

IFB C4DNCS19
Data Networks and Communications Services
CATEGORY 27 – STANDARD CONTACT CENTER SERVICES

InterVision Systems, LLC

CATALOG B

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Procurement**

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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:

Contact Center Services General Features

Geographic Availability:

United States of America

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	2722a1	Web call back functionality as described.	Amazon Connect APIs: Web Call Back is a contact Center feature that provides the ability for customers to leave their phone number via a website interface and get a callback by filling out a form on the Customer website.	\$0.00	\$1.00	Port	Yes	No	Required

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2	Web and SMS Text Chat	2722a2	Web and SMS text chat functionality as described.	Connect Chat: Web and SMS Text Chat is a Contact Center solution that provides the contact center agents the ability to engage in web and SMS text chat with callers directed from their website.	\$0.00	\$50.00	Agent	Yes	No	Required
3	Digital Recording	2722a3	Digital recording functionality as described.	Connect Call Recording: Digital recording and monitoring of inbound/outbound voice calls.	\$0.00	\$0.00	Agent	Yes	No	Required
4	Digital Recording-Storage-Gigabyte	2722a4	Storage for the digital recording functionality as described.	Recording & Transcription Storage: Storage- Gigabyte for digital recording and monitoring of inbound/outbound voice calls.	\$0.00	\$0.02	Gigabyte	Yes	No	Required
5	Collaborative Browsing	2722a5	Collaborative browsing functionality as described.	Collaborative browsing includes: 1) Bidirectional sharing of web pages between the contact center agent and the caller;	\$0.00	\$56.35	Agent	Yes	No	Required

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				<p>2) Enable a caller to request a co-browse session with a contact center agent;</p> <p>3) The agent shall have the capability to highlight text and scroll the browser screen to a specific section of a web page; and,</p> <p>4) The agent shall have the capability to transfer control of a collaborative browsing session to another agent and log all collaborative interactions between the agent and caller.</p>						

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6	Email Response Management (ERM)	2722a6	ERM functionality as described.	Shall provide email response management (ERM) that shall assign a tracking ID to each email and route email communications from the public to the Agent based on the Customer specified business rules. Shall provide the following minimum ERM functionality: 1) Auto response; 2) Automatic Acknowledgement; 3) Email classification and prioritization; 4) Email routing based upon business rules; 5) Ability to filter; 6) Content analysis and knowledge base for suggested and personalized responses; 7) Management reports; 8) Multiple language support; 9) Real time exception reports	\$0.00	\$56.35	Agent	Yes	No	Required

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7	Workforce Management (WFM) System	2722a7	WFM functionality as described.	<p>Workforce Management (WFM) System provides a WFM that automates forecasting and scheduling calculations based upon real time and historical contact center data. The WFM system enables Customers to effectively schedule resources, accurately forecast call volumes and analyze/review performance statistics for single or multiple sites and blended application. The following are minimum WFM system capabilities:</p> <p>1) Forecasting staffing needs including agent's skills, skill levels and shift;</p> <p>2) Forecast contact volumes and workload - overall call volume by contact channel;</p>	\$0.00	\$40.00	Agent	Yes	No	Required

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				<p>3) Provide agent scheduling and create optimized agent schedules by shift and skill;</p> <p>4) Report schedule adherence – real time tracking, alerting and graphical reporting of agent adherence to their individual schedule;</p> <p>5) Reporting – Provide comprehensive historical, real-time management and exception reports. Reports shall include totals and summary information.</p>						
8	Automated Preview Outbound Dialing	2722a8	Preview outbound dialing functionality as described.	Automated Preview Outbound Dialing provides a preview dialer that provides automated preview outbound dialing. It provides the following preview dialing features:	\$0.00	\$50.00	Agent	Yes	No	Required

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				<p>1) The preview dialer shall support either centralized or distributed contact center environments;</p> <p>2) The preview dialer shall automatically initiate domestic and international outbound calls;</p> <p>3) The preview dialer shall allow agents to preview the customer record and decide whether or not to skip to the next contact before the call is placed;</p> <p>4) The preview dialer shall include the option of allowing the outbound call to be placed from the agent's phone rather than from the dialer.</p>						

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9	Automated Predictive Outbound Dialing	2722a9	Predictive outbound dialing functionality as described.	Automated Predictive Outbound Dialing provides a predictive dialer that provides for predictive outbound dialing. It provides the following predictive dialing features: 1) Capture real time statistics from the call queue and, using algorithms, dial more numbers than there are agents maximizing agent utilization while not exceeding the configured maximum abandoned call rate; 2) The predictive dialer shall integrate with centralized or distributed contact center environments; 3) The predictive dialer shall automatically initiate domestic and international outbound calls;	\$0.00	\$50.00	Agent	Yes	No	Required

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				<p>4) The predictive dialer shall provide the ability to transfer to agent or to IVR for self-service depending on the detected call result;</p> <p>5) The predictive dialer shall provide the ability to detect busy, ring/no answer, answering machine and FAX;</p> <p>6) Performance reports for the predictive dialer shall be available to the Customers;</p> <p>7) Real time (within 15 seconds) and historical reports shall be available to the Customer at campaign and agent level. This feature works with outbound agent only – not inbound.</p>						
10	Voice Callback	2722a10	Voice callback functionality as described.	Connect Callback:	\$0.00	\$0.00	Port	Yes	No	Required

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				Voice Callback provides the ability to allow a caller utilizing the voice media channel the option of not remaining on the phone and instead receive a callback when it is their place in queue or at a scheduled time.						
11	Quality Management	2722a11	Quality management functionality as described.	Quality Management provides for quality management. The solution includes role based customizable scorecards derived from predefined key performance indicators (KPI's) or user defined KPI's. The solution includes reporting functionality that allows managers to review results or identify trends at either the Group or Agent level.	\$0.00	\$19.00	Agent	Yes	No	Required

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12	Screen Capture	2722a12	Screen capture functionality as described.	Screen Capture shall provide for screen capture. Screen captures are associated with the call recording when an agent is handling a call. The solution provides synchronized playback of screen captures and audio recordings. The solution integrates with the quality management solution to facilitate scoring of agents.	\$0.00	\$10.00	Agent	Yes	No	Required
13	Blended Agent	2722a13	Blended agent functionality as described.	Blended Agent provides Contact Center Blended Agent. This feature adds the predictive dialing features described in 27.2.2.8 and/or the preview dialing features described in 27.2.2.7 to inbound agents.	\$0.00	\$50.00	Agent	Yes	No	Required

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14	Variable Telephone Number Charges									
15	Toll Free number (USA)	2722b2		Variable Telephone Number Charges - (USA):	\$0.00	\$2.1045	Per Phone Number	Yes	No	Required
16	DID number (USA)	2722b3		Per Month Charge Per Toll Free number (1 time cost, not a charge per call)	\$0.00	\$1.04995	Per Phone Number	Yes	No	Required
17	Variable Call Charges									
18	Per Min via inbound Toll Free # (USA)	2722b5		Variable Call Charges - (USA) -	\$0.0138	\$0.00	Per Minute	Yes	No	Required
19	Per Min via inbound DID # (USA)	2722b6		Per Min via inbound Toll Free #	\$0.00253	\$ 0.00	Per Minute	Yes	No	Required
20	Per Min outbound (USA & Canada)	2722b7		Variable Call Charges - (USA) -	\$0.00552	\$ 0.00	Per Minute	Yes	No	Required
21	Per Min outbound (Mexico)	2722b7a		Variable Call Charges - Per Min outbound (to Mexico)	\$0.0375	\$0.00	Per Minute	Yes	No	Required
22	Per Min outbound (Puerto Rico)	2722b7b		Per Min via outbound (to Puerto Rico)	\$0.023	\$ 0.00	Per Minute	Yes	No	Required
23	Amazon Connect Core Charges			Amazon Connect Charges - (Globally): Per Message via Amazon Connect Chat						

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24	Amazon Connect Inbound / Outbound Voice Usage	2722b9		Amazon Connect Charges - (Globally): Per Min via Amazon Connect Calls. Only available when procured in conjunction with Contact Center services.	\$0.0207	\$0.00	Per Minute	Yes	No	Required
25	Amazon Connect High-Volume Outbound Voice Usage	2722c1		Amazon Connect High Volume Outbound Voice. Only available when procured in conjunction with Contact Center services.	\$0.029	\$ 0.00	Per Minute	Yes	No	Required
26	Amazon Connect Cases	2722d24		Amazon Connect Cases. Only available when procured in conjunction with Contact Center	\$0.138	\$0.00	Per Case	Yes	No	Required

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27	Amazon Connect Chat	2722b10		Amazon Connect Charges - (Globally): Per Message via Amazon Connect Chat. Only available when procured in conjunction with Contact Center services.	\$0.0046	\$0.00	Per Message	Yes	No	Required
28	Amazon Connect Contact Lens (First 5M min)	2722b19		Contact Lens for Amazon Connect Charges - (Globally): Per min for first 5M mins per month. Only available when procured in conjunction with Contact Center services.	\$0.01725	\$0.00	Per Minute	Yes	No	Required
29	Amazon Connect Contact Lens (5M min +)	2722b20		Contact Lens for Amazon Connect Charges - (Globally): Per min for mins above 5M mins per month. Only available when procured in conjunction with Contact Center services.	\$0.014375	\$0.00	Per Minute	Yes	No	Required

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30	Amazon Connect Contact Lens chat messages	2722b21		Contact Lens for Amazon Connect Charges - (Globally): Per Chat message. Only available when procured in conjunction with Contact Center services.	\$0.001725	\$0.00	Per Chat Message	Yes	No	Required
31	Amazon Connect Customer Profiles	2722c3		Amazon Connect Customer Profiles. Only available when procured in conjunction with Contact Center services.	\$0.0029	\$0.00	Per Profile	Yes	No	Required
32	Amazon Connect Optimization	2722e1			\$0.00	\$31.00	Per agent	Yes	No	Required
33	Amazon Connect Tasks	2722c2		Amazon Connect Tasks. Only available when procured in conjunction with Contact Center services.	\$0.046	\$0.00	Per Task	Yes	No	Required

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34	Amazon Connect Voice ID	2722c4		Amazon Connect Voice ID. Only available when procured in conjunction with Contact Center services.	\$0.029	\$0.00	Per Transaction	Yes	No	Required
35	Amazon Connect Wisdom	2722c5		Amazon Connect Wisdom. Only available when procured in conjunction with Contact Center services.	\$0.046	0.00	Per Contact	Yes	No	Required
36	Amazon Connect API Gateway Charges									
37	Amazon Connect API Gateway Requests – HTTP API Calls	2722c6		Amazon API Gateway Requests - HTTP API Calls. Only available when procured in conjunction with Contact Center services.	\$1.15	\$0.00	Per 1M Requests	Yes	No	Required
38	Amazon Connect API Gateway Requests - REST API Calls	2722c7		Amazon API Gateway Requests - REST API Calls. Only available when procured in conjunction with Contact Center services.	\$4.00	\$0.00	per 1M requests	Yes	No	Required

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39	Amazon Connect Athena Charges									
40	Amazon Connect Athena Queries	2722c8		Athena Queries. Only available when procured in conjunction with Contact Center services.	\$5.75	\$0.00	per TB of data scanned	Yes	No	Required
41	Amazon Connect Amplify Charges									
42	Amazon Connect Amplify Static Hosting Build & Deploy	2722c9		Amplify Static Hosting Build & Deploy. Only available when procured in conjunction with Contact Center services.	\$0.0115		per minute	Yes	No	Required
43	Amazon Connect Amplify Static Hosting Data Storage	2722c10		Amplify Static Hosting Data Storage. Only available when procured in conjunction with Contact Center services.	\$0.026		per GB stored	Yes	No	Required

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44	Amazon Connect Amplify Static Hosting Server Bandwidth	2722c11		Amplify Static Hosting Server Bandwidth. Only available when procured in conjunction with Contact Center services.	\$0.17		per GB served	Yes	No	Required
45	Amazon Connect AppSync Charges									
46	Amazon Connect AppSync Query and Data Modification Operations	2722c12		AppSync Query and Data Modification Operations. Only available when procured in conjunction with Contact Center services.	\$4.60		per 1M operations	Yes	No	Required
47	Amazon Connect AppSync Real-time Updates	2722c13		AppSync Real-time Updates. Only available when procured in conjunction with Contact Center services.	\$2.30		per 1M updates	Yes	No	Required

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48	Amazon Connect AppSync Service Connection Time	2722c14		AppSync Service Connection Time. Only available when procured in conjunction with Contact Center services.	\$0.092		per 1M minutes	Yes	No	Required
49	Amazon Connect CloudFront Charges									
50	Amazon Connect CloudFront Regional Data Transfer Bandwidth	2722c15		CloudFront Regional Data Transfer Bandwidth. Only available when procured in conjunction with Contact Center services.	\$0.098		per GB	Yes	No	Required
51	Amazon Connect CloudFront HTTP & HTTPS requests	2722c16		CloudFront HTTP & HTTPS requests. Only available when procured in conjunction with Contact Center services.	\$0.0115		per 10,000 requests	Yes	No	Required

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52	Amazon Connect CloudFront Function Invocations	2722c17		CloudFront Function Invocations. Only available when procured in conjunction with Contact Center services.	\$0.115		per 1M invocation	Yes	No	Required
53	Amazon Connect CloudFront Dedicated IP SSL certificates	2722c18		CloudFront Dedicated IP SSL certificates. Only available when procured in conjunction with Contact Center services.	\$650.00		per SSL certificate	Yes	No	Required
54	Amazon Connect CloudTrail Charges									
55	Amazon Connect CloudTrail Lake Ingest & Store	2722c19		CloudTrail Lake Ingest & Store. Only available when procured in conjunction with Contact Center services.	\$2.90		per GB	Yes	No	Required
56	Amazon Connect CloudTrail Analyze	2722c20		CloudTrail Analyze. Only available when procured in conjunction with Contact Center services.	\$0.0057		per GB	Yes	No	Required

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57	Amazon Connect CloudTrail Insights & Events	2722c21		CloudTrail Insights & Events. Only available when procured in conjunction with Contact Center services.	\$0.40		per 100,000 events	Yes	No	Required
58	Amazon Connect CloudWatch Charges									
59	Amazon Connect CloudWatch Metrics	2722c22		CloudWatch Metrics. Only available when procured in conjunction with Contact Center services.	\$0.34		per metric	Yes	No	Required
60	Amazon Connect CloudWatch Metrics API Requests	2722c23		CloudWatch Metrics API Requests. Only available when procured in conjunction with Contact Center services.	\$0.0115		per 1,000 requests	Yes	No	Required
61	Amazon Connect CloudWatch Dashboards	2722c24		CloudWatch Dashboards. Only available when procured in conjunction with Contact Center services.	\$3.45		per dashboard	Yes	No	Required

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62	Amazon Connect CloudWatch Alarms - Standard Resolution	2722c25		CloudWatch Alarms - Standard Resolution. Only available when procured in conjunction with Contact Center services.	\$0.115		per alarm metric	Yes	No	Required
63	Amazon Connect CloudWatch Alarms - High Resolution	2722c26		CloudWatch Alarms - High Resolution. Only available when procured in conjunction with Contact Center services.	\$0.34		per alarm metric	Yes	No	Required
64	Amazon Connect CloudWatch Alarms - Composite	2722c27		CloudWatch Alarms - Composite. Only available when procured in conjunction with Contact Center services.	\$0.57		per alarm	Yes	No	Required
65	Amazon Connect CloudWatch Log Collection (Data Ingestion)	2722c28		CloudWatch Log Collection (Data Ingestion). Only available when procured in conjunction with Contact Center services.	\$0.57		per GB	Yes	No	Required

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66	Amazon Connect CloudWatch Log Storage (Archival)	2722c29		CloudWatch Log Storage (Archival). Only available when procured in conjunction with Contact Center services.	\$0.034		per GB	Yes	No	Required
67	Amazon Connect CloudWatch Log Analyze (Logs Insights queries)	2722c30		CloudWatch Log Analyze (Logs Insights queries). Only available when procured in conjunction with Contact Center services.	\$0.0057		per GB	Yes	No	Required
68	Amazon Connect CloudWatch Events	2722c31		CloudWatch Events. Only available when procured in conjunction with Contact Center services.	\$1.15		per 1M events	Yes	No	Required
69	Amazon Connect Comprehend Charges									
70	Amazon Connect Comprehend NLP	2722d01		Comprehend NLP. Only available when procured in conjunction with Contact Center services.	\$0.000115		per 100 characters	Yes	No	Required

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71	Amazon Connect Comprehend NLP Event Detection	2722d02		Comprehend NLP Event Detection. Only available when procured in conjunction with Contact Center services.	\$0.00345		per 100 characters	Yes	No	Required
72	Amazon Connect Comprehend NLP Syntax Analysis	2722d03		Comprehend NLP Syntax Analysis. Only available when procured in conjunction with Contact Center services.	\$0.000057		per 100 characters	Yes	No	Required
73	Amazon Connect Cognito Charges									
74	Amazon Connect Cognito User Pool / Social IDP Auth	2722c32		Cognito User Pool / Social IDP Auth. Only available when procured in conjunction with Contact Center services.	\$0.0063		per monthly active user (MAU)	Yes	No	Required
75	Amazon Connect Cognito SAML / OIDC Auth	2722c33		Cognito SAML / OIDC Auth. Only available when procured in conjunction with Contact Center services.	\$0.017		per monthly active user (MAU)	Yes	No	Required

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76	Amazon Connect Cognito Advanced Security Features (ASF)	2722c34		Cognito Advanced Security Features (ASF). Only available when procured in conjunction with Contact Center services.	\$0.057		per monthly active user (MAU)	Yes	No	Required
77	Amazon Connect Cognito Sync Operations & Data Storage	2722c35		Cognito Sync Operations & Data Storage. Only available when procured in conjunction with Contact Center services.	\$0.17		per 10,000 sync operations	Yes	No	Required
78	Amazon Connect DynamoDB Charges									
79	Amazon Connect DynamoDB Provisioned Capacity Write capacity units	2722c36		DynamoDB Provisioned Capacity Write capacity units. Only available when procured in conjunction with Contact Center services.	\$0.00093		per hour	Yes	No	Required

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80	Amazon Connect DynamoDB Provisioned Capacity Read capacity units	2722c37		DynamoDB Provisioned Capacity Read capacity units. Only available when procured in conjunction with Contact Center services.	\$0.00018		per hour	Yes	No	Required
81	Amazon Connect DynamoDB On-Demand Capacity Write request	2722c38		DynamoDB On-Demand Capacity Write request. Only available when procured in conjunction with Contact Center services.	\$1.79		per 1M requests	Yes	No	Required
82	Amazon Connect DynamoDB On-Demand Capacity Read request	2722c39		DynamoDB On-Demand Capacity Read request. Only available when procured in conjunction with Contact Center services.	\$0.36		per 1M requests	Yes	No	Required
83	Amazon Connect DynamoDB Data Storage	2722c40		DynamoDB Data Storage. Only available when procured in conjunction with Contact Center services.	\$0.29		per GB	Yes	No	Required

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84	Amazon Connect Elastic Block Store Charges									
85	Amazon Connect EBS Throughput	2722d04		EBS Throughput. Only available when procured in conjunction with Contact Center services.	\$0.046		MB/s-month	Yes	No	Required
86	Amazon Connect EBS Provisioned Storage	2722d05		EBS Provisioned Storage. Only available when procured in conjunction with Contact Center services.	\$0.144		per GB-month	Yes	No	Required
87	Amazon Connect EBS IOPS	2722d06		EBS IOPS. Only available when procured in conjunction with Contact Center services.	\$0.075		per IOPS-month	Yes	No	Required
88	Amazon Connect Elastic Load Balancing Charges									

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89	Amazon Connect Application Load Balancer Hourly	2722d07		Application Load Balancer Hourly. Only available when procured in conjunction with Contact Center services.	\$0.026		per hour	Yes	No	Required
90	Amazon Connect Application Load Balancer Capacity Units	2722d08		Application Load Balancer Capacity Units. Only available when procured in conjunction with Contact Center services.	\$0.0092		per LCU-hour	Yes	No	Required
91	Amazon Connect Glue Charges									
92	Amazon Connect Glue ETL Data Processing Units (DPU)	2722c41		Glue ETL Data Processing Units (DPU). Only available when procured in conjunction with Contact Center services.	\$0.51		per hour	Yes	No	Required
93	Amazon Connect Glue Data Catalog Storage	2722c42		Glue Data Catalog Storage. Only available when procured in conjunction with Contact Center services.	\$1.15		per 100,000 objects	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	Amazon Connect Kendra Charges									
95	Amazon Connect Kendra Enterprise	2722d09		Kendra Enterprise. Only available when procured in conjunction with Contact Center services.	\$1.60		per hour	Yes	No	Required
96	Amazon Connect Key Management Service Charges									
97	Amazon Connect KMS Key Storage	2722c43		KMS Key Storage. Only available when procured in conjunction with Contact Center services.	\$1.15		per key	Yes	No	Required
98	Amazon Connect KMS API requests	2722c44		KMS API requests. Only available when procured in conjunction with Contact Center services.	\$0.034		per 10,000 requests	Yes	No	Required
99	Amazon Connect CloudHSM	2722c45		CloudHSM . Only available when procured in conjunction with Contact Center services.	\$1.67		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
100	Amazon Connect Kinesis Datastreams Charges									
101	Amazon Connect Kinesis Data Streams Provisioned Shard Hour Throughput	2722c46		Kinesis Data Streams Provisioned Shard Hour Throughput. Only available when procured in conjunction with Contact Center services.	\$0.0172		per shard hour	Yes	No	Required
102	Amazon Connect Kinesis Data Streams Provisioned PUT payload	2722c47		Kinesis Data Streams Provisioned PUT payload. Only available when procured in conjunction with Contact Center services.	\$0.0161		per 1M payload units	Yes	No	Required
103	Amazon Connect Kinesis Data Streams	2722c48		Kinesis Data Streams. Only available when procured in conjunction with Contact Center services.	\$0.046		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
104	Amazon Connect Kinesis Data Streams Data Ingestion	2722c49		Kinesis Data Streams Data Ingestion. Only available when procured in conjunction with Contact Center services.	\$0.092		per GB	Yes	No	Required
105	Amazon Connect Kinesis Data Firehose Ingestion	2722c78		Kinesis Data Firehose Ingestion. Only available when procured in conjunction with Contact Center services.	\$0.0333		per GB	Yes	No	Required
106	Amazon Connect Kinesis Videostreams Charges									
107	Amazon Connect Kinesis Video Streams data consumption	2722c50		Kinesis Video Streams data consumption. Only available when procured in conjunction with Contact Center services.	\$0.00977		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
108	Amazon Connect Kinesis Video Streams Data Storage	2722c51		Kinesis Video Streams Data Storage. Only available when procured in conjunction with Contact Center services.	\$0.0264		per GB	Yes	No	Required
109	Amazon Connect Lambda Charges									
110	Amazon Connect Lambda Duration	2722b15		Lambda Duration. Only available when procured in conjunction with Contact Center services.	\$0.00002898		per GB-second	Yes	No	Required
111	Amazon Connect Lambda Requests	2722c52		Lambda Requests. Only available when procured in conjunction with Contact Center services.	\$0.23		per 1M requests	Yes	No	Required
112	Amazon Connect Lex Charges									

#	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	Amazon Connect Lex Speech Requests	2722b12		Amazon Lex Charges (Globally): Per Voice Request. Only available when procured in conjunction with Contact Center services.	\$0.0046		per request	Yes	No	Required
114	Amazon Connect Lex Text Requests	2722b13		Amazon Lex Charges (Globally): Per Text Request. Only available when procured in conjunction with Contact Center services.	\$0.0008625		per request	Yes	No	Required
115	Amazon Connect Lex Chatbot Designer	2722d23		Amazon Lex Chatbot Designer. Only available when procured in conjunction with Contact Center services.	\$0.57		per minute	Yes	No	Required
116	Amazon Connect LM Engage Charges									
117	Amazon Connect LM Engage On Demand	2722e2			\$0.12		per message	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
118	Amazon Connect LM Engage Starter	2722e3				\$1,699.00	per month	Yes	No	Required
119	Amazon Connect LM Engage Medium	2722e4				\$3,499.00	per month	Yes	No	Required
120	Amazon Connect LM Engage Large	2722e5				\$7,299.00	per month	Yes	No	Required
121	Amazon Connect LM Engage Enterprise	2722e6				\$11,999.00	per month	Yes	No	Required
122	Amazon Connect OpenSearch Charges									
123	Amazon Connect Elastic Search Instance, Class M	2722d10		Elastic Search Instance, Class M . Only available when procured in conjunction with Contact Center services.	\$21.00		per GB-RAM	Yes	No	Required
124	Amazon Connect Elastic Search Instance, Class C	2722d11		Elastic Search Instance, Class C. Only available when procured in conjunction with Contact Center services.	\$33.11		per GB-RAM	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
125	Amazon Connect Elastic Search Instance, Class R	2722d12		Elastic Search Instance, Class R. Only available when procured in conjunction with Contact Center services.	\$13.70		per GB-RAM	Yes	No	Required
126	Amazon Connect Pinpoint Charges									
127	Amazon Connect Pinpoint Monthly Targeted Audience (MTA) endpoints	2722c53		Pinpoint Monthly Targeted Audience (MTA) endpoints. Only available when procured in conjunction with Contact Center services.	\$0.0014		per endpoint	Yes	No	Required
128	Amazon Connect Pinpoint events	2722c54		Pinpoint events. Only available when procured in conjunction with Contact Center services.	\$0.00000115		per event	Yes	No	Required
129	Amazon Connect Pinpoint Email messages	2722c55		Pinpoint Email messages. Only available when procured in conjunction with Contact Center services.	\$1.15		per 10,000 emails	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
130	Amazon Connect Pinpoint In-App messaging	2722c56		Pinpoint In-App messaging. Only available when procured in conjunction with Contact Center services.	\$1.26		per 10,000 requests	Yes	No	Required
131	Amazon Connect Pinpoint Push notifications	2722c57		Pinpoint Push notifications. Only available when procured in conjunction with Contact Center services.	\$1.15		per 1M notifications	Yes	No	Required
132	Amazon Connect Pinpoint SMS messages	2722c58		Pinpoint SMS messages. Only available when procured in conjunction with Contact Center services.	\$0.00974		per message	Yes	No	Required
133	Amazon Connect Pinpoint Voice messages	2722c59		Pinpoint Voice messages. Only available when procured in conjunction with Contact Center services.	\$0.015		per 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
134	Amazon Connect Pinpoint Phone Number	2722c60		Pinpoint Phone Number. Only available when procured in conjunction with Contact Center services.	\$1.15		per number	Yes	No	Required
135	Amazon Connect Pinpoint Toll-Free Phone Number	2722c61		Pinpoint Toll-Free Phone Number. Only available when procured in conjunction with Contact Center services.	\$2.30		per number	Yes	No	Required
136	Amazon Connect Pinpoint Dedicated Short Code SMS Number	2722c62		Pinpoint Dedicated Short Code SMS Number. Only available when procured in conjunction with Contact Center services.	\$1,143.68		per number	Yes	No	Required
137	Amazon Connect Polly Charges									
138	Amazon Connect Polly Standard voices	2722c63		Polly Standard voices. Only available when procured in conjunction with Contact Center services.	\$4.60		per 1M characters	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	Amazon Connect Polly Neural voices	2722c64		Polly Neural voices. Only available when procured in conjunction with Contact Center services.	\$18.39		per 1M characters	Yes	No	Required
140	Amazon Connect QuickSight Charges									
141	Amazon Connect Quicksite Authors	2722c65		Quicksite Authors. Only available when procured in conjunction with Contact Center services.	\$27.59		per user	Yes	No	Required
142	Amazon Connect Quicksite Authors with Q	2722c66		Quicksite Authors with Q. Only available when procured in conjunction with Contact Center services.	\$39.08		per user	Yes	No	Required
143	Amazon Connect Quicksite Readers	2722c67		Quicksite Readers. Only available when procured in conjunction with Contact Center services.	\$0.34		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
144	Amazon Connect Quicksite Q enabled account base fee	2722c68		Quicksite Q enabled account base fee. Only available when procured in conjunction with Contact Center services.	\$0.00	\$287.36	per month	Yes	No	Required
145	Amazon Connect Route 53 Charges									
146	Amazon Connect Route 53 Hosted Zones	2722d13		Route 53 Hosted Zones. Only available when procured in conjunction with Contact Center services.	\$0.575		per hosted zone	Yes	No	Required
147	Amazon Connect Route 53 Standard Queries	2722d14		Route 53 Standard Queries. Only available when procured in conjunction with Contact Center services.	\$0.46		per million queries	Yes	No	Required
148	Amazon Connect Route 53 Traffic Flow Policy	2722d15		Route 53 Traffic Flow Policy. Only available when procured in conjunction with Contact Center services.	\$57.471		per policy record	Yes	No	Required
149	Amazon Connect Secrets Manager Charges									

#	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
150	Amazon Connect Secrets	2722c86		Secrets. Only available when procured in conjunction with Contact Center services.	\$0.46		per secret	Yes	No	Required
151	Amazon Connect Secrets API Requests	2722c87		Secrets API Requests. Only available when procured in conjunction with Contact Center services.	\$0.057		per 10,000 requests	Yes	No	Required
152	Contact Center Ancillary Server Charges									
153	Amazon Connect Ancillary Server, VPS Class L	2722d16		Contact Center Ancillary Server, VPS Class L. Only available when procured in conjunction with Contact Center services.	\$5.70		per GB-RAM	Yes	No	Required
154	Amazon Connect Ancillary Server, VPS Class W	2722d17		Contact Center Ancillary Server, VPS Class W. Only available when procured in conjunction with Contact Center services.	\$13.80		per GB-RAM	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
155	Amazon Connect Ancillary Server, Dedicated Class M	2722d18		Contact Center Ancillary Server, Dedicated Class M. Only available when procured in conjunction with Contact Center services.	\$10.50		per GB-RAM	Yes	No	Required
156	Amazon Connect Storage Charges									
157	Amazon Connect S3 Storage	2722b17		S3 Standard, Storage Charges - (USA): Per GB per Month. Only available when procured in conjunction with Contact Center services.	\$0.02645		Per GB	Yes	No	Required
158	Amazon Connect Data Transfer Bandwidth	2722c69		AWS Data Transfer. Only available when procured in conjunction with Contact Center services.	\$0.103		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
159	Amazon Connect S3 Requests & Retrievals - PUT, COPY, POST, LIST	2722c70		S3 Requests & Retrievals - PUT, COPY, POST, LIST. Only available when procured in conjunction with Contact Center services.	\$0.0057		per 1,000 requests	Yes	No	Required
160	Amazon Connect S3 Requests & Retrievals - GET, SELECT, and all other requests	2722c71		S3 Requests & Retrievals - GET, SELECT, and all other requests. Only available when procured in conjunction with Contact Center services.	\$0.00046		per 1,000 requests	Yes	No	Required
161	Amazon Connect Simple Email Service [SES] Charges									
162	Amazon Connect SES Email messages	2722c72		SES Email messages. Only available when procured in conjunction with Contact Center services.	\$0.115		per 1,000 emails	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
163	Amazon Connect SES Outgoing mail Data	2722c73		SES Outgoing mail Data. Only available when procured in conjunction with Contact Center services.	\$0.14		per GB	Yes	No	Required
164	Amazon Connect SES Incoming mail data	2722c74		SES Incoming mail data. Only available when procured in conjunction with Contact Center services.	\$0.103		per 1,000 mail chunks	Yes	No	Required
165	Amazon Connect Simple Notification Service [SNS] Charges									
166	Amazon Connect SNS Mobile Push Notifications	2722c75		SNS Mobile Push Notifications. Only available when procured in conjunction with Contact Center services.	\$0.57		per 1M notifications	Yes	No	Required
167	Amazon Connect SNS Email Notifications	2722c76		SNS Email Notifications. Only available when procured in conjunction with Contact Center services.	\$2.30		per 100,000 notifications	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
168	Amazon Connect SNS HTTP Notifications	2722c77		SNS HTTP Notifications. Only available when procured in conjunction with Contact Center services.	\$0.70		per 1M notifications	Yes	No	Required
169	Amazon Connect Simple Queue Service [SQS] Charges									
170	Amazon Connect SQS Standard Queues	2722c79		SQS Standard Queues. Only available when procured in conjunction with Contact Center services.	\$0.46		requests/month	Yes	No	Required
171	Amazon Connect SQS FIFO Queues	2722c80		SQS FIFO Queues. Only available when procured in conjunction with Contact Center services.	\$0.57		requests/month	Yes	No	Required
172	Amazon Connect Step Functions Charges									

#	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
173	Amazon Connect Step Functions Standard Workflow State transitions	2722c81		Step Functions Standard Workflow State transitions. Only available when procured in conjunction with Contact Center services.	\$0.029		per 1,000 state transitions	Yes	No	Required
174	Amazon Connect Step Functions Express Workflow Requests	2722c82		Step Functions Express Workflow Requests. Only available when procured in conjunction with Contact Center services.	\$1.15		per 1M requests	Yes	No	Required
175	Amazon Connect Step Functions Express Workflow Duration	2722c83		Step Functions Express Workflow Duration. Only available when procured in conjunction with Contact Center services.	\$0.00001916		per GB-second	Yes	No	Required
176	Amazon Connect Support Charges									
177	Amazon Connect Business Support	2722s01		AWS Business Support. Only available when procured in conjunction with Contact Center services.	10%		monthly AWS charges	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	Amazon Connect Transcribe Charges									
179	Amazon Connect Transcribe Transcription	2722c84		Transcribe Transcription. Only available when procured in conjunction with Contact Center services.	\$0.028		per minute	Yes	No	Required
180	Amazon Connect Transcribe Custom Language Model (CLM)	2722c85		Transcribe Custom Language Model (CLM). Only available when procured in conjunction with Contact Center services.	\$0.007		per minute	Yes	No	Required
181	Amazon Connect Translate Charges									
182	Amazon Connect Translate, Standard	2722d19		Translate, Standard. Only available when procured in conjunction with Contact Center services.	\$0.0000172		per character	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	Amazon Connect Translate, Custom	2722d20		Translate, Custom. Only available when procured in conjunction with Contact Center services.	\$0.000069		per character	Yes	No	Required
184	Amazon Connect Virtual Private Cloud Charges									
185	Amazon Connect VPC Gateway	2722d21		VPC Gateway. Only available when procured in conjunction with Contact Center services.	\$0.052		per hour	Yes	No	Required
186	Amazon Connect VPC Gateway Data Processing	2722d22		VPC Gateway Data Processing. Only available when procured in conjunction with Contact Center services.	\$0.052		per GB processed	Yes	No	Required
187	Calabrio Charges									
188	Calabrio Quality Management -	2722b22		Quality Management - Calabrio ONE	\$0.00	\$40.00	Agent	Yes	No	Required
189	Calabrio Screen Capture	2722b23		Screen Capture - Calabrio ONE	\$0.00	\$40.00	Agent	Yes	No	Required
190	Calabrio Call Recording	2722e7				\$10.00	per agent	Yes	No	Required
191	Calabrio Analytics	2722e8				\$70.00	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
192	Calabrio Data Manager Reporting	2722e9				\$15.00	per agent	Yes	No	Required
193	Calabrio Performance Coaching	2722e10				\$20.00	per agent	Yes	No	Required
194	Calabrio One Suite	2722e11				\$125.00	per agent	Yes	No	Required
195	Calabrio One Uncommitted User (Bursting)	2722e12				\$156.25	per agent	Yes	No	Required
196	Calabrio Cloud Storage	2722e13			\$0.0345		per GB	Yes	No	Required
197	Genesys Engage Charges									
198	Genesys Engage Base Package	PTGE27-PEP-D-BASEPACKAGE-NR				\$144.18	Per Concurrent User	Yes	No	Required
199	Genesys Engage Callback	PTGE27-3GP84586A-CAA-SUB				\$53.06	Per Concurrent User	Yes	No	Required
200	Genesys Engage Callback - Lab	PTGE27-3GP20738A-CAA-SUB				\$663.30	Per Lab	Yes	No	Required
201	Genesys Engage Chat - Lab	PTGE27-3GP21289A-CAA-SUB				\$41.66	Per Lab	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
202	Genesys Engage CIM Platform - Lab	PTGE27-3GP08816A CAA-SUB				\$912.04	Per Lab	Yes	No	Required
203	Genesys Engage CPD/ASM	PTGE27-3GP08809A CAA-SUB				\$26.53	Per Concurrent User	Yes	No	Required
204	Genesys Engage CPD/ASM - Lab	PTGE27-3GP21282A CAA-SUB				\$331.65	Per Lab	Yes	No	Required
205	Genesys Engage Customer Experience Insights	PTGE27-3GP08825A CAA-SUB				\$24.87	Per Concurrent User	Yes	No	Required
206	Genesys Engage Customer Experience Insights - Lab	PTGE27-3GP08822A CAA-SUB				\$310.92	Per Lab	Yes	No	Required
207	Genesys Engage Inbound Voice	PTGE27-3GP21277A CAA-SUB				\$26.53	Per Concurrent User	Yes	No	Required
208	Genesys Engage Inbound Voice - HA	PTGE27-3GP21251A CAA-SUB				\$7.62	Per Concurrent User	Yes	No	Required
209	Genesys Engage Inbound Voice - Lab	PTGE27-3GP21312A CAA-SUB				\$331.65	Per Lab	Yes	No	Required
210	Genesys Engage Info Mart - Lab	PTGE27-3GP88466A CAA-SUB				\$373.11	Per Lab	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
211	Genesys Engage Outbound Voice	PTGE27-3GP89935A CAA-SUB				\$58.04	Per Concurrent User	Yes	No	Required
212	Genesys Engage Outbound Voice - Lab	PTGE27-3GP89922A CAA-SUB				\$725.49	Per Lab	Yes	No	Required
213	Genesys Engage Proactive Contact E-mail/SMS	PTGE27-3GP08916A CAA				\$71.30	Per 10,000 Messages Per Day	Yes	No	Required
214	Genesys Engage Proactive Contact E-mail/SMS - Lab	PTGE27-3GP111204A CAA-SUB				\$71.30	Per Lab	Yes	No	Required
215	Genesys Engage Proactive Contact Voice	PTGE27-3GP21746A CAA-SUB				\$23.21	Per Port	Yes	No	Required
216	Genesys Engage Proactive Contact Voice - Lab	PTGE27-3GP84587A CAA-SUB				\$580.39	Per Lab	Yes	No	Required
217	Genesys Engage Recording Connector	PTGE27-3GP20365A CAA-SUB				\$16.58	Per Concurrent User	Yes	No	Required
218	Genesys Engage Recording Connector - Lab	PTGE27-3GP21845A CAA-SUB				\$207.28	Per Lab	Yes	No	Required
219	Genesys Engage SIP Qualification & Parking - Lab	PTGE27-3GP92468A CAA-SUB				\$373.11	Per Lab	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
220	Genesys Engage SMS - Lab	PTGE27-3GP21887A CAA-SUB				\$331.65	Per Lab	Yes	No	Required
221	Genesys Engage Universal SDK	PTGE27-3GP20737A CAA-SUB				\$414.56	Per Customer	Yes	No	Required
222	Genesys Engage VHT IVR Adapter	PTGE27-3GP21291A CAA-SUB				\$33.33	Per Port	Yes	No	Required
223	Genesys Engage VHT IVR Adapter - Lab	PTGE27-3GP08810A DAA-SUB				\$416.66	Per Lab	Yes	No	Required
224	Genesys Engage VHT Platform	PTGE27-3GP21858A CAA-SUB				\$187.38	Per Port	Yes	No	Required
225	Genesys Engage VHT Platform - HA	PTGE27-3GP08824A DAA-SUB				\$46.82	Per Port	Yes	No	Required
226	Genesys Engage Voice Platform	PTGE27-3GP08823A DAA-SUB				\$33.16	Per Port	Yes	No	Required
227	Genesys Engage Voice Platform - HA	PTGE27-3GP21252A CAA-SUB				\$6.63	Per Port	Yes	No	Required
228	Genesys Engage Voice Platform - Lab	PTGE27-3GP21311A CAA-SUB				\$829.13	Per Lab	Yes	No	Required
229	Genesys Engage Workforce Management	PTGE27-3GP08917A CAA				\$46.43	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
230	Genesys Engage Workforce Management - Lab	PTGE27-3GP21929A CAA-SUB				\$580.39	Per Lab	Yes	No	Required
231	Genesys Engage Workspace - Lab	PTGE27-3GP21928A CAA-SUB				\$414.56	Per Lab	Yes	No	Required
232	Mindful Charges									
233	Mindful Platform Standard	PTM27-MFPS				\$1,250.00	Per Instance	Yes	No	Required
234	Mindful Platform Professional	PTM27-MFPP				\$7,917.00	Per Instance	Yes	No	Required
235	Mindful Platform Enterprise	PTM27-MFPE				\$18,750.00	Per Instance	Yes	No	Required
236	Mindful Conversation	PTM27-MFPC			\$.88		Per Conversation	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:

ACD Basic Agent Package

Geographic Availability:

United States of America

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	272371a1	Basic Agent Software package as described.	Amazon Connect: Basic Agent Package that shall be provisioned on a concurrent agent basis and includes the following features: - Agent Inbound Line - Agent Status - Multiple Queue Options - Remote Agent - Position ID - Call Present - Incoming Call Queue	\$0.00	\$ 45.00	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				- Agent Priority Call Transfer - Emergency Alert - Call Source Identification						

27.2.3.7.2 ACD Basic Supervisor's Package

Contractor's Description of Service:

ACD Basic Supervisor's Package

Geographic Availability:

United States of America

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	272372a1	Basic Supervisor's Package Software as described.	Amazon Connect: Basic Supervisor's Package that includes all of the features from the Basic Agent's Package in addition to the following features: 1) Call Agent - Allows supervisor to directly call an agent by pressing a single key; 2) Observe Agent – Allows supervisor to listen to conversation between the agent and the caller;	\$0.00	\$45.00	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
				3) Supervisor Answer Agent – Allows supervisor to answer Call Supervisor calls from an agent; and, 4) Supervisor Chat Monitoring – Allows supervisor to observe and engage in chat sessions.						
2	Additional Supervisor Positions	272372a2	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)	Amazon Connect: Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)	\$0.00	\$22.50	Supervisor	Yes	No	Required

27.2.3.7.3. ACD System Administrator Software Package

Contractor's Description of Service:

ACD System Administrator Software Package

Geographic Availability:

United States of America

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	272373a1	Basic Administrator's Package Software as described.	Amazon Connect: System Administrator Software Package that includes the following features: 1) Customizable "real time" display of agent and call activity by contact center, by queue, by agent group, or network wide; 2) Activate or deactivate the entire contact center group or queues within the group;	\$0.00	\$0.00	Package	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) Assign passwords to agents; 4) Increase or decrease number of agents; 5) Increase or decrease the number of queues; 6) Move agent(s) to another contact center agent group within the System; 7) Control queues by changing the queue slots, queue size, and maximum wait time; 8) Change overflow routes and ring thresholds; and, 9) Change password levels of supervisors in the System.						

27.2.4 Interactive Voice Response Solution

27.2.4.5 IVR Services and Features

Contractor's Description of Service:

IVR Services and Features

Geographic Availability:

United States of America

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	27245a1	Usage charge associated with the IVR solution.	Amazon Connect: Usage charge associated with the IVR solution.	\$0.0207	N/A	Minute	Yes	No	Required
2	IVR Usage- Speech Recognition	27245a2	Usage charge associated with the IVR solution with speech recognition input.	Amazon Connect + Lex: Usage charge associated with the IVR solution with speech recognition input.	\$0.0437	N/A	Minute	Yes	No	Required
3	Transcribe	27246b1		Transcribe	\$0.0276	\$0.00	Minute	Yes	No	Required