

## SCHEDULE I: SERVICE DEFINITION FOR ANALYTICS FOR MS TEAMS SERVICE

### 1. Analytics for MS Teams Service Description

The Analytics for MS Teams Service is a business intelligence reporting tool for MS Teams. It is designed to provide insight into how customers are using their MS Teams environment to improve productivity, customer service, cost management and user adoption. The Analytics for MS Teams Service presents information through scheduled and ad hoc reports, dashboards and monitors. Data is based on Call Data Records extracted via the Microsoft Graph API and is 'near real-time'. The Analytics for MS Teams Service offering will consist of one of the following mandatory licenses:

| Mandatory Licenses      | Description  |
|-------------------------|--|
| Analytics Base Package  | Delivers insight into an organisation's utilisation of MS Teams historical activity data through ad hoc and scheduled reports, dashboards and monitors. Key metrics around employee productivity, call activity, capacity management and call quality.                 |
| Analytics Range Manager | DDI management tool designed to simplify the administration of multiple DDI ranges in a single user interface. Analytics RM automatically updates the details for each of the DDI ranges taking details from AD and other databases making it UC platform independent. |

The following add-on licenses can be purchased when using the Analytics Base package:

| Analytics Add-On Licenses  | Description   |
|----------------------------|---|
| Analytics Real Time        | Real-time presence and auto attendant and call queue activity via wallboards, dashboards, and monitors, detailing live and historical performance data that is filterable by department, queue or employee. |
| Analytics Queue Manager    | Enables the configuration of Teams call queues and auto attendants through role-based access.   |
| Analytics License Adoption | License allocation, consumption and usage metrics for O365 and Teams  |

The following chargeable Professional Services units are available:

| Professional Services | Description (Info)   |
|-----------------------|--|
| Consultation          | Consultation to work with the customer to define business outcomes     |
| Project Management    | Project Management, Customer Kick Off or Low-Level Design Workshops    |
| Implementation        | Architect / Design, Engineering Build or Quality Assurance and Testing |
| Adoption              | Admin and User Training, Documentation                                 |

The following table defines what is included with each Professional Services unit:

| Professional Services | Breakdown          | Items Provided   |
|-----------------------|--------------------|--|
| Consultation          | Consultation       | Consultation to work with the Customer to define business outcomes. The output is an updated scope of works. The amount of Man Days will be specified on the Order Form.                     |
| Project Management    | Project Management | Project Management to support project delivery and setup. The amount of Man Days will be specified on the Order Form.  |
|                       | Customer Kick Off  | Project Management to provide the Customer kick off meeting. The amount of Man Days will be specified on the Order Form.   |
|                       | Design Workshops   | Design workshop to finalise the detailed solution design to be performed on site or remotely. The output is a low-level design. The amount of Man Days will be specified on the Order Form.  |
| Implementation        | Architect/Design   | Professional services from a design architect to be performed remotely. The output is the sign-off of the implementation design. The amount of Man Days will be specified on the Order Form. |
|                       | Pre-Build Engineer | Engineering to perform the service build to be performed on site or remotely. The amount of Man Days will be specified on the Order Form.  |

| Professional Services | Breakdown                     | Items Provided   |
|-----------------------|-------------------------------|--|
|                       | Quality Assurance and Testing | Professional services to complete the solution testing and make any required amendments before go-live. To be performed on site or remotely. The amount of Man Days will be specified on the Order Form. |
| Adoption              | Admin Training                | Admin training to be delivered on site or remotely. The amount of Man Days will be specified on the Order Form.  |
|                       | Agent Training                | Agent training to be delivered on site or remotely. The amount of Man Days will be specified on the Order Form.  |
|                       | Go Live/Floor walk            | Go-live support to be delivered remotely or on-site with a floor walk. The amount of Man Days will be specified on the Order Form.   |

Vysiion shall use reasonable endeavours to give the Customer not less than 24 hours' notice of any planned works on the Analytics for MS Teams Service.

## 2. Target Service Commencement Date

Analytics for MS Teams Service 30 Working Days\*

\* From order acceptance

## 3. Analytics for MS Teams Service Level Agreement

The Target Availability Service Level for the Analytics for MS Teams Service is as follows:

|                                | Target Availability |
|--------------------------------|---------------------|
| Analytics for MS Teams Service | 99.9%               |

No service credits are available for this Service.