



**AMENDMENT TO AGREEMENT MA-063-12011048  
TO RENEW FOR THE THIRD TERM AS MA-063-13010817**

**REVISED STATEMENT OF WORK**

**CALNET 2 Network Based ACD**

Version 1.0  
**11-13-12**

## **1. Product Change Order C\_QROC03102010A \_6 To Modify the Strategy for the Supervisor Queues**

### **Overview**

OC SSA would like their two existing supervisor queues to be able to take regular agent calls when a threshold is reached. These calls would be queued with a lower priority than the escalation calls they currently support.

### **Scope of Work**

The scope of this project includes the following:

AT&T/CenturyLink will update the current Inbound Voice ACD solution to support the functionality as detailed above and:

- ▶ Update the current Routing Strategy, and test accordingly:
  - Add target timeout and application logic where upon timeout, expand (overflow) the current agent group to include the program specific (MediCal or FoodStamp) Supervisor Agent Group. Then set priority of the expanded call to low priority
  - Add high priority to Supervisor Escalation Calls
  - Add attached data to display call is as Escalation Call or an Overflow Call

No additional training is required.

### **Assumptions**

All assumptions contained within the current effective project SOW apply. Additional assumptions are listed below.

1. All work will be done remotely and via conference calls.
2. Changes will be added to the existing routing strategy. Existing agent groups and queue treatment will be used and unchanged.
3. Expanded Calls (Overflow) will be routed to FoodStamp or MediCal Supervisor Agents Groups, which are not language specific.

This change order covers the work explicitly stated in this document. In the event that OC SSA requires additional changes, AT&T/ CenturyLink reserves the right to alter the costs and/or deliverables, based on the amount of additional time required to implement those changes.

## **2. Product Change Order C\_QROC03102010A \_5 To Add Virtual Hold**

### **Scope of Work**

Routing Strategies will be modified to integrate the routing strategy with Virtual Hold (VHT) to provide VHT Concierge functionality; a flag will be added and will be used to route calls to VHT or to specific agent groups. Deployment and provisioning of EyeQueue for administration of Virtual Hold and QueueInfo for reporting on Virtual Hold is included. The solution includes 30 ports of VH.

On-site training is included; pricing includes 2 trips to site.

For Virtual Hold, AT&T/CenturyLink will provide Virtual Hold QueueInfo Analytics Package which includes the following standard reports in the following categories:

- Performance

- Monitoring the performance of your current environment
  - Punctuality
  - Return Call Hold Time
- Real-Time
  - Appointments
  - Retry's
- System
  - Error reporting
  - Capacity
  - Parameters

### ***Assumptions***

All assumptions contained within the current effective project SOW apply. Additional assumptions are listed below.

1. Provisioning of the Virtual Hold Ports is based on the following information: QuickTrack Queue Daily reports from 2011 provided by customer, taking into consideration that the traffic in 2012 was 21% higher for the same period.
2. Because it is unknown when this implementation will occur, new reports will be needed at the time this service will be implemented and the number of ports will need to be confirmed at that time.

This change order covers the work explicitly stated in this document. In the event that OC SSA requires additional changes, AT&T/CenturyLink reserves the right to alter the costs and/or deliverables, based on the amount of additional time required to implement those changes.

**MA-063-13010817**

**Pricing Schedule Detail**  
Effective January 30, 2013

**CalNET2 ACD**

**For SSA/Project Manager only, to assist in approval of invoices.**

**The quantity and monthly charges are estimates only and could vary depending on the number of active agents and calls which are driven by case loads.**

Description of Service	Service Order Billing Code	Unit of Measure	Estimated Quantity	Monthly Recurring	One-Time Charges	Estimated Total Monthly	Estimated Total One-Time
Basic Agent Package MRC	Q12639	Per Agent	175	\$ 56.77		\$ 9,934.75	
Basic Agent Package NRC ** (These charges will apply when and if additional agents are added. If no agents are added during the term of the contract, these charges will not apply)	Q12667	Per Agent	35		\$ 31.80		\$ 1,113.00
Basic Supervisor's Package	Q12644	Per Supervisor	50	\$ 82.57		\$ 4,128.50	
Basic Supervisor's Package NRC ** (These charges will apply when and if additional supervisors are added. If no supervisor are added during the term of the contract, these charges will not apply)	Q12669	Per Supervisor	10		\$ 47.70		\$ 477.00
Workforce Management Add On MRC	Q12673	Per Agent	175	\$ 58.94		\$ 10,314.50	
Workforce Management Add On NRC ** (These charges will apply when and if additional WFM add ons are added. If no WFM add ons are added during the term on the contract, these charges will not apply)	Q12675	Per Agent	35		\$ 19.20		\$ 672.00
Hosted Genesys Agent Desktop (Simplex) - MRC	Q15273	Per Agent	175	\$ 18.86		\$ 3,300.50	
Toll-Free Qwest IVR Usage	Q00011	Per Minute	120000	\$ 21,600.00		\$ 21,600.00	
Estimated Taxes, Surcharges and Fees		As Billed	1	\$ 2,500.00		\$ 2,500.00	
Virtual Hold - 30 Ports ** (Note: the total MRC cost included below is for a 7 month proration for Fiscal Year 13/14, July 1st 2012 through January of 2014.)	QMAN06	Per port	30	\$ 277.00		\$ 8,310.00	
Virtual Hold - Professional Services	Q14079	Custom Strategy	1		\$ 30,050.00		\$ 30,050.00
Add Supervisor Queue	Q14079	Custom Strategy	1		\$ 9,315.00		\$ 9,315.00
Call Recording MRC	Q14482		5	\$ 45.57		\$ 227.85	
Dedicated Hosting for the Genesys Agent Desktop Server , Simplex (Carrier Provided Hardware) - MRC	Q15272		1	\$ 571.69		\$ 571.69	
Workforce Management Server M	QMAN07		1	\$ 3,967.50		\$ 3,967.50	
ERS Server MRC	QMAN08		1	\$ 3,967.50		\$ 3,967.50	
ERS Server MRC	QMAN08		1	\$ 3,967.50		\$ 3,967.50	

**Notes:**

Dedicated to Switched Long Distance charges are billed as incurred based at the CALNET 2 rate of \$0.016 per minute

MRC = Monthly Recurring Charge

NRC = Non-Recurring Charge "One-Time Charges"