



Customer

Statement of Work

Implementation Requirements

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11-13-2020

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About This Document

This agreement is between **NobelBiz** and **Customer**, recipient of services.

This document contains the requirements that will be delivered to Customer for the initial deployment of the NobelBiz Omni+ Contact Center solution.

NobelBiz Omni+ Contact Center solution will conform to the requirements as set forth in this Statement of Work (SOW).

Customer and NobelBiz will derive mutually agreed to test plans and procedures addressing the requirements delineated in this SOW.

Additional work that is outside this agreed upon Statement of Work will require a Change Order Request submitted to NobelBiz (signed by both NobelBiz and Customer) and upon mutual agreement, a revised SOW will be submitted for Customer review and signature.

Revision History

Version	Date	Author	Description of Changes
1.00	11/13/2020	Mo Pene/ Jalal Amary	Start

Distribution

Name	Title
Léandre AGUIAH	DSI

Related Documents

Name
Workbook
Fiche de réception CRM_NOBELBIZ – review

Abbreviations

This section should include all abbreviations in this document.

Abbreviation	Description
SOW	Statement of Work
UAT	User Acceptance Test
UI	User Interface

Introduction

Statement of Confidentiality

This Project Statement of Work and all materials provided by Customer, concerning the affairs of the Organization, must be considered confidential. It must not be forwarded to any third party for evaluation or for any other purpose without the written consent of Customer and NobelBiz

Purpose

This Project Statement of Work (referred to hereafter as SOW) provides a formal document that captures and defines the work activities, deliverables, dependencies and timelines that Customer and NobelBiz will work toward to deliver Omni+. This document is not intended to describe the detailed design or approach to delivery of the project

This SOW should be read in conjunction with the Project Charter and Project Management Plan referenced below. Any work that is required to be done that is not detailed in this SOW and related documents will be incorporated into a change to this Project managed in accordance with the change control process.

Executive Summary

This SOW is the contract between NobelBiz and Customer for the implementation of Omni+, the details of the work tasks and deliverables that will be undertaken by NobelBiz to deliver the scope of this Project. This includes

- Prerequisites for work to be undertaken
- In Scope Activities
- Out of Scope Activities
- Deliverables and Acceptance criteria for these Deliverables

This document should be reviewed in conjunction with the Project Charter and Project Management Plan to gain a complete understanding of the project. These documents describe the following project components in more detail

- Project Charter – Sets a shared expectation for Customer team and NobelBiz on the following points
 - Project Justification
 - Project Scope to be delivered
 - High Level Requirements, Major Deliverables
 - High Level Duration, Major Milestones
- Project Management Plan – This document outlines the detailed project organization and scope to be delivered including the following points
 - The scope of the project
 - The approach to delivering the project
 - Project Milestones
 - Project Organization and Resource Plan
 - Detailed project policy areas, such as Change Management

Customer Background

In this section sales should provide a brief outline of who Customer is and how they conduct business today, keeping in mind the below items.

- Business Type(s): Telemarketing/Sales, Customer Services
- Call Center location: Cotonou Benin
- No remote agent
- Number of seats: 20
- Dialer: Premise based
- Current setup and dialer platform if any: Vocalcom
- CRM is currently being used: N/A
- Media types: Voice, Email, Telegram, Facebook, WhatsApp, Twitter

Business Objectives

Customer will be using the NobelBiz Omni+ Contact Center platform in a Proof of Concept (POC). The POC will be set for a period of two (2) months in which NobelBiz will implement an outbound voice campaign and inbound campaign for the voice media with additional medias associated to it.

The business objectives for this POC are listed below

- Customer Corporate goals
 - Increased Contact rate (Improvement of the CPH compare to current platform)
 - Improved efficiency in the use of the platform features
 - Increased agent production with the addition of the available medias in the NobelBiz Omni+ platform
- Contact center goals
 - Increase productivity with the use of the omnichannel feature
- Future plans for expansion/consolidation
 - After a successful completion of the POC, the plan will be to migrate the remaining agents to the NobelBiz Omni+ Contact Center platform
- Outbound calling strategy
 - The outbound dialing strategy will be in preview mode, but the other dialing modes (Predictive, Progressive, Automatic Preview) will be made available
 - List management will be done manually
 - Dial attempts and campaigns dispositions will vary throughout the campaigns
 - Call resulted in a sale/appointment set will be followed by an email confirmation to the customer. The record will be added to separate outbound confirmation campaign
 - Dialing regions will be throughout Benin
- Inbound call handling strategy
 - There will be two straight inbound campaigns for customer services related issues
 - Inbound traffic will consist of basic IVR for the inbound projects to receive and push the calls to the next available agent
- Primary campaigns
 - B2C, Sales, Support, Telemarketing
- Communication channels/multi & Omni Channel
 - Voice Outbound/Inbound
 - Email
 - WhatsApp
 - Facebook messenger
 - Telegram
 - Twitter

Project Requirements

The purpose of this section is to document functional requirements and components necessary for successful solution deployment the detail of each requirement is outlined below:

Discovery Objectives

Meet with Customer stakeholders, review relevant data and documentation to establish a holistic picture of the customer's business, their contact center strategy, resources, operations, current processes, reporting.

Customer Responsibilities

Ensure the right people are involved representing the different Business Units, groups, that have the required skill sets necessary to facilitate implementation of the solution

- - A list of all desired campaign; outbound and inbound
- - A sample the agent script to be used
- - A list of all agent dispositions
- - The Break reasons for agents time management
- - Agent audio will be established using a SIP phone
- - Calling lists in csv format
- - Campaign business criteria (business hours, dialing mode, callback rules, number of attempts, etc.)
- - List of users who will have access to the Omni+ platform (agents, administrators, and supervisors)
- - Data table fields (First and Last names, Phone, Address, City, etc.)
- - Examples of their call flow for both inbound and outbound campaigns
- - Provide precise call flow diagrams for the voice campaigns call flow

Telephony & System Design Review

The majority of the system's core functionality will be defined within the Telephony and System Design review process. This process ensures all requirements and configuration details are identified and documented to architect and deliver the optimal solution.

Deliverables Validation

The attached *Fiche de reception CRM_NOBELBIZ – review* document, provided by Customer, will be used during testing and validation of the features of the NobelBiz Omni+ Contact Center platform.

Transition from POC to Main project scope

A satisfactory ending of the POC will result in a new signed contract between Customer and NobelBiz defining the new Customer business needs (quantitative: the number of licenses – agents, supervisors, administrators and qualitative – features available to meet Customer needs). NobelBiz will provide an SLA document to Customer to address any future Support related request

NobelBiz Requirements

- Customer will use their own telco infrastructure
- Outbound and Inbound calls made and received on the Omni+ platform
- Calls made to and from the platform will be automatically recorded for quality assurance purposes.
- Outbound dialing will utilize the Preview mode with Progressive, Predictive and Agentless modes available on demand. Any non-standard carrier codes detected will also be passed to agents.
- Customer will be using the dialer platform to generate new customer interest through outreach for their ZEYI project

Agent Application

- Agents will be located in Cotonou, Benin
- Scripting tool will be used for the agents.
- Agents will login using the Chrome browser. Each agent audio connection will be established via a SIP phone to be provided by Customer

Reporting Application

- Calls by agent and business result
- Calls by campaign and business result
- Business results tracking

Supervision Application

- Services, Campaigns, and Agents supervision
- Projects production

On Premise Hardware Requirements (20 agents)

EVOLUTION SERVER & DATABASE:

CPU: 1 CPU Intel Xeon 3.2 GHz, 4 Cores

RAM: 8 GB

Storage: 2 x 200 GB Raid 1

OS: Windows Server 64 bits Standard Edition 2012 R2, 2016 or 2019

SQL: SQL Server 64 bits Web or Standard Edition 2012, 2014, 2016 or 2017

SCM:

CPU: 1 x Intel® Xeon® 3.2 GHz, 2 Cores

RAM: 4 GB

Storage: 2 x 146 GB RAID1

OS: CentOS 7

AGENT WORKSTATIONS:

CPU: 1 x Core i3 4150 / 3.5 GHz

RAM: 4 GB
 Storage: 150 GB
 Video Resolution: 1280x768
 OS: Windows 8.1 or 10 64 bits
 Audio: Headset USB or connected to a base board jack 3.5"
 B.W.: 120 kbps

Networking

EVOLUTION SERVER & DATABASE:

We need a private IP with the below permissions. If the server will need to be accessed from outside the network, either by agents or social media Webhooks like the Facebook Connector, the private IP will need to be NATed to a public IP.

SCM:

We need a private IP with the below permissions. Are the agents located into the same internal network as the server? We will need SIP trunk information to setup the voice path and also, we will need 1 local DID if we want to test connectivity. Unless the SIP trunk is established with an internal network equipment, the SCM will need a Public IP address as well.

Network Ports

Service	Port	Direction	Max. Delay	Bandwidth
Audio Records	TCP: 80	SCM → Evosever/NAS	150 ms	400 kbps/conv
TTS/ASR (WS-API)	TCP: 3664	SCM → Evosever	150 ms	200 kbps/conv
AGI	TCP: 4573	SCM → Evosever	20 ms	100 kbps/Ag.
AMI	TCP: 5038	Evosever → SCM	20 ms	100 kbps/Ag.
SFTP (Plays, MoH)	TCP: 22	Evosever → SCM	150 ms	400 kbps
Asterisk - TrunkSIP	TCP/UDP: 5060 (SIP) UDP: 10000-20000 (RTP)	SBC → SCM	120 ms	120kbps/conv
Asterisk - SoftPhone	TCP/UDP: 5060 (SIP) TLS: 5061 (SIPS) TCP: 8089 (WEBRTC)	Agents → SCM	120 ms	120kbps/conv

	UDP: 10000-20000 (RTP/s)			
Integrated SoftPhone (SIP)	TCP/UDP: 5060 (SIP) TLS: 5061 (SIPS) UDP: 4000-5000 (RTP/s)	Agents → SCM	120 ms	120kbps/conv
Integrated SoftPhone (WEBRTC)	TCP: 8089 (WEBRTC) UDP RTPS Ports: browser dependent	Agents → SCM	120 ms	120kbps/conv
WebAgent	TCP: 80 (HTTP) – 443 (HTTPS)	Agents ↔ Evoserver	150 ms	60 kbps/Ag.
Screen Monitor	TCP: 5500 (Agent) TCP: 5901 (Manager)	Agents ↔ Evoserver Manager ↔ Evoserver	120 ms	300 kbps/super.
SQL Server (for a two servers setup, this is a localhost connection)	TCP: 1433	Evoserver → SQL Server	150 ms	5KB/conv
Mail	TCP: 993 (IMAP) TCP: 165 (SMTP)	Evoserver → MailServer	150 ms	200 kbps/mail
Chat	TCP: 3664 (WS)	Customer → Evoserver Agent → Evoserver	150 ms	4 kbps / conv

Requirement to be completed by GMC

- ESXI installed directly on server
- Install in English
- Access to the Web Interface
- Full duplex

- Ability to create datastore
- No partition table on server – Zero Formatting if needed
- Access to NTP server within the client’s Network
- NobelBiz IPs to access the VMware ESXI
 - 195.245.251.49/24
 - 208.64.5.0/24
 - 63.149.88.0/24

Project Deliverables

Number of required licenses required	50 Agents 6 administrators, 2 supervisors
Number of POC agents	20 agents
Number of Site(s)	1
Remote agents	No
Number of agents	50
Number of supervisors	2
Number of administrators	6
Total lines	
Projected daily outbound call volume	
Projected daily inbound call volume	
Total volume of projected monthly minutes	
System language	English <input type="checkbox"/> French <input checked="" type="checkbox"/> Spanish <input type="checkbox"/>
Telephony	
Inbound/ACD <input checked="" type="checkbox"/>	
IVR <input checked="" type="checkbox"/>	
Outbound <input checked="" type="checkbox"/>	Predictive dialing <input checked="" type="checkbox"/>
	Progressive <input checked="" type="checkbox"/>
	Preview dialing <input checked="" type="checkbox"/>
	Automatic preview <input checked="" type="checkbox"/>
	Agentless <input checked="" type="checkbox"/>
Omni-channel/features	Call recordings <input checked="" type="checkbox"/>
	Voicemail <input type="checkbox"/>
	TTS <input type="checkbox"/>
	Web-callback <input type="checkbox"/>
	Email <input checked="" type="checkbox"/>
	SMS <input type="checkbox"/>
	Webchat <input type="checkbox"/>
	WhatsApp <input checked="" type="checkbox"/>
	Twitter <input checked="" type="checkbox"/>
Facebook messenger <input checked="" type="checkbox"/>	

	Telegram <input checked="" type="checkbox"/>	
Telecom and Local Touch		
Inbound	Local DID <input type="checkbox"/>	
	Toll Free <input type="checkbox"/>	
	International numbers DID/TFN <input type="checkbox"/>	
Outbound	Local Touch <input type="checkbox"/>	
	Shield <input type="checkbox"/>	
	Outbound International <input type="checkbox"/>	
IP Phones	Handset <input checked="" type="checkbox"/>	Make
		Model
	Softphone Specify <i>Choose an item.</i>	
	Headset <input type="checkbox"/>	Make
		Model
PBX	PBX vendor name	
	SIP premise-based PBX	
	TDM/Analog based PBX	
	Cloud PBX	
ORDER DETAILS		
Service Type	SIP <input checked="" type="checkbox"/>	TDM <input type="checkbox"/>
# of SIP Channels or T1 Ports		
LocalTouch	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>
If yes, # LT Buckets		
Trusted Caller ID	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>
If yes, Customer type	BPO <input checked="" type="checkbox"/>	Direct <input type="checkbox"/>
Trial (Trial begins at the end of the Telco trial period)	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/> Duration : 120 days
SHIELD		
Auto Bucket Rotation	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>
If yes, specify rotation (i.e. : 2:1, 3:2, standalone)		
TRAFFIC		
Outbound Domestic (US48)	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/> Est. Monthly min :
Outbound Offshore	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/> Est. Monthly min :
Outbound International	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/> Est. Monthly min :
Inbound DID	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/> Est. Monthly min :
Inbound Toll-Free	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/> Est. Monthly min :

Deliverables

System will be configured for fifty (50) agents. For the POC, it will be set up for 20 concurrent agents

- **NobelBiz** will provide Customer a Premise based Contact Center Solution capable of later supporting the agents and meet their business needs
- The Omni+ application will be installed on the Customer server for use

- Initial system configuration will be done remotely by the NobelBiz System Admin team
- The telco configuration will be done by Customer with the assistance of the NobelBiz System Admin team as needed

NobelBiz will configure, design, code, integrate, and test the following to fulfill the requirements of this project

- 1 Service for the campaigns
- 1 Outbound campaign – Preview dialing mode
- 1 Outbound campaign script
- 1 Inbound campaign – to include the medias: Voice, Facebook Messenger, WhatsApp, Twitter, Telegram, Email
- 1 list import template
- Administrators, supervisors, and agent profiles creation
- Training on Administration tools
 - Campaign management
 - List management
 - User creation and Worktops management
- Training Supervision tools
 - Dashboard management
 - Real-time monitoring
- Training on agent experience (WebAgent application)
 - Agent desktop
 - Telephony features

Customer Facility Requirements

Customer is responsible for providing the hardware and software necessary to work with the System and assumes the NobelBiz software is the only dialer application running on the agent workstation. To meet necessary technological requirements, Customer must provide the following:

- Processor: Intel® Core™ i5 5200 Series or greater.
- Memory: 8GB on windows 8.1 / 10 / 64 bits
- Screen Resolution: 1280x768 or higher.
- Headsets: USB or connected to a base board jack 3.5
- Supported web browsers: Latest version Google Chrome
- For standalone commercial soft phones or SIP phones – (non-WebRTC agent connections)
- Firewall or router that is SIP aware. (e.g. SonicWall)
- Capability and knowledge to handle their firewall setting changes to accommodate the VoIP/SIP traffic.
- Softphones or IP Phones. (e.g. X-Lite, eyebeam 1.5 Basic or Bria 3)

INTERNET CONNECTIVITY/VOIP BANDWIDTH

- Agent’s workstations must have at least 120 kbps of symmetrical bandwidth per agent and must be connected via Cable; insufficient bandwidth or Wi-Fi connection will result in loss of call quality. This will not work on restricted networks (e.g.: Starbucks, Hotels, or some campus libraries).
- Latency to the NobelBiz data center must be under 250ms. Please note that connections from outside the U.S. are subject to higher latency which can affect the quality of service. Make sure your ISP provide the best route to our Systems.

Resource Availability

Customer will make available resources to work with NobelBiz Project Managers and Engineers for the duration of the project. Resources will attend regularly scheduled meetings and complete assigned tasks as mutually agreed upon during the course of the project.

End User Training

In this part, end users will get training on train the trainer concept, this training will be focused to a limited number of users on the final user access to the system.

Scope

- Provide train the trainer enablement, so they can take over the final users training. The training duration is full 5 hours training.

Module		Description	Responsible	Attendees
Agent	NOBELBIZ Omni +	<ul style="list-style-type: none">▪ Agent Login▪ CTI Bar & Agent Workspace▪ Call/Media Handling▪ Agent Script▪ Call/Media Processing	NobelBiz Trainer#1	

Administrator		<ul style="list-style-type: none"> ▪ Campaign Management ▪ Lead Import ▪ HR ▪ Queues & Skills 	<p>NobelBiz</p> <p>Trainer#1</p>	
Reporting & Supervisor		<ul style="list-style-type: none"> ▪ Customized Dashboard ▪ Agent Supervision ▪ Service and Campaign view ▪ Monitoring Voice/Media & Data ▪ System Reports ▪ Dynamic links on System Report 	<p>NobelBiz</p> <p>Trainer#1</p>	
Recap & Q/A		<ul style="list-style-type: none"> ▪ Question Period 	<p>NobelBiz</p> <p>Trainer#1</p>	

Deliverable

- End user training.
- End user training guide.

NobelBiz Responsibility

- Provide training instructor
- Provide electronic copy of the end-user training guide.

Customer Responsibility

- Avail trainees.

Assumptions

- Training environment is ready for UAT.

Dependencies

- After development completion and immediately prior UAT

User Acceptance Test (UAT)

In this part, Customer's IT and business teams will run test cases for validating scenarios and reports.

NobelBiz is responsible on delivering the solution based on the successful test cases.

Scope

- Develop unit test cases for UAT.
- Run test cases and record testing results.
- Write testing report.
- UAT will be executed through three cycles; every cycle will start assuming the issues (Critical, High, and Medium) are fixed.
- The UAT cycle execution should be immediate once informed by NobelBiz team that UAT cycle is ready. Before moving from UAT iteration to another among the three iterations, all issues should be resolved except for those classified as Medium severity however the last iteration should be clean UAT with zero defect
- The fixing of issues should be:
 - o Critical
An application defect which is not circumvented or fixed will have a high business impact on the end user; and the defect causes a critical system service, critical interface, or the entire application to be disrupted and impact the business
 - o High should
An application defect with the potential of noticeable impact to end user; and despite such defect, a critical system service, critical interface or the entire application is still available, but with severe restrictions or with significant inconvenience. Timely resolution of such defect is essential to avoid financial loss; and no reasonable alternative or bypass is available
 - o Medium
End user's work is continuing; however, the application defect is causing degradation in performance that has a potential for minimal impact or inability to perform a non-critical business function. Show stopper or high Severity with an acceptable alternative or bypass available

Deliverable

- Complete UAT testing report for the system and reports.

NobelBiz Responsibility

- Develop UAT test cases document.
- Develop Unit testing test cases document
- Fix any bugs and/or issues

Customer Responsibility

- Approve UAT test cases
- Run UAT test cases.

Assumptions

- Test environment is ready for UAT.
- UAT implementation will be on site, most of the implementation team will join remotely or on site.

Dependencies

- Complete installation and configurations
- Complete testing successfully

Deployment into Production

In this part, NobelBiz team will deploy their modifications and updates in the system into the production environment after getting the acceptance from Customer Team in the UAT.

NobelBiz team is responsible on delivering the solution modifications in the live system with no effects in the other processes that are not related to the project scope.

NobelBiz Responsibility

- Fix any bugs and/or issues in the production server related to the deployed components.

Customer Responsibility

- Fix any bugs in the data preparation, or any other issues not related to the project scope.

Assumptions

- Production environment is ready for Deployment.
- The implementation team will operate remotely.

Dependencies

- Complete User Acceptance Test phase.
- Sign off UAT document.

General Terms

Assumptions, Dependencies, Expectations

- It is assumed that any approvals / comments from Customer side will be expected within 5 working days or less, any delay beyond this period may have an impact on the project.
- Customer will provide resources with enough knowledge about the existing environment to facilitate the project with the implementation team.

- Governed remote access to the environment will be allowed for tasks that can be done remotely during the project implementation and testing period.
- Implementation of the project shall take place remotely within a hybrid approach.
- Customer workstation requirements are the responsibility of Customer.
- Database administration tasks are the responsibility of Customer.
- The UAT is assumed to be performed in 2 iterations; the defects in case any out coming from the first iteration shall be adjusted and provided to Customer for the 2nd iteration. The testing team shall conduct all test cases in the first and second iteration to make sure that the system is covering all project scope.
- Customer is responsible for their existing data quality.
- Customer will provide all relevant documentation and access credentials or procedures it expects NobelBiz to comply with prior to the commencement of the engagement.
- All deliverable documentation, reports or communication are in English.

Any requirements which might require additional resources or consulting services for the areas other than the ones defined in SOW will be handled through the change control process.

Out of scope

Any other service not specifically mentioned in-scope above is outside the scope of the project. The following list is explicitly mentioned out of scope:

1. Reengineering of processes.
2. Solving any problem or issue originating from the quality of the data. NobelBiz will be solely responsible for flagging the issue for Customer to resolve at the source system.
3. Data Quality activities or any translation activity.
4. The construction of a dictionary of current data used to populate one or more databases.
5. Customization of the solution's UI.

Project Acceptance Criteria

The acceptance criteria of the deliverables will be based on the following check points-

Except for Status Reports, NobelBiz Project Plan, intellectual assets, and code (software packages, etc.), or if otherwise specified, deliverable materials will be formally accepted within five (5) working days from delivery¹. Customer either accepts or, in the event that Customer requests changes or revisions to conform the deliverable material to the requirements specified in this scope of services, Customer will ensure the deliverable material is returned with a written summary of such requested changes or revisions by that will ensure acceptance by the NobelBiz. If such return response is not communicated to

¹ Only after a mutual agreement between (Customer) and Nobelbiz project manager

Nobelbiz' Project Manager in writing within the five (5) working days, the deliverable material will be considered accepted².

If changes or revisions are required to conform the deliverable material to requirements specified in this scope of services NobelBiz may request a meeting with Customer to discuss, clarify and agree the deliverable material revisions.

Once the revised deliverable material is resubmitted, Customer will review the resubmitted deliverable material to satisfy themselves that the required and/or agreed revisions have been incorporated; and no new change requests will be introduced. The resubmitted deliverable materials will be formally accepted if found acceptable within three (3) working days³. If a return response similar to the first review cycle is not communicated to the NobelBiz Project Manager in writing within the three (3) working days, the deliverable material will be considered accepted⁴.

The number of review iterations and review time for deliverable material may be modified by mutual agreement between the Parties and on an exceptional basis.

To the extent that any deliverable materials are accepted during the performance of this scope of services, NobelBiz shall be entitled to rely on such approval for the purposes of all subsequent stages of NobelBiz performance of its responsibilities. In the event of a conflict between the scope of services and any accepted deliverable material, the conflict shall be resolved in favor of the accepted deliverable material.

Project Communication Strategy

It is important to maintain effective and efficient communication channels throughout the project duration. There should be one main point of contact between Customer and NobelBiz project team through the respective project manager. The following communication channels are established.

Executive Steering Team Meeting

Executive Steering Team members shall generally convene monthly as needed to review the project status and to resolve any issues (if any).

Project management from Customer and NobelBiz shall give a brief status presentation so that senior management are kept informed of the project's progress and issues. A bi-weekly management report will be issued to update the senior management on the progress of the project.

Weekly Project Team Meeting

It is suggested that this meeting is for all the project team leaders and team members to review and report the project's progress, upcoming activities, and outstanding issues. Meeting schedules need to be agreed.

² Only after a mutual agreement between (Customer) and Nobelbiz project manager

³ Only after a mutual agreement between (Customer) and Nobelbiz project manager

⁴ Only after a mutual agreement between (Customer) and Nobelbiz project manager

Meeting Minutes

This is important to document all the discussion and commitment for all meeting. Action items, responsible person and target dates are important to follow-up.

E-Mails

The team is informed that E-mails should not be used for discussion. It is encouraged to discuss any project issues directly with the relevant parties. Email shall be used to document the results, agreements, and actions from the discussion. All correspondences, both internal and external should be copied to their respective team leaders and/or project managers.

Project Organization

A team of NobelBiz representatives and Customer will deliver the engagement.

The following lists the roles and responsibilities required for the engagement. In some cases, an individual may assume more than one role, depending on that person's skill set and the task requirements. Also, from time to time resources would be allocated to replace or supplement team members.

Project Team

NobelBiz Team

- NobelBiz Project Manager – responsible for managing project activities from NobelBiz side.
- NobelBiz Solution Engineer – responsible for the configuration and the customization of the solution.
- NobelBiz Testing consultant – responsible for review testing, unit testing, and support UAT.
- NobelBiz trainer -

Customer Team

- Project Manager – responsible for managing project activities from Customer side.
- Infrastructure consultant – responsible for hardware, software installation, environment preparation and all working environments (development, testing and production).
- Solutions Administrator – responsible for creating and managing HR, campaigns, skills, queues .etc.,
- Trainee – Excellent knowledge in contact center environment, experience managing groups and designing training programs.

Escalation Process

As issues or complications arise with regards to project communications it may become necessary to escalate the issue if a resolution cannot be achieved within the project team. Project stakeholders may have many different conflicting interests in the project. While escalations are a normal part of project management, there must be a documented process that defines how those escalations will take place.

Efficient and timely communication is the key to successful project completion. As such, it is imperative that any disputes, conflicts, or discrepancies regarding project communications are resolved in a way that is conducive to maintaining the project schedule, ensuring the correct communications are distributed, and preventing any ongoing difficulties. In order to ensure projects, stay on schedule and issues are resolved, NobelBiz will use its standard escalation model to provide a framework for escalating communication issues. The table below defines the priority levels, decision authorities, and timeframes for resolution.

Priority	Definition	Decision Authority	Timeframe for Resolution
Priority 1	Major impact to project or business operations. If not resolved quickly there will be a significant adverse impact to revenue and/or schedule.	Vice President or higher	Within 4 hours
Priority 2	Medium impact to project or business operations which may result in some adverse impact to revenue and/or schedule.	Project Sponsor	Within one business day
Priority 3	Slight impact which may cause some minor scheduling difficulties with the project but no impact to business operations or revenue.	Project Manager	Within two business days
Priority 4	Insignificant impact to project but there may be a better solution.	Project Manager	Work continues and any recommendations are submitted via the project change control process

** NOTE: Any communication including sensitive and/or confidential information will require escalation to VP level or higher for approval prior to external distribution.

Change Control Process

A formal change control procedure is necessary to provide a control point so that only mutually approved changes are implemented. The signed Agreement and its respective annexes shall form the baseline for the project.

Any change from this baseline is subject to this Change Control Procedure. The Change Control Process will commence at the start of the project and will continue through the duration of the project.

NobelBiz will be responsible for coordinating all change controls. Changes must be approved via written signature by authorized representatives from Customer and NobelBiz (Change Order Form).

The Change Order Form will be used to describe the proposed change and reason for the request, and to identify the initiator. Each change request will be assigned a control number and contain a statement of the estimated impact that implementation of each change will have on the project.

The Change Order Form may be used to authorize implementation of changes that do not impact the scope of the project.

The change procedure is summarized as follows:

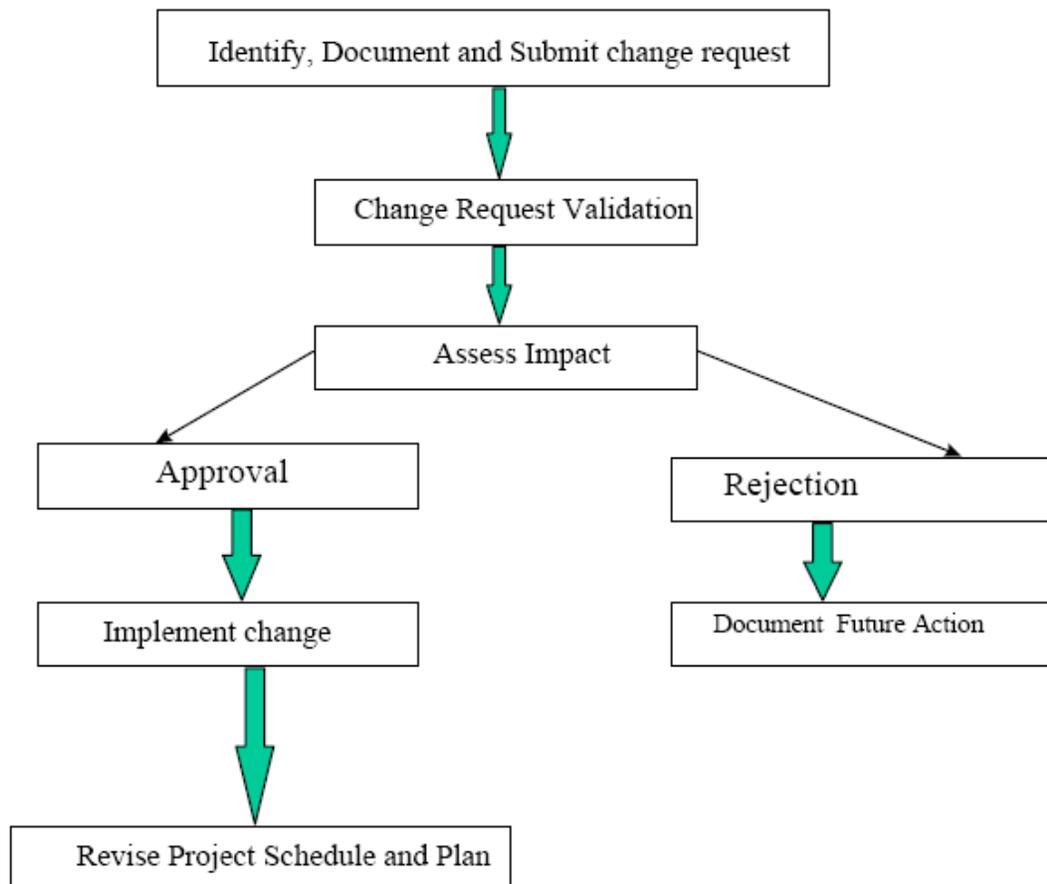
- Identify and submit change request (by any party) to the NobelBiz Project Management Representative.
- The NobelBiz Project Management Representative screens the request with an initial assessment. The Nobel Project Management Representative is empowered to act on minor change requests.
- The Change Control Team will review change requests forwarded by the NobelBiz Project Management Representative.
- The Change Control Team assesses impact of the change (cost, schedule, and performance effects).
- Obtain Customer approval (based on the Change Control Team recommendation).
- Implement or reject the change.
- Document the action.

The Change Control Team might consist of the following representatives:

- Customer Project Manager
- NobelBiz Project Manager
- Executive Steering Team

All changes that are outside the scope of the work set out in the Agreement will be provided at an agreed cost as set out in the Agreement.

Change Control Processes

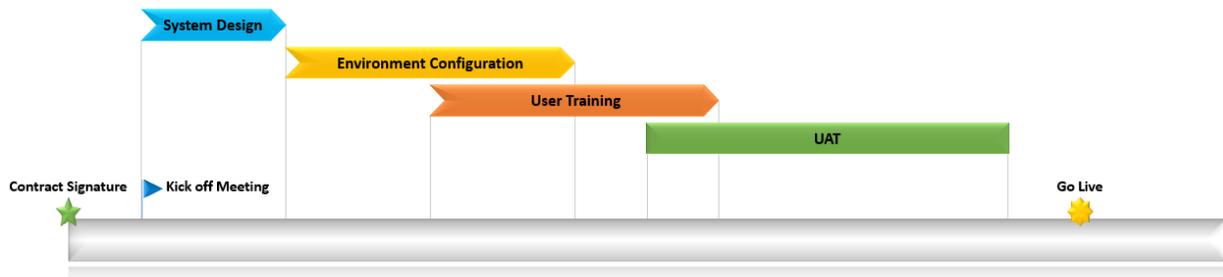


Change Control Process

1. The “Change Control Process” coordinates and properly documents changes to the scope of the Project, the Services and/or the Deliverables. The Change Control Process will be implemented from the start of the Project and will continue throughout the Project’s duration.
2. A “Change Order” will be the vehicle for communicating and approving any desired changes to the Services, Deliverables and/or Project. A proposed Change Order will describe the proposed change, the reason for the change, and the effect the change is expected to have on the Project. The Project Manager of the requesting party will submit a written proposed Change Order to the Project Manager for the other party in the format identified in the “Change Order” form.
3. Both Customer and NobelBiz will review the proposed Change Order and either mutually approve it, approve it with modification, defer the decision for further study, or reject it. The

amount and payment of any additional fees and/or costs, and any impact on Project Plan/Schedule will be agreed upon in writing by both Client and NobelBiz, in a final approved mutually signed "Change Order."

High level implementation Plan



Appendix A: Statement of Work Approval

The undersigned acknowledge they have reviewed the Omni+ Project Statement of Work and agree with the approach it presents. Changes to this Statement of Work will be coordinated with and approved by the undersigned or their designated representatives.

Signature

Date

Print Name

Title

Role
