



RFP-22-68650– Contact Center as a Service – Attachment F - Technical Proposal Template

Respondent: Avtex Solutions, LLC

Instructions:

Request for Proposal (RFP) 22-68650 is a solicitation by the State of Indiana in which organizations are invited to compete for a contract among other respondents in a formal evaluation process. Please be aware that the evaluation of your organization's proposal will be completed by a team of State of Indiana employees and your organization's score will be reflective of that evaluation. The evaluation of a proposal is based upon the information provided by the Respondent in its proposal submission. Therefore, a competitive proposal will thoroughly answer the questions listed. The Respondent is expected to provide the complete details of its proposed operations, processes, and staffing for the scope of work detailed in the RFP document and supplemental attachments.

Please review the requirements in Attachment M - Scope of Work and Attachment N - Detailed Technical and Functional Requirements carefully. Please describe your relevant experience and explain how you propose to perform the work detailed in these attachments. For all areas in which subcontractors will be performing a portion of the work, clearly describe their roles and responsibilities, related qualifications and experience, and how you will maintain oversight of the subcontractors' activities.

Please use the yellow shaded fields to indicate your answers to the following questions. The yellow fields will automatically expand to accommodate content. Every attempt should be made to preserve the original format of this form. A completed Technical Proposal is a requirement for proposal submission. Failure to complete and submit this form may impact your proposal's responsiveness. Diagrams, certificates, graphics and other exhibits should be referenced within the relevant answer field and included as legible attachments. Please complete Attachment N Detailed Technical and Functional Requirements as a part of your Technical Proposal. A completed Attachment N Detailed Technical and Functional Requirements is a requirement for proposal submission.

1 Section 1 – Introduction & Experience

1. Provide an overview of your company, your experience, and your understanding of the information in Section 1.
2. Explain your understanding of the programs and responsibilities outlined in Section 1 and
3. Provide a high-level introduction to your relevant experience, including but not limited to a list of multi-site, Cloud contact center contracts you have last two years for all clients (in table format) and note which contracts have been for transition from on-premise to cloud based solution.

1. Avtex Solutions LLC, a TTEC Digital Company is a full-service Customer Experience consultancy focused on helping organizations fuel exceptional customer experiences. Our breadth of knowledge uniquely positions us to assist in the identification, deployment and optimization of technology platforms that support the customer journey. As a peer-recognized consulting firm, we guide organizations through the process of creating or improving CX strategies, platforms and policies. Avtex is a Platinum partner with Genesys and is the largest Genesys partner worldwide, with nearly 700 Genesys clients. We have been in partnership with Genesys for more than 20 years and have been the partner of the year every year since 1997. Avtex has 103 Genesys certified engineers with 360 certifications.

Avtex has been in business since 1972. We have been selling Genesys Cloud (formerly PureCloud) since it was released in 2015. We currently have more than 130 clients on Genesys Cloud. We also have hundreds of clients using Microsoft cloud applications implemented and supported by Avtex.

Through organic growth and strategic acquisitions, Avtex has continued to grow in size, service offerings and reach year over year. Our longstanding history of sound financial performance, including consistent revenue growth, positive income and cash flow, and a very solid balance sheet has us very confident for our financial future. Based on recent history, we forecast minimum revenue growth of 10% to 15% annually over the next few years.

We have read section 1 of Attachment M, Scope of Work, and understand your requirement for this project. We appreciate the critical service provided by your contact centers and believe strongly Avtex is the partner and Genesys Cloud is the solution you need to best serve your constituents.

2. Avtex understands all of the programs and responsibilities.

3. Due to confidentiality agreements with our existing clients, we are unable to identify actual company names, but Avtex is currently supporting around 25 different companies with multi-site cloud contact center contracts. Each one of these companies was all migrated from on premise systems.

2-3 Sections 2 and 3 – About IOT & Current and Desired “To Be” States

1. Describe your understanding of the information presented in Sections 2 and 3 and explain any relevant experience assisting with Cloud transitions similar to the transition to IOT’s desired “to be” state solution.
2. Explain how your relevant experience and proposed cloud contact center service is the best solution to satisfy the needs of IOT and its agency customers and achieve the desired “to be” state.
3. Describe your product vision and how your solution differs from competitors and how your product vision can meet IOT’s vision for the project.
 - a. Differentiate between products that are natively built on a single platform, acquired, and are partnered/third party products, and if acquired or partner products, describe in detail the level of integration to the core platform.
4. Additionally, state that you will complete the transition from current state to your cloud solution in the desired time frame listed in Section 3.
5. Describe how you would approach the complete transition within the timeline established by IOT and your proposed approach to transitioning the agency customers.
6. Provide an overview of a similar sized transition you have completed from an on-premise solution to CCaaS including the timeline, implementation methodology, and requirements for management and support personnel.
7. Provide a detailed roadmap for the first 12 months of the contract, and note the duration each step of the transition.
8. Provide a detailed product development roadmap over the next 12 months.

1. Avtex understands all of the programs and responsibilities. Avtex is currently supporting around 25 different companies with multi-site cloud contact center contracts. Each one of these companies was all migrated from on premise systems.

2. It is clear that State of Indiana IOT has no interest in providing its entities the status quo as you look to support your agency partners by enhancing their technical abilities in order to improve the way they interact with your constituents.

- Improve Service Delivery - While occasional failures are inevitable, good software development practices are designed to account for them. A microservices architecture means one microservice failure won't affect another. We actively test and validate failure and recovery paths through automated chaos testing and fire drills. On average, 500 automated chaos experiments are conducted daily to anticipate and, ultimately, prevent failures so you aren't impacted. When an individual server fails, the associated ALB/ASG health check detects and detaches the unhealthy instance from the load balancer. If this error isn't transient, additional policies trigger self-healing behavior, whereby the errant node is stopped, and a completely new server is created to take its place. Your traffic continues unabated, and Genesys Cloud recovers before users notice a service gap.
- Innovate and evolve service offerings -- The Genesys Cloud platform is designed to help you manage change in a secure, reliable and scalable way. Its cloud-native architecture delivers the latest developments in cloud technologies, continuously deployed. This means you get immediate access to advancements in key areas of innovation as they happen. Breakthroughs in Artificial intelligence (AI), digital channels, and workforce engagement management are transforming the contact center industry. Whatever tomorrow might bring, the Genesys Cloud All-in-One platform will be ready — constantly evolving to help you stay ahead.
- Ensure cost competitiveness and transparency – Avtex has partnered with Genesys to offer a simple pricing structure that makes it easy to evaluate cost and consumption. Most CCaaS vendors offer a base subscription package with many a la carte upcharges or 3rd party bolt-on solutions. Instead, we propose an All-in-One, 3-tiered solution that provides every omnichannel capability that your agencies would ever require. This provides a more predictable spend, with no “surprise” costs or surcharges when new business requirements arise.

3. Genesys Cloud CX is designed to take full advantage of modern cloud strategies and technologies. A microservices-based architecture, API-first development, open data and AI give you rapid innovation, agility and resilience. The platform's composable design optimizes your customer experience tech stack so you can focus on configuring exactly what your business needs, with limited disruption. Genesys Cloud is the leading CCaaS solution and was named a Leader in the Gartner 2021 Magic Quadrant for Contact Centre as a Service. With its relentless focus on cloud-delivered innovation and feature velocity, Genesys will continue to deliver advancements across analytics and reporting, digital, Genesys Workforce Engagement Management, and artificial intelligence (AI) this year.

The continuous innovation is often cited as a primary driver for businesses standardizing on the platform. Genesys Cloud has a robust feature set backed by reliability and a steady cadence of releasing new features without disruption. The features are easy to implement, well-documented, and fully integrated without breaking any of the existing functionality. Every quarter, Genesys provides a roadmap of features expected in the 3 to 9 month and 9 to 18-month timeframe. Genesys is fully dedicated to improving the platform and currently has 1000+ people working on their R&D teams to develop new functionality and provide new features for contact centers. In 2020, Genesys Cloud released 267 new features which has a 54% increase over 2019. 60% of these

features came from the Genesys Ideas Lab, a customer ideas portal that is utilized to ""crowdsource"" feature enhancements.

Key differentiators:

- **All-In-One Platform:** From digital to voice channels, Genesys Cloud customers get workforce engagement, natively built unified communication, predictive engagement and other capabilities through a single interface.
- **App Foundry:** Our API first platform simplifies integrations and customizations. The AppFoundry marketplace has a plug and play approach while many other partner apps require custom work, adding time and costs to deployments.
- **AI Capabilities:** We have a broad approach to building AI capabilities across Genesys Cloud, from predictive engagement and predictive routing to agent assist and bots to WFM and more. We also partner with best in breed AI vendors for specialized capabilities while others do not. Plus, our open APIs allow connections to third party AI engines to bring your own tech.
- **Microservices Architecture:** Instead of using older, monolithic cloud architecture, the entire Genesys Cloud solution is built on modern, cloud native microservices architecture to give customers rapid innovation, agility, and resiliency.
- **Continuous Innovation:** Genesys invests 7x more in R&D than Five9. This level of spending, combined with a modern cloud delivery strategy, allows Genesys to continuously deploy new features and focus on innovations in AI, machine learning, and more.
- **Transparent Pricing:** Genesys offers transparent and easy to understand pricing with flexible voice and digital options, so customers aren't taken by surprise by the cost of add ons for workforce engagement, screen sharing, or other advanced features. Plus, with Genesys, customers can access all of the channels and features included in their plan without additional costs.

4. Yes, Avtex will complete the transition from current state to Genesys Cloud in the timeframe desired by the IOT, assuming there are no changes in deliverables by the IOT or one of the agencies that delay implementation.

5. Avtex will provide a program management approach to the implementation of Genesys Cloud for State of Indiana IOT and its agencies. Program management will include overall management of each subcontractor. The subcontractors will have leads who will provide status updates and next steps to the Avtex program manager. Avtex will employ a phased design and build approach that will prioritize each IOT department based on their need to be live by the July 1, 2022 timeline. In this way, we will be able to work with IOT to design to each departments needs and then start to build each group in an overlapping style. Please see the attached project timeline (Attachment 1).

6. Due to confidentiality agreements with our clients, no specific names will be provided but we have implemented a very large healthcare organization that has a multi-state approach and many similar requirements as IOT. Their transition to Genesys Cloud was a mixture between coming from PureConnect, InContact, and Avaya in their prior environment so we migrated them from both on premise and other cloud technology. Previously, there was a total of approximately 3,100 agents, and they moved to a concurrent model with 1550 concurrent users on the highest tier licenses, the Genesys Cloud 3. We permitted a 12-month ramp period for this project and each phase has different groups being transitioned. We have around 2-3 weekly meetings with project managers from both Avtex and their team that covers general status and specific integration/implementation conversations as well. There is only some of the final phase left and all deliverable have been on time while we focused on accurate execution of tasks and timeliness of our efforts.

7. Avtex implementation will be outlined in a multi-phase approach. There are 5 Phases for each implementation:

1. Initiate and Define
2. Build
3. Test & Train
4. Deploy
5. Transition and Acceptance

Each phase has a series of benchmarks to determine success. Each benchmark carries its own timeline based on the level of depth required for each project. The high level project plan for Genesys Cloud has been included, and breaks down each phase with key benchmarks.

8. Genesys' product strategy incorporates the ongoing changes in the CX industry, macro trends in technology (e.g., AI, Cloud, Data, etc.), industry needs, the best practices we have accumulated from the over 12,000 enterprises using Genesys, and the ongoing insight we continue to gain from customers and their needs.

We have established an open, transparent approach in soliciting and prioritizing customer input in our planning and roadmap process through the Genesys Ideas Lab. The Ideas Lab allows customers to provide suggestions for new product enhancements, pose questions on upcoming capabilities, and allow our product team to solicit feedback on product direction. The Ideas Lab platform encourages engagement, builds community and dialogue, and truly incorporates the voice of the customer into the conversation and process that drives product development.

Customers then vote on the ideas that are most important to them. These top Ideas are evaluated by the Genesys Product Management and Engineering teams for inclusion into our product roadmap. We also provide quarterly roadmap webinars. These provide customers a direct view into the activities we will be focused on during the current quarter, our intended direction for the subsequent quarter, and those requests which we have incorporated based upon direct customer input from the Idea Lab. We believe that by ensuring customers have a clear vehicle to drive our product direction, and clearly and transparently communicating how we act upon this input, we are able to ensure that Genesys Cloud CX continues to evolve to deliver greater value for all of our customers.

4.1, 4.4, 4.5 Sections 4.1, 4.4, and 4.5 – Solution Specifications and Requirements

Describe how your proposed solution meets or exceeds all the requirements in Section 4.1, 4.4, and 4.5. Specifically, provide the following related to your solution:

- Section 4.1 Architecture:
 1. Describe the High Availability (HA) configuration as it pertains to redundancy with related topology diagrams.
 2. Specify if your system is multitenant or not multitenant.
 3. Verify your solution is able to integrate with multiple Public Switched Telephone Networks (PSTN) and Internet service providers for State redundancy.
 - a. Explain redundancy with PSTN and Internet Connectivity for Services and provide diagrams illustrating topology.
 - b. Describe your PSTN solution options.
 - c. Specify whether it is possible for the State to utilize its current PTSN solution without porting all numbers to your solutions.

4. Describe the environments for developing, staging, and producing deliverables during implementation and on-going.
 - a. Describe the process of moving configurations/code between environments.
 - b. Describe the process to refresh data between environments.
- Section 4.4 Compliance and Security:
 1. Describe your approach to ensuring compliance with each of the following:
 - a. PCI
 - b. HIPPA
 - c. IRS Pub 1075
 - d. Social Security Administration TSSR (Technical System Security Requirements (TSSR))
 - e. Current MARS-E (Minimally Accepted Risk Standard for Exchanges)
 - f. Transport layer Security 1.2 or greater
 2. Describe your approach to encryption of data at rest and transit in compliance with FIPS-140-2/3.
 3. Outline and explain your solutions for Fraud Detection and Prevention.
 4. Provide Security Policy Documentation to include your Information Security policy, incident management, notifications, etc.
 5. Specify whether your solution is currently FedRAMP certified and, and if not, detail your plan and timeline to become FedRAMP certified.
- Section 4.5 Additional Solution Features
 1. Describe the solution's ability to track Historical Interactions (Mapping).
 2. Describe your approach to ensuring Low Network and Application Latency in line with industry VOIP standards.
 3. Provide a history of QOS support including MOS, jitter, and packet loss.
 4. Describe your Service Level Agreements (SLAs) for QOS
 5. Describe what real-time QOS monitoring solution you provide if applicable, and if it includes packet captures.
 6. Additionally, if your solution provides any of the optional but highly desired features in Section 4.5, describe them here.

4.1 Architecture:

1. Each of the Genesys Cloud AWS regions contain three (3) redundant data centers called availability zones that provide complete redundancy, load balancing, and backup for Genesys Cloud and all the customer data. DR plans are in place to replicate US-East-1 data to the US-West-2 Region for complete geo-redundant fail-over.

Genesys Cloud solves the problems of monolithic architecture with our use of microservices. With microservices, we solve complex problems with simple, stateless objects. Our microservices architecture also provides virtually unlimited scalability across thousands of servers across multiple, geographically diverse data centers. Instead of using several tightly coupled components, Genesys Cloud divides its functionality into services, each of which handles a given type of request. Each Genesys Cloud service uses Elastic Load Balancers (ELBs) to distribute work; each grouping contains multiple servers, which dynamically scale based on load. We continuously monitor service-level traffic and optimize the microservices based on usage levels and types of requests.

Most Genesys Cloud services use an ELB with an auto scaling group (ASG). Genesys Cloud distributes load and monitors groups according to service-specific policies (CPU for compute-intensive services, mean response time for a query service, and so on). When we exceed a threshold policy, the group automatically adds or removes

additional resources as needed. For example, if an organization suddenly needs to send a million faxes, the associated microservices automatically scale out to meet the demand without impacting other functionality or other tenants.

Because they operate independently, a problem with one microservice cannot affect the other, which greatly limits the potential for problems. For example, three separate microservices handle voice mail retrieval, outbound faxing, and routing incoming customer calls. If the voice mail retrieval microservice fails, the incoming customer calls microservice continues to function without interruption.

Please see Attachment 2 – GC Microservices Architecture.

2. Genesys Cloud is housed in AWS in a multitenant environment. There is no physical separation for each tenant. Each organization is considered as a separate domain, and everything within the organization is segregated by a unique organization ID. Each organization will consume many shared microservices. Each microservice can scale on demand and is provisioned across multiple server instances as well as multiple data centers – fully leveraging all of the benefits of AWS.

3. Genesys Cloud is able to integrate with different PSTN providers for carrier redundant services to provide maximum uptime for IOT and the different agencies. Genesys Cloud Voice is the Genesys-provided carrier service, which is redundant across multiple AWS Availability Zones. Customers can also choose the Bring Your Own Carrier option, which allows them to connect their own carrier services to Genesys Cloud CX. Genesys requires the third party carriers are SIP compliant, support UDP, TCP, and TLS, have a publicly routable IP address and support record-routing to ensure proper routing of sequential SIP requests.

Genesys Cloud is delivered over the internet, and Genesys provides internet connection redundancy leveraging AWS infrastructure in multiple Availability Zones. Customers are encouraged to plan for internet redundancy and/or alternative connection options for their office and work-from-home users.

a. A Genesys Cloud BYOC trunk allows for multiple destination SIP servers or proxies, which provides failover within an individual trunk. Genesys Cloud has a module called a "site" within the application that can be configured to support different trunks for routing purposes. This is where Avtex would set up the redundant trunks for IOT so that if the first trunk failed, the call would utilize the backup or "secondary" trunk configured for that site.

b. Genesys Cloud supports three deployment models that provide our customers with maximum flexibility in how they consume and subscribe to Genesys Cloud Services.

Option 1 – Cloud Deliver Model with Genesys Cloud Voice

Genesys Cloud Voice is a voice over IP telephony service that you can activate for use with the Genesys Cloud organization to provide public telephony access to any Genesys Cloud services to which you subscribe. Customers purchase phone numbers from Genesys or can bring phone numbers. Once the phone numbers are in the Genesys Cloud Voice system, they can be assigned to users, IVR systems, managed phones, or campaigns.

Genesys Cloud Voice customers can leverage Polycom handsets or the browser-based softphone. Phones register to the Genesys Cloud Voice service directly across the internet.

Option 2 – Bring Your Own Carrier Premises (BYOC Premises) with Edge Appliances

BYOC Premises allows customers to define SIP Trunks between the premises-based Edge appliances and a third-party system, either on your network or over the public Internet, using one of two methods. You can use a premises-based carrier device or use a cloud-based carrier device. Both of these options are illustrated in the following diagrams.

Genesys Cloud Edge

The Genesys Cloud Edge is a cloud-managed network appliance that provides telephony for the Genesys Cloud solution. Edge combines a media server, SIP registrar, and SIP proxy into a single piece of hardware. The designated administrator configures and manages Edge appliances and other telephony functions through the Genesys Cloud user interface. Every Edge provides the following features:

- **SIP gateway:** Connects a SIP network to other networks that use different protocols or technologies, such as the public switched telephone network (PSTN).
- **SIP proxy:** Provides client and server-side call matching. A proxy interprets, and, if necessary, rewrites specific parts of a request message before forwarding it.
- **Media server:** Manages audio recordings.
- **Call broker:** Provides call routing for inbound and outbound calls.
- **Disaster recovery:** When disconnected from the Genesys Cloud service, an Edge falls back into a remote survivability mode in which it can offer basic telephony services, such as auto-attendant, fallback IVR, DID, extension dialing, voicemail, consult, transfer, fax, and local conferencing.
- **Phone provisioning:** Provides configuration settings for SIP phones.

The BYOC Premises allows customers to continue to leverage existing carrier relationships and/or integration with existing telephony solutions.

Option 3 - Bring Your Own Carrier Cloud (BYOC Cloud)

The BYOC Cloud solution provides flexibility and interoperability to the Genesys Cloud suite of voice services by allowing you to define SIP trunks between the Genesys Cloud AWS-based Edge and Media Tier and third-party carriers over the public Internet.

To implement BYOC Cloud, a designated administrator uses the Telephony Admin UI to create SIP trunks between the Genesys Cloud Media Tier resources in AWS and third-party carriers or devices over the public Internet. The third-party carrier or device can be another cloud service or a device at the customer's premises.

- **BYOC Cloud involves Real-time Transport Protocol (RTP) traffic traveling over the Internet between an organization's regional Genesys Cloud AWS resources and the third-party trunk termination location. Consider your Internet infrastructure quality and latency before implementing the BYOC Cloud.**

- The third-party carrier or device must have a publicly reachable IP address, and the appropriate TCP/IP ports must be open.

Information regarding specific carrier requirements and Genesys Cloud specific endpoints by region can be found at the following websites:

Carrier Requirements: <https://help.mypurecloud.com/articles/carrier-requirements-byoc-cloud/>

Endpoints by Region: <https://help.mypurecloud.com/articles/byoc-cloud-public-sip-ip-addresses/>

With Genesys Cloud's BYOC Cloud solution, <Customer> can choose one of two methods to implement either your Carrier connection or your PBX connection.

- Configure BYOC Cloud by means of a cloud-based carrier device or a premises-based carrier device.
- Configure BYOC Cloud by means of a cloud-based PBX device or a premises-based PBX device.

Please refer to the following for additional details: <https://help.mypurecloud.com/articles/about-byoc-cloud/>.

c. Genesys Cloud supports integrating with the state's current PSTN solution if the current PSTN provider meets all of the SIP Interoperability Specification here: <https://help.mypurecloud.com/wp-content/uploads/2020/11/Genesys-Cloud-Carrier-Interop-Spec-2.0.pdf>.

4. There are two options to support ongoing development, staging and production environments. In Genesys Cloud, administrators can maintain separate production and training/UAT environments by utilizing functionality called divisions. A division is a way to group and segregate object, while keeping them inside the same organization. This provides ease of use for administrators and trainer as they only need to be licensed in one Genesys Cloud org, they only have one credential to use to log-in with and they can quickly move back and forth from ""production"" to ""UAT"". Avtex's best practice implementation approach to providing a sandbox/UAT environment is to set up divisions, which keep the production and development configuration objects completely isolated so that when new users need to train, they are able to do so in a non-production environment, and they will not need additional licensing just to train in a training/UAT instance.

After you initially configure divisions, maintenance is minimal and fairly straightforward. Creating a queue is as simple as associating it to the correct division. This process ensures that users who have roles with the appropriate divisions have the proper access to objects within those divisions.

You can configure a division with these object types:

- Contact lists
- Data tables
- Do not contact lists
- Emergencies
- Flows
- Flow milestones
- Flow outcomes
- Management units
- Message routing objects
- Outbound campaigns

- Queues
- Scripts
- Users

During the implementation, the objects that are listed above will be created to serve as the production environment.

a. Once Avtex and the State of Indiana have successfully gone live on Genesys Cloud and both parties are satisfied with the configuration, the process to copy the production objects to a new UAT division is simple. There is no large production to development migration effort which takes weeks to re-test and clean up. Many items including Flows, Data Dip connectors, Users and Queues can be exported and imported very easily, and renamed to reflect the proper name. Once renamed, it can be quickly added to the proper division (or environment) and only users with access to that environment will be able to see it. Some configuration is needed, but not to the extent that PureConnect requires. In addition to configurable objects, transactional objects automatically associate with the divisions they encounter as they move through the system. Transactional objects include voice, callback, chat, email, and message conversations; recordings; presence history; and audit data.

b. If code is completed in development divisions for call flows or other configuration settings, this effort can be exported and re-imported into the Call Flow tool, renamed and placed in the proper division so that the flow is housed in the right environment. This takes very little effort and makes the refreshing of data/configuration between environments very clean.

4.4 Compliance and Security:

1. a PCI:

Genesys Cloud is committed to respecting the privacy of you and your customer's information, including electronic cardholder data. Genesys Cloud offers several deployment models that comply with PCI DSS (Payment Card Industry Data Security Standard) for accepting, processing, storing, or transmitting payment card information. By adhering to these standards, an organization ensures the security of credit, debit, and cash card transactions and protects cardholders against fraud or other misuse of their personal information.

Secure Pause and Secure Call Flows have been validated by an external Qualified Security Assessor as Level 1 PCI DSS-compliant. Both Secure Pause and Secure Call Flows are certified for PCI Compliance with either local Edge devices or with virtual edges and PureCloud Voice in any deployment region. If you are using an Edge, you must choose TLS v1.1 or TLS v1.2 for authentication.

PureCloud Voice and BYOC (Bring Your Own Carrier) Premises architectures are PCI DSS compliant.

- **Secure Pause.** When activated, Secure Pause temporarily stops recording to exclude sensitive information, such as entry of a credit card number. Before receiving cardholder data using Genesys Cloud, an agent must always initiate Secure Pause to stop recording. After receiving cardholder data, to resume recording the agent must deactivate Secure Pause.

- **Secure Flow.** When activated, a secure flow temporarily prevents system recording or agent access to a caller's entry of sensitive information, such as cardholder data. Before receiving cardholder data using Genesys Cloud, an agent must transfer a call to a Secure Flow. After cardholder data has been received, the call may be transferred back to the agent.

b. HIPPA:

From a HIPPA Standpoint, Genesys Cloud is committed to respecting the privacy of your and your customer's information, including electronic protected health information (ePHI). As part of this commitment, many Genesys Cloud services are compliant with the Health Insurance Portability and Accountability Act (HIPAA), specifically meeting the administrative, physical, and technical safeguards required by law. Ask a sales representative about specific compliance matters including Business Associate Agreements (BAAs) and third-party compliance verification.

c. IRS Pub 1075:

For IRS Pub 1075, Social Security Administration TSSR and MARS-E, these do not apply to the Genesys Cloud application itself. Genesys Cloud operates under FedRAMP Moderate certification as the NIST 800-53 controls are what we are audited against.

d. Social Security TSSR: See above response to question c.

e. Current MARS-E: See above response to question c.

f. Transport Layer Security 1.2 or greater:

Customer data stored in the Genesys Cloud CX platform is encrypted at rest using industry-standard encryption technologies, via a combination of server-side encryption and object-level encryption. The Genesys Cloud solution leverages TLS 1.2 for information transiting the public internet, and increasingly within our backend VPC. Sensitive data such as call recordings are encrypted at the point of recording with customer-specific keys, encrypted in transport with TLS, and again encrypted at REST with Amazon S3 server-side encryption.

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2. Genesys Cloud provides the following encryptions:

- **Encrypted data connections:** All connections to browsers, mobile apps, and other components are secured via Hypertext Transfer Protocol Secure (HTTPS) and Transport Layer Security (TLS) over the public Internet. Note that some GC Voice telephony cannot be encrypted due to carrier limitations.
- **Encrypted voice connections:** Genesys Cloud CX makes it easy to encrypt voice traffic by means of TLS (SIP signaling) and SRTP (IP voice).

- Encrypted call recordings and faxes: Genesys Cloud CX ensures the security of communications by encrypting call recordings and faxes over the public Internet.
- Elastic Block Storage (EBS) volumes with customer data have server-side encryption enabled.
- EC2 root file systems with customer data are encrypted using the Linux Unified Key Setup (LUKS). Passphrases are long and unique to each running instance.
- S3 buckets with customer data use S3 encryption.

3. Genesys Cloud has a proprietary border controller that supports (MTLS/SRTP) to allow encryption and authentication of signaling and media traffic. Features also include ACLs to limit IP endpoints, Rate Limiting for Denial of Service attacks, SIP digest authentication, and dialing rights validation to prevent outside toll fraud.

4. Please see Avtex SOC2 (Attachment 3) for design and operating effectiveness of Avtex internal controls.

5. Genesys is in the process of expanding their FedRAMP authorization to include Genesys Cloud capabilities. The Third Party Assessment Organization (3PAO) audit is under way, and they anticipate successful completion of the audit by the end of September 2021. Barring any unforeseen findings that have to be mitigated, Genesys anticipates beginning customer deployments in October 2021 and for the formal government FedRAMP authorization to be provided in Q4 2021.

4.5 Additional Solution Features:

1. Genesys Cloud provides a number of different avenues for collecting and tracking historical interactions in Genesys Cloud. As callers enter the system and begin navigating call flows, the system can easily track customer progress throughout the IVR and record specific key presses through features called Flow Outcomes and Milestones. The solution offers robust reporting on Outcomes and Milestones from an aggregation standpoint as well as on a call-by-call basis. Administrators can utilize Outcomes and Milestones while troubleshooting an issue to easily map out a customer's journey and reproduce the error. Supervisors can run reports and export call data to see Outcome and Milestone data to figure out if IVR adjustments are required to best meet the customers' needs and objectives. Genesys Cloud also allows flow designers to store caller data in participant data, which is custom data that can be stored on the call. Participant data can contain any number of unique attributes, such as data retrieved from a CRM or Webservice, our additional data for call logging purposes.

Once the interaction reaches the queue, is handled by an agent and is wrapped up, Genesys Cloud produces a detailed timeline of the caller's journey within the platform that is stored at the conversation level. Administrators and Supervisors can drill into specific conversations and look at a clean visual that displays all of the different segments on the conversation, which might include multiple flows, queues, agents and transfers, for example.

Finally, Genesys Cloud utilizes a concept called an External Contact, which is a "lite" version of a CRM contact. External Contacts contain phone numbers, email addresses, and other user data that can be displayed to an agent when a conversation is ACD delivered. This feature enables agents to easily be able to identify who they are speaking with, without requiring a complex CRM integration. While interacting, agents are able to see the

history for the External Contact and review past conversations to better understand why the contact might be on the other end of the interaction.

2. Genesys Cloud's preferred codec is Opus due to its adaptive nature over the internet and ability to resolve QoS issues without dedicated bandwidth. It can scale up and down very well based on bit rate, sampling rates, network bandwidth saturation and a host of other factors. Opus is highly tuned to allow it to quickly optimize between optimal fidelity for the available bandwidth. It also has a variable bitrate (VBR) mode that can range from 6 kbit/s to 510 kbit/s to help minimize bandwidth while maintaining consistent quality for applications that require that.

In addition, Opus includes mechanisms for concealing errors and packet loss, such as Forward Error Correction (FEC). FEC lets you send extra information when you know some of it is going to get lost, sacrificing bandwidth for higher quality.

3. Genesys Cloud's average MOS score for all of its interactions in 2020 was 4.6. Somewhere around 4.3 - 4.5 is considered an excellent quality target. On the low end, call or video quality becomes unacceptable below a MOS of roughly 3.5. Genesys Cloud exceeds the excellent quality target, that is provided by industry experts and has a fantastic track record for high quality voice interactions.

4. For Genesys provided carrier services SLAs are covered under Customer Care process and definitions.

Genesys Cloud CX Platform SLAs and uptime are not applicable to carrier services. Genesys Cloud CX platform uses AWS infrastructure across multiple AZs, which maintains a durability objective of 99.999999999%. The Genesys Cloud CX application maintains an uptime of 99.99%. SLAs, Credits, & Right to Terminate Service

Genesys will make the Genesys Cloud CX Service available 24 hours a day, 7 days a week, and use commercially reasonable best efforts to provide 100% uptime, except for the following "Uptime Exclusions": (i) occasional planned downtime at non-peak hours (for which we will provide advance notice); or (ii) any unavailability caused by circumstances beyond our reasonable control, including failure or delay of your Internet connection, misconfiguration by you or any third party acting on your behalf, issues on your network, or telecommunications services contracted directly by you.

However, if our service uptime falls below the following thresholds in any one-month billing cycle (not including any Uptime Exclusions), you may request a credit within thirty (30) days after the month in which the uptime fell below the threshold. Please contact your Customer Success Manager to request credit. Upon the Customer's valid request, we will provide upon customer request the stated credit against the following month's invoice. For annual term contracts, we will provide the applicable credit refund as a credit to the prepaid balance or a credit refund, at the customer's discretion.

- Uptime below 99.99%: 10% Credit
- Uptime below 99.0%: 30% Credit
- Uptime below 97.0%: 100% Credit

Additional Guarantees

Any additional guarantees related to the Genesys Cloud CX products and services may be found in the Terms and Conditions at the following link: <https://help.mypurecloud.com/articles/global-genesys-cloud-service-terms-and-conditions/> .

5. Genesys Cloud administrators can configure a dashboard to display QoS mismatches on either Edge appliances or trunks. These statistics are measured during a 24-hour sliding window. Genesys Cloud CX also checks the internet connection and proactively alerts a user if there is an issue with their LAN/Internet which may cause audio issues.

Also, Genesys Cloud monitors and records the MOS score of each interaction. The MOS is a measurement of the voice quality of the interaction. The calculation of MOS uses an industry industry-standard measurement methodology to rank audio quality from 1 (unacceptable) to 5 (excellent). You can view the MOS values in the Interactions view, Agents Interactions Details view, and the Queues Interactions Detail view.

Using the Opus codec, Genesys Cloud can resolve Quality of Services (QoS) needs without dedicated bandwidth or hardware. Opus is an open, royalty-free, highly versatile audio codec. Opus is unmatched for interactive speech and music transmission over the Internet but is also intended for storage and streaming applications. Genesys has chosen to use the Opus codec for Genesys Cloud CX audio streaming capabilities due to its high tolerance for bandwidth variations.

Additionally, Genesys provides a Network Readiness Assessment tool that Avtex will assist Client with running on their network. This tool helps to validate that the necessary firewall ports are open and that performance on the Client network will meet requirements for good voice quality. For more information, please see <https://help.mypurecloud.com/articles/run-the-genesys-cloud-network-readiness-assessment/> .

6. Please see the answers to the questions above, which include the optional features.

4.2-4.3 Sections 4.2 and 4.3 – Functional and Technical Requirements

Provide an overview of how your proposed solution meets or exceeds the functional and technical requirements in Section 4.2 Functional Requirements and Section 4.3 Technical Requirements. You must also complete out the associated tables included in Attachment N, Detailed Technical and Functional Requirement In the yellow field below, enter a narrative explaining your responses to the associated tables in Attachment N and provide a statement of affirmation that your solution meets all the requirements demarcated with a “1” in Attachment N. Additionally, describe the following:

1. Describe your geographically separated Data centers (primary and backup/tertiary) with any related topology diagrams.
2. Describe your procedure for scaling your system’s additional capacity in the case the State’s call volume doubles.
3. Describe your support for physical IP phones including any required hardware and phone make or models.
4. Describe how an agent receives and transfers interactions.
5. Describe your application’s OS and browser support for the end users.
6. Describe in detail how your workforce management solution including agent scheduling, adherence, real-time adherence, forecasting, time off request, etc. operates and provides screenshots.

7. Describe how the import of historical data for WFM and legacy recording retrieval purposes would work (if possible) and include it the project timeline.
8. Describe how auto status changer works for an agent, including any software requirements.
9. Provide a screenshot of the agent's user interface with a guide of the standard process.
10. Describe any other functionality associated with the Administration Application (Refer to Section 8 on the CCaaS Requirements Spreadsheet "IOT Application Administration").
11. Describe the process for an admin user to make changes to IVR logic and configurations. Provide a screenshot of the admin user interface with a guide of the standard process.
12. Describe the management capabilities for assigning workgroups and managing users as a supervisor. Provide a screenshot of the supervisor user interface with a guide of the standard process.
13. Describe how the solution supports the development and implementation of an AI based agent desktop assistant.
 - a. Describe the embedded knowledge base that supports the AI based agent desktop assistant if applicable.
 - b. Describe Knowledge Management and how it is incorporated with an AI solution while elaborating on what 3rd party integrations are available.
14. Describe your partner ecosystem of additional functionality and what offerings are pre-integrated with your cloud solution that we can add over time.
 - a. Explain the process of adding and implementing partner capabilities, including but not limited to payment/provisioning.
 - b. Do Explain whether you offer free trials for these partner solutions to ensure before purchase that these offerings meet our needs?
12. Explain your approach to authentication for users and as it relates to customizations.
13. Describe your ability to accommodate our Agency/Business Unit's required customizations including API calls

Genesys Cloud is a fully cloud-based product developed from the ground up on AWS microservices for reliability and flexibility and has subscription-based licensing to allow for Opex expenditures and can allow for seasonal growth if the need should arise. Genesys Cloud is an all-in-one solution for the contact center that includes the following features:

- Sophisticated IVR for all media types
- Intelligent, Skills-based Routing of any media types
- Omnichannel routing of Calls, Callbacks, Emails, SMS, Chat, and Messaging
- Extensive real-time and historical reporting
- Quality management including evaluation forms, surveys, and NPS scores
- Recording of all interactions with screen recording
- Integration with Microsoft Dynamics
- Integration with Microsoft Skype and Teams
- Workforce optimization
- Digital marketing tracking and proactive engagement
- Single pane of glass for business users, agents, supervisor, analytics teams, QM, and administrators.
- Collaboration and Communication tools for business users
- Support for PCI-compliant Secure IVR and authentication services

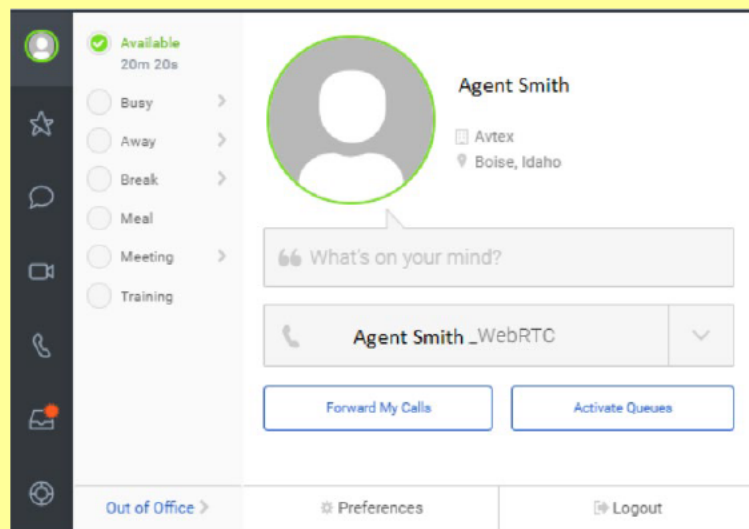


Figure 1: Users can change status, forward calls, and activate themselves in queues.

Genesys Cloud is an omnichannel contact center that has all the features needed to offer channels of various media types to be intelligently routing these to agents no matter where they are located and with all the tools they need located in a single web browser. All users within Genesys Cloud access their functionality through the same web browser, and their access is controlled on a role-by-role basis.

Some of the standard features of Genesys Cloud include:

- Omnichannel, Speech-enabled IVR with capabilities of self-help and AI integration across all media types.
- PBX like features including hold, mute, transfer, voicemail and other UC functions either through the client or on the handset.
- Collaboration features like chat, video chat, and status messages.
- Intelligent, skills-based routing of interactions including bulls-eye routing.
- Omnichannel routing and utilization of calls, callbacks, emails, SMS, messaging (Line, WhatsApp, FB Messenger, etc.).
- Secure and integrated Document Management.
- Compliance with PCI DSS, HIPAA, GDPR, CCPA and others.
- Localization in over 17 languages.
- Single Sign-on using popular services like ADFS and Google.
- Extensive real-time dashboards and user-customizable performance screens.
- Historical reporting from performance screens and scheduled reports.
- Integrations with BI tools like Microsoft Power BI and Tableau.
- Full integration with Microsoft Dynamics for call control, screen-pop, and data dip.
- Outbound dialer with user-controlled contact list, campaigns, and dialing rules
- Complete Quality Management (QM) with omnichannel recording, screen recording, evaluation forms, after-call surveys with NPS scores, and reporting.
- Access to all interaction records and queue stats using web browser or API.
- Fully integrated Workforce Management system with forecasting, scheduling, time-off requests, and shift swapping along with real-time and historical adherence reporting.
- Divisions, which allow configuration objects to be segregated by business unit or team, so that there is separation between groups.

- Channel Switching to enable agents to switch between multiple media types when they are on a single interaction with the customer.
- Live Monitoring for voice quality, platform status and easy access to packet captures and other tools needed for technical troubleshooting.
- FedRAMP compliance to align with standard approaches to security assessments, authorization and continuous monitoring for cloud products and services.
- Out of the Box Knowledge Management solution that is available for agents via Agent Assist and Bots to enable automation for FAQs
- Genesys Cloud AppFoundry, which is a marketplace of solutions that offers Genesys customers the most useful solution-centric marketplace for all Genesys platforms in a single location.

Genesys Cloud can meet all of the functional requirements in Attachment N marked as “Mandatory” with the exception of:

- Auto status changer (status changes when a user locks a pc) - The Genesys Cloud CX client application does not support this feature. A custom desktop application could be developed.
- Display a banner message of terms and conditions and prohibit users from accessing the system if they do not select an option to agree or proceed. The system must retain the notification on the screen until users take explicit actions to log on to or further access the system - This feature is not supported when logging into Genesys Cloud CX using the native authentication, but Single Sign-On integration is supported, and it may be possible for IOT to implement this feature in their identity management solution.
- “DIDs and TFNs” - Phone Numbers are managed at the Org level.
- “Billing” - This capability is being considered but is not currently on the roadmap.
- Ability to import database and call recordings for historical continuity - Historical reporting and call recordings cannot be imported from other platforms. The exception is Workforce Management, where historical data can be imported for purposes of formatting.
- Single click” to undo recent individual changes to system configurations - Configuration changes can easily be reversed, but not via single "Undo" or similar button click.

Genesys Cloud can meet all of the technical requirements in Attachment N marked as “Mandatory” with the exception of:

- Ability to handle burst call volumes of at least 100+ calls per second - Generally, calls per second limitations are only a concern when automated outbound dialer calls are in use rather than just inbound traffic. Currently Genesys Cloud CX has a limit of 15 Calls Per Second within each Org for Outbound Campaign calling.

1. Genesys Cloud is deployed in multiple, independent AWS regions around the globe. Each region consists of multiple Amazon “Availability Zones,” each of which is comprised of one or more physical data centers. Redundancy is built into the fabric of the system even at this level, with each Availability Zone having separate power, backbone network connectivity, replicated data memory, and (in some cases) physical separation spanning tectonic fault plates. Customer data is replicated across the zones and data centers within a region. The loss of an entire data center would only temporarily reduce capacity; the situation would automatically heal, and it would do so without any data loss. In addition to ensuring data durability, data sovereignty is also an important aspect for a cloud deployment. The Genesys Cloud architecture enables an organization to define its “region of record” to ensure that data doesn’t cross regional boundaries within our infrastructure.

2. Genesys Cloud CX provides the ability to dynamically add and remove resources as needed by leveraging AWS Elastic Load-balancing (ELB) and Auto-scaling Groups (ASG). Genesys Cloud CX distributes load and monitors groups according to service-specific policies (CPU for compute-intensive services, mean response time for a query service, and so on). Genesys Cloud CX does not have the limitation of only having X number of physical machines to perform all its functions. If the system needs to process an unusually large chunk of data, Genesys Cloud CX can instantly spin up as many servers as it takes to handle the load, and then spin them back down again when they are no longer needed. For example, if an organization suddenly has an increase in call volume, the associated microservices automatically scale out to meet the demand without impacting other functionality or other tenants.

3. Genesys Cloud supports a number of types of phones, including WebRTC, Managed, Unmanaged (Any SIP Compliant Phone) and Remote (external number). Managed phones are phone models that you can configure through Genesys Cloud. Through the secure (HTTPS) Genesys Cloud provisioning process, the phone is sent the configuration which includes TLS (secure certificate exchange) and redundancy (primary and secondary SIP registrations). Managed phones have default base settings profiles set up in Genesys Cloud. Mutual authentication is standard with Genesys Cloud Voice and managed phones.

4. Agents use a single desktop to unify all engagements across channels voice and digital (email, SMS, web chat, social messaging), including advanced engagement features like co-browsing, screen share and file sharing. The omnichannel agent desktop eliminates the need to context switch and gives agents convenience and personalization they expect. Agents benefit from everything the brand knows about the customer including profile information and conversation notes. In addition, agents can easily review past interactions as well as third-party apps or transactions through the customer journey visualization panel to immediately understand what is relevant and eliminate unwanted repetition. The omnichannel agent desktop reduces wrap-up time for agents with a panel to capture last notes and conversation status and codes.

The omnichannel engagement desktop provides agents with configurable agent assistance including — a searchable response management panel as well as fully configurable agent scripts panel presenting the agent with recommended responses and next steps to take during an interaction including the ability to capture customer data as necessary and even trigger next best action inside the platform or in integrated third-party systems such as CRM.

Finally, the agent desktop is designed as an extensible interface to augment the agent desktop experience with contextual embedded third-party applications. Examples include CRM, knowledge management, and more. This framework is available to partners and customers for building their own embedded application via our open API integration endpoints.

Typically, agents can do the following through the agent user interface:

- Toggle their on-queue/off-queue status
- Receive and work with multiple interactions
- Accept and work with interactions that were routed to them by the ACD system
- See customer typing indicators in web chat interactions
- See customer typing text in message interactions
- Request assistance from supervisors
- View their performance statistics, time management metrics, evaluation scores, and weekly schedule
- View real-time statistics for queues in which the agents are members.
- Flag calls and ACD voice interactions that have voice quality issues
- Flag a problematic phone call
- Flag a problematic voice interaction
- Use call scripts to help guide them through interactions

- Select and use canned responses for interactions
- Summarize and wrap up completed interactions during After-Call Work (ACW)
- Work with external contacts and organizations
- Access information and use Genesys Cloud call controls with third-party systems and browser extensions
- Browse the customer's view of a web page during a chat and collaborate using annotations and page control
- View the customer's entire desktop or application during an active web chat or voice interaction

Agents can receive and work with multiple types of interactions within Genesys Cloud at the same time within their agent unified desktop. Each interaction displays separately in the Active Interactions list. Agents use the Active Interactions list to track all of their current interactions. Timers and status icons in the Active Interactions list show the type of interaction if the interaction is active or in ACW, and how long the interaction has been in its current status.

5. Genesys Cloud is a browser based application and provides full support for Microsoft Edge Chromium, Chrome, and Firefox. If the desktop application is required, it needs Windows 7, 8 and 10 to be installed or for Macs, the OS that are two versions prior to the current release.

6. Genesys WFM is a comprehensive, automated software application that accurately forecasts, schedules and tracks the performance of multi-skilled employees in single and multi-site front and back-office environments. It is the only integrated workforce management system to offer automatic updates of historical data and employee skill information in real-time across all interaction channels to ensure the most accurate planning. The Genesys WFM applications provide everything you need to effectively plan and manage staffing. The software includes workload forecasting; flexible scheduling and planning options; performance monitoring; employee real-time adherence; historical reporting; employee empowerment; and an out-of-the-box API for easy integration to third-party contact center and back- and front-office applications.

Highlights:

- Uses multiple algorithms based on actual trends across voice, email, chat, text, social media, and work items to accurately forecast and schedule workforce needs.
- Links schedules with development plans, skills, routing strategies, and training.
- Integrates seamlessly with other Genesys applications to ensure that historical data and employee skill information are updated in real-time across all channels.
- Enables schedulers to develop strategies based on skills- and task-based scheduling and shift preferences.
- Intra-day monitoring capability and graphical comparisons help to easily make adjustments where needed.
- Provides real-time adherence tools to understand what employees are doing.
- Supplies comprehensive reporting tools and templates for a variety of time periods and organizational levels.
- Delivers employee empowerment tools that allow individuals to request time off, make trades, as well as schedule preferences for shifts, for example.

Unique Planning and Adherence Capabilities

Most environments maintain separate systems for routing interactions and tasks and for workforce management. This means that updates to employee skills, and making employees available who can handle work items or other media channels, must first be made in the contact routing system, and then manually

updated in the workforce management system. The unique Genesys Suite architecture, on the other hand, seamlessly integrates the Genesys platform and the Genesys WFM software so that updates to historical data and employee skills across all contact types and locations are automatically synchronized in real-time. This gives planners the highest level of accuracy and eliminates the costly and time-consuming process of manually updating employee skill-set changes. What's more, Genesys Workforce Routing ensures that routing decisions are based on an employee's future schedule state to prevent any adherence problems. For example, planners can create routing strategies that only route work or interactions to employees who are actually scheduled to handle that activity at that time, or strategies that do not route work or interaction to an employee who is changing to an off-line state within the next five minutes.

Forecast with Confidence

Genesys WFM automatically collects historical volumes and average handle time for any interaction or work times and allows for work to be categorized as activities. Each activity can have its own unique qualities and requirements, such as the requisite employee skills and skill levels needed in order to schedule an employee to perform this activity; unique statistical calculations for historical data collection; open and close hours specific to each day of the work; and prioritization parameters allowing it to be ranked in importance against other activities. The software can easily generate optimal forecasts in a multi-skill environment and account for the efficiency gain inherent in environments where employees can perform multiple types of work. It can also predict staffing requirements across multiple sites, accounting for details such as time zones, employee hire/termination dates, and employee availability based on a work contract and pre-planned obligations.

Activities can be figured into three categories that directly affect how the staffing requirements for that activity are calculated:

- **Immediate Activities:** Such as voice calls, text chats and SMS/IM messaging where the customer is actively waiting to be helped. These activities usually have service level goals calculated and expressed in terms of a percentage in so many seconds.
- **Deferred Activities:** Such as e-mails, faxes, work-item tasks and physical document handling where the customer has submitted the interaction and has moved on to something else. These activities usually have service level goals calculated and expressed in terms of 100 percent in so many hours or days.
- **Fixed-Staff Work Activities:** These are usually activities where little to no forecasting calculations are performed. These types of activities would include job functions like mail room clerk, front-desk receptionist and optical-scanner operator. Genesys WFM allows you to easily define a staffing requirement unique to each interval of the day.

Multiple forecast "scenarios" can be built for the same time range and activities using different forecasting parameters. These forecast scenarios can be anywhere from one day to two years in length, and be generated for any time period into the past or future. They also allow for staffing requirements to be forecasted through the application of agent behavior and reality-factors, as well as specific business goals, via a user-friendly forecasting wizard. In addition, templates are available to define a unique value for every interval of every day of the week for your forecasting process.

Optimize Schedules

Genesys WFM is designed to be able to provide advanced schedule optimization, even in the most complicated union or government regulated workforce environments. The application supports fixed, rotating and flex schedules, employee preferences, and team schedule synchronization. And, when assigning schedules, various schedule constraints can be applied that take into account work rules, conditions, contractual requirements,

skills, skill proficiency, and employee rank. Prior to publishing a master schedule, multiple scheduling scenarios can be created. Scenarios can be based on actual employees or employee profiles. Employee profiles allow users to view an optimal mix of shifts in a schedule based on theoretical employees. Profiles can also be used to build a hypothetical team model based on numerous "what if" scenarios to address over-/under-staffing. Schedules are graphically displayed and color-coded to reflect activity types, and they can be modified via a drop-down menu selection. Schedules can easily be re-optimized in real-time for part of the day, which allows for real-time adjustments to current schedules as a result of new, unexpected staffing needs. These re-optimizations can be flexibly done for a single employee, group of employees or entire sites. Genesys WFM not only allows you to view and manage all employee schedules for a given day, but you can also view and work with a single employee's schedule for multiple days on one screen.

Monitor Employee Performance

Intra-day schedule views allow managers and supervisors to easily see what employees should be doing at any particular time. It makes it easy to view comparisons between forecasted data, scheduled data, and actual data. Configurable color options within the views make it easy for managers to identify items such as meals, breaks, activity sets and exceptions. Managers can view information at different intra-day or weekly granularities to help them understand how well they are meeting planned objectives. Views can be configured with visual alarms that will automatically activate when the variance between the expected values and actual values breaches a specified threshold. These alerts can be uniquely specified for every activity. The view allows for all of the trending data to be displayed in its local time zone, or in the local time zone of the user.

Real-Time Adherence

The real-time adherence capability allows managers and supervisors to monitor employee service-level compliance, and to easily identify and track actual employee status against planned schedules. Visual alerts enable them to respond quickly if variances exceed specified levels. True real-time adherence monitoring can be performed for any activity being forecast and scheduled by the application. For example, it allows for the definition of an adherence severity threshold, and any employees who are out of adherence past this threshold can be categorized, filtered and displayed differently, and it can also differentiate between those employees who are just recently out of adherence and those that have been out of adherence much longer.

Employee Empowerment Functionality

The employee Web interface enables employees to view and manage their own schedules conveniently and flexibly. This includes managing and inserting exceptions directly into their scheduling; viewing the schedules for other employees; initiating, negotiating and confirming schedule trade proposals with other employees; defining schedule preferences by date; managing their own time off and participating in pre-generated schedule bids.

Access Tools Easily

The Workforce Management Integration Application Programming Interface (API) provides standards-based access to data such as adherence statistics, schedule details, and forecasts. Managers and supervisors can use this data to monitor and manage employee performance, calculate payroll and import employee schedule exceptions from third-party applications such as HR systems or e-learning systems.

7. Genesys Cloud allows up to three years or 5 GB of historical data exported from existing platforms to be used in forecasting and scheduling in Genesys Cloud. A CSV template is provided to allow for ease of transition

between legacy platforms and Genesys Cloud. Historical recordings cannot be imported into Genesys Cloud for analysis.

8. As agents receive ACD interactions, their status changes from On-Queue and Idle to On-Queue and Interacting. As they complete their interactions, they are automatically switched to On-Queue to take the next ACD call. default set of statuses come preconfigured with the instance. Administrators can set up secondary statuses to customize the system to the organization's needs.

9. Please reference Attachment 4 - Genesys Cloud Agent Desktop Overview.

10. Please reference Attachment 5 - Genesys Cloud Administration.

11. "Genesys Cloud Architect is a WYSIWYG ("what you see is what you get") integrated development environment that allows the customer to build out call flows for a self-service attendant and IVR. IVR Call Flows in Genesys have two different states:

- 1) Published
- 2) Open for Editing/Locked

The "published" call flows are the call flows that are live to external customers. Flow Designers can open a flow for editing without actually affecting the caller experience and make changes. Once all changes or updates are completed, designers need to publish the call flows for the changes to become live to the end users. These changes are applied instantaneously once the publish is complete. This task is very simple to complete, and just requires ""editing a flow"", making the change, and pressing ""publish"".

The other component of Genesys Cloud Call Flows is the Call Routing container, which defines which phone numbers are pointed to which call flows. Administrators can easily update the phone numbers between call routes, users or Ring-All Groups, as well as adjust the schedules that are applied to different call flows. For screen shots, please review Attachment 6 - Genesys Cloud Architect Screen Shots."

12. Genesys Cloud allows Administrators and Supervisors two main locations for updating Queue information. The first location is at the queue level. They can add users global from within a Queue, while at the same time being able to manage the Wrap-Up Codes, Routing behavior, and different Media Type service level targets. Supervisors can also navigate to each person specifically, and edit their queue and skill membership while on their profile. Please review Attachment 7 - Genesys Cloud Managing Queues for screen shots. For adding users to the organization, please review Attachment 8 - Genesys Cloud Administering Users.

13. Genesys Cloud has a feature called Agent Assist, which provides the real-time transcription of a customer call and knowledge suggestions that get updated automatically based on the context of the conversation. Knowledge suggestions include FAQ or knowledge article recommendations making agents more efficient, knowledgeable, and improving the overall customer experience. A stream of FAQ suggestions is automatically served up to the agents. They do not have to perform manual searches for this information. Real-time FAQ suggestions allow contact centers to quickly onboard new agents, increase productivity among existing agents, and ensure consistent communication across the entire team. There is also an App Foundry product called Shelf, which provides similar functionality.

a. Agent Assist provides knowledge suggestions based on the context of a live conversation between a customer and an agent. The agent assistant retrieves knowledge suggestions from your Google Cloud Storage. Before you can enable Agent Assist and create an assistant, you must upload your knowledge documents in a Google Cloud Storage bucket.

b. Knowledge bases allow you to store a set of predefined questions and answers or FAQs to respond to queries. The information in the knowledge updates and the Knowledge page displays the knowledge name and the number of questions and answers that you import or add through your user interface. Currently, the knowledge workbench supports language search in English and German.

The Knowledge Bases page displays the following information:

- Knowledge name and the number of FAQs
- Language of the knowledge base
- Knowledge base state (Initial, Trained, or Published)
- Last knowledge base modification date.

Genesys Cloud Bots use the Knowledge Base to interface with customers when it is answering FAQs and other operations that customers are requesting. Genesys Dialog Engine Bot Flows help you create bots through a natural language understanding (NLU) engine that can interpret and process information the customer provides as input. A bot is a conversational method of communicating with customers. Bots are powered by natural language processing (NLU) and artificial intelligence (AI). You can build bots in Architect and then integrate them into Architect inbound call, chat, or message flows.

14. The Genesys Cloud AppFoundry is a marketplace of solutions that offers Genesys customers the most useful solution-centric marketplace for all Genesys platforms in a single location. Discover, research, and connect with a broad range of customer service applications, integrations, and services that address your unique needs. Applications and integrations are available for Genesys Cloud, PureConnect, and PureEngage. Many applications are free.

Application vendors provide support for third-party applications. Support contact information appears on the application's AppFoundry entry.

There are several types of apps in the AppFoundry:

- Premium applications are from our technology partners and authorized resellers. These apps and integrations are available for purchase. To purchase a premium app, contact Genesys Cloud Sales. Some premium apps are billed at a flat rate, while others are billed on a usage basis. All charges for premium apps appear on your regular Genesys Cloud bill. To use a premium app, a user must have the appropriate permission. The admin who configures a premium app for your environment determines which roles to assign the permission to.
- Community apps/integrations are from members of our user community. These apps and integrations are free.
- Genesys apps/integrations are from our internal development teams. Some of these apps and integrations are available for purchase; many are free for all Genesys Cloud customers.

a. Clients can navigate to the AppFoundry and get in direct contact with the Genesys sales representative or the approved reseller partner. Once the purchase is complete, there might be a client application integration portion needed, but further discovery would be needed in the initial stages.

b. There are different types of AppFoundry applications: free vs. paid. Negotiations would need to be had with the AppFoundry Product reseller to discuss if a free trial is approved for their application.

15. User log-on requirements and authentication can be found in Attachment 9 - Genesys Cloud User Authentication. From a customization standpoint, if there is functionality that is required that is not provided out of the box within the Genesys Cloud UI, the typical approach is to use web services that interact with the Genesys Cloud APIs. Genesys Cloud is a platform first solution, that has a robust suite of APIs that customers can build upon to provide any additional functionality.

16. Genesys provides a very well documented list of available APIs that can be found at the following location: <https://developer.genesys.cloud/api/rest/v2/> for developers to create services that interact with Genesys Cloud. Genesys Cloud has a broad and deep number of mechanisms for integrating applications and data. These integration mechanisms can be grouped into three categories:

- **API Integrations.** API integrations are used to invoke general Genesys Cloud functions. They are all REST-based and mostly use a synchronous request-response approach for API invocations. For example, an API integration could use the Genesys Cloud user and telephony APIs to build a provisioning workflow that will add a user and a WebRTC phone every time a new employee is provisioned within an organization's employee directory.
- **Data Integrations.** Data integrations consist of APIs used to retrieve or synchronize data (e.g. conversation data) from Genesys Cloud to your internal applications or data stores. These integration approaches include event-based messaging and REST-based services that can perform a variety of tasks, including ad-hoc queries, near-time data synchronization and asynchronous data exports.
- **UI Integrations.** These integrations consist of Javascript-based components and REST APIs for embedding and building Genesys Cloud functionality directly within your own applications. This integration category also includes a WebRTC SDK to integrate WebRTC call controls directly in your UI and a chat API to integrate chat from your web applications with Genesys Cloud.

5.1 – 5.3 Sections 5.1-5.3 – Project Management

Explain how you propose to manage the project to ensure that the solution is designed, developed, and implemented according to the State's requirements and the schedule outlined in your Project Management Plan (PMP), referencing experience where applicable.

Additionally:

1. Describe your approach to project management
2. Provide a separate project schedule with adequate detail to allow for understanding of the types of work, integration of the work, ownership of the work, and overall timing.
3. Detail how you will meet your implementation timelines and how your project management strategy is catered to your implementation timelines and methodology.
4. Explain how you will meet the deliverable development, review, and approval process outlined in Section 5.1, as well as the process of managing all documents related to the project as outlined in Section 5.2.
5. Explain how you will satisfy the requirements for Project Planning as described in Section 5.3. Include as a part of your response a draft version of your PMP, including all applicable subsidiary plans.
6. Describe what type of Professional Services practice and Technical Services you utilize to implement your technology. Please specify if you utilize your own services or those of a partner or partners. Provide partners' contact information if applicable.

Avtex is committed to the success of our projects. We ensure we are aligned with our clients on scope, deliverables, responsibilities and understanding of what success means to our client and their customers.

To be successful we have a regular cadence of planning calls and define our communication expectations up front at kick-off. Avtex works alongside our client every step of the way during an implementation, guiding and recommending best practices to fit our client's goals as well as understanding current pain points.

Proper User Acceptance testing is key to an overall great agent and management experience as well as a great experience for our client's customers. Avtex provides a dedicated Quality Analyst who builds a test plan with test scripts from the agreed upon design that we then use to test the solution prior to turning the scripts over to the client team to assist in their testing as well. In addition to testing, training will be provided prior to user acceptance testing to ensure success and prepare the client training resources for end user training. Ensuring the agents and supervisors can use the platform successfully will leave a seamless transition for them at go live. Our project manager will work with the full team to ensure carrier transitions are scheduled and conduct a go – no go readiness decision prior to cutover to ensure success. Our team supports the client post go live to answer questions and will schedule a hand-off to our support team to ensure a smooth transition.

As for the ongoing client relationship, Avtex assigns a Client Account Manager (CAM) who will become your go to point of contact. The CAM will act as your conduit for any license additions, new projects, support escalations, future project additions as well as coordinating meetings with technical resources. The CAM will schedule a regular meeting cadence to stay informed of your business requirements and to keep you informed of new technologies, applications and functionalities. At a minimum you will meet for an annual or quarterly review (your preference) and then for specific projects like conversions, mergers and acquisitions, branch openings the meeting cadence will be increased to help you work through the plan and timelines.

1. PROJECT MANAGEMENT

The Avtex project management approach works hand in hand with your project team. The Avtex project manager is the main point of contact on the Avtex project team once the project is initiated. Our project managers are trained in various industry standard project management processes and many carry project management credentials. Our project manager will bring implementation knowledge and experience for deploying similar projects and help your project team understand and plan for the tasks they will need to complete to hit target timelines. A regular cadence of planning and status meetings will be scheduled with the core project team, and regular additional project communication will be provided through status and budget reporting and dedicated SharePoint project portals for collaboration. When your project team includes a project manager or a Project Management Office, our project manager will team up with your project manager or PMO to deliver the best possible solution your organization. If you do not have a project manager, the Avtex project manager will work closely with your designated project lead.

2. SAMPLE PROJECT PLAN

Attached you will find a sample high-level project plan (Attachment 10). If selected, a more detailed project plan will be developed for the IOT based on additional scoping of deliverables and discussions on your requirements.

3. OUR METHODOLOY - **CONFIDENTIAL**

[REDACTED]

[REDACTED]

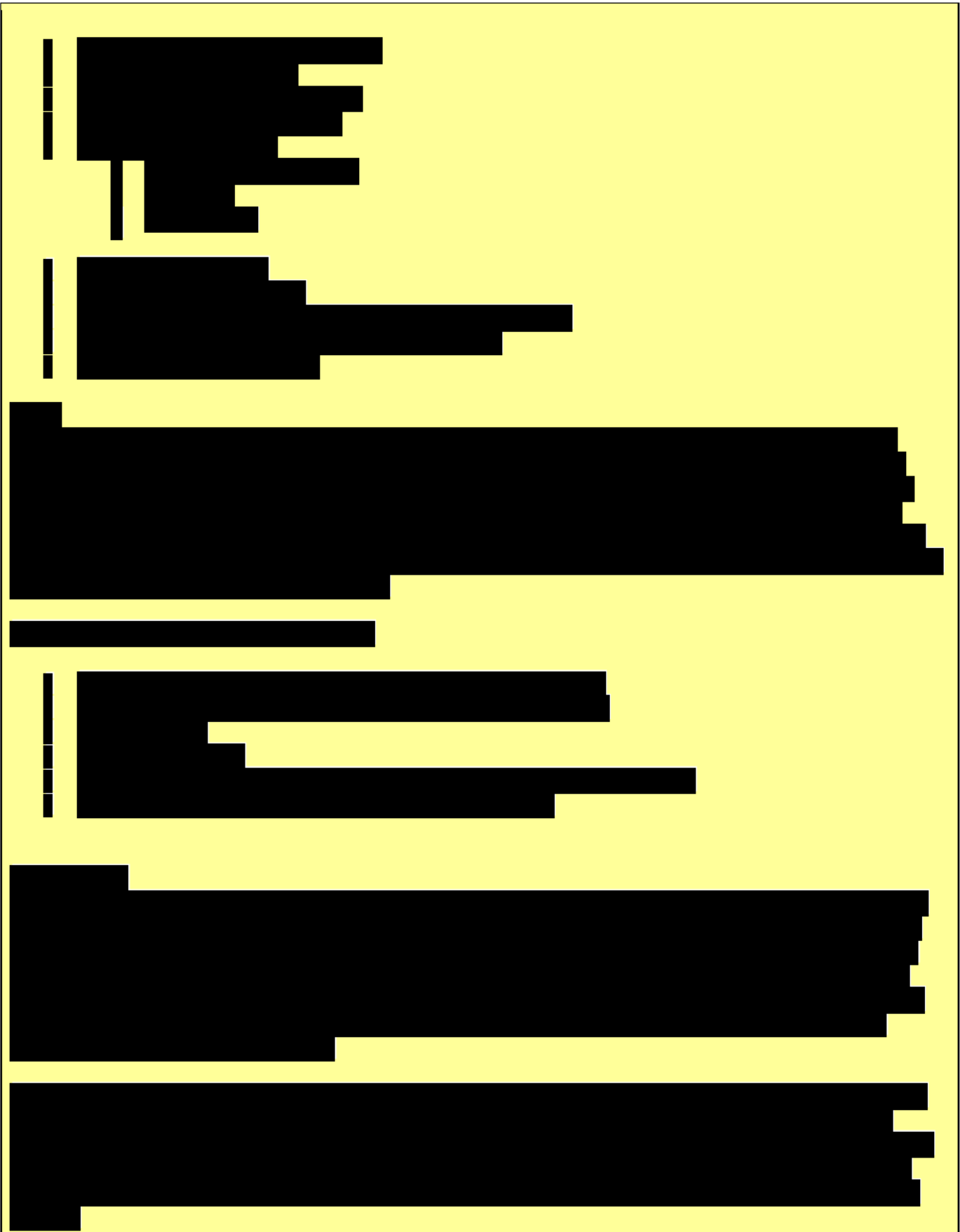
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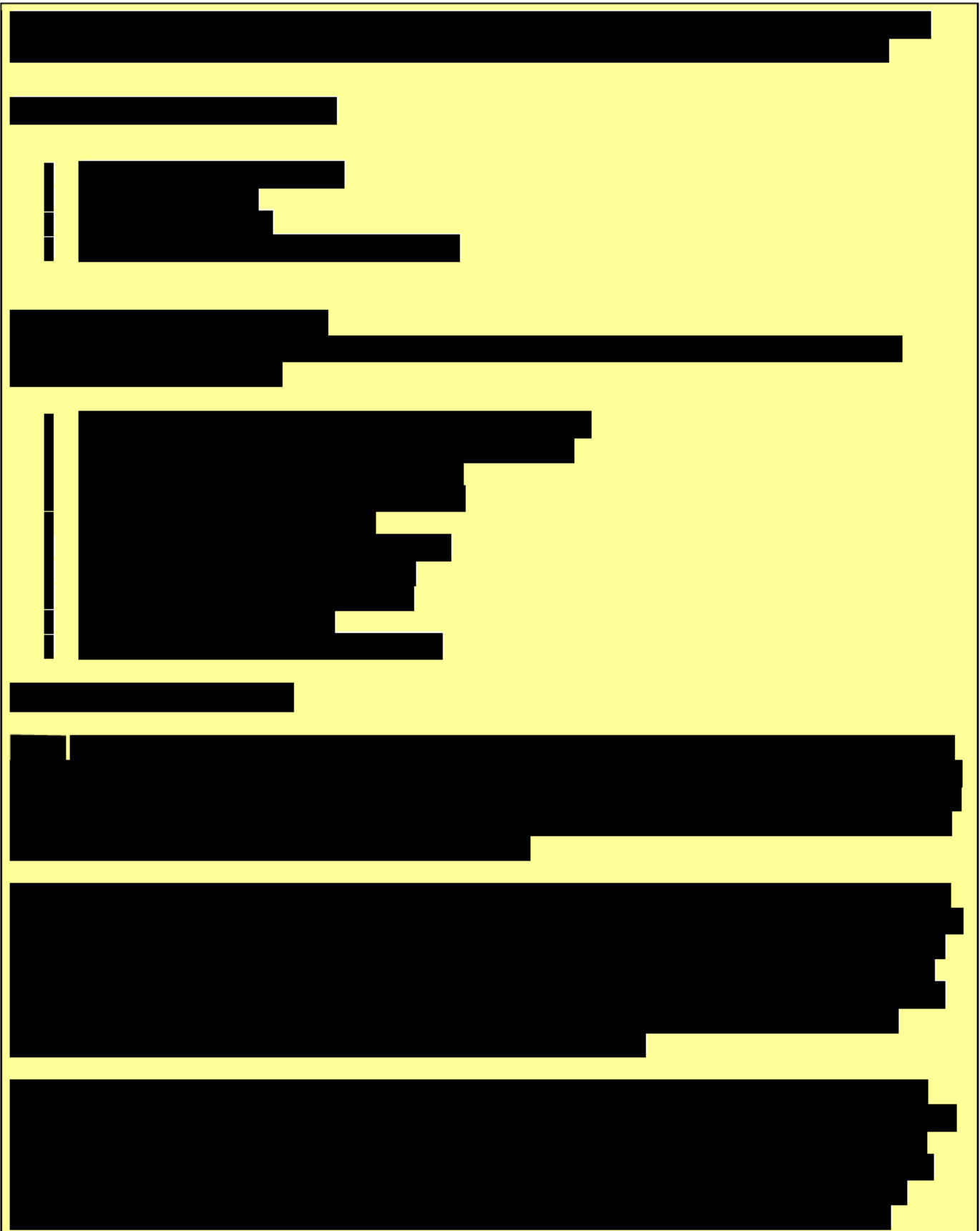
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5.4

Section 5.4 Project Staffing:

1. Provide a detailed summary of how you will meet the project staffing requirements detailed in Section 5.4.
2. Please provide a Project Resource Staffing Plan for all phases of the transition which contains at minimum:
 - a. The necessary roles
 - b. The number of staff proposed for each role
 - c. Their qualifications,
 - d. Their location,
 - e. A RACI chart,
 - f. A plan for new or replacement staff
3. Lastly provide resumes (or job descriptions if personnel have not yet been identified) for all the required Contractor positions listed in Section 5.4.1.

1. Avtex has a vast pool of highly qualified implementation and project resources. From PMP Certified project managers to Genesys Cloud certified engineers and implementation consultants. Avtex will provide a program director to be the main point of contact throughout the entire project. The project manager (PM) assigned will be an enterprise level PM with the experience required to make a project of this size successful. Avtex will provide both a lead developer and technical coordinator along with supporting development team members and engineers to make sure the project can be completed within the designated timeline.

Avtex has a full training and QA/Testing team that will be provided to make sure the IOT team is fully trained on how the system functions and on how to properly test all portions of the cloud environment.

2. Typically, resources would not be assigned until such time as we were awarded the project and a contract has been signed. It would be difficult to predict which resources would be assigned to your project until such time. As a result, we are providing representative profiles of our project team to demonstrate the depth of skills and experience we have at Avtex.

• Project Manager

Responsible for serving as the client focal point for coordination of system implementations and integrations including project planning, project management, business analysis and design. Project-related duties include client interactions to define business priorities, coordination of necessary documentation, defining test plan and implementing final solutions.

• Application Consultant

Avtex Application Consultants are responsible for working with clients to design their new PureCloud solutions. This includes designing and documenting call flows, performing data collection and design recommendations.

• Implementation Specialist

Responsible for system implementations and integrations. Project-related duties include technical discussions, cutover support, testing, and implementing final solutions.

• Training Consultant

Avtex's Training Consultants assesses each client's training needs and creates personalized course curriculum. Delivers instructor-led courses both in person and online. Involves active participant exercises to ensure retention of the training material and is comfortable and confident instructing small or large groups consisting of users from all levels of client organizations. Brings high energy, attention to detail and flexibility to each engagement.

Please see the attached "Roles and Responsibilities" matrix and RACI chart (Attachments 11 and 12).

3. Please see the attached "Avtex Representative Staff Profiles" (Attachment 13).

6 Section 6 - Training

1. Describe your ability to meet the training requirements outlined in Section 6.
2. Include a draft Training Plan and a description of the agent onboarding experience, including typical ramp time in your response.
 - a. The Training Plan should include a description and definitions of the training methodology, staff, resources, user roles, and all other items as outlined in the minimum requirements.

1. Training is one of the mission critical components of any Genesys Cloud deployment. Avtex trainers will train your key resources, (e.g. Team Leads, Trainers, Administrators). It is essential that your contact center administrators and technical support personnel not only are equipped to manage the ongoing administration of the Genesys Cloud solution, but also have a solid partner available to support them in areas for which they require help. Training specific to each role is provided as part of the implementation process. Avtex can also provide support in any changes IOT staff would not feel comfortable making.

Avtex will hold knowledge transfer training that will explain how the ORG is set up and how to maintain the system including:

- Set up of WebRTC phones
- Invitation of new users
- Quality Manager Policies
- Roles and Permissions
- Email setup and routing
- Schedules and call routing
- Prompt Management
- Subscriptions and Billing

In addition, Avtex provides eight training hours as part of the Premier Support offering for IOT and its agencies.

2. Please find the attached high level sample training plan (Attachment 14). If selected, a personalized training plan will be provided by aFit (WBE subcontractor) after contract signing.

7.1-7.4 Sections 7.1 – 7.4 – System Maintenance and Operations (M&O): General Systems Support, Software Updates and M&O Testing, Application Monitoring, and Incident Management

1. Explain how you propose to maintain and operate the System according to the requirements in Sections 7.1-7.4.
2. Describe in detail how you propose to meet or exceed the requirements for the following subsections and label each subsection of your response by the appropriate section number (e.g., Application Monitoring Section 7.3). Also provide additional information on specific requirements as follows:
 - General Systems Support (Section 7.1)
 1. Indicate how often you would make routine maintenance changes.
 - Software Updates and M&O Testing (Section 7.2)
 1. Describe the additional support features in Attachment M, Scope of Work.
 2. Describe your testing process for new software releases, your methods for resolving discrepancies, and the criteria for ensuring the testing is successfully completed.
 3. Describe how you perform maintenance without any service interruptions and how you mitigate any risks to production during maintenance.
 - Application Monitoring (Section 7.3)
 1. Detail your process for adhering to the Defect Management process, including adhering to specified resolution timeframes and defect logging guidelines.
 2. Provide a list of reports that are built into the cloud solution and provide examples. Please list the custom report and/or available 3rd party reporting options. IOT has provided sample reports that our agencies/business units find useful today (See Sample Reports Attachment J Bidder's Library – Sample Reports Folder).
 3. Describe in detail the audit, tracking, and reporting information that you are able to provide and note any exclusions.
 - Incident Management (Section 7.4)
 1. Explain your process for escalating and resolving incidents
 2. Provide an example of a Root Cause Analysis (RCA) that you have previously provided to a customer. Include a timeline of the incident from the initial time it was reported until the Corrective Action Plan (CAP) was implemented.

1. Genesys will make the Genesys Cloud CX Service available 24 hours a day, 7 days a week, and use commercially reasonable best efforts to provide 100% uptime, except for the following "Uptime Exclusions": (i) occasional planned downtime at non-peak hours (for which we will provide advance notice); or (ii) any unavailability caused by circumstances beyond our reasonable control, including failure or delay of your Internet connection, misconfiguration by you or any third party acting on your behalf, issues on your network, or telecommunications services contracted directly by you.

However, if our service uptime falls below the following thresholds in any one-month billing cycle (not including any Uptime Exclusions), you may request a credit within thirty (30) days after the month in which the uptime fell below the threshold. Please contact your Customer Success Manager to request credit. Upon the Customer's valid request, we will provide the stated credit against the following month's invoice. For annual term contracts, we will provide the applicable credit refund as a credit to the prepaid balance or a credit refund, at the customer's discretion.

- Uptime below 99.99%: 10% Credit
- Uptime below 99.0%: 30% Credit
- Uptime below 97.0%: 100% Credit

ADDITIONAL GUARANTEES

Any additional guarantees related to the Genesys Cloud CX products and services may be found in the Terms and Conditions at the following link: <https://help.mypurecloud.com/articles/global-genesys-cloud-service-terms-and-conditions/>

The Genesys Cloud CX subscription provides all customers with web portal access for the submission of trouble tickets, along with 24x7x365 emergency phone support. Customers also have access to webinars, online training, and the Genesys Cloud CX developer community at no additional charge as part of the monthly subscription prices.

Genesys Cloud CX Support is provided with the following coverage hours:

- Resource Center (free; 24x7x365) – Open the Help menu by clicking on the Help icon. You may also access the Resource Center directly at <https://help.mypurecloud.com/articles/resource-center/>.
- My Support Web Portal (included with license; 24x7x365) – Open and manage your support cases by logging in to the Genesys Cloud CX My Support portal at <https://genesyspartner.force.com/customercare/GenesysCommunityLogin>.
- Phone Support for Severity 1 (included with license; 24x7x365) – Regional phone numbers for calls to Customer Care are available at <https://genesyspartner.force.com/customercare/CustomerCareContactUs>.
- Chat Support (included with license; timing varies) – We offer chat functionality to customers with existing cases, so you can provide additional information to, or request a quick update from, your analyst. A chat session requires that your assigned analyst is online, so the availability will vary accordingly.

Each incoming call is prioritized and handled according to severity level. Support engineers aim to respond to each ticket with a target initial response time and reach a resolution within target restoration times. Although there is no limit to the number of cases a customer can open, Genesys recommends proper training to avoid the need to open cases. Note that Genesys doesn't accept support requests for moves, adds, changes or changes to skills.

Only a designated contact at your organization can contact Genesys Cloud CX Support. To become a designated contact, your representative must take the Genesys Cloud CX Customer Roles and Responsibilities training and complete the form at the end of the training, after which they will receive their credentials within 48 business hours.

Genesys employs an Agile Scrum software development process. This iterative approach combined with our Use Case methodology leads to value-driven solutions being delivered sooner in the delivery cycle. As well as Scrum, we are also able to support a Kanban approach. For Agile Scrum, we use either 2 or 3-week sprint cycles, depending on the customer preference and project suitability. During a 3-week sprint, typically weeks 1 & 2 will be concentrated on design and build activities, and week-3 will be dedicated to the system and integration testing.

We use automated testing and chaos principles injecting intentional failures to ensure that our services can tolerate them and recover from primary to backup failovers. At the end of the sprint, we present a live demo of the user stories delivered as part of the sprint and give stakeholders an opportunity to see the software in action, provide feedback, and ask questions. Each sprint builds on the work done in the previous sprint and results in a Potentially Shippable Product (PSP) increment. Our immediate priority is to work towards a production candidate that allows our customers to go live as soon as possible and start seeing the solution's business value and return on investment. We have a well-defined process for moving solutions into production status that minimizes the risk of impact for migrating from existing solutions to the Genesys-developed solutions.

From a Genesys Cloud CX update perspective and due to the common continuous delivery model, any components that need updates can be taken care of behind the scenes through versioning. As Genesys updates a component, Genesys can bring the updated component online simultaneously with the previous version of that component. Then Genesys Cloud CX will start directing all new requests/traffic through the new component, while the solution still serves the previous request through the older version. Once all sessions through the older version are completed, Genesys removes the old versions.

Genesys Cloud CX is provided as a SaaS offering with system management and monitoring included as part of the subscription.

Genesys Cloud CX uses third-party vendors for system monitoring and logging. As a SaaS platform, the solution does not provide or allow monitoring by the end customer. Access is restricted to Genesys Cloud CX personnel and controlled via SSO from OneLogin with multi-factor authentication. Genesys Cloud CX has a dedicated team for issue resolution and formally documents root cause analyses around those issues.

Genesys Cloud CX security engineers share an on-call rotation. Genesys Cloud CX also uses a third-party vendor that monitors IDS alerts. The security team has monitoring in place to send these alerts to the on-call engineer for investigation.

From a networking perspective, Genesys has developed a monitoring tool based on a number of third-party network monitoring products that provide customer-facing network performance dashboards. As a key differentiator, bandwidth is monitored to ensure the reduction of false-positive alarms.

Genesys has implemented an incident response program based on industry best practices. The goal of the incident management program is to minimize the adverse impact of incidents resulting from issues within the Genesys environment and to prevent the recurrence of incidents related to those issues. It is designed to identify, contain, and eradicate the root cause of incidents through investigation and analysis.

Upon identification of the root cause, the Security Incident Response Team (SIRT) is a cross-disciplinary team within Genesys that works to eradicate the issue and implements corrective and preventive actions with the appropriate team members to resolve the underlying problem, thus reducing the likelihood of recurrence. The program is overseen by Information Security but involves subject matter experts from across the organization, and supplemental experts are available to assist where necessary. These might include changes to internal processes, procedures, and/or infrastructure.

When an outage is resolved, the Priority 1 case moves to either a Resolution Proposed or a Closed state. Genesys Cloud CX Customer Care provides the customer with a status update of the Priority 1 case at the time of closure. The update contains a brief explanation of the outage and an initial RCA, which briefly describes the known cause of the issue. If a complete RCA is not available at the time of the closing of the Priority 1 case, then the case is not closed until Genesys Cloud CX Customer Care completes a follow-up investigation.

Genesys Cloud CX Customer Care provides a comprehensive RCA to affected customers within 5 business days for Critical and High issues affecting the Genesys Cloud CX platform. If the customer requires additional documentation, then the customer can make such a request by opening a new case. The case must include the case number of the original trouble reported and contact information for distributing the documentation. If the customer requires a follow-up discussion in addition to the documentation, then the customer can add this request to the case. A meeting is then coordinated when the final document is delivered.

From a Genesys Cloud CX update perspective and due to the common continuous delivery model, any components that need updates can be taken care of behind the scenes through versioning. As Genesys updates a

component, Genesys can bring the updated component online simultaneously with the previous version of that component. Then Genesys Cloud CX will start directing all new requests/traffic through the new component, while the solution still serves the previous request through the older version. Once all sessions through the older version are completed, Genesys removes the old versions.

7.1 General Systems Support

1. Genesys employs an Agile Scrum software development process. This iterative approach combined with our Use Case methodology leads to value-driven solutions being delivered sooner in the delivery cycle. As well as Scrum, we are also able to support a Kanban approach. For Agile Scrum, we use either 2 or 3-week sprint cycles, depending on the customer preference and project suitability. During a 3-week sprint, typically weeks 1 & 2 will be concentrated on design and build activities, and week-3 will be dedicated to the system and integration testing.

We use automated testing and chaos principles injecting intentional failures to ensure that our services can tolerate them and recover from primary to backup failovers. At the end of the sprint, we present a live demo of the user stories delivered as part of the sprint and give stakeholders an opportunity to see the software in action, provide feedback, and ask questions. Each sprint builds on the work done in the previous sprint and results in a Potentially Shippable Product (PSP) increment. Our immediate priority is to work towards a production candidate that allows our customers to go live as soon as possible and start seeing the solution's business value and return on investment. We have a well-defined process for moving solutions into production status that minimizes the risk of impact for migrating from existing solutions to the Genesys-developed solutions.

7.2 Software Updates and M&O Testing

1. Avtex is a full-service support and CX partner and is the largest and oldest partner of Genesys. We have 90+ team members, located in throughout the United States and Canada. Our team members average 7.5 years of experience with Avtex and 10 years with Genesys solutions. We currently have 15 Genesys Cloud certified engineers. A service request can be opened with Avtex via live toll-free call, online client portal or email. All end users should contact the IOT's helpdesk for level 1 triage and support. If needed, designated contacts from their helpdesk, IT/Telecom team(s) will contact Avtex to open a client ticket number (CTN) via live call, email, or the Avtex client portal. Our Support Team is staffed 24/7.

2. We will make the Genesys Cloud CX Service available 24 hours a day, 7 days a week, and use commercially reasonable best efforts to provide 100% uptime, except for the following "Uptime Exclusions": (i) occasional planned downtime at non-peak hours (for which Genesys will provide advance notice); or (ii) any unavailability caused by circumstances beyond our reasonable control, including failure or delay of your Internet connection, misconfiguration by you or any third-party, issues on your network, or telecommunications services contracted by or for you, or (iii) unavailability as a result of the actions of AWS, including (a) any maintenance or planned downtime of the AWS services, (b) any fault or failure of the AWS services, or (c) AWS either terminating the AWS Customer Agreement or suspending our or your use of AWS services. Your use of the Genesys Cloud CX Service is subject to our complete Genesys Cloud CX Support Policies and Service Level Targets (SLTs).

3. Genesys Cloud CX resides within the AWS data center. Typically, AWS does not require systems to be brought offline to perform regular maintenance and system patching. AWS's own maintenance and system patching generally do not impact customers. The maintenance of connector instances for integrations is controlled by the customer.

From a Genesys Cloud CX update perspective and due to the common continuous delivery model, any components that need updates can be taken care of behind the scenes through versioning. As Genesys updates a component, Genesys can bring the updated component online simultaneously with the previous version of that component. Then Genesys Cloud CX will start directing all new requests/traffic through the new component,

while the solution still serves the previous request through the older version. Once all sessions through the older version are completed, Genesys removes the old versions.

7.3 Application Monitoring

1. The Genesys Cloud CX migration uses a testing approach, allowing our customers to use and test (UAT) the functionality of their system during that UAT phase with test numbers until the customer is ready to go live. With Genesys Cloud CX, there is also the option for a phased approach to allow the deployment of one business unit at a time, which minimizes day-to-day operations. If the customer wants to utilize Genesys Cloud CX Voice, they can easily purchase a block of numbers for testing purposes. Customers can test by forwarding the test # to another number to work out any bugs or issues, then they can forward to their customer-facing number once all fixes are completed. Once the number is ported over to Genesys Cloud CX Voice, the customer can make a call on exactly when that number goes live in their Genesys Cloud CX environment.

The Test stage demonstrates that the developed solution meets the requirements. A Test Lead is assigned to the project. They are a member of the quality engineering team that ensures the solution meets business requirements and adheres to quality policies and procedures. They will interface with the client team when going through User Acceptance Testing to troubleshoot any issues. Client Acceptance Testing is completed once Genesys QA turns the project over.

2. Genesys Cloud offers built-in, customizable performance views that provide both real-time and historical data for contact center managers and supervisors to view contact center performance and metrics. Performance views allow a user to monitor performance activity for the contact center, including all inbound and outbound communications, workforce management and quality monitoring tools, and user-based views to see a user's direct activity in the platform. Users can view critical KPIs such as service level, Average Speed of Answer (ASA), waiting interactions, connected interaction, and more.

Each view can be customized, saved, and exported to provide users with the data they deem critical to evaluate the performance of their business. Exports can be easily scheduled and delivered (via email or download) in various formats, including .CSV and .PDF.

For more advanced users, all Genesys Cloud metrics and statistics are available via various analytics endpoints both in real-time and from our data lake which can integrate into other external platforms and BI tools.

While Views are recognized as the best option for built-in reporting, a series of static Report templates are also included. More information can be found on the following page, including a summary of every View and Report that is included with the platform. <https://help.mypurecloud.com/articles/about-reports-views-and-dashboards/>.

3. Genesys Cloud CX is provided as a SaaS offering with system management and monitoring included as part of the subscription.

Genesys Cloud CX uses third-party vendors for system monitoring and logging. As a SaaS platform, the solution does not provide or allow monitoring by the end customer. Access is restricted to Genesys Cloud CX personnel and controlled via SSO from OneLogin with multi-factor authentication. Genesys Cloud CX has a dedicated team for issue resolution and formally documents root cause analyses around those issues.

Genesys Cloud CX security engineers share an on-call rotation. Genesys Cloud CX also uses a third-party vendor that monitors IDS alerts. The security team has monitoring in place to send these alerts to the on-call engineer for investigation.

From a networking perspective, Genesys has developed a monitoring tool based on a number of third-party network monitoring products that provide customer-facing network performance dashboards. As a key differentiator, bandwidth is monitored to ensure the reduction of false-positive alarms. Genesys also has internal SIP monitoring tools for troubleshooting and fault resolution. These are not currently available as a customer-facing dashboard but are on our managed services development roadmap.

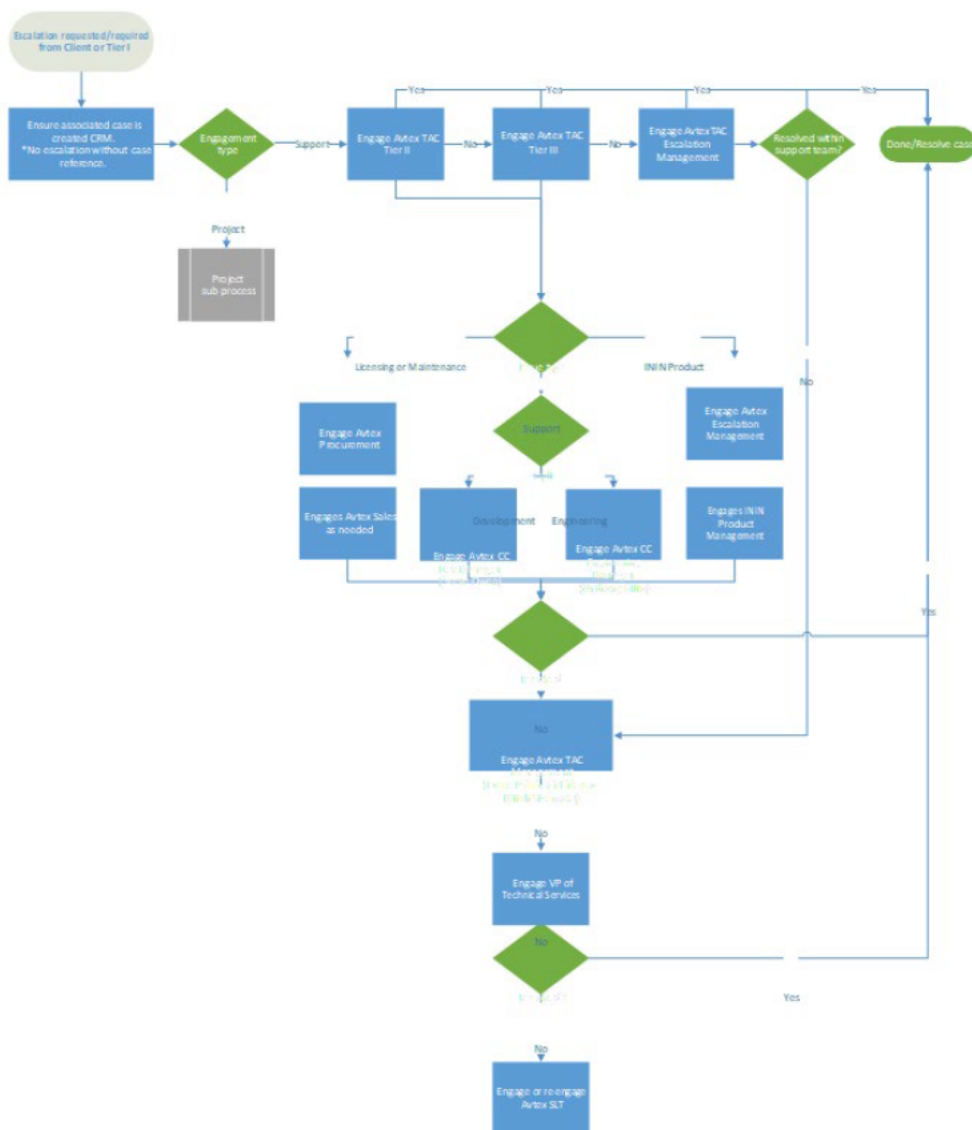
7.4 Incident Management

1. If you are not completely satisfied with the service you have received from Avtex on an open CTN, you may escalate the CTN by contacting your Client Account Manager (CAM) or referring to the escalation flow chart shown below and contacting the appropriate resource. It is also important to note that Avtex customers have the ability to determine and set the desired status for their tickets. If you feel like something is critical even though it's only impacting one person, you can set the status to critical.

Support Escalation Process Flow

800-323-3639

<https://OnPoint.Avtex.com>



Please see the following table with our Service Level Objectives. Our goal to respond to all service requests within the time-frames outlined below.

Priority	Business hours	Non-Business hours and Holidays	Hours of Activity
Emergency <i>Requires live call into queue</i>	Initial Contact: Immediate Follow-up: Constant	Contact: 30 min Follow-up: Hourly Escalation: 4 Hours	24 x 7
High <i>Live call into queue</i>	Initial Contact: Immediate Follow-up Service Level: Daily	Contact: 10:00 AM Central next business day Follow-up Service Level: Daily	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays
High <i>OnPoint or E-Mail</i>	Initial Contact: 4 Hours Follow-up Service Level: Daily	Contact: 10:00 AM Central next business day Follow-up Service Level: Daily	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays
Medium <i>All interaction types</i>	Initial Contact: 4 Hours Follow-up Service Level: 3 business Days	Contact: 10:00 AM Central next business day Follow-up Service Level: 3 business Days	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays
Low <i>All interaction types</i>	Initial Contact: 4 Hours Follow-up Service Level: 5 Business Days	Contact: 10:00 AM Central next business day Follow-up Service Level: 5 Business Days	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays
Move, Add, Change <i>All interaction types</i>	Requests will be completed within 2 business days after receipt of the request	Changes will be scheduled during Avtex business hours and will be completed within 2 business days after receipt of the request	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays

2. Please see the attached Root Cause Analysis (RCA).

7.5-7.8 Sections 7.5 – 7.8 – System M&O: Access Management, Enhancements, Help Desk, and Business Continuity & Disaster Recovery

1. Explain how you propose to perform, execute, and support the solution according to the requirements in Sections 7.5-7.8.
2. Describe in detail how you propose to meet or exceed the requirements for the following subsections and label each subsection of your response by the appropriate section number (e.g., Enhancements Section 7.6):
 - Access Management (Section 7.5)
 - Enhancements (Section 7.6)
 1. Explain how you will adhere to the Enhancements Request and Approval Process.
 2. Describe the method of submitting enhancement requests.
 - Help Desk (Section 7.7)
 1. Describe how you will resolve and/or escalate issues in a timely manner.

2. Describe your proposed Help Desk tiers and how they will be managed including response and resolution times.
3. Confirm you will provide a dedicated phone number for IOT to reach the Help Desk.
- Business Continuity and Disaster Recovery (Section 7.8)
 1. Describe how you plan to meet or exceed the State's Disaster Recovery and Business Continuity requirements as listed in Section 7.8 and provide any related topology diagrams.
 2. Include a draft Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP) for the System in your response. Please also include your organization's Disaster Recovery Plan Diagram (DRPD).
 3. Please identify anything in your proposed plan that varies from the requirements in Section 7.8.
 4. If you are proposing enhanced tiers of business recovery and disaster recovery services describe the enhanced tiers and the how the services differ than the base State requirements.
 5. Describe how a Disaster Recovery test would be performed and any expected impact to Services.

1. Avtex Support will be included in IOT's pricing summary separate from the Genesys subscription fees. Any Avtex-provided hardware or custom applications / custom integrations will also include a warranty. Support will be provided by Avtex with escalation to Genesys when necessary for platform issues. Please see the Avtex Support Handbook included with our response package for full details.

Avtex Genesys Cloud Support includes the following:

Features	Description
Access to Avtex Technical Service Access to Avtex OnPoint Portal	24 x 7 Included
User Experience (UX) Consulting Customer Experience (CX) Consulting Avtex VRA (Voice Readiness Assessment)	10% Discount off List Rates 10% Discount off List Rates 10% Discount off List Rates
Avtex AVPRO Proactive Voice Network Monitoring Solution Optimization Consulting	\$550.00/site/month 10% Discount off List Rates
Development support for Avtex applications Remote training 8 hours per year Remote Move, Add, Change, Delete (MACD) Travel Time	Required and Included Included (Avtex training) Included – 2 hours per month Not Included

The following services are NOT included in an Avtex Warranty or CSA:

- Labor or material required to restore the system due to an act or event occurring external to the equipment which causes, either directly or indirectly, a failure or malfunction in the equipment. This includes without limitation: failures or malfunctions of Telco circuits, cable, or other equipment connecting the equipment to the telecommunications system; or abnormal power fluctuations which adversely affect the equipment.
- Administration services over and above the 2 hours per month included in the CSA
- Additions too, changes or relocation or system hardware.

- Neglect, misuse, tampering, accident or abuse, including use of the system for purposes other than which designed.
- Wiring, repair, alteration, modifications or improper installation by anyone other than Avtex, its subcontractors or affiliates without Avtex prior written consent.
- Accidents, disaster including water, wind, fire, lightning and earthquake unusual electrical shock; transportation; acts of God or public enemy.
- Vandalism; burglary; theft; lost or stolen parts; and or equipment other than equipment under warranty of Support Agreement from Avtex, including damages caused by equipment or lines of the host telephone system, host computer or LAN.
- Opening service tickets or maintaining ownership of service request with third party vendors.
- Replacing or troubleshooting network components.
- Forwarding or un-forwarding of telephone lines
- Troubleshooting individual PC workstations.
- Running or moving new/existing cable.
- Applications created by parties other than Avtex. Time and materials, best effort basis.

2.

7.5 Access Management

All of Genesys Cloud can be accessed and managed from a single web interface. Permissions determine the functions that a user can access. All aspects of system administration are available to Client. There are no features that can only be administered by Genesys.

Genesys authorized users access the cloud environment using multifactor authentication (MFA). All user activities are logged and monitored. Access by privileged users is reviewed periodically. Access permissions use the least privilege principle and role-based access control mechanisms. These access controls ensure that only users with proper authority and legitimate business requirements are allowed access to your data.

7.6 Enhancements

1. Genesys follows an agile development model that uses continuous delivery and an integrated customer feedback loop. Each quarter, Genesys sets ambitious goals for achieving development milestones focusing on strategic innovation, customer requests, best practices, and enhanced functionality. Genesys rapidly meets its goals for roadmap items. Customers can plan to see items available in a matter of weeks, not years. Genesys Cloud CX products use the continuous delivery model. Instead of releasing large batches of changes two or three times a year, we continuously release changes as we make them. As soon as an update meets our quality standards, we push that update to production. If we detect a problem, we immediately roll back the deployment to examine the problem with no downtime in service.

This delivery model enables Genesys to deploy small batches of changes as needed without interrupting the user experience, giving Genesys Cloud CX the flexibility to quickly develop, test, and release:

Usability enhancements: Our user experience team is always looking for new ways to make Genesys Cloud CX more useful and easier to use.

- Patches: Engineering and quality assurance teams work together to keep the products running smoothly.
- Security updates: Information Security stays vigilant of the evolving threats in cyberspace and adjusts the defensive strategy as needed when needed.
- Resource Center updates: Our documentation and education teams update Resource Center content every week.

For our customers, continuous delivery means that no one is locked into a specific version. When you subscribe to our service, you get the latest version, and you continue to have the latest version throughout the life of your subscription.

7.7 Help Desk

1. Avtex support is designed in a top down model where our Sr. Technical Consultants receive and review all requests for support enabling clients to receive answers to questions quickly and in person. Should the engineer answering the request need escalation, they have full power to request advanced engineers or developers to join them in mitigating the issue for the IOT in the shortest amount of time and to ensure the problem is fully solved. Each engineer is responsible for the case from open to close - even during escalation to ensure consistent messaging to the IOT.

2. The Avtex Support Center is available 24/7 for any technical issues that the IOT might have. We have three tiers of engineers for escalation of troubleshooting and all three tiers have escalation to Genesys for platform issues. Avtex support is designed in a top down model where our senior technical consultants receive and review all requests for support enabling clients to receive answers to questions quickly and in person. Should the engineer answering the request need escalation, they have full power to request advanced engineers or developers to join them in mitigating the issue for the IOT in the shortest amount of time and to ensure the problem is fully solved. Each engineer is responsible for the case from open to close - even during escalation to ensure consistent messaging to the IOT.

Avtex clients have the ability to determine and set the desired status for their tickets. If you feel like something is critical even though it's only impacting one person, you can set the status to critical. When opening a new incident, you will be asked to categorize the severity and will respond accordingly. While our goal is to provide the best client experience possible, we do ask our clients to use the severity coding appropriately.

- **Emergency** (Requires a live call into support)
- **High**
- **Medium** (Default if not specified)
- **Low**
- **MACD** (Move, Add, Change or Delete)

If at any time you feel the priority of your issues needs to change, simply ask and we will respond accordingly.

Priority	Business hours	Non-Business hours and Holidays	Hours of Activity
Emergency <i>Requires live call into queue</i>	Initial Contact: Immediate Follow-up: Constant	Contact: 30 min Follow-up: Hourly Escalation: 4 Hours	24 x 7
High <i>Live call into queue</i>	Initial Contact: Immediate Follow-up Service Level: Daily	Contact: 10:00 AM Central next business day Follow-up Service Level: Daily	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays
High <i>OnPoint or E-Mail</i>	Initial Contact: 4 Hours Follow-up Service Level: Daily	Contact: 10:00 AM Central next business day Follow-up Service Level: Daily	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays
Medium <i>All interaction types</i>	Initial Contact: 4 Hours Follow-up Service Level: 3 business Days	Contact: 10:00 AM Central next business day Follow-up Service Level: 3 business Days	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays
Low <i>All interaction types</i>	Initial Contact: 4 Hours Follow-up Service Level: 5 Business Days	Contact: 10:00 AM Central next business day Follow-up Service Level: 5 Business Days	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays
Move, Add, Change <i>All interaction types</i>	Requests will be completed within 2 business days after receipt of the request	Changes will be scheduled during Avtex business hours and will be completed within 2 business days after receipt of the request	7:00 AM-7:00 PM (Central) Monday thru Friday, excluding holidays

Clients can open tickets online, via email, or by calling Avtex toll-free for any service or requests. Besides our technical support organization you will be an assigned, dedicated Client Account Manager that will be there to be your Avtex "concierge" and manage any non-technical requests you may have.

It is the goal to provide regular and timely updates on all open incidents. In addition to the updates Avtex provides, Avtex provides clients with access to its Client Support Portal. The Avtex Client Support Portal is a convenient way for clients to review and update their active cases and more. The Avtex Client Support Portal is located at <https://onpoint.avtex.com>. It can also be accessed from the main Avtex website www.avtex.com by clicking Support.

3. Yes, there is a dedicated Help Desk phone number (800-323-3639), which is available 24/7/365.

7.8 Business Continuity and Disaster Recovery

1. Please see Avtex SOC2 (Attachment 8) for design and operating effectiveness of Avtex internal controls, including those for disaster recovery and business continuity.

2. Our Type II SOC2 is attached with our proposal (Attachment 3).

3. Not applicable. Avtex can meet all requirements.

4. Not applicable.

5. Avtex reviews our DR\BC plans and conducts both table top and full disaster recovery exercises at least annually. These do not have an impact on services.

8 Section 8 – Agency Upgrades and Enhancements

1. Describe how you will meet the requirements of Section 8 and your approach to upgrades and enhancements at any point after the initial transition is complete.
2. Explain your prior experience working collaboratively with customers to implement upgrades and enhancements.
3. Provide a process plan for identifying (including determining the level of effort), implementing, and executing enhancements and upgrades.
4. Describe in what instances a task related to IVR configuration changes would require Professional Services, and describe the typical timeline involved and give an example of your approach.

1. Most upgrades and enhancements are included by Genesys in the weekly platform release schedule. For those requested enhancements that would require Avtex professional services, we would handle with a change order and would be billable at the stated hourly rates in Attachment D.

Genesys Cloud strives to provide a consistent and continuous experience for all users, so Genesys does not maintain multiple versions. All users always have the latest version.

Genesys Cloud products use the continuous delivery model. Instead of releasing large batches of changes two or three times a year, Genesys continuously releases changes as they make them. As soon as an update meets quality standards, it is pushed to production. If Genesys detects a problem, they immediately roll back the deployment to examine the problem with no downtime in service. This delivery model enables Genesys to deploy small batches of changes as needed without interrupting the user experience, giving Genesys Cloud the flexibility to quickly develop, test, and release:

- Usability enhancements — The user experience team is always looking for new ways to make Genesys Cloud more useful and easier to use.
- Patches — Engineering and quality assurance teams work together to keep the products running smoothly.
- Security updates — Information Security stays vigilant of the evolving threats in cyberspace and adjusts our defensive strategy as needed, when needed.
- Resource Center updates — Documentation and education teams update Resource Center content every week.

For Genesys Cloud customers, continuous delivery means that no one is locked into a specific version. When you subscribe to the service, you get the latest version, and you continue to have the latest version throughout the life of your subscription.

2. It is common for our clients to come up with new ideas (outside of the original scope) about things they might like to do with Genesys Cloud throughout the project lifecycle and after “Go Live”. We work with our customers to clearly define the nature of the requested enhancement. Then, we gather a team to analyze the work to be done and arrive at how many resources of which type will be needed, and to develop a level of effort estimate for the entire project team. All of this is then documented, and the state would be asked to sign and approve that document. A new project, or a change to an existing project, would then be initiated. At Avtex, we do this type of work every day. We also have customer experience consultants who may be able to help you determine which eventual enhancements might provide the biggest impact.

3. Following is our proposed process:

- 1) The IOT (or one of its agencies) or Avtex identifies an enhancement or group of enhancements
- 2) Customer & Avtex meet to discuss the enhancement(s), gather information and fully define the scope.
- 3) Avtex Resource Managers meet to determine staffing needs for the enhancement(s) and estimates the level of effort based upon the scope of the defined work.
- 4) Avtex Sales prepares formal documentation for the customer to review and sign defining the scope of work and the associated price.
- 5) The IOT signs the documentation & returns it to Avtex Sales.
- 6) A new project is initiated to implement the enhancement(s).

If an enhancement is needed before “Go Live”, rather than kicking off a new project, we would adapt the scope, budget and timeline of the existing project to accommodate the work to implement the enhancement(s).

4. Whether Avtex Professional Services are required for IVR changes will depend on Agency's preparedness to implement such changes themselves without needing assistance from Avtex. This depends on several factors including training, resource availability, complexity, or just as a matter of preference. Many IVR changes are as simple as replacing a voice prompt or modifying a menu, and many of our customers handle those types of changes in house. If Avtex services are needed, the timeline will depend on the scope of work. Projects could range from a few days to several weeks depending on requirements.

9-10 Sections 9 and 10 – Billing and Invoicing & Performance Measurement

1. Acknowledge and agree to the payment methodology as described in Section 9
2. Acknowledge and agree to the performance measurements, methodology, and service credits listed in Section 10, citing past relevant experience as applicable.
 - a. In your response, explain how you will meet or exceed all listed service levels in Section 10 and your plan to avoid corrective action throughout the life of this Contract.
 - b. Provide a list of any corrective actions and/or financial penalties you have been subject to in the last five years.
 - c. Provide detail on any additional service levels, or alterations to existing service levels, you propose.

The State reserves the right to reject any changes to the State's service levels as listed in Section 10 of the Scope of Work.

1. Acknowledge and agree.

For licensing, each state agency will be invoiced in the month following each agency's Go Live.

Avtex will invoice at the following percentages for each milestone in regards to professional services:

- Initiate And Define 20%
- Build 20%
- Test and Train 30%
- Deploy 15%
- Transition and Acceptance 15%

2.

a. Genesys will work with the State of Indiana on the performance measurements and service credits that will be mutually agreeable to all parties.

b. Not applicable. No such penalties.

Note: Genesys Cloud has a World Class Architecture with industry leading uptime and stability. For the previous 12 months the region seeing the newest deployments (AWS Region US-West) has experienced 100% uptime. Anyone, (including non-customers) can browse to and see uptime for all microservices(application components). The URL to view the real time and historical uptime is <http://status.mypurecloud.com>. On this page, the IOT can subscribe to updates and be notified of any service outages along with remediation plans and service restoration.

c. Genesys will make the Genesys Cloud Service available 24 hours a day, 7 days a week, and use commercially reasonable best efforts to provide 100% uptime, except for the following “Uptime Exclusions”:

- i. occasional planned downtime at non-peak hours (for which we will provide advance notice); or
- ii. any unavailability caused by circumstances beyond our reasonable control, including failure or delay of your Internet connection, misconfiguration by you or any third party acting on your behalf, issues on your network, or telecommunications services contracted directly by you.

However, if the Genesys service uptime falls below the following thresholds in any one month billing cycle (not including any Uptime Exclusions), you may request a credit within thirty (30) days after the month in which the uptime fell below threshold. Please contact your Client Account Manager to request credit. Upon the IOT's valid request, we will provide the stated credit against the following month's invoice. For annual term contracts, we will provide the applicable credit refund as a credit to the pre-paid balance or a credit refund, at the IOT's discretion.

Uptime %	Credit %
Below 99.99%	10%
Below 99.0%	30%
Below 97.0%	100%

Customers in highly regulated industries (such as healthcare, finance and government) require service vendors to comply with specific data provisions e.g. FedRAMP. The Genesys Cloud United States (US) only support offer is intended for those customers, and it ensures that all product support tickets will be assigned to US based analysts. In addition, data processed and generated by Genesys Cloud will be stored and retained in the United States only.

Bug and Issue Notification and Resolution:

As Avtex is providing a Genesys Cloud Solution to the State of Indiana, the notification and resolution of any identified bug is in the ownership of Genesys. For minor bugs, Genesys reserves the right to publish information regarding the bug. For major, business impacting bugs, Genesys will publish appropriate release notes which may impact the client base.

Business Continuity and Backup Data:

Your Genesys Cloud plan includes data storage. The monthly data storage allotment for your Genesys Cloud Org is based on the following calculation:

- Communicate: 5GB per billable user
- Genesys Cloud 2 (Named): 25GB per billable agent

- Genesys Cloud 3 (Named): 32.5GB per billable agent

Help Desk: Please see provided Service Level Objectives.

Sanctions: Does not apply.

Security: For all questions regarding Security and Compliance, please visit:

<https://help.mypurecloud.com/articles/about-security-and-compliance/>