes	$0.0450	$0.0000	Per Minute	Yes	No	Required
98	Click to Connect Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes	CTC20		Click to Connect Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes	$0.0450	$0.0000	Per Minute	Yes	No	Required
99	Click to Connect Incremental host connectivity, applications with over 500,000 monthly minutes	CTC21		Click to Connect Incremental host connectivity, applications with over 500,000 monthly minutes	$0.0450	$0.0000	Per Minute	Yes	No	Required
100	Click to Connect Incremental host connectivity, applications with 0 to 100,000 monthly minutes	CTC22		Click to Connect Incremental host connectivity, applications with 0 to 100,000 monthly minutes	$0.0450	$0.0000	Per Minute	Yes	No	Required

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101	Click to Connect Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes	CTC23		Click to Connect Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes	$0.0450	$0.0000	Per Minute	Yes	No	Required
102	Click to Connect Incremental host connectivity - applications with over 500,000 monthly minutes	CTC24		Click to Connect Incremental host connectivity - applications with over 500,000 monthly minutes	$0.0450	$0.0000	Per Minute	Yes	No	Required