IFB C4DNCS19
Data Networks and Communications Services

CATEGORY 27 – STANDARD CONTACT CENTER SERVICES

NWN Corporation

CATALOG B

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TABLE OF CONTENTS

27.2 CONTACT CENTER SERVICES   3

CATEGORY 27 – Standard Contact Center Services

27.2 CONTACT CENTER SERVICES

27.2.2 Contact Center General Features

Contractor's Description of Service:

NWN provides a network call queue to manage the intelligent routing and distribution of contacts from all multimedia channels such as voice, email, and the customer website.

NWN's contact center service general features include

- Web Callback
- Web and SMS chat
- Digital Recording
- Collaborative Browsing
- Email Response
- Workforce Management
- Outbound Dialing
- Voice Callback
- Quality Management
- Screen Capture
- Blended Agent

Geographic Availability:

Statewide

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.2.a – Contact Center General Features

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Web Call Back	CC-AAS-CDNCS27-WCB	Web call back functionality as described.			$50.00	Port	Yes	No	Required
2	Web and SMS Text Chat	CC-AAS-CDNCS27-CHAT	Web and SMS text chat functionality as described.			$-	Agent	Yes	No	Required
3	Digital Recording	CC-AAS-CDNCS27-RECORD	Digital recording functionality as described.			$95.00	Agent	Yes	No	Required
4	Digital Recording-Storage-Gigabyte	CC-AAS-CDNCS27-STRG1G	Storage for the digital recording functionality as described.			$5.00	Gigabyte	Yes	No	Required
5	Collaborative Browsing	CC-AAS-CDNCS27-BROWSE	Collaborative browsing functionality as described.			$140.00	Agent	Yes	No	Required
6	Email Response Management (ERM)	CC-AAS-CDNCS27-ERM	ERM functionality as described.			$-	Agent	Yes	No	Required

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7	Workforce Management (WFM) System	CC-AAS-CDNCS27-WFM	WFM functionality as described.			$40.00	Agent	Yes	No	Required
8	Automated Preview Outbound Dialing	CC-AAS-CDNCS27-PREVOUT	Preview outbound dialing functionality as described.			$-	Agent	Yes	No	Required
9	Automated Predictive Outbound Dialing	CC-AAS-CDNCS27-PREDOUT	Predictive outbound dialing functionality as described.			$40.00	Agent	Yes	No	Required
10	Voice Callback	CC-AAS-CDNCS27-CALLBACK	Voice callback functionality as described.			$-	Port	Yes	No	Required
11	Quality Management	CC-AAS-CDNCS27-QM	Quality management functionality as described.			$15.00	Agent	Yes	No	Required
12	Screen Capture	CC-AAS-CDNCS27-SCRCAP	Screen capture functionality as described.			$5.00	Agent	Yes	No	Required
13	Blended Agent	CC-AAS-CDNCS27-BLENDAGT	Blended agent functionality as described.			$30.00	Agent	Yes	No	Required

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14	Carousel Web Call Back	CC-CI-Basic-CC-AGT-INC	Carousel Web call back functionality as described	Cloud based API enabled callback solution for ASAP and scheduled callback. Included with the purchase of CC-CI-Basic-CC-AGT	$0.00	$0.00	Port	Yes	No	Required
15	Carousel Web and SMS Text Chat	CC-CI-SMS-CHAT-Agent	Carousel Web and SMS text chat functionality as described	Cloud omni-channel routing solution for routing SMS and web chat to agents. Add on feature to CC-CI-Basic-CC-AGT.	$40.00	$6.25	Agent	Yes	No	Required
16	Carousel Digital Recording	CC-CI-Basic-CC-AGT-INC	Carousel Digital recording functionality as described	Cloud based compliance recording. 1 month storage included with purchase of CC-CI-Basic-CC-AGT.	$0.00	$0.00	Agent	Yes	No	Required
17	Carousel Digital Recording-Storage-Gigabyte	CC-CI-CLD-Recording-Storage	Carousel Storage for the digital recording functionality as described	Public cloud storage of recordings	$0.00	$0.15	Gigabyte	Yes	No	Required
18	Carousel Collaborative Browsing	CC-CI-CoBrowse	Carousel Collaborative browsing functionality as described	Provide Cobrowse feature to agents. Add on feature to CC-CI-Basic-CC-AGT.	$40.00	$40.00	Agent	Yes	No	Required

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19	Carousel Email Response Management (ERM)	CC-CI-Email-Agent	Carousel ERM functionality as descrbed	E-mail inbound with standard ACD functionality. Add on feature to CC-CI-Basic-CC-AGT.	$40.00	$6.25	Agent	Yes	No	Required
20	Carousel Workforce Management (WFM) System	CC-CI-WFM-Agent	Carousel WFM functionality as described	Workforce Management Agent License	$40.00	$19.50	Agent	Yes	No	Required
21	Carousel Automated Preview Outbound Dialing	CC-CI-Basic-CC-AGT-INC	Carousel Preview outbound dialing	Outbound preview dialer license. Included with the purchase of CC-CI-Basic-CC-AGT	$0.00	$0.00	Agent	Yes	No	Required
22	Carousel Automated Predictive Outbound Dialing	CC-CI-Basic-CC-AGT-INC	Carousel Predictive outbound dialing functionality as described	Outbound predictive dialer license. Included with the purchase of CC-CI-Basic-CC-AGT	$0.00	$0.00	Agent	Yes	No	Required
23	Carousel Voice Callback	CC-CI-Basic-CC-AGT-INC	Carousel Voice callback functionality as described	Callback license. Included with the purchase of CC-CI-Basic-CC-AGT	$0.00	$0.00	Port	Yes	No	Required
24	Carousel Quality Management	CC-CI-CLD-AQM	Carousel Quality management functionality as described	Quality management license.	$40.00	$19.50	Agent	Yes	No	Required

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25	Carousel Screen Capture	CC-CI-CLD-AQM-INC	Carousel Screen capture functionality as described	Screen capture license. Included with the purchase of CC-CI-CLD-AQM	$0.00	$0.00	Agent	Yes	No	Required
26	Carousel Blended Agent	CC-CI-CLD-Omni-Agent	Carousel Blended agent functionality as described	Blended agent license	$40.00	$84.00	Agent	Yes	No	Required
27	Virtual Agent Package	CC-BUN-ENT-IVA		Intelligent Virtual Agent to include license and support.		$475.00	Agent	Yes	No	Required
28	Webtext Service	CC-AAS-ENT-WEBTEXT		Enhanced contact center messaging integration, including SMS, Direct, and Social Messaging. This only applies to the Single Tenant platform.		$6,740.00	System	Yes	No	Required
29	Webtext Service Usage	UC-AAS-CIR-SMS		Enhanced contact center messaging usage. This only applies to the Single Tenant platform		$0.04	Message	Yes	No	Required
30	UC Private Voicemail Transcription User	UC-AAS-PRIVATE-VMU		Transcription of Voicemail to text or email		$0.75	Seat	Yes	No	Required

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31	Single Tenant Enterprise Chat & Email Agent Support	CC-MSR-ENT-ECE		Enterprise Email & Chat Support		$16.00	Agent	Yes	No	Required
32	Work From Home Agent Bundle	CC-AAS-WFH-AGENT		Enables agents or supervisors to work from a location outside of the customer network environment, includes basic support for customer provided remote network connection. This only applies to the Single Tenant Platform		$27.00	Seat	Yes	No	Required
33	Work From Home Supervisor Bundle	CC-AAS-WFH-SUP		Enables agents or supervisors to work from a location outside of the customer network environment. Includes an NWN managed secure networking device for end to end encryption to Single tenant contact center system.		$74.50	Seat	Yes	No	Required

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34	Work From Home Administrator Bundle	CC-AAS-WFH-ADMIN		Enables agents, supervisors or administrators to work from a location outside of the customer network environment. Includes an NWN managed secure networking device for end to end encryption to Single tenant contact center system. Includes an NWN managed endpoint device configured for contact center applications only.		$132.00	Seat	Yes	No	Required
35	562 Wireless Dual Headset, Multi Base Station US,CA	UC-AAS-HAAS-HS562M		Cisco 562 with multi-base station or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).		$9.50	Device	Yes	No	Required
36	561 Wireless Single Headset, Multi Base Station US,CA	UC-AAS-HAAS-HS561M		Cisco 561 with multi-base station or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).		$8.50	Device	Yes	No	Required

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37	562 Wireless Dual Headset, Standard Base Station US,CA	UC-AAS-HAAS-HS562S		Cisco 562 with standard base station or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).		$7.75	Device	Yes	No	Required
38	561 Wireless Single Headset, Standard Base Station US,CA	UC-AAS-HAAS-HS561S		Cisco 561 with standard base station or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).		$6.95	Device	Yes	No	Required
39	Headset 531 Wired Single + USB Headset Adapter	UC-AAS-HAAS-HS531		Cisco 531 with USB or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).		$4.70	Device	Yes	No	Required
40	Headset 532 Wired Dual + USB Headset Adapter	UC-AAS-HAAS-HS532		Cisco 532 or equivalent - only to be sold in conjunction with active agent, supervisor, or administrator seat/license package(s).		$5.15	Device	Yes	No	Required
41	Single Tenant Infrastructure Support	CC-MSR-ENT-SINGLE		Support of Private Contact Center Tenant		$31,600.00	System	Yes	No	Required

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42	Multi-tenant Standard Agent Support	CC-MSR-CLOUD-STA		Standard Agent Support for Named Agents in excess of Concurrent Agent count		$40.00	Agent	Yes	No	Required
43	Multi-tenant Premium (Supervisor) Agent Support	CC-MSR-CLOUD-PRE		Premium Agent Support for Named Agents in excess of Concurrent Agent count		$50.00	Agent	Yes	No	Required
44	Multi-tenant WFO Analytics Named Agent	CC-AAS-CLOUD-WFO-A		Enhanced Analytics package provides features such as automated analysis of call and screen recordings and correlation to Net Promoter Scores (NPS)		$40.00	Agent	Yes	No	Required
45	Multi-tenant WFO Analytics with Transcription Named Agent	CC-AAS-CLOUD-WFO-AT		Enhanced Analytics package provides features such as automated analysis of call and screen recordings and correlation to Net Promoter Scores (NPS), plus transcription of call recordings		$48.00	Agent	Yes	No	Required

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46	Multi-tenant WFO Bundle Named Agent	CC-AAS-CLOUD-WFO		WFO bundled service that includes Workforce Management (WFM), Quality Management (QM), and Analytics		$80.00	Agent	Yes	No	Required
47	Multi-tenant WFO Analytics Named Agent Overage	CC-3PN-CLOUD-WFO-AO		Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing	$44.00		Agent	Yes	No	Required
48	Multi-tenant WFO Analytics with Transcription Named Agent Overage	CC-3PN-CLOUD-WFO-ATO		Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing	$53.00		Agent	Yes	No	Required
49	Multi-tenant WFO Bundle Named Agent Overage	CC-3PN-CLOUD-WFO-O		Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing	$88.00		Agent	Yes	No	Required

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50	Enterprise Advanced Desktop Analytics Bundle	CC-BUN-COM-ADA		Single tenant enterprise data capture, event triggering, and analysis for computer desktop application compliance and visibilty.		$40.00	Agent	Yes	No	Required
51	Enterprise Automated Quality Management Bundle	CC-BUN-COM-AQM		Single tenant agent and supervisor enhanced quality management with automated scoring and interaction evaluation.		$45.00	Agent	Yes	No	Required
52	Enterprise Call Recording Bundle	CC-BUN-COM-CR		Single tenant agent and supervisor encrypter enterprise voice recording.		$32.00	Agent	Yes	No	Required
53	Enterprise Performance Management Bundle	CC-BUN-COM-PM		Single tenant enterprise scorecard, coaching, and eLearning to track, manage, and improve performance across agent populations.		$30.00	Agent	Yes	No	Required
54	Enterprise Real Time Speech Analytics Bundle	CC-BUN-COM-RTSAR		Single tenant enterprise solution that performs complex, automatic analysis of call recording in real-time.		$80.00	Agent	Yes	No	Required

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55	Enterprise Speech Analytics Bundle	CC-BUN-COM-SA		Single tenant enterprise solution that performs complex, automatic analysis of call recordings to address business issues.		$45.00	Agent	Yes	No	Required
56	Enterprise Strategic Desktop & Process Analytics Bundle	CC-BUN-COM-SDPA		Single tenant enterprise data capture, event triggering, process analysis and discovery, and analysis for computer desktop application compliance and visibility.		$35.00	Agent	Yes	No	Required
57	Enterprise Text Analytics Bundle	CC-BUN-COM-TA		Single tenant enterprise analysis on text-based contact center interactions .		$50.00	Agent	Yes	No	Required
58	Enterprise Workforce Management Bundle	CC-BUN-COM-WFM		Single tenant enterprise solution for for planning, forecasting, and scheduling work and managing contact center, branch, and back office resources.		$25.00	Agent	Yes	No	Required

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59	Single Tenant Express Premium Agent Overage	CC-3PN-CCX-PO		Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing	$80.00		Agent	Yes	No	Required
60	Single Tenant Express Standard Agent Overage	CC-3PN-CCX-SO		Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing	$50.00		Agent	Yes	No	Required
61	1TB Quick Access Storage	CC-AAS-ENT-STG1TB		General Quick Access Storage		$16.00	TB	Yes	No	Required
62	1TB Glacier/Archive Storage	CC-AAS-ENT-GSTG1TB		General Archival Storage		$22.00	TB	Yes	No	Required
63	Single Tenant Enterprise Premium Agent Overage	CC-3PN-CCE-PO		Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing	$60.00		Agent	Yes	No	Required

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64	Single Tenant Enterprise Standard Agent Overage	CC-3PN-CCE-SO		Overage service SKU billed monthly in arrears to allow customers to temporarily exceed purchased quantity without prior order processing	$40.00		Agent	Yes	No	Required
65	Knowledge Base: Agent-facing Knowledge Base with process guidance	CC-AAS-EGAIN-KWAI-NA		Knowledge Base: Increase compliance via process guidance, diagnostics and advice		$58.80	Named User	Yes	No	Required
66	Cobrowse: Securely share & conavigate browser-based HTML content	CC-AAS-EGAIN-COBR-NA		Cobrowse: Agent can share and co-navigate HTML/JavaScript content via web browser with a customer		$58.80	Named User	Yes	No	Required
67	Advisor Desktop: Service bundle with Knowledge Base, Mail+Social, SuperChat, Cobrowse & Calltrack	CC-AAS-EGAIN-ADVS-NA		Advisor Desktop: Digital-first, omnichannel desktop with unified context		$118.80	Named User	Yes	No	Required
68	Virtual Assistant: Chatbot with natural language capabilities	CC-AAS-EGAIN-VIAS-SS		Virtual Assistant: Self-service chat solution to understand customer request, to guide the customer to the right answer		$238.80	1000 Sessions	Yes	No	Required

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69	Enhanced SMS: Receive and Send SMS messages at scale	CC-AAS-EGAIN-SMSG-SM		Messaging: Send outbound, personalized, and triggered omnichannel messages at scale		$262.80	10,000 Messages	Yes	No	Required
70	Vanity Short Code for MMS: Requested 5 or 6 digit number for messaging	CC-AAS-EGAIN-VANT-MM		MMS Vanity Short Code: A requested 5 or 6 digit number		$2,520.00	Per Code	Yes	No	Required
71	Measure and manage contact center operations	CC-AAS-EGAIN-CCAN-NA		Contact Center Analytics: Includes reports, configurable dashboards and powerful developer tools		$11.40	Named Reported User	Yes	No	Required
72	Measure & visualize IVR-fronted customer journeys	CC-AAS-EGAIN-IVJA-NA		IVR Analytics: Analyze IVR-fronted customer journeys. Identify drivers of poor IVR experience		$18.00	Per IVR/CVP Port	Yes	No	Required
73	Aggregated analysis of digital customer journeys	CC-AAS-EGAIN-CJAN-NA		Customer Journey Analytics: Aggregated analysis of digital customer journeys across multiple dimensions - channels, customers, contacts and more.		$2,398.80	Per Tenant	Yes	No	Required

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74	Additional security in form of FedRAMP compliant environment	CC-AAS-EGAIN-FEDR-PT		FedRAMP Compliance: Available for Customers who desire additional security in form of FedRAMP compliant environment		$10,800.00	Per Tenant	Yes	No	Required
75	Case management, call tracking, screen pop, & call controls	CC-AAS-EGAIN-CALT-NA		Calltrack: Comprehensive call taking, logging and tracking capability, including call controls and screen pop with call variables		$12.00	Named User	Yes	No	Required
76	Mail+Social: Email, web form, and social response management	CC-AAS-EGAIN-MASO-NA		Email: Free form email and structured web form response management. Social: Twitter, YouTube, Facebook and Instagram sentiment monitoring and response management.		$58.80	Named User	Yes	No	Required
77	SuperChat: Text chat, proactive chat, video chat & click to call	CC-AAS-EGAIN-SUCH-NA		Comprehensive text chat, proactive chat, video chat & click to call. Includes the ability to chat via messaging channels.		$58.80	Named User	Yes	No	Required

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78	Sales Advisor: process guidance expertise, best-practice and compliance	CC-AAS-EGAIN-SADV-NA		Sales Advisor: Omnichannel solution with flexible rules-based process guidance		$118.80	Named User	Yes	No	Required
79	Customer Self-Service Web Portal	CC-AAS-EGAIN-SSAI-SS		Customer Self-Service: Web portal using Knowledge Base for process guidance		$238.80	1000 Sessions	Yes	No	Required
80	Secure Portal	CC-AAS-EGAIN-SEME-SS		Secure Portal: Deliver confidential, secure content via a secure portal using a pointer delivered by email or message.		$118.80	1000 Sessions	Yes	No	Required
81	Callback via Click-2-Call web service	CC-AAS-EGAIN-CLMN-CM		Callback Minutes: One minute of callback (based on a click-to-call request online) between a customer and agent on the phone.		$118.80	1000 Minutes	Yes	No	Required
82	Omnichannel Outbound Messaging	CC-AAS-EGAIN-MSSG-ME		Messaging: Send omnichannel messages at scale. Each message dispatched or received counts as a separate message.		$202.80	10,000 Messages	Yes	No	Required

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83	Social Media Direct Messaging	CC-AAS-EGAIN-SMSG-SC		Allows customer to message with agent using WhatsApp, Facebook Messenger, Twitter Direct Message and Apple Business Chat		$202.80	10,000 Messages	Yes	No	Required
84	Enhanced MMS: Receive and Send MMS messages at scale	CC-AAS-EGAIN-MMSM-SM		Messaging via MMS: Receive and Send MMS messages at scale. Each message dispatched or received counts as a separate message.		$166.80	10,000 Messages	Yes	No	Required
85	Vanity Short Code for SMS: Requested 5 or 6 digit number for messaging	CC-AAS-EGAIN-VANT-SM		SMS Vanity Short Code: A requested 5 or 6 digit number.		$2,400.00	Per Code	Yes	No	Required
86	eGain API / URL Call	CC-AAS-EGAIN-CAPI-AP		API call to determine if a chat agent is available for assignment.		$118.80	100,000 API Calls	Yes	No	Required
87	Encrypted connectivity to eGain Cloud from customer's CC	CC-AAS-EGAIN-SSVP-PT		Secure (encrypted) connectivity to eGain Cloud from customer's contact center or their back end systems		$1,200.00	Per Tenant	Yes	No	Required
88	Enhanced security for data stored within eGain	CC-AAS-EGAIN-SECP-PT		Security Plus: Encrypted DB and Domain Keys Identified Mail (DKIM)		$1,200.00	Per Tenant	Yes	No	Required

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89	Connect eGain to Salesforce CRM	CC-AAS-EGAIN-SFDC-PT		Salesforce Integration published as an app on App Exchange		$298.80	Per Tenant	Yes	No	Required
90	eGain "sandbox" w/ prod config + transaction data & integration	CC-AAS-EGAIN-FUSB-L1		Replica of eGain production environment and includes all production data with same storage as production. Supports a staging environment		$7,200.00	Per Tenant	Yes	No	Required
91	eGain Base Tenant Environment for HA	CC-AAS-EGAIN-ALON-L1		No scheduled maintenance windows as compared to standard 4 hours/week; uses a fully distributed deployment with highly redundant architecture		$6,000.00	Per Tenant	Yes	No	Required
92	eGain warm standby system	CC-AAS-EGAIN-OPCO-L1		Warm standby system is kept up, running and in synch with the production system. All traffic is switched over to warm standby (with approval), if production system is unavailable for more than 15 minutes		$6,000.00	Per Tenant	Yes	No	Required
93	Enterprise Workforce Management Bundle Support	CC-3PR-PRIVATE-WFM		Support for single tenant Enterprise Workforce Management Bundle		$3.74	Agent	Yes	No	Required

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94	Enterprise Quality Management Support	CC-AAS-VERINT-QM		Support for single tenant Enterprise Automated Quality Management		$11.48	Agent	Yes	No	Required
95	Enterprise Screen Interaction Recording Support	CC-AAS-VERINT-VSRE		Support for single tenant Enterprise Agent Screen Recording		$5.78	Agent	Yes	No	Required
96	Enterprise Encrypted Voice & Screen Recording Support	CC-3PR-PRIVATE-VSRE		Support for single tenant Enterprise Encypted Voice & Screen Recording		$6.98	Agent	Yes	No	Required
97	Enterprise Voice Interaction Recording Support	CC-AAS-VERINT-VRE		Support for single tenant Enterprise Voice Recording		$6.50	Agent	Yes	No	Required
98	Enterprise Encrypted Voice Recording Support	CC-3PR-PRIVATE-VRE		Support for single tenant Enterprise Voice Recording Encyption		$5.85	Agent	Yes	No	Required
99	Additional Call Handlers - 2x5 options	UC-PRO-ENT-CH2		Configure up to (2) call handlers with up to 2x5 Options	$650.00		Handler	Yes	No	Required
100	Additional Call Handlers - 4x5 options	UC-PRO-ENT-CH4		Configure up to (4) Auto Attendants with up to 4x5 Options	$1,150.00		Handler	Yes	No	Required

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101	Single Tenant Enterprise Post Call Survey Setup	CC-PRO-ENT-PCSE		Post Call Survey (PCS) provides the ability for contact centers to solicit and collect caller feedback by performing a survey after normal call treatment. Routing to PCS is configured per dialed number. Callers are provided the option to participate once the call is routed to queue.	$19,995.00		Engagement	Yes	No	Required
102	Single Tenant Enterprise Courtesy Call-back	CC-PRO-ENT-CCBE		Setup of Courtesy Callback, which gives a caller the option to have an agent return their call. This option limits the time a caller waits on the phone for an agent to answer.	$18,990.00		Engagement	Yes	No	Required

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103	Single Tenant Enterprise Chat & Email Setup	CC-PRO-ENT-ECE		Chat and Email offers multichannel capabilities with chat and email. It helps businesses manage customer email messages and chats by automatically routing the chat or email to the correct resource, based upon information in the request and agent availability.	$32,000.00		Engagement	Yes	No	Required
104	Call Flow Setup	CC-PRO-ENT-CFADD		Option to add a call flow to an existing Contact Center deployment. Deliverables include: One Call Flow to an existing contact center deployment Call Flow Diagram Knowledge Transfer of new Call Flow Project Management or CEM & Engineering included One Call Flow 5 Options Wide x 2 Menus Deep Up to 3 skills / precision queues	$12,200.00		CallFlow	Yes	No	Required

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				Two Days of Post Cut Support						
105	Single Tenant Infrastructure Package	CC-PRO-ENT-SINGLE		Buildout of a Single tenant infrastructure package to include the following setup and installation services: •Up to 100 Agents •Up to 10 Supervisors or Premium Agents •3 Teams of Agents •5 Call Flows (5 Options Wide & 2 Menus Deep •20 Skills/Precision Queues Train the Trainer Training for Agent / Supervisor / Reporting	$31,500.00		Package	Yes	No	Required
106	Multi-tenant WFO Analytics Named Agent Setup	CC-3PN-CLOUD-WFO-A		Configuration of WFO analytics agent service. Up to 100 agents.	$30,000.00		Package	Yes	No	Required
107	Multi-tenant WFO Analytics with Transcription Named Agent Setup	CC-3PN-CLOUD-WFO-AT		Configuration of WFO analytics and transcription agent service. Up to 100 agents.	$35,000.00		Package	Yes	No	Required

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108	Multi-tenant WFO Bundle Named Agent Setup	CC-3PN-CLOUD-WFO		Configuration of WFO analytics WFM and transcription agent service. Up to 100 agents.	$42,000.00		Package	Yes	No	Required
109	Multi-tenant Quality Management Setup	CC-3PN-CLOUD-QM		Configuration of Quality Management agent service. Up to 100 agents	$30,000.00		Package	Yes	No	Required
110	Multi-tenant Workforce Management Setup	CC-3PN-CLOUD-WFM		Configuration of Workforce Management agent service. Up to 100 agents	$30,000.00		Package	Yes	No	Required
111	Single Tenant Express Standard 25 Setup Package	CC-PRO-PRIVATE-CCX25		The Contact Center Express 25 Standard Bundle includes the following setup and installation services using standard functionality with no customizations: •Up to 25 Agents (Minimum 5) •Up to 5 Supervisors Agents •One Team of Agents •Two Call Flows (5 Options Wide & 2 Menus Deep) •Ten Skills/Precision Queues	$70,000.00		Package	Yes	No	Required

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				Train the Trainer Training for Agent / Supervisor / Reporting						
112	Single Tenant Express 25 Plus Setup Package	CC-PRO-PRIVATE-CCX25P		The Contact Center Express 25 Plus Bundle includes the following setup and installation services using standard functionality with no customizations: •Up to 25 Agents (Minimum 5) •Up to 5 Supervisors Agents •One Team of Agents •Three Call Flows (5 Options Wide & 2 Menus Deep) •Ten Skills/Precision Queues Train the Trainer Training for Agent / Supervisor / Reporting	$75,000.00		Package	Yes	No	Required
113	Single Tenant Express Standard 100 Setup Package	CC-PRO-PRIVATE-CCX100		The Contact Center Express 100 Standard Bundle includes the following setup and installation services using standard functionality with no customizations:	$80,000.00		Package	Yes	No	Required

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				•Up to 100 Agents (Minimum 5) •Up to 10 Supervisors or Premium Agents •Three Team of Agents •Five Call Flows (5 Options Wide & 2 Menus Deep) •Twenty Skills/Precision Queues Train the Trainer Training for Agent / Supervisor / Reporting						
114	Single Tenant Express Standard 25 Support Package	CC-MSR-PRIVATE-CCX25		Support for CCX25 Single Tenant infrastructure package	$2,000.00		Package	Yes	No	Required
115	Single Tenant Express 25 Plus Support Package	CC-MSR-PRIVATE-CCX25P		Support for CCX25 Plus Single Tenant infrastructure package	$2,500.00		Package	Yes	No	Required
116	Single Tenant Express Standard 100 Support Package	CC-MSR-PRIVATE-CCX100		Support for CCX100 Single Tenant infrastructure package	$4,500.00		Package	Yes	No	Required

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117	Enterprise Automated Quality Management Setup Bundle	CC-3PN-VERINT-AQM		Application Enabled for Quality Management •Desktop Gadget •Form Designer •Form Designer Standalone •Quality Evaluation •Coaching & Interaction Data •Import Manager Quality Management training (includes) •Four days – on site Application Enablement for Automated Quality Monitoring •Desktop Resources •Logger •Phonetic Boosting •Real Time Speech Calibration Application •User Import Support Package Automated Quality Monitoring training: •Three days on site training Remote Four day implementation review	$76,000.00		Package	Yes	No	Required

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118	Enterprise Performance Management Setup Bundle	CC-3PN-VERINT-PM		Application Enabled for Performance Management: •Advanced Scorecards •Coaching •Gadgets •Scorecard External Integration Adaptor •Lesson Management •Competency-based Learning and Mobile Performance Management training: •One day – on site application training •One and a half (1.5) Verint VU Credits Productivity & Item Tracking Enabled (Custom Consulting Required) •Pulse & Alerts •Advanced Adherence •"MyTime" •VCT	$25,000.00		Package	Yes	No	Required

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				•Volume Data Transformation •Work Item Tracking & Reports •VCT Events •Capacity Planning •Utilization •Productivity & Operations •Daily Production WIT Reports						
119	Contact Center Enterprise Complete 200 Bundle - Up to 200 Agents including Supervisors & 5 Call Flows	CC-PRO-PRIVATE-CCE200		The Contact Center Enterprise 200 Standard Bundle includes the following setup and installation services using standard functionality with no customizations: • Up to 200 Agents (Minimum 5) • Up to 25 Supervisors or Premium Agents • Three Team of Agents • Five Call Flows (5 Options Wide & 2 Menus Deep) • Twenty Skills/Precision Queues	$90,000.00		Package	Yes	No	Required

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				• Train the Trainer Training for Agent / Supervisor / Reporting						
120	Enterprise Call Recording Bundle Setup	CC-3PN-VERINT-CR		Application enabled for Voice Recording / Screen Recording / Archive / Encryption 650 concurrent recordings 20GB of Standard Storage per Agent per Month Interaction Data Platform •Acquisition •Indexing •Archival •Search & Replay Voice Interaction Recording •Call Recording •Real Time Monitoring & Playback via Telephone Encryption Management Screen Interaction Recording Application Enabled •Desktop Gadget	$52,000.00		Package	Yes	No	Required

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				•Screen Capture & AIM Call Recording End User Training (search / replay) •One Half Day – Remote User Management Training •One day – on site Project setup includes: •Planning sessions •Recorder Setup •SAML - authentication for application access Redundancy included						
121	Enterprise Workforce Management Bundle Setup	CC-3PN-VERINT-WFM		Application Enabled for Workforce Management •Forecasting & Scheduling •Blended Media •Outbound Adherence •Time Off Manager •Shift Bidding •Strategic Planner •Back Office Features •Branch Features •Mobile	$65,000.00		Package	Yes	No	Required

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				•Desktop Gadget •Forecasting & Scheduling Client •Logger •Pop-Up Notification System •User Import Support Package Workforce Management training: •Six and a half (6.5) days on site •One and a half (1.5) Verint University credit Project setup: •Planning sessions •SAML - authentication for application access User Management Training One day – On Site						

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122	Carousel Realtime Speech Transcription and Analytics	CC-CI-SpeechText Analytics		Carousel Cloud real-time call analytics, live transcription, and AI based agent assist as an add-on to Carousel cloud contact center offer	$40.00	$80.00	Agent	Yes	No	Required
123	Carousel Conversational AI Virtual Assistant	CC-CI-VirtualAssistant		Carousel Cloud based conversational AI virtual assistant for inbound voice, SMS, and chat as an add-on to Carousel cloud contact center offer	$10,000.00	$.08	Interaction	Yes	No	Required
124	Carousel Realtime Sentiment Analysis	CC-CI-SentimentAnalysis		Carousel Cloud based sentiment analysis services for advanced routing decisions as an add-on to Carousel cloud contact center offer	$10,000.00	$.03	Minute	Yes	No	Required
125	Carousel Post Call Survey	CC-CI-Post-Call-Survey		Carousel Cloud based post call survey with built in speech recognition services as an add-on to Carousel cloud contact center offer	$10,000.00	$.08	Minute	Yes	No	Required

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126	Carousel CRM Connector (Salesforce, ServiceNOW, MS Dynamics)	CC-CI-CRM-Connector		Carousel CRM integration plugins for Carousel cloud contact center agent desktop - integrations include Salesforce, ServiceNOW, and Microsoft Dynamics.	$40.00	$35.00	Agent	Yes	No	Required
127	Carousel Extended Recording Storage - 30 days	CC-CI-Extended-Storage-30		Carousel Monthly recurring extended storage per concurrent agent	$0.00	$.88	Concurrent User	Yes	No	Required
128	Web Call Back	CC-PRR-AWSC-WCB		Amazon Connect APIs: Web Call Back is a contact Center feature that provides the ability for customers to leave their phone number via a website interface and get a callback by filling out a form on the Customer website.	$0.00	$1.00	Port	Yes	No	Required
129	Web and SMS Text Chat	CC-PRR-AWSC-WEBSMS		Connect Chat: Web and SMS Text Chat is a Contact Center solution that provides the contact center agents the ability to engage in web and SMS text chat with callers directed from their website.	$0.00	$50.00	Agent	Yes	No	Required

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130	Digital Recording	CC-PRR-AWSC-REC		Connect Call Recording: Digital recording and monitoring of inbound/outbound voice calls.	$0.00	$0.00	Agent	Yes	No	Required
131	Digital Recording-Storage-Gigabyte	CC-PRR-AWSC-RECSTORE		Recording & Transcription Storage: Storage- Gigabyte for digital recording and monitoring of inbound/outbound voice calls.	$0.00	$0.02	Gigabyte	Yes	No	Required
132	Collaborative Browsing	CC-PRR-AWSC-CBROW		Collaborative browsing includes: 1) Bidirectional sharing of web pages between the contact center agent and the caller; 2) Enable a caller to request a co-browse session with a contact center agent; 3) The agent shall have the capability to highlight text and scroll the browser screen to a specific section of a web page; and,	$0.00	$56.35	Agent	Yes	No	Required

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				4) The agent shall have the capability to transfer control of a collaborative browsing session to another agent and log all collaborative interactions between the agent and caller.						
133	Email Response Management (ERM)	CC-PRR-AWSC-ERM		Shall provide email response management (ERM) that shall assign a tracking ID to each email and route email communications from the public to the Agent based on the Customer specified business rules. Shall provide the following minimum ERM functionality: 1) Auto response; 2) Automatic Acknowledgement; 3) Email classification and prioritization; 4) Email routing based upon business rules; 5) Ability to filter;	$0.00	$56.35	Agent	Yes	No	Required

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				6) Content analysis and knowledge base for suggested and personalized responses; 7) Management reports; 8) Multiple language support; 9) Real time exception reports						
134	Workforce Management (WFM) System	CC-PRR-AWSC-WFM		Workforce Management (WFM) System provides a WFM that automates forecasting and scheduling calculations based upon real time and historical contact center data. The WFM system enables Customers to effectively schedule resources, accurately forecast call volumes and analyze/review performance statistics for single or multiple sites and blended application. The following are minimum WFM system capabilities:	$0.00	$40.00	Agent	Yes	No	Required

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				1) Forecasting staffing needs including agent's skills, skill levels and shift; 2) Forecast contact volumes and workload - overall call volume by contact channel; 3) Provide agent scheduling and create optimized agent schedules by shift and skill; 4) Report schedule adherence – real time tracking, alerting and graphical reporting of agent adherence to their individual schedule; 5) Reporting – Provide comprehensive historical, real-time management and exception reports. Reports shall include totals and summary information.						
135	Automated Preview Outbound Dialing	CC-PRR-AWSC-OUTDIAL		Automated Preview Outbound Dialing provides a preview dialer that provides	$0.00	$50.00	Agent	Yes	No	Required

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

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

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				4) The predictive dialer shall provide the ability to transfer to agent or to IVR for self-service depending on the detected call result; 5) The predictive dialer shall provide the ability to detect busy, ring/no answer, answering machine and FAX; 6) Performance reports for the predictive dialer shall be available to the Customers; 7) Real time (within 15 seconds) and historical reports shall be available to the Customer at campaign and agent level. This feature works with outbound agent only – not inbound.						

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

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139	Screen Capture	CC-PRR-AWSC-SCAP		Screen Capture shall provide for screen capture. Screen captures are associated with the call recording when an agent is handling a call. The solution provides synchronized playback of screen captures and audio recordings. The solution integrates with the quality management solution to facilitate scoring of agents.	$0.00	$10.00	Agent	Yes	No	Required
140	Blended Agent	CC-PRR-AWSC-BAGENT		Blended Agent provides Contact Center Blended Agent. This feature adds the predictive dialing features described in 27.2.2.8 and/or the preview dialing features described in 27.2.2.7 to inbound agents.	$0.00	$50.00	Agent	Yes	No	Required
141	Variable Telephone Number Charges									

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142	Toll Free number (USA)	CC-PRR-AWSC-DID-TF		Variable Telephone Number Charges - (USA): Per Month Charge Per Toll Free number (1 time cost, not a charge per call)	$0.00	$2.1045	Per Phone Number	Yes	No	Required
143	DID number (USA)	CC-PRR-AWSC-DID		Variable Telephone Number Charges - (USA): Per Month Charge per DID number (1 time cost, not a charge per call)	$0.00	$1.04995	Per Phone Number	Yes	No	Required
144	Variable Call Charges									
145	Per Min via inbound Toll Free # (USA)	CC-PRU-AWSC-MIN-TF-USA		Variable Call Charges - (USA) - Per Min via inbound Toll Free #	$0.0138	$0.00	Per Minute	Yes	No	Required
146	Per Min via inbound DID # (USA)	CC-PRU-AWSC-MIN-IN-USA		Variable Call Charges - (USA) - Per Min via inbound DID #	$0.00253	$0.00	Per Minute	Yes	No	Required
147	Per Min outbound (USA & Canada)	CC-PRU-AWSC-MIN-OUT-NA		Variable Call Charges - Per Min outbound (to USA and Canada)	$0.00552	$0.00	Per Minute	Yes	No	Required
148	Per Min outbound (Mexico)	CC-PRU-AWSC-MIN-OUT-MX		Variable Call Charges - Per Min outbound (to Mexico)	$0.0375	$0.00	Per Minute	Yes	No	Required

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149	Per Min outbound (Puerto Rico)	CC-PRU-AWSC-MIN-OUT-PR		Variable Call Charges - Per Min outbound (to Puerto Rico)	$0.023	$0.00	Per Minute	Yes	No	Required
150	Amazon Connect Core Charges									
151	Amazon Connect Inbound / Outbound Voice Usage	CC-PRU-AWSC-INOUT-USAGE		Amazon Connect Charges - (Globally): Per Min via Amazon Connect Calls. Only available when procured in conjunction with Contact Center services.	$0.0207	$0.00	Per Minute	Yes	No	Required
152	Amazon Connect High-Volume Outbound Voice Usage	CC-PRU-AWSC-INOUT-HVUSAGE		Amazon Connect High Volume Outbound Voice. Only available when procured in conjunction with Contact Center services.	$0.029	$ 0.00	Per Minute	Yes	No	Required
153	Amazon Connect Cases	CC-PRU-AWSC-ASE		Amazon Connect Cases. Only available when procured in conjunction with Contact Center services.	$0.138	$0.00	Per Case	Yes	No	Required

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154	Amazon Connect Chat	CC-PRU-AWSC-CHAT		Amazon Connect Charges - (Globally): Per Message via Amazon Connect Chat. Only available when procured in conjunction with Contact Center services.	$0.0046	$0.00	Per Message	Yes	No	Required
155	Amazon Connect Contact Lens (First 5M min)	CC-PRU-AWSC-LENS		Contact Lens for Amazon Connect Charges - (Globally): Per min for first 5M mins per month. Only available when procured in conjunction with Contact Center services.	$0.01725	$0.00	Per Minute	Yes	No	Required
156	Amazon Connect Contact Lens (5M min +)	CC-PRU-AWSC-LENS-5+		Contact Lens for Amazon Connect Charges - (Globally): Per min for mins above 5M mins per month. Only available when procured in conjunction with Contact Center services.	$0.014375	$0.00	Per Minute	Yes	No	Required

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157	Amazon Connect Contact Lens chat messages	CC-PRU-AWSC-LENS=Chat		Contact Lens for Amazon Connect Charges - (Globally): Per Chat message. Only available when procured in conjunction with Contact Center services.	$0.001725	$0.00	Per Chat Message	Yes	No	Required
158	Amazon Connect Customer Profiles	CC-PRU-AWSC-CUSTPROF		Amazon Connect Customer Profiles. Only available when procured in conjunction with Contact Center services.	$0.0029	$0.00	Per Profile	Yes	No	Required
159	Amazon Connect Optimization	CC-PRR-AWSC-OPT		Amazon Connect Optimization. Only available when procured in conjunction with Contact Center services.	$0.00	$31.00	Per Agent	Yes	No	Required
160	Amazon Connect Tasks	CC-PRR-AWSC-TASK		Amazon Connect Tasks. Only available when procured in conjunction with Contact Center services.	$0.046	$0.00	Per Task	Yes	No	Required

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161	Amazon Connect Voice ID	CC-PRU-AWSC-VOICEID		Amazon Connect Voice ID. Only available when procured in conjunction with Contact Center services.	$0.029	$0.00	Per Transaction	Yes	No	Required
162	Amazon Connect Wisdom	CC-PRU-AWSC-WISDOM		Amazon Connect Wisdom. Only available when procured in conjunction with Contact Center services.	$0.046	$0.00	Per Contact	Yes	No	Required
163	Amazon Connect API Gateway Charges									
164	Amazon Connect API Gateway Requests – HTTP API Calls	CC-PRU-AWSC-API-HTTP		Amazon API Gateway Requests - HTTP API Calls. Only available when procured in conjunction with Contact Center services.	$1.15	$0.00	Per 1M Requests	Yes	No	Required
165	Amazon Connect API Gateway Requests - REST API Calls	CC-PRU-AWSC-API-REST		Amazon API Gateway Requests - REST API Calls. Only available when procured in conjunction with Contact Center services.	$4.00	$0.00	Per 1M Requests	Yes	No	Required
166	Amazon Connect Athena Charges									

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167	Amazon Connect Athena Queries	CC-PRU-AWSC-ATH-QUERIES		Athena Queries. Only available when procured in conjunction with Contact Center services.	$5.75	$0.00	Per TB of Data Scanned	Yes	No	Required
168	Amazon Connect Amplify Charges									
169	Amazon Connect Amplify Static Hosting Build & Deploy	CC-PRU-AWSC-AMP-DEPLOY		Amplify Static Hosting Build & Deploy. Only available when procured in conjunction with Contact Center services.	$0.0115	$0.00	Per Minute	Yes	No	Required
170	Amazon Connect Amplify Static Hosting Data Storage	CC-PRU-AWSC-AMP-STORE		Amplify Static Hosting Data Storage. Only available when procured in conjunction with Contact Center services.	$0.026	$0.00	Per GB Stored	Yes	No	Required
171	Amazon Connect Amplify Static Hosting Server Bandwidth	CC-PRU-AWSC-AMP-HOSTBW		Amplify Static Hosting Server Bandwidth. Only available when procured in conjunction with Contact Center services.	$0.17	$0.00	Per GB Served	Yes	No	Required
172	Amazon Connect AppSync Charges									

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
173	Amazon Connect AppSync Query and Data Modification Operations	CC-PRU-AWSC-APPSYNC-MODS		AppSync Query and Data Modification Operations. Only available when procured in conjunction with Contact Center services.	$4.60	$0.00	Per 1M Operations	Yes	No	Required
174	Amazon Connect AppSync Real-time Updates	CC-PRU-AWSC-APPSYNC-RTU		AppSync Real-time Updates. Only available when procured in conjunction with Contact Center services.	$2.30	$0.00	Per 1M Updates	Yes	No	Required
175	Amazon Connect AppSync Service Connection Time	CC-PRU-AWSC-APSYNC-TIME		AppSync Service Connection Time. Only available when procured in conjunction with Contact Center services.	$0.092	$0.00	Per 1M Minutes	Yes	No	Required
176	Amazon Connect CloudFront Charges									
177	Amazon Connect CloudFront Regional Data Transfer Bandwidth	CC-PRU-AWSC-CF-RDT-BW		CloudFront Regional Data Transfer Bandwidth. Only available when procured in conjunction with Contact Center services.	$0.098	$0.00	Per GB	Yes	No	Required

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178	Amazon Connect CloudFront HTTP & HTTPS requests	CC-PRU-AWSC-CF-HTTP		CloudFront HTTP & HTTPS requests. Only available when procured in conjunction with Contact Center services.	$0.0115	$0.00	Per 10,000 Requests	Yes	No	Required
179	Amazon Connect CloudFront Function Invocations	CC-PRU-AWSC-CF-FUNC		CloudFront Function Invocations. Only available when procured in conjunction with Contact Center services.	$0.115	$0.00	Per 1M Invocation n	Yes	No	Required
180	Amazon Connect CloudFront Dedicated IP SSL certificates	CC-PRU-AWSC-CF-SSLCERT		CloudFront Dedicated IP SSL certificates. Only available when procured in conjunction with Contact Center services.	$650.00	$0.00	Per SSL Certificate e	Yes	No	Required
181	Amazon Connect CloudTrail Charges									
182	Amazon Connect CloudTrail Lake Ingest & Store	CC-PRU-AWSC-CT-INGEST		CloudTrail Lake Ingest & Store. Only available when procured in conjunction with Contact Center services.	$2.90	$0.00	Per GB	Yes	No	Required

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183	Amazon Connect CloudTrail Analyze	CC-PRU-AWSC-CT-ANALYZE		CloudTrail Analyze. Only available when procured in conjunction with Contact Center services.	$0.0057	$0.00	Per GB	Yes	No	Required
184	Amazon Connect CloudTrail Insights & Events	CC-PRU-AWSC-CT-INSIGHT		CloudTrail Insights & Events. Only available when procured in conjunction with Contact Center services.	$0.40	$0.00	Per 100,000 Events	Yes	No	Required
185	Amazon Connect CloudWatch Charges									
186	Amazon Connect CloudWatch Metrics	CC-PRU-AWSC-CW-METRICS		CloudWatch Metrics. Only available when procured in conjunction with Contact Center services.	$0.34	$0.00	Per Metric	Yes	No	Required
187	Amazon Connect CloudWatch Metrics API Requests	CC-PRU-AWSC-CW-API		CloudWatch Metrics API Requests. Only available when procured in conjunction with Contact Center services.	$0.0115	$0.00	Per 1,000 Requests	Yes	No	Required

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188	Amazon Connect CloudWatch Dashboards	CC-PRU-AWSC-CW-DASHBOARDS		CloudWatch Dashboards. Only available when procured in conjunction with Contact Center services.	$3.45	$0.00	Per Dashboard	Yes	No	Required
189	Amazon Connect CloudWatch Alarms - Standard Resolution	CC-PRU-AWSC-CW-ALMRES		CloudWatch Alarms - Standard Resolution. Only available when procured in conjunction with Contact Center services.	$0.115	$0.00	Per Alarm Metric	Yes	No	Require
190	Amazon Connect CloudWatch Alarms - High Resolution	CC-PRU-AWSC-CW-ALMRES-H		CloudWatch Alarms - High Resolution. Only available when procured in conjunction with Contact Center services.	$0.34	$0.00	Per Alarm Metric	Yes	No	Required
191	Amazon Connect CloudWatch Alarms – Composite	CC-PRU-AWSC-CW-ALMCOMP		CloudWatch Alarms - Composite. Only available when procured in conjunction with Contact Center services.	$0.57	$0.00	Per Alarm	Yes	No	Required

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191	Amazon Connect CloudWatch Log Collection (Data Ingestion)	CC-PRU-AWSC-CW-LOG		CloudWatch Log Collection (Data Ingestion). Only available when procured in conjunction with Contact Center services.	$0.57	$0.00	Per GB	Yes	No	Required
192	Amazon Connect CloudWatch Log Storage (Archival)	CC-PRU-AWSC-CW-ARCHIVE		CloudWatch Log Storage (Archival). Only available when procured in conjunction with Contact Center services.	$0.034	$0.00	Per GB	Yes	No	Required
193	Amazon Connect CloudWatch Log Analyze (Logs Insights queries)	CC-PRU-AWSC-CW-ANALYZE		CloudWatch Log Analyze (Logs Insights queries). Only available when procured in conjunction with Contact Center services.	$0.0057	$0.00	Per GB	Yes	No	Required
194	Amazon Connect CloudWatch Events	CC-PRU-AWSC-CW-EVENT		CloudWatch Events. Only available when procured in conjunction with Contact Center services.	$1.15	$0.00	Per 1M Events	Yes	No	Required
195	Amazon Connect Comprehend Charges									

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196	Amazon Connect Comprehend NLP	CC-PRU-AWSC-CC-NLP		Comprehend NLP. Only available when procured in conjunction with Contact Center services.	$0.000115	$0.00	Per 100 Characters	Yes	No	Required
197	Amazon Connect Comprehend NLP Event Detection	CC-PRU-AWSC-CC-NLPEVENT		Comprehend NLP Event Detection. Only available when procured in conjunction with Contact Center services.	$0.00345	$0.00	Per 100 Characters	Yes	No	Required
198	Amazon Connect Comprehend NLP Syntax Analysis	CC-PRU-AWSC-CC-NLPSYNTAX		Comprehend NLP Syntax Analysis. Only available when procured in conjunction with Contact Center services.	$0.000057	$0.00	Per 100 Characters	Yes	No	Required
199	Amazon Connect Cognito Charges									
200	Amazon Connect Cognito User Pool / Social IDP Auth	CC-PRU-AWSC-COG-USERPOOL		Cognito User Pool / Social IDP Auth. Only available when procured in conjunction with Contact Center services.	$0.0063	$0.00	Per Monthly Active User (MAU)	Yes	No	Required
201	Amazon Connect Cognito SAML / OIDC Auth	CC-PRU-AWSC-COG-SAMPL		Cognito SAML / OIDC Auth. Only available when procured in conjunction with Contact Center services.	$0.017	$0.00	Per Monthly Active User (MAU)	Yes	No	Required

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202	Amazon Connect Cognito Advanced Security Features (ASF)	CC-PRU-AWSC-COG-ASF		Cognito Advanced Security Features (ASF). Only available when procured in conjunction with Contact Center services.	$0.057	$0.00	Per Monthly Active User (MAU)	Yes	No	Required
203	Amazon Connect Cognito Sync Operations & Data Storage	CC-PRU-AWSC-COG-SYNC		Cognito Sync Operations & Data Storage. Only available when procured in conjunction with Contact Center services.	$0.17	$0.00	Per 10,000 Sync Operatio ns	Yes	No	Required
204	Amazon Connect DynamoDB Charges									
205	Amazon Connect DynamoDB Provisioned Capacity Write capacity units	CC-PRU-AWSC-DynDB-WRT		DynamoDB Provisioned Capacity Write capacity units. Only available when procured in conjunction with Contact Center services.	$0.00093	$0.00	Per Hour	Yes	No	Required
206	Amazon Connect DynamoDB Provisioned Capacity Read capacity units	CC-PRU-AWSC-DYNDB-READ		DynamoDB Provisioned Capacity Read capacity units. Only available when procured in conjunction with Contact Center services.	$0.00018	$0.00	Per Hour	Yes	No	Required

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207	Amazon Connect DynamoDB On-Demand Capacity Write request	CC-PRU-AWSC-DYNDB-WRT-OD		DynamoDB On-Demand Capacity Write request. Only available when procured in conjunction with Contact Center services.	$1.79	$0.00	Per 1M Requests	Yes	No	Required
208	Amazon Connect DynamoDB On-Demand Capacity Read request	CC-PRU-AWSC-DYNDB-READ-OD		DynamoDB On-Demand Capacity Read request. Only available when procured in conjunction with Contact Center services.	$0.36	$0.00	Per 1M Requests	Yes	No	Required
209	Amazon Connect DynamoDB Data Storage	CC-PRU-AWSC-DYNDB-STORE		DynamoDB Data Storage. Only available when procured in conjunction with Contact Center services.	$0.29	$0.00	Per GB	Yes	No	Required
210	Amazon Connect Elastic Block Store Charges									
211	Amazon Connect EBS Throughput	CC-PRU-AWSC-CEBS-TPUT		EBS Throughput. Only available when procured in conjunction with Contact Center services.	$0.046	$0.00	MB/s-month	Yes	No	Required

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212	Amazon Connect EBS Provisioned Storage	CC-PRU-AWSC-CEBS-STORE		EBS Provisioned Storage. Only available when procured in conjunction with Contact Center services.	$0.144	$0.00	Per GB-Month	Yes	No	Required
213	Amazon Connect EBS IOPS	CC-PRU-AWSC-CEBS-IOPS		EBS IOPS. Only available when procured in conjunction with Contact Center services.	$0.075	$0.00	Per IOPS-Month	Yes	No	Required
214	Amazon Connect Elastic Load Balancing Charges									
215	Amazon Connect Application Load Balancer Hourly	CC-PRU-AWSC-ALB-HR		Application Load Balancer Hourly. Only available when procured in conjunction with Contact Center services.	$0.026	$0.00	Per Hour	Yes	No	Required
216	Amazon Connect Application Load Balancer Capacity Units	CC-PRU-AWSC-ALB-CAPCITY		Application Load Balancer Capacity Units. Only available when procured in conjunction with Contact Center services.	$0.0092	$0.00	Per LCU-Hour	Yes	No	Required
217	Amazon Connect Glue Charges									

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218	Amazon Connect Glue ETL Data Processing Units (DPU)	CC-PRU-AWSC-GLUE-ETLDPU		Glue ETL Data Processing Units (DPU). Only available when procured in conjunction with Contact Center services.	$0.51	$0.00	Per Hour	Yes	No	Required
219	Amazon Connect Glue Data Catalog Storage	CC-PRU-AWSC-GLUE-STORE		Glue Data Catalog Storage. Only available when procured in conjunction with Contact Center services.	$1.15	$0.00	Per 100,000 Objects	Yes	No	Required
220	Amazon Connect Kendra Charges									
221	Amazon Connect Kendra Enterprise	CC-PRU-AWSC-DENDRA-ENT		Kendra Enterprise. Only available when procured in conjunction with Contact Center services.	$1.60	$0.00	Per Hour	Yes	No	Required
222	Amazon Connect Key Management Service Charges									
223	Amazon Connect KMS Key Storage	CC-PRU-AWSC-KMS-STORAGE		KMS Key Storage. Only available when procured in conjunction with Contact Center services.	$1.15	$0.00	Per Key	Yes	No	Required

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224	Amazon Connect KMS API requests	CC-PRU-AWSC-KMS-API		KMS API requests. Only available when procured in conjunction with Contact Center services.	$0.034	$0.00	Per 10,000 Requests	Yes	No	Required
225	Amazon Connect CloudHSM	CC-PRU-AWSC-KMS-CLOUDHASM		CloudHSM . Only available when procured in conjunction with Contact Center services.	$1.67	$0.00	Per Hour	Yes	No	Required
226	Amazon Connect Kinesis Datastreams Charges									
227	Amazon Connect Kinesis Data Streams Provisioned Shard Hour Throughput	CC-PRU-AWSC-KNS-DSTHROUH		Kinesis Data Streams Provisioned Shard Hour Throughput. Only available when procured in conjunction with Contact Center services.	$0.0172	$0.00	Per Shard Hour	Yes	No	Required
228	Amazon Connect Kinesis Data Streams Provisioned PUT payload	CC-PRU-AWSC-KNS-DS-PAY		Kinesis Data Streams Provisioned PUT payload. Only available when procured in conjunction with Contact Center services.	$0.0161	$0.00	Per 1M Payload Units	Yes	No	Required

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229	Amazon Connect Kinesis Data Streams	CC-PRU-AWSC-KNS-DS		Kinesis Data Streams. Only available when procured in conjunction with Contact Center services.	$0.046	$0.00	Per Hour	Yes	No	Required
230	Amazon Connect Kinesis Data Streams Data Ingestion	CC-PRU-AWSC-KNS-INGEST		Kinesis Data Streams Data Ingestion. Only available when procured in conjunction with Contact Center services.	$0.092	$0.00	Per GB	Yes	No	Required
231	Amazon Connect Kinesis Data Firehose Ingestion	CC-PRU-AWSC-KNS-INGESTFH		Kinesis Data Firehose Ingestion. Only available when procured in conjunction with Contact Center services.	$0.033	$0.00	Per GB	Yes	No	Required
232	Amazon Connect Kinesis Videostreams Charges									
233	Amazon Connect Kinesis Video Streams data consumption	CC-PRU-AWSC-KNVS-COMP		Kinesis Video Streams data consumption. Only available when procured in conjunction with Contact Center services.	$0.00977	$0.00	Per GB	Yes	No	Required

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234	Amazon Connect Kinesis Video Streams Data Storage	CC-PRU-AWSC-KNVS-STORE		Kinesis Video Streams Data Storage. Only available when procured in conjunction with Contact Center services.	$0.0264	$0.00	Per GB	Yes	No	Required
235	Amazon Connect Lambda Charges									
236	Amazon Connect Lambda Duration	CC-PRU-AWSC-LAMDA-DUR		Lambda Duration. Only available when procured in conjunction with Contact Center services.	$0.00002898	$0.00	Per GB-Second	Yes	No	Required
237	Amazon Connect Lambda Requests	CC-PRU-AWSC-LAMDA-REQ		Lambda Requests. Only available when procured in conjunction with Contact Center services.	$0.23	$0.00	Per 1M Requests	Yes	No	Required
238	Amazon Connect Lex Charges									
239	Amazon Connect Lex Speech Requests	CC-PRU-AWSC-LEX-SREQ		Amazon Lex Charges (Globally): Per Voice Request. Only available when procured in conjunction with Contact Center services.	$0.0046	$0.00	Per Request	Yes	No	Required

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240	Amazon Connect Lex Text Requests	CC-PRU-AWSC-LEX-TEQ		Amazon Lex Charges (Globally): Per Text Request. Only available when procured in conjunction with Contact Center services.	$0.0008625	$0.00	Per Request	Yes	No	Required
241	Amazon Connect Lex Chatbot Designer	CC-PRU-AWSC-LEX-CBOT		Amazon Lex Chatbot Designer. Only available when procured in conjunction with Contact Center services.	$0.57	$0.00	Per Minute	Yes	No	Required
242	Amazon Connect LM Engage Charges									
243	Amazon Connect LM Engage On Demand	CC-PRU-AWSC-LME-OD		Amazon Connect LM Engage On Demand	$0.12	$0.00	Per Message	Yes	No	Required
244	Amazon Connect LM Engage Starter	CC-PRR-AWSC-LME-START		Amazon Connect LM Engage Starter. 0- 25,000 inbound & outbound calls/messages/tasks per month	$0.00	$1,699.00	Per Month	Yes	No	Required
245	Amazon Connect LM Engage Medium	CC-PRR-AWSC-LME-MED		Amazon Connect LM Engage Medium. 25,001-100,000 inbound & outbound calls/messages/tasks per month	$0.00	$3,499.00	Per Month	Yes	No	Required

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246	Amazon Connect LM Engage Large	CC-PRR-AWSC-LME-LRG		Amazon Connect LM Engage Large. 100,001-250,000 inbound & outbound calls/messages/tasks per month	$0.00	$7,299.00	Per Month	Yes	No	Required
247	Amazon Connect LM Engage Enterprise	CC-PRR-AWSC-LME-ENT		Amazon Connect LM Engage Enterprise. 250,001-500,000 inbound & outbound calls/messages/tasks per month	$0.00	$11,999.00	Per Month	Yes	No	Required
248	Amazon Connect OpenSearch Charges									
249	Amazon Connect Elastic Search Instance, Class M	CC-PRU-AWSC-OS-CLASSM		Elastic Search Instance, Class M . Only available when procured in conjunction with Contact Center services.	$21.00	$0.00	Per GB-RAM	Yes	No	Required
250	Amazon Connect Elastic Search Instance, Class C	CC-PRU-AWSC-OS-CLASSC		Elastic Search Instance, Class C. Only available when procured in conjunction with Contact Center services.	$33.11	$0.00	Per GB-RAM	Yes	No	Required

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251	Amazon Connect Elastic Search Instance, Class R	CC-PRU-AWSC-OS-CLASSR		Elastic Search Instance, Class R. Only available when procured in conjunction with Contact Center services.	$13.70	$0.00	Per GB-RAM	Yes	No	Required
252	Amazon Connect Pinpoint Charges									
253	Amazon Connect Pinpoint Monthly Targeted Audience (MTA) endpoints	CC-PRU-AWSC-PPNT-ENDPOINT		Pinpoint Monthly Targeted Audience (MTA) endpoints. Only available when procured in conjunction with Contact Center services.	$0.0014	$0.00	Per Endpoint	Yes	No	Required
254	Amazon Connect Pinpoint events	CC-PRU-AWSC-PPNT-EVENT		Pinpoint events. Only available when procured in conjunction with Contact Center services.	$0.00000115	$0.00	Per Event	Yes	No	Required
255	Amazon Connect Pinpoint Email messages	CC-PRU-AWSC-PPNT-EMAIL		Pinpoint Email messages. Only available when procured in conjunction with Contact Center services.	$1.15	$0.00	Per 10,000 Emails	Yes	No	Required

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256	Amazon Connect Pinpoint In-App messaging	CC-PRU-AWSC-PPNT-MREQ		Pinpoint In-App messaging. Only available when procured in conjunction with Contact Center services.	$1.26	$0.00	Per 10,000 Requests	Yes	No	Required
257	Amazon Connect Pinpoint Push notifications	CC-PRU-AWSC-PPNT-NOTIFY		Pinpoint Push notifications. Only available when procured in conjunction with Contact Center services.	$1.15	$0.00	Per 1M Notifications	Yes	No	Required
258	Amazon Connect Pinpoint SMS messages	CC-PRU-AWSC-PPNT-SMS		Pinpoint SMS messages. Only available when procured in conjunction with Contact Center services.	$0.00974	$0.00	Per Message	Yes	No	Required
259	Amazon Connect Pinpoint Voice messages	CC-PRU-AWSC-PPNT-VM		Pinpoint Voice messages. Only available when procured in conjunction with Contact Center services.	$0.015	$0.00	Per Minute	Yes	No	Required
260	Amazon Connect Pinpoint Phone Number	CC-PRU-AWSC-PPNT-NUM		Pinpoint Phone Number. Only available when procured in conjunction with Contact Center services.	$1.15	$0.00	Per Number	Yes	No	Required

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261	Amazon Connect Pinpoint Toll-Free Phone Number	CC-PRU-AWSC-PPNT-NUMTF		Pinpoint Toll-Free Phone Number. Only available when procured in conjunction with Contact Center services.	$2.30	$0.00	Per Number	Yes	No	Required
262	Amazon Connect Pinpoint Dedicated Short Code SMS Number	CC-PRU-AWSC-PPNT-NUMSMS		Pinpoint Dedicated Short Code SMS Number. Only available when procured in conjunction with Contact Center services.	$1,143.68	$0.00	Per Number	Yes	No	Required
263	Amazon Connect Polly Charges									
264	Amazon Connect Polly Standard voices	CC-PRU-AWSC-POLY-VOICESTD		Polly Standard voices. Only available when procured in conjunction with Contact Center services.	$4.60	$0.00	Per 1M Characters	Yes	No	Required
265	Amazon Connect Polly Neural voices	CC-PRU-AWSC-POLY-VOICEN		Polly Neural voices. Only available when procured in conjunction with Contact Center services.	$18.39	$0.00	Per 1M Characters	Yes	No	Required
266	Amazon Connect QuickSight Charges									

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267	Amazon Connect Quicksite Authors	CC-PRU-AWSC-QS-AUTHOR		Quicksite Authors. Only available when procured in conjunction with Contact Center services.	$27.59	$0.00	Per User	Yes	No	Required
268	Amazon Connect Quicksite Authors with Q	CC-PRU-AWSC-QS-AUTHQ		Quicksite Authors with Q. Only available when procured in conjunction with Contact Center services.	$39.08	$0.00	Per User	Yes	No	Required
269	Amazon Connect Quicksite Readers	CC-PRU-AWSC-QS-READ		Quicksite Readers. Only available when procured in conjunction with Contact Center services.	$0.34	$0.00	Per User	Yes	No	Required
270	Amazon Connect Quicksite Q enabled account base fee	CC-PRR-AWSC-QSQBASE		Quicksite Q enabled account base fee. Only available when procured in conjunction with Contact Center services.	$0.00	$287.36	Per Month	Yes	No	Required
271	Amazon Connect Route 53 Charges									
272	Amazon Connect Route 53 Hosted Zones	CC-PRU-AWSC-R53-ZONE		Route 53 Hosted Zones. Only available when procured in conjunction with Contact Center services.	$0.575	$0.00	Per Hosted Zone	Yes	No	Required

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273	Amazon Connect Route 53 Standard Queries	CC-PRU-AWSC-R53-QUEREY		Route 53 Standard Queries. Only available when procured in conjunction with Contact Center services.	$0.46	$0.00	Per Million Queries	Yes	No	Required
274	Amazon Connect Route 53 Traffic Flow Policy	CC-PRU-AWSC-R53-TFP		Route 53 Traffic Flow Policy. Only available when procured in conjunction with Contact Center services.	$57.471	$0.00	Per Policy Record	Yes	No	Required
275	Amazon Connect Secrets Manager Charges									
276	Amazon Connect Secrets	CC-PRU-AWSC-SECT		Secrets. Only available when procured in conjunction with Contact Center services.	$0.46	$0.00	Per Secret	Yes	No	Required
277	Amazon Connect Secrets API Requests	CC-PRU-AWSC-SECT-APIR		Secrets API Requests. Only available when procured in conjunction with Contact Center services.	$0.057	$0.00	Per 10,000 Requests	Yes	No	Required
278	Contact Center Ancillary Server Charges									

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279	Amazon Connect Ancillary Server, VPS Class L	CC-PRU-AWSC-VPS-L		Contact Center Ancillary Server, VPS Class L. Only available when procured in conjunction with Contact Center services.	$5.70	$0.00	Per GB-RAM	Yes	No	Required
280	Amazon Connect Ancillary Server, VPS Class W	CC-PRU-AWSC-VPS-W		Contact Center Ancillary Server, VPS Class W. Only available when procured in conjunction with Contact Center services.	$13.80	$0.00	Per GB-RAM	Yes	No	Required
281	Amazon Connect Ancillary Server, Dedicated Class M	CC-PRU-AWSC-VPS-M		Contact Center Ancillary Server, Dedicated Class M. Only available when procured in conjunction with Contact Center services.	$10.50	$0.00	Per GB-RAM	Yes	No	Required
282	Amazon Connect Storage Charges									
283	Amazon Connect S3 Storage	CC-PRU-AWSC-S3-STORE		S3 Standard, Storage Charges - (USA): Per GB per Month. Only available when procured in conjunction with Contact Center services.	$0.02645	$0.00	Per GB	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
284	Amazon Connect Data Transfer Bandwidth	CC-PRU-AWSC-S3-GB		AWS Data Transfer. Only available when procured in conjunction with Contact Center services.	$0.103	$0.00	Per GB	Yes	No	Required
285	Amazon Connect S3 Requests & Retrievals - PUT, COPY, POST, LIST	CC-PRU-AWSC-S3-REQ-PCPL		S3 Requests & Retrievals - PUT, COPY, POST, LIST. Only available when procured in conjunction with Contact Center services.	$0.0057	$0.00	Per 1,000 Requests	Yes	No	Required
286	Amazon Connect S3 Requests & Retrievals - GET, SELECT, and all other requests	CC-PRU-AWSC-S3REQ-GSO		S3 Requests & Retrievals - GET, SELECT, and all other requests. Only available when procured in conjunction with Contact Center services.	$0.00046	$0.00	Per 1,000 Requests	Yes	No	Required
287	Amazon Connect Simple Email Service [SES] Charges									
288	Amazon Connect SES Email messages	CC-PRU-AWSC-SES-EMAIL		SES Email messages. Only available when procured in conjunction with Contact Center services.	$0.115	$0.00	Per 1,000 Emails	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
289	Amazon Connect SES Outgoing mail Data	CC-PRU-AWSC-SES-OUTGB		SES Outgoing mail Data. Only available when procured in conjunction with Contact Center services.	$0.14	$0.00	Per GB	Yes	No	Required
290	Amazon Connect SES Incoming mail data	CC-PRU-AWSC-SES-INGB		SES Incoming mail data. Only available when procured in conjunction with Contact Center services.	$0.103	$0.00	Per 1,000 Mail Chunks	Yes	No	Required
291	Amazon Connect Simple Notification Service [SNS] Charges									
292	Amazon Connect SNS Mobile Push Notifications	CC-PRU-AWSC-SNS-PUSH		SNS Mobile Push Notifications. Only available when procured in conjunction with Contact Center services.	$0.57	$0.00	Per 1M Notifications	Yes	No	Required
293	Amazon Connect SNS Email Notifications	CC-PRU-AWSC-SNS-EMAIL		SNS Email Notifications. Only available when procured in conjunction with Contact Center services.	$2.30	$0.00	Per 100,000 Notifications	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
294	Amazon Connect SNS HTTP Notifications	CC-PRU-AWSC-SNS-HTTP		SNS HTTP Notifications. Only available when procured in conjunction with Contact Center services.	$0.70	$0.00	Per 1M Notifications	Yes	No	Required
295	Amazon Connect Simple Queue Service [SQS] Charges									
296	Amazon Connect SQS Standard Queues	CC-PRU-AWSC-SQS-QSTD		SQS Standard Queues. Only available when procured in conjunction with Contact Center services.	$0.46	$0.00	Requests /month	Yes	No	Required
297	Amazon Connect SQS FIFO Queues	CC-PRU-AWSC-SQS-QFIFO		SQS FIFO Queues. Only available when procured in conjunction with Contact Center services.	$0.570	$0.00	Requests /month	Yes	No	Required
298	Amazon Connect Step Functions Charges									
299	Amazon Connect Step Functions Standard Workflow State transitions	CC-PRU-AWSC-STEP-TRANS		Step Functions Standard Workflow State transitions. Only available when procured in conjunction with Contact Center services.	$0.029	$0.00	Per 1,000 State Transitions	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
300	Amazon Connect Step Functions Express Workflow Requests	CC-PRU-AWSC-STEP-REQ		Step Functions Express Workflow Requests. Only available when procured in conjunction with Contact Center services.	$1.15	$0.00	Per 1M Requests	Yes	No	Required
301	Amazon Connect Step Functions Express Workflow Duration	CC-PRU-AWSC-STEP-GBS		Step Functions Express Workflow Duration. Only available when procured in conjunction with Contact Center services.	$0.00001916	$0.00	Per GB-Second	Yes	No	Required
302	Amazon Connect Support Charges									
303	Amazon Connect Business Support	CC-PRU-AWSC-SUPP-BUS		AWS Business Support. Only available when procured in conjunction with Contact Center services.	10%		Monthly AWS Charges	Yes	No	Required
304	Amazon Connect Transcribe Charges									
305	Amazon Connect Transcribe Transcription	CC-PRU-AWSC-TSCRIBE-MIN		Transcribe Transcription. Only available when procured in conjunction with Contact Center services.	$0.028	$0.00	Per Minute	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
306	Amazon Connect Transcribe Custom Language Model (CLM)	CC-PRU-AWSC-TSCRIBE-CLM		Transcribe Custom Language Model (CLM). Only available when procured in conjunction with Contact Center services.	$0.007	$0.00	Per Minute	Yes	No	Required
307	Amazon Connect Translate Charges									
308	Amazon Connect Translate, Standard	CC-PRU-AWSC-TRANS-STD		Translate, Standard. Only available when procured in conjunction with Contact Center services.	$0.0000172	$0.00	Per Character	Yes	No	Required
309	Amazon Connect Translate, Custom	CC-PRU-AWSC-TRANS-CUST		Translate, Custom. Only available when procured in conjunction with Contact Center services.	$0.000069	$0.00	Per Character	Yes	No	Required
310	Amazon Connect Virtual Private Cloud Charges									
311	Amazon Connect VPC Gateway	CC-PRU-AWSC-VPC-GW		VPC Gateway. Only available when procured in conjunction with Contact Center services.	$0.052	$0.00	Per Hour	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
312	Amazon Connect VPC Gateway Data Processing	CC-PRU-AWSC-VPC-GWGB		VPC Gateway Data Processing. Only available when procured in conjunction with Contact Center services.	$0.052	$0.00	Per GB Processed	Yes	No	Required
313	Calabrio Charges									
314	Calabrio Quality Management -	CC-PRR-AWSC-CBR-QM		Calabrio Quality Management	$0.00	$40.00	Agent	Yes	No	Required
315	Calabrio Screen Capture	CC-PRR-AWSC-CBR-CAP		Calabrio Screen Capture	$0.00	$40.00	Agent	Yes	No	Required
316	Calabrio Call Recording	CC-PRR-AWSC-CBR-REC		Calabrio Call Recording	$0.00	$10.00	Per agent	Yes	No	Required
317	Calabrio Analytics	CC-PRR-AWSC-CBR-DMR		Calabrio Analytics	$0.00	$70.00	Per agent	Yes	No	Required
318	Calabrio Data Manager Reporting	CC-PRR-AWSC-DBR-REP		Calabrio Data Manager Reporting	$0.00	$15.00	Per agent	Yes	No	Required
319	Calabrio Performance Coaching	CC-PRR-AWSC-CBR-PC		Calabrio Performance Coaching	$0.00	$20.00	Per agent	Yes	No	Required
320	Calabrio One Suite	CC-PRR-AWSC-CBR-ONE		Calabrio One Suite	$0.00	$125.00	Per agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
321	Calabrio One Uncommitted User (Bursting)	CC-PRR-AWSC-CBR-ONEUN		Calabrio One Uncommitted User (Bursting)	$0.00	$156.25	Per agent	Yes	No	Required
322	Calabrio Cloud Storage	CC-PRU-AWSC-CBR-STORE		Calabrio Cloud Storage	$0.0345	$0.00	Per GB	Yes	No	Required
323	Genesys Engage Charges									
324	Genesys Engage Base Package	CC-PRR-AWSC-GEN-BASE		Genesys Engage Customer Interaction Management (CIM) Platform	$0.00	$144.18	Per Concurrent User	Yes	No	Required
325	Genesys Engage Callback	CC-PRR-AWSC-GEN-CB		Queued and scheduled callbacks based on real-time agent availability and skill.	$0.00	$53.06	Per Concurrent User	Yes	No	Required
326	Genesys Engage Callback - Lab	CC-PRR-AWSC-GEN-CBLAB		Genesys Engage Callback Lab license	$0.00	$663.30	Per Lab	Yes	No	Required
327	Genesys Engage Chat - Lab	CC-PRR-AWSC-GEN-CHATLAB		Genesys Engage Chat Lab license	$0.00	$41.66	Per Lab	Yes	No	Required
328	Genesys Engage CIM Platform - Lab	CC-PRR-AWSC-GEN-PLAT-LAB		Genesys Engage CIM Platform Lab license	$0.00	$912.04	Per Lab	Yes	No	Required
329	Genesys Engage CPD/ASM	CC-PRR-AWSC-GEN-CPASM		Call progress and answering machine detection for Genesys Engage Outbound Voice.	$0.00	$26.53	Per Concurrent User	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
330	Genesys Engage CPD/ASM - Lab	CC-PRR-AWSC-GEN-CPASM-LAB		Genesys Engage CPD/ASM Lab license	$0.00	$331.65	Per Lab	Yes	No	Required
331	Genesys Engage Customer Experience Insights	CC-PRR-AWSC-GEN-CEI		Historical reports on agents, interactions, and queues for Genesys Engage	$0.00	$24.87	Per Concurrent User	Yes	No	Required
333	Genesys Engage Customer Experience Insights - Lab	CC-PRR-AWSC-GEN-CEI-LAB		Genesys Engage Customer Experience Insights Lab license	$0.00	$310.92	Per Lab	Yes	No	Required
334	Genesys Engage Inbound Voice	CC-PRR-AWSC-GEN-IN		Inbound voice agent for Genesys Engage	$0.00	$26.53	Per Concurrent User	Yes	No	Required
335	Genesys Engage Inbound Voice - HA	CC-PRR-AWSC-GEN-IN-HA		Inbound voice agent high availability (HA) for Genesys Engage	$0.00	$7.62	Per Concurrent User	Yes	No	Required
336	Genesys Engage Inbound Voice - Lab	CC-PRR-AWSC-GEN-IN-LAB		Genesys Engage Inbound Voice Lab license	$0.00	$331.65	Per Lab	Yes	No	Required
337	Genesys Engage Info Mart - Lab	CC-PRR-AWSC-GEN-IMART-AB		Genesys Engage Info Mart Lab license	$0.00	$373.11	Per Lab	Yes	No	Required
338	Genesys Engage Outbound Voice	CC-PRR-AWSC-GEN-OUT		Outbound voice campaigns for Genesys Engage	$0.00	$58.04	Per Concurrent User	Yes	No	Required
339	Genesys Engage Outbound Voice - Lab	CC-PRR-AWSC-GEN-OUT_LAB		Genesys Engage Outbound Voice Lab license	$0.00	$725.49	Per Lab	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
340	Genesys Engage Proactive Contact E-mail/SMS	CC-PRR-AWSC-GEN-PMSG		Agentless outbound e-mail and SMS campaigns for Genesys Engage	$0.00	$71.30	Per 10,000 Messages Per Day	Yes	No	Required
341	Genesys Engage Proactive Contact E-mail/SMS - Lab	CC-PRR-AWSC-GEN-PMSG-LAB		Genesys Engage Proactive Contact E-mail/SMS Lab license	$0.00	$71.30	Per Lab	Yes	No	Required
342	Genesys Engage Proactive Contact Voice	CC-PRR-AWSC-GEN-PCV		Agentless outbound voice campaigns, with call progress and answering machine detection for Genesys Engage	$0.00	$23.21	Per Port	Yes	No	Required
343	Genesys Engage Proactive Contact Voice - Lab	CC-PRR-AWSC-GEN-PCV-LAB		Genesys Engage Proactive Contact Voice Lab license	$0.00	$580.39	Per Lab	Yes	No	Required
344	Genesys Engage Recording Connector	CC-PRR-AWSC-GEN-REC		Agent call recording connector for third- party call recording systems.	$0.00	$16.58	Per Concurrent User	Yes	No	Required
345	Genesys Engage Recording Connector - Lab	CC-PRR-AWSC-GEN-REC-LAB		Genesys Engage Recording Connector Lab license	$0.00	$207.28	Per Lab	Yes	No	Required
346	Genesys Engage SIP Qualification & Parking - Lab	CC-PRR-AWSC-SIPQ-LAB		Genesys Engage SIP Qualification & Parking Lab license	$0.00	$373.11	Per Lab	Yes	No	Required
347	Genesys Engage SMS - Lab	CC-PRR-AWSC-GEN-SMS-LAB		Genesys Engage SMS Lab license	$0.00	$331.65	Per Lab	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
348	Genesys Engage Universal SDK	CC-PRR-AWSC-GEN-SDK		Software development kit (SDK) for integration to Genesys Engage.	$0.00	$414.56	Per Customer	Yes	No	Required
349	Genesys Engage VHT IVR Adapter	CC-PRR-AWSC-GEN-IVRA		VHT Platform IVR Adapter	$0.00	$33.33	Per Port	Yes	No	Required
350	Genesys Engage VHT IVR Adapter - Lab	CC-PRR-AWSC-GEN-IVRA-LAB		Genesys Engage VHT IVR Adapter Lab license	$0.00	$416.66	Per Lab	Yes	No	Required
351	Genesys Engage VHT Platform	CC-PRR-AWSC-GEN-VHT		Virtual Hold Technology (VHT) as soon as possible (ASAP) callbacks (a.k.a. immediate or queued callbacks)	$0.00	$187.38	Per Port	Yes	No	Required
352	Genesys Engage VHT Platform - HA	CC-PRR-AWSC-GEN-VHT-HA		VHT Platform High availability (HA)	$0.00	$46.82	Per Port	Yes	No	Required
353	Genesys Engage Voice Platform	CC-PRR-AWSC-GEN-VP		Genesys Engage VoiceXML based voice browser for interactive voice response (IVR). Does not include automatic	$0.00	$33.16	Per Port	Yes	No	Required
354	Genesys Engage Voice Platform - HA	CC-PRR-AWSC-GEN-VP-HA		for Genesys Engage Voice Platform High availability (HA)	$0.00	$6.63	Per Port	Yes	No	Required
355	Genesys Engage Voice Platform - Lab	CC-PRR-AWSC-GEN-VP-LAB		Genesys Engage Voice Platform Lab license	$0.00	$829.13	Per Lab	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
356	Genesys Engage Workforce Management	CC-PRR-AWSC-GEN-WM		Agent forecasting, scheduling, and adherence for Genesys Engage	$0.00	$46.43	Per Concurrent User	Yes	No	Required
357	Genesys Engage Workforce Management - Lab	CC-PRR-AWSC-GEN-WM-LAB		Genesys Engage Workforce Management Lab license	$0.00	$580.39	Per Lab	Yes	No	Required
358	Genesys Engage Workspace - Lab	CC-PRR-AWSC-GEN-WKP-LAB		Genesys Engage Workspace Lab license	$0.00	$414.56	Per Lab	Yes	No	Required
359	Mindful Charges									
360	Mindful Platform Standard	CC-PRR-AWSC-MIND-STAND		Mindful Platform Standard for queued and scheduled callbacks. Up to 250K conversations, up to 500K notifications.	$0.00	$1,250.00	Per Instance	Yes	No	Required
361	Mindful Platform Professional	CC-PRR-AWSC-MIND-PRO		Mindful Platform Professional for queued and scheduled callbacks. 250K to 1M conversations, up to 5M notifications.	$0.00	$7,917.00	Per Instance	Yes	No	Required
362	Mindful Platform Enterprise	CC-PRR-AWSC-MIND-ENT		Mindful Platform Enterprise for queued and scheduled callbacks. Over 1M conversations, up to 20M notifications	$0.00	$18,750.00	Per Instance	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
363	Mindful Conversation	CC-PRU-AWSC-MIND-CONV		Mindful Conversation callback requests, per conversation.	$0.88	$0.00	Per Conversation	Yes	No	Required

27.2.3 Automatic Call Distributor (ACD)

27.2.3.7 ACD Packages

27.2.3.7.1 ACD Basic Agent Package

Contractor's Description of Service:

The Contractor shall provide a Basic Agent Package that shall be provisioned on a concurrent agent basis and includes the following features:

- Agent Inbound Line
- Agent Status
- Multiple Queue Option
- Remote Agent
- Position ID
- Call Present
- Incoming Call Queue
- Agent Priority Call transfer
- Escalation Ability
- Call Source Identification

Geographic Availability:

Statewide State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.3.7.1.a – ACD Basic Agent Package Features

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Agent Package - Agent	CC-AAS-CDNCS27-AGENT	Basic Agent Software package as described.			$110.00	Agent	Yes	No	Required
2	Carousel Basic Agent Package - Agent	CC-CI-Basic-CC-AGT	Carousel Basic Agent Software package as described.	Basic cloud contact center agent concurrent license	$89.50	$80.00	Agent	Yes	No	Required
3	Basic Agent Package - Agent	CC-PRR-AWSC-ACD-AGENT		Amazon Connect: Basic Agent Package that shall be provisioned on a concurrent agent basis and includes the following features: - Agent Inbound Line - Agent Status - Multiple Queue Options - Remote Agent - Position ID - Call Present - Incoming Call Queue - Agent Priority Call Transfer - Emergency Alert	$0.00	$45.00	Agent	Yes	No	Required

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

27.2.3.7.2 ACD Basic Supervisor's Package

Contractor's Description of Service:

NWN provides a Basic Supervisor's Package and Additional Supervisor Package that includes all of the features from the Basic Agent's Package in addition to the following features

- Call Agent
- Observe Agent
- Answer Agent
- Chat Monitoring
- Controlled Overview
- ACD Status Display
- Position Status

Geographic Availability:

Statewide State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.3.7.2.a – ACD Supervisor's Package

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Supervisor's Package- Agent	CC-AAS-CDNCS27-SUP	Basic Supervisor's Package Software as described.			$145.00	Supervisor	Yes	No	Required
2	Additional Supervisor Positions	CC-AAS-CDNCS27-SUPADD	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)			$145.00	Supervisor	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	Carousel Basic Supervisor's Package- Agent	CC-CI-Basic-CC-SUP	Carousel Basic Supervisor's Package Software as described.	Cloud contact center concurrent supervisor license	$40.00	$60.00	Supervisor	Yes	No	Required
4	Carousel Additional Supervisor Positions	CC-CI-Basic-CC-SUP-OVG	Carousel Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)	Cloud contact center concurrent supervisor license	$40.00	$60.00	Supervisor	Yes	No	Required
5	Basic Supervisor's Package- Agent	CC-PRR-AWSC-ACD-SUP		Amazon Connect: Basic Supervisor's Package that includes all of the features from the Basic Agent's Package in addition to the following features: 1) Call Agent - Allows supervisor to directly call an agent by pressing a single key;	$0.00	$45.00	Supervisor	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				2) Observe Agent – Allows supervisor to listen to conversation between the agent and the caller; 3) Supervisor Answer Agent – Allows supervisor to answer Call Supervisor calls from an agent; and, 4) Supervisor Chat Monitoring – Allows supervisor to observe and engage in chat sessions.						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
6	Additional Supervisor Positions	CC-PRR-AWSC-ACD-SUP-ADD		Amazon Connect: Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)	$0.00	$22.50	Supervisor			

27.2.3.7.3. ACD System Administrator Software Package

Contractor's Description of Service:

NWN provides a System Administrator Software Package which includes the following features:

- Customize agents and queues
- Assign passwords
- Modify the number of agents or queues
- Move agents
- Change overflow routes and ring thresholds

Geographic Availability:

Statewide State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.3.7.3.a – ACD System Administrator Software Package

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic System Administrator's Package	CC-MSR-EMP-CORE	Basic Administrator's Package Software as described.			$5,930.00	Package	Yes	No	Required
2	Carousel Basic System Administrator's Package	CC-CI-CCAS Admin	Carousel Basic Administrator's Package Software as described.	System administrator interface for queue, agent, call flow management	$250.00	$0.00	Package	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	EMP - Complete Management	CC-MSR-EMP-COM		NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, Service Level Dashboard, CC Administration, CC Reporting and Dashboards		$9,375.30	Customer	Yes	No	Required
4	EMP - Core to Complete Migration	CC-MSR-EMP-CORE2COM		Upgrade from CC EMP Core to Complete		$4,175.00	Customer	Yes	No	Required
5	EMP Custom Reporting and Dashboard	CC-MSR-EMP-ESS		NWN Offering Knowledge Base, NWN Community, Self-Service and Company Ticketing		$2,999.70	Customer	Yes	No	Required
6	EMP - Essential Management	CC-MSR-EMP-ESS2COM		Upgrade from CC EMP Essentials to Complete		$5,333.90	Customer	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
7	EMP - Essential to Complete Management	CC-MSR-EMP-ESS2CORE		Upgrade from CC EMP Essentials to Core. By upgrading to the Core Service users receive access to real-time monitoring and reporting, self-service support capabilities such as curated learning resources, access to the NWN Community and self-service ticketing.		$5,375.00	Customer	Yes	No	Required
8	Self Service Custom Portal Support	CC-3PR-SPCHSOFT-PORTAL		Contact Center management application support		$11,500.00	Customer	Yes	No	Required
9	Self Service Custom Portal	CC-AAS-SPCHSOFT-PORTAL		Management application entitlement for each configured contact center named user		$8.50	Customer	Yes	No	Required
10	Custom Wallboard / Dashboard Setup	CC-3PN-2RING-DBOARD		Solutions plus option for a Cisco hosted contact center	$13,500.00		Implementation	Yes	No	Required
11	Custom Wallboard / Dashboard Support	CC-BUN-2RING-DBOARD		Solutions plus option for a Cisco hosted contact center		$83.50	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
12	Basic System Administrator's Package	CC-PRN-AWSC-ACD-ADMIN		Amazon Connect: System Administrator Software Package that includes the following features: 1) Customizable "real time" display of agent and call activity by contact center, by queue, by agent group, or network wide; 2) Activate or deactivate the entire contact center group or queues within the group; 3) Assign passwords to agents; 4) Increase or decrease number of agents; 5) Increase or decrease the number of queues; 6) Move agent(s) to another contact center agent group within the System; 7) Control queues by changing the queue slots, queue size, and maximum wait time;	$0.00	$0.00	Package	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				8) Change overflow routes and ring thresholds; and, 9) Change password levels of supervisors in the System.						

27.2.4 Interactive Voice Response Solution

27.2.4.5 IVR Services and Features

Contractor's Description of Service:

NWN provides a network based IVR solution that allows for automated interactions with telephone callers. The interactions can include pre-recorded voice prompts, touch-tone telephone keypad entry, voice (speech) recognition and text-to-speech. The IVR solution includes the presentation of information and options, the gathering of responses, retrieval of information by telephone callers, the transfer of a telephone caller to the ACD and the placement of outbound calls to deliver or gather information. The IVR solution is a usage-based option that is exclusive of any toll free network charges.

Geographic Availability:

Statewide State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

Table 27.2.4.5.a – IVR Services and Features

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	IVR Usage	CC-MSN-CDNCS27-IVRUSE	Usage charge associated with the IVR solution.	Utilizing the AWS or equivalent platform	$0.2300	N/A	Minute	Yes	No	Required
2	IVR Usage-Speech Recognition	CC-MSN-CDNCS27-IVRSRUSE	Usage charge associated with the IVR solution with speech recognition input.	Utilizing the AWS or equivalent platform with speech recognition	$0.3500	N/A	Minute	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
3	Carousel IVR Usage	CC-CI-Cloud-IVR	Carousel Usage charge associated with the IVR solution.	Cloud IVR platform may deployed with the Carousel cloud contact center solution or integrated into legacy platform such as Avaya, Genesys, and Cisco	$.06	N/A	Minute	Yes	No	Required
4	Carousel IVR Usage- Speech Recognition	CC-CI-Cloud-Speech	Carousel Usage charge associated with the IVR solution with speech recognition input.	Speech Recognition and Text to Speech Services as an add on to CC-CI-Cloud-IVR	$.03	N/A	Minute	Yes	No	Required
5	Unlimited use CVP IVR port	CC-AAS-ENT-IVRPRT		Unlimited IVR with no speech recognition		$93.00	Port	Yes	No	Required
6	NWN managed AWS Connect Voice	UC-3PN-CONNECT-VOICE		NWN managed PSTN usage. Unit of measure is per minute of inbound or outbound voice data that traverses the public facing PSTN interface. This service includes contact flows, configuration, routing, analytics, and management tools for voice.	$0.04		Minute	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
7	NWN managed AWS Connect Chat	UC-3PN-CONNECT-CHAT		NWN managed web and mobile Chat usage. Unit of measure is per message sent outbound or inbound. This service includes contact flows, configuration, routing, analytics, and management tools for chat.	$0.02		Message	Yes	No	Required
8	Connect Supported US Based DID	UC-AAS-CONNECT-USDID		NWN provided US based DID that can be used for inbound and outbound voice and SMS services. Unit of measure is per month of usage.		$1.50	Each	Yes	No	Required
9	Connect Toll-Free DID	UC-AAS-CONNECT-USDIDTF		NWN provided US based Toll-free DID that can be used for inbound and outbound voice. Unit of measure is per month of usage.		$3.50	Each	Yes	No	Required
10	DID Inbound Usage	UC-3PN-CONNECT-DIDIN		Inbound voice call usage per minute of an NWN provided DID that traverses the public facing PSTN interface.	$0.01		Minute	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
11	Toll-Free Inbound Usage	UC-3PN-CONNECT-TFIN		Inbound voice call usage per minute of an NWN provided Toll-free DID that traverses the public facing PSTN interface.	$0.02		Minute	Yes	No	Required
12	DID Outbound Usage	UC-3PN-CONNECT-DIDOUT		Outbound voice call usage per minute of an NWN provided DID or Toll-free DID that traverses the public facing PSTN interface.	$0.02		Minute	Yes	No	Required
13	NWN managed AWS Infrastructure – Small Package	UC-AAS-CONNECT-INFRS		NWN managed AWS small infrastructure package. This package includes a Linux, Windows, or Red Hat operating system, up to 2G of memory, 2 vCPUs, 5G of network performance and up to 500MB of storage. Private secure peering connection included for transport. Customer will be required to order one package per operating system instance		$3,275.00	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
14	NWN managed AWS Infrastructure – Medium Package	UC-AAS-CONNECT-INFRM		NWN managed AWS medium infrastructure package. This package includes a Linux, Windows, or Red Hat operating system, up to 4G of memory, 4 vCPUs, 5G of network performance and up to 1TB of storage. Private secure peering connection included for transport. Unlimited inbound data transport and 1TB of outbound data transport. Customer will be required to order one package per operating system instance		$6,720.00	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
15	NWN managed AWS Infrastructure – Large Package	UC-AAS-CONNECT-INFRL		NWN managed AWS large infrastructure package. Each package includes a Linux, Windows, or Red Hat operating system with SQL, up to 64G of memory, 8 vCPUs, 10G of network performance and up to 1TB of storage. Private secure peering connection included for transport. Unlimited inbound data transport and 5TB of outbound data transport. Customer will be required to order one package per operating system or database instance		$11,650.00	Each	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
16	NWN managed AWS Infrastructure – XL Package	UC-AAS-CONNECT-INFRXL		NWN managed AWS XL infrastructure package. This package includes a Linux, Windows, or Red Hat operating system with SQL, up to 128G of memory, 16 vCPUs, 10G of network performance and up to 1TB of storage. Private secure peering connection included for transport. Unlimited inbound data transport and 10TB of outbound data transport. Customer will be required to order one package per operating system or database instance		$16,840.00	Each	Yes	No	Required
17	NWN managed AWS Storage – HDD	UC-AAS-CONNECT-STRHDD		NWN managed AWS powered Hard Disk Drive storage. Includes up to 1TB of provisioned storage, snapshot with EBS, API, and restore service.		$73.00	1000 GB	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
18	NWN managed AWS Storage – SSD General	UC-AAS-CONNECT-STRSSDG		NWN managed AWS powered general purpose Solid State Drive storage. Includes up to 1TB of provisioned storage, snapshot with EBS, API, and restore service.		$152.00	1000 GB	Yes	No	Required
19	NWN managed AWS Storage – SSD Provisioned	UC-AAS-CONNECT-STRSSDP		NWN managed AWS powered provisioned IOPS Solid State Drive storage. Includes up to 1TB of provisioned storage, snapshot with EBS, API, and restore service.		$281.00	1000 GB	Yes	No	Required
20	Connect Support – Voice, Chat, DID	UC-3PN-CONNECT-VCDSUPT		Support package for voice and chat services. Includes EMP integration for central management and support analysis of all NWN voice and chat services. Unit of measure is one minute of inbound or outbound voice traversing the public PSTN interface.	$0.01		Minute	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
21	Infrastructure Support	UC-3PR-CONNECT-INFSUPT		Support package for infrastructure services. Includes EMP integration for central management and support analysis of all NWN voice and chat services. This feature is required for each infrastructure package of Linux, Red Hat or Windows, with or without SQL.		$1,583.00	Each	Yes	No	Required
22	IVR Usage	CC-PRU-AWSC-IVR-USAGE		Amazon Connect: Usage charge associated with the IVR solution.		$0.0207	N/A	Minute	No	Required
23	IVR Usage-Speech Recognition	CC-PRU-AWSC-IVR-SPREC		Amazon Connect + Lex: Usage charge associated with the IVR solution with speech recognition input.		$0.0437	N/A	Minute	No	Required
24	Transcribe	CC-PRU-AWSC-IVR-TSCRIBE		Transcribe		$0.0276	$0.00	Minute	No	Required