GENESYS™

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Sample Professional Services
Letter of Engagement

Prepared by:

Genesys Cloud Services, Inc.

3 Nov 2021

Engagement overview

Genesys Internal (**"Customer"**) has retained Genesys Cloud Services, Inc. (**"Genesys"**) professional services to deploy the Genesys Cloud CX Solution as defined in the Deliverables section of this Letter of Engagement (**"LOE"**). The Genesys Professional Services engagement targets setting up a Customer Experience solution using our rapid deployment methodology. All services will be delivered remotely.

Deliverables

Genesys will deliver the following services as part of this Letter of Engagement. Any requirements not described below are to be assumed out-of-scope and subject to a separate Statement of Work.

1.   Genesys Cloud

1.1.   Genesys Cloud Accelerate Trial

Genesys Cloud Voice Services - Included in this solution is: Provisioning of up to (1) Sites, and of up to (1) Locations.

Queue - Included in this solution is configuration and setting up Customer's choice of up to 5 Queues - *(Up to ten (10) skills and wrap-up codes, Membership)*

Call Flows - Inbound (Open), Inbound (Closed, Holiday, Emergency), Callback

1.   Configure or enhance one (1) Call Flow for inbound (Open)
2.   Configure or enhance one (1) Call Flow for inbound (Closed, Holiday, Emergency)
3.   Configuration of up to two (2) IVR Schedules

Recording Policy - Included in this solution is configuration and assign one (1) recording policy

Web Messaging

4.   Configure one (1) Message Flow
5.   Usage of Built-in variables (Subject, Body, etc) with simple String function calls
6.   Simple screen pops included (one (1) page showing text and/or attributes from IDV Bot)

Web Messaging ID Bot - Included in this solution is one (1) ID bot that will take direct input from the user & display it to the agent under an existing Genesys Cloud org

People and Workspaces - Included in this solution is the one configuration of unlimited users with the following: Roles, ACD Skills, Queue Membership, Phone set-up and provisioning, DID assignment and extensions (1 per user), Up to Two (2) Workspace creations

Training

7.   Up to a three (3) hour Administrator and Supervisor training session with a remote instructor
8.   Up to a three (3) hour End User and Agents training session with a remote instructor

Go-Live Support - Day one remote go-live support and defect/issue management for up to a single (1) go-live event

Concierge Service - This is remote engagement with the Genesys Concierge team to focus on your ongoing operational and technical questions related to your configured Genesys Cloud solution. Includes access to seven (7) consecutive business days post-live limited to: twenty (20) minutes daily during normal business hours Monday-Friday.

Add-On Support - Genesys will provide customers with 32 additional hours to expand or customize their trial Genesys Solution.

Pricing

The Services described in this LOE will be delivered remotely and free of charge to Customer.

Project Price	Price
Additional Expected Expenses	$0.00 USD
Total	$0.00 USD

General Terms

This Letter of Engagement shall be governed by (i) the Genesys Cloud services terms and conditions found at https://help.mypurecloud.com/articles/global-genesys-cloud-service-terms-and-conditions, if Customer is not a Genesys partner acquiring the Services for a third party or (ii) the applicable Genesys Master Partner Network Agreement and the Cloud Reseller Agreement (or applicable equivalent agreements that govern Participant's right to resell Genesys cloud services) if the Customer is a Genesys partner. This LOE and all other documents referenced by url or otherwise, are incorporated herein by reference, and contain the terms and conditions under which Genesys provides the services to Customer ("Agreement").

The Services under this LOE are provided in a fixed price model per the pricing schedule provided in the Pricing and Payment Terms sections of this document.

Genesys will deploy a project team for analysis, design, provisioning, configuration, consultation, and deployment of the applicable Genesys product **("Services")**. This LOE describes 100% the tasks that are to be provided by Genesys Professional Services. Any applications or solutions not explicitly stated within this LOE will not be installed or configured. Any features (functionality) not stated within this LOE will be left at their default or out-of-the-box values for all Genesys products and solutions. In summary, if a task is not explicitly stated it is to be assumed that is not in the scope of this Letter of Engagement.

Assumptions

Genesys has used the following assumptions and dependencies in preparing this LOE. These assumptions are inextricably related to the pricing Genesys has made for these Services.

1. Genesys will work with Customer to accommodate schedule and project objectives. Work will be scheduled according to an agreed-upon start date following receipt of signed agreement.
2. Customer will recognize the Genesys Project Manager as the main Genesys point of contact for this project. All issues or concerns must be communicated to the Genesys Project Manager who will address all issues and then forward to the appropriate resource for resolution.

3. Customer will appoint a single point of contact (Project Manager) responsible for all communications and project management among all Customer parties (staff, vendors, consultants) and for the escalation and resolution of any issues for Customer.
4. The participation and commitment of Customer's project team during the project, including assigned tasks to Customer team members will be a key to project success.
5. Customer will provide qualified development engineering/programming resources versed in Customer's application(s) during any development/integration portion of this project as needed.
6. Custom voice recordings/prompts and/or translation services are not included.
7. Customer provided database platforms, email platforms, SIP telephony carriers, workstations, and phones must meet minimum Genesys equipment requirements and recommendations as posted on https://help.mypurecloud.com/articles/purecloud-requirements.
8. A robust network and environment are the foundation of stability. There are system interdependencies, such as Customer telephony provider, computers, headsets and Customer third-party systems connected via API's. Knowing how all of these works together is paramount.
9. All Services, materials and communications are assumed to be delivered in English.
10. Genesys cannot be held responsible for issues which arise from third-party applications or network latency between any parts of the architecture.
11. Genesys solutions allows customers (Controllers) and Partners (Processers) to achieve compliance with global data privacy regulations such as GDPR, CCPA etc. It is Customer responsibility to assure compliance with all the laws. Any compliance specific requirements must be clearly communicated, scoped & documented within this LOE.
12. If Customer chooses to offboard from Genesys Cloud at any time, Customer is responsible for downloading any desired data whilst the platform subscription remains active.

Project Acceptance

Upon completion of the above stated work Genesys will issue Customer a Project Acceptance Document. Customer may sign the Project Acceptance Document which shall be considered acceptance of the Project. Further, if Customer has not communicated any rejection of the Project Acceptance Document after five (5) days of delivery of such document to Customer, the Project will be considered accepted. Acceptance of the Project shall indicate that Genesys has fulfilled all tasks and obligations outlined in this LOE. Any software or hardware defects remaining at the time of Project Acceptance will be transitioned to the Genesys Care team and/or the support team of the responsible vendor, and noted on the Project Acceptance Document.

Proposal Acceptance

I authorize Genesys Cloud Services, Inc. to deliver the Services and to invoice Customer for those Services as established in this LOE. I have the authority to authorize these Services and payment thereof.