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<p><b>Procurement Folder:</b> 1324372</p> <p><b>Procurement Type:</b> Central Contract - Fixed Amt</p> <p><b>Vendor ID:</b> VS0000044054 </p> <p><b>Legal Name:</b> Global Technology Solutions Inc</p> <p><b>Alias/DBA:</b> Global Technology Solutions Inc</p> <p><b>Total Bid:</b> \$247,254.00</p> <p><b>Response Date:</b> 02/13/2024 </p> <p><b>Response Time:</b> 10:35</p> <p><b>Responded By User ID:</b> richaccordino </p> <p><b>First Name:</b> Richard</p> <p><b>Last Name:</b> Accordino</p> <p><b>Email:</b> richard@globo-tek.com</p> <p><b>Phone:</b> 9739456929</p>	<p><b>SO Doc Code:</b> CRFQ</p> <p><b>SO Dept:</b> 0802</p> <p><b>SO Doc ID:</b> DMV2400000001</p> <p><b>Published Date:</b> 1/30/24</p> <p><b>Close Date:</b> 2/14/24</p> <p><b>Close Time:</b> 13:30</p> <p><b>Status:</b> Closed</p> <p><b>Solicitation Description:</b> DMV Cloud-based Contact Center Solution</p> <p><b>Total of Header Attachments:</b> 3</p> <p><b>Total of All Attachments:</b> 3</p>
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	DMV Cloud-based Contact Center Solution Year One				123440.00

Comm Code	Manufacturer	Specification	Model #
81162000			

**Commodity Line Comments:** Year 1:  
 20 Genesys CX3 Licenses  
 3 Genesys Training Subscriptions  
 8 x 5 annual support  
 One-Time Installation Charge  
 Additional Usage Based Charges:  
 Visual IVR - .48 cents per session  
 Chatbot - .03 cents per session

**Extended Description:**  
 DMV Cloud-based Contact Center Solution Year One

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	DMV Cloud-based Contact Center Solution Year Two				39940.00

Comm Code	Manufacturer	Specification	Model #
81162000			

**Commodity Line Comments:** Year 2:  
 20 Genesys CX3 Licenses  
 8 x 5 annual support  
 Additional Usage Based Charges:  
 Visual IVR - .48 cents per session  
 Chatbot - .03 cents per session

**Extended Description:**  
 DMV Cloud-based Contact Center Solution Year Two

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	DMV Cloud-based Contact Center Solution Year Three				39940.00

Comm Code	Manufacturer	Specification	Model #
81162000			

**Commodity Line Comments:** Year 3:  
 20 Genesys CX3 Licenses  
 8 x 5 annual support  
 Additional Usage Based Charges:  
 Visual IVR - .48 cents per session  
 Chatbot - .03 cents per session

**Extended Description:**  
 DMV Cloud-based Contact Center Solution Year Three

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	DMV Cloud-based Contact Center Solution Year Four				43934.00

Comm Code	Manufacturer	Specification	Model #
81162000			

**Commodity Line Comments:** Year 4:  
20 Genesys CX3 Licenses  
8 x 5 annual support  
**Additional Usage Based Charges:**  
Visual IVR - .48 cents per session  
Chatbot - .03 cents per session

**Extended Description:**

DMV Cloud-based Contact Center Solution Year Four

**Global Technology Solutions LLC**

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## Cloud Contact Center Solution – CRFQ 0802

**Prepared for:**

West Virginia - DMV

**Issued:**

February 13, 2024

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**PROPRIETARY AND CONFIDENTIAL**

This document is the proprietary material of Global Technology Solutions LLC and prepared for its prospective client. By having access to this document, you agree to maintain strict confidentiality regarding its content. Disclosure of the same to any person/agency, whom Global Technology Solutions LLC would deem to be its competitor, would be considered a violation of confidentiality.

# Cover Letter

February 13, 2024

West Virginia Division of Motor Vehicles

Re: *Global Technology Solutions, Inc. response to West Virginia DMV Contact Center Cloud Solution.*

We appreciate the opportunity to respond to the West Virginia DMV Request for Proposal. GTS has carefully reviewed the requirements outlined in the RFP and have put together a solution that will best meet your needs. You will find our proposal includes a migration to a new all-in-one leading CCaaS Solution, **Genesys Cloud CX**, which fully meets the DMV's requirements for a cloud-based contact center system.

Our base proposal consists of 20 Genesys CX-3 named agent licenses for voice, email, chat and SMS. Additionally, we are proposing the Zappix visual IVR solution to support the needs of the community using mobile devices to access DMV support services. Zappix is an authorized Genesys AppFoundry partner and is fully integrated and certified by Genesys.

Our proposal consists of a commercially available Genesys Chatbot solution with a built-in knowledge base. You can create question and answer articles in the same language as the knowledge base. After you create a knowledge base, you can add question and answer articles to use in bots.

You can also add varieties of the initial question. This feature helps train the AI model for the different ways that a customer asks a question.

- Questions and answers must include a minimum of five characters.
- The maximum size of article content or uploaded file size is 300 KB.
- The maximum number of articles in a knowledge base is 15,000.
- The maximum number of knowledge bases in a single organization is 500.

Additionally, the chatbot solution can also integrate with a 3<sup>rd</sup> party knowledge base.

Furthermore, the proposed solution provides the ability, should it be needed, to escalate a chatbot interaction to a live chat with a support person. Moreover, it can also escalate a chatbot or live chat to a voice call if needed. We understand and will deliver an AI-based chatbot to answer public-initiated questions with the goal of cutting down on agent call time.

As the adoption of AI and Virtual Assistant technology becomes increasingly prevalent, it is increasingly important that the West Virginia DMV consider a partner that can not only deliver a leading-edge contact center solution but has the resources and experience to deliver AI-enabled technology as well.

What sets GTS apart, when we work with our customer-partners for **Generative AI enabled Solutions**:

- **GenAI Data Prep**: Get GTS customer gain crucial decision-making data with GenAI powered pipeline visibility.
- **Scalable Operations**: Scale at customer's pace.
- **Deliverability**: Ensure actionable insights are provided to GTS customers effectively.
- **Interactive Approach**: GTS customers always have a hand in our process.
- **GenAI Tech Stack**: Cutting-edge technology tailored for seamless integration with GTS LLMs.

As one of the leading providers of CCaaS and Artificial Intelligence solutions, we know just how critical customer experience can be for your organization in this digital era.

Included in our proposal is a complete turnkey installation of the Genesys Cloud platform.

- GTS will work with the West Virginia DMV to assess your needs and requirements.
- GTS will then finalize the design of a Genesys cloud contact center solution that meets the needs of the West Virginia DMV.
- GTS will deploy and configure the Genesys cloud contact center solution.
- GTS will train West Virginia DMV's administrators, supervisors, and agents on how to use the cloud contact center solution using a Train the Trainer approach.
- GTS will provide ongoing 8 x 5 support for the Genesys cloud contact center solution.

GTS will provide a business analysis and implementation plan to include business and IT goals, project milestones, project phases, validation of current state of architecture, define future state of architecture, collect data security, privacy, and network requirements, validate any integration and customization required and establish deployment timelines.

### **Business Analysis**

The Business Analyst will be responsible for working with the West Virginia DMV to review business goals, objectives, and customer journey through the Contact Center and work with the GTS project team to document and help in the successful delivery of those goals and objectives. The Business Analyst role is occasionally shared in some areas, and some technical design sessions may be led by a skilled developer working in concert with the GTS Business Analyst and Project Manager where appropriate. The Business Analyst will also be assigned to assist with kicking off the User Acceptance Testing phase.

Overall, a complete turnkey installation of a Genesys cloud contact center that includes an integration with Zappix will offer several benefits, including quicker time to deployment and reduced risk to the West Virginia DMV.

Global Technology Solutions has read and agrees to comply with the requirements stated in this Request for Proposal.

Our proposal accurately describes the solution and services being offered to the West Virginia DMV.

Global Technology Solutions, Inc. is certified in Southern California as a minority owned business by the National Minority Supplier Development Council. Our certification number is SC20133.

Please feel free to contact me directly at 973.945.6929 or via email at [richard@globo-tek.com](mailto:richard@globo-tek.com). with any questions or communications that will assist the West Virginia DMV in the evaluation of our response.

Thank you for your consideration.

*Richard Accordino*

Regards,

**Richard Accordino**  
Cloud Migration Sales Manager

Global Technology Solutions Inc.



Simplicity | Stability | Speed | Savings

8780 19th Street, Suite 114, Alta Loma, CA 91701 USA

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# History of Global Technology Solutions Inc.

Global Technology Solutions Inc. (GTS) is a leading public-sector and higher education end-to-end CX technology reseller and deployment partner that provides services and solutions to solve complex issues. We are a company focused on design, development and delivery of "awesome" products and solutions.

Our people are our strengths. We are a proud bunch who are passionate about technology and have credentials to prove it. On average our engineers have over 15 years of experience with various contact center solutions and integration. Our people have worked with many fortunes 1000 companies and have completed more than 100 successful projects in various industries including State Government, Banking, Finance, Energy and Utilities, Healthcare, Insurance, Retail, Telecommunication, Travel & Hospitality and Education.

We are a Gold Level reseller for Genesys Cloud CX solutions. GTS was founded in 2014 and has over 30 employees.

We have decades of combined experience working with some of the top Fortune 500 companies as well as Federal, State, and local governments.

Global Technology Solutions, Inc. (GTS) is a privately-owned, quality-oriented, technology-focused IT Services company, founded in 2014 with its headquarters in CA, USA. At GTS, our focus is on the customer experience platform for the Commercial as well as State and Local Government.

## Partnership and Awards

<p>Google Cloud Partner</p>	<p>Genesys Gold Partner</p>	<p>AWS Advanced Tier Partner</p>	<p>AWS Public Sector Partner</p>	
<p>Amazon Connect SDP</p>	<p>AWS Qualified Software</p>	<p>GSA Multiple Award Schedule</p>	<p>IEEE Published Member</p>	

***GTS' services are:***

**Contact Center Software Reseller & Professional Service**

- Consulting & Best Practice Advisory Services
- End-to-End Solution Delivery
- Day 2 Care & Maintenance
- Strategy & Roadmap Planning
- Amazon Connect Deployment & Managed Services
- Genesys Cloud Deployment & Managed Services

**Cloud Migration & Optimization**

- Assessment & Planning
- Cloud & Data Migration
- Application Optimization
- Infrastructure Optimization
- Security Audit
- Training & Support

**Application Development**

- Conversation AI (omni-channel)
- Interactive Voice Response (IVR)
- API Integration to 3<sup>rd</sup> Parties
- Custom Desktop Applications
- Reporting & Analytics
- AWS Serverless
- Amazon Chime SDK

**Generative AI & Quantum Computing**

- Conduct & Publish Research (IEEE)
- Develop Private LLMs & GPTs
- LLM Operations (LLMOps)
- Prompt Engineering
- Prompt Chaining
- Smart Virtual Assistants
- MVP Development

## Proposed Solution

GTS is a strategic public sector Gold Partner of Genesys. Genesys Cloud CX™ is our platform of choice for rapid customer experience (CX) innovation across state, local and higher education, and academic health organization. By focusing innovation on a single cloud platform, Genesys Cloud CX allows us to streamline engineering and support resources to continue the rapid pace of innovation and superior level of care our customers and partners expect over the long term.

The Genesys Cloud suite of application services is based on a distributed cloud architecture built in Amazon Web Services (AWS). It is designed to provide rapid deployment, maximum reliability, and unlimited scalability while connecting customers and employees in new and more efficient ways.

Delivering shared innovation means that Genesys Cloud CX brings the newest functionality to our thousands of customers across the globe. Genesys Cloud CX customers can take advantage of these new capabilities as soon as they are released. With our continuous deployment approach, this means rapid access to new innovations.

We have a prescriptive path and investment protection plan to help customers migrate with confidence to the cloud.

Services built on Genesys Cloud CX must meet the following high standards:

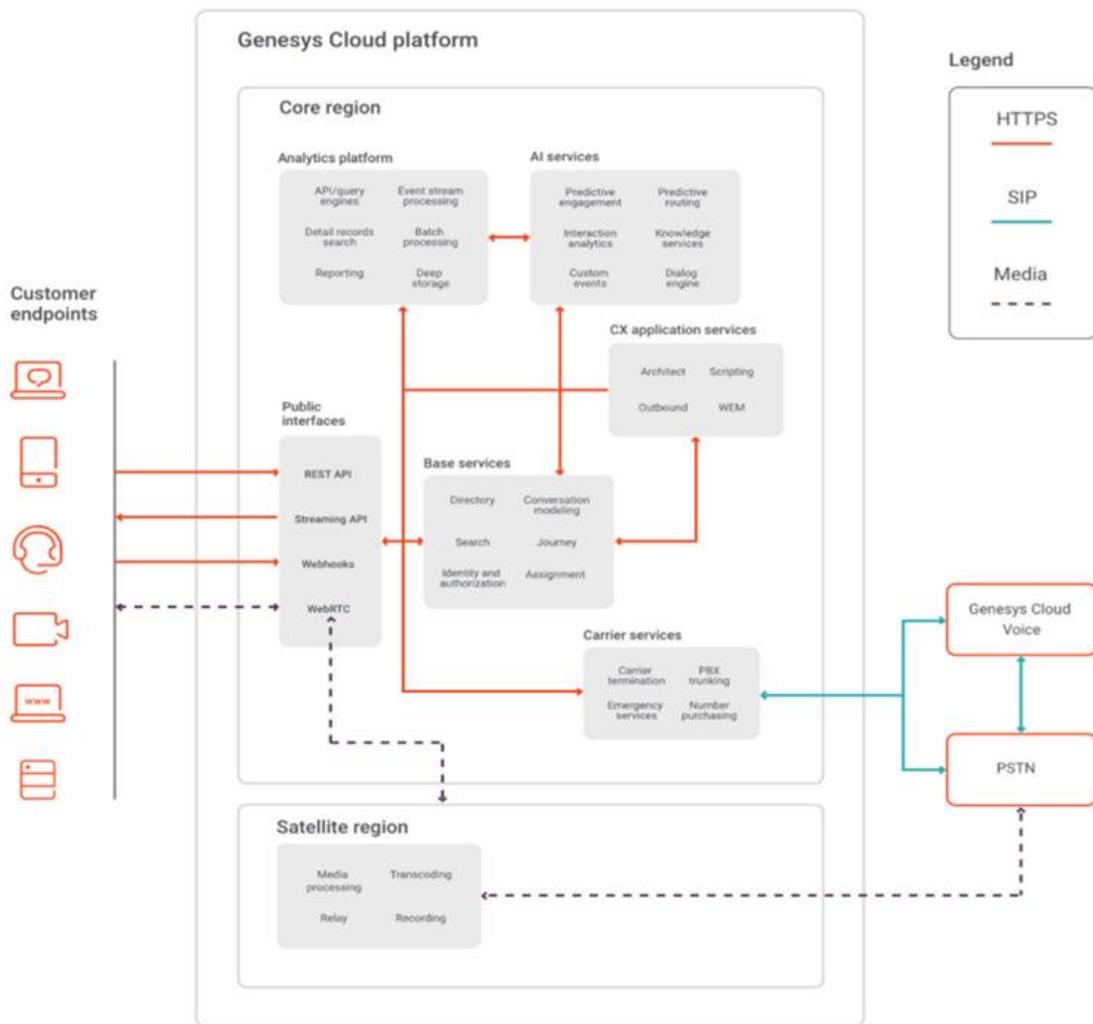
- First, the service must be multitenant—with microservices and event architecture that support continuous deployment—to ensure elasticity, scalability, and efficiency.
- Second, the service must go through an extensive automated unit and integration testing to check the performance of individual components and how they work together.
- Third, the service must have authentication and meet our security specifications to ensure the safety of your customer information and to comply with security standards.
- Finally, the service must have a smart data layer and public APIs to pass information between applications so customers and partners can integrate critical systems and build custom solutions.

We provide tools for others to extend capabilities or build homegrown solutions using the Genesys Cloud CX platform.

Genesys Cloud CX is a suite of cloud-based services for collaboration, communications, and customer engagement. Genesys Cloud CX suite of application services is based on newly distributed cloud architecture built atop Amazon Web Services (AWS). It's designed to provide rapid deployment, maximum reliability, and unlimited scalability while connecting customers and employees in new and more efficient ways.

Genesys Cloud CX offers IP PBX, unified messaging, instant messaging, presence management, conferencing, persistent group chat, fax, video, and other UC features. The solution also offers contact center functionality including Automatic Call Distribution (ACD), IVR, interaction recording, quality management, digital channels, automated outbound dialing, workforce engagement, and integration with multiple CRM systems.

All applications, interfaces, and management tools use the latest Web design methods for maximum accessibility.



Genesys Cloud CX Architecture diagram

# Genesys Contact Center Functionality

Genesys Cloud CX is a web-based suite of cloud services for enterprise-grade communications, collaboration, and CX management. All Genesys Cloud CX services can replace various existing IT systems and applications (PBXs, ACDs, IVRs, and more) but can also work alongside them.

Genesys Cloud CX incorporates a sophisticated call center functionality that handles every aspect of customer interaction, including speech-enabled IVR, ACD, skills-based queuing and routing of interactions, recording and archival of all interaction types, real-time monitoring and supervision, insightful data analytics, and much more.

- **Call agent interface:** Call agent features for handling customer interactions include consult transfer, web chat, queue status, wrap-up codes, ACW, scripts, canned responses, co-browse, screen share, performance dashboards, and agent help.
- **Contact Center Management:** Contact center managers can configure and manage the solution, including queues, agent status, presence and activity indicators, interaction routing, canned responses, and threshold alerts.
- **Automated Attendant:** Contact center managers can configure and manage auto-attendant functionality, including working with inbound and outbound call flows, call prompts, audio resources, DTMF menus, speech recognition, and language support.
- **ACD:** Genesys Cloud ACD dynamically can match customer criteria and agent attributes. Bullseye matching sends a customer to a specific agent based on a match between the customer's needs and the agent's skill set. If an exact match isn't available, it reduces the level of matching required until an available agent qualifies.
- **Outbound dialing:** Outbound dialing campaigns dial phone numbers automatically according to a prescribed set of rules and leveraging contact lists. Campaigns increase agent productivity by screening out answering machines, busy signals, and non-completed calls.
- **Scripting:** Administrators use the script designer to create specialized instructions that help agents handle specific types of calls. Scripts present details about a caller or contact to the agent, often with fields for collecting or updating information. Scripts help ensure consistent handling of interactions.
- **Performance Monitoring:** The solution provides supervisors and managers with a view of real-time metrics for their call center, including a dashboard with graphical information display, alerts and notifications, real-time call monitoring, and agent assistance requests. Additionally, Genesys Cloud CX generates reports on interactions that give insight into the efficiency of the customer service process. Reports show how well customer service representatives are performing their duties and how well they serve customers.
- **Workforce Management (WFM):** The solution provides contact center managers and supervisors with full features of WFM functionality, including creating forecasts and schedules to support service level goals along with agent time-off requests, real-time and historical adherence, and intraday monitoring.

- **Quality Management (QM):** Quality management is recording and scoring contact center interactions to improve the CX. By evaluating and scoring conversations, a quality team can identify performers who should be given positive feedback, agents who need additional training or coaching, and situations that merit modification of call scripts.
- **Integrations:** Genesys Cloud CX provides for integration at multiple levels including the use of embedded clients to common cloud CRMS, data actions to third party systems, web services for data dip, synchronization to external contacts, and catalog of third-party integrations for WFM, speech analytics, and more.

Please refer to the following link for more information:

<https://help.mypurecloud.com/articles/genesys-cloud-contact-center-features/>

## Generative AI Solutions from GTS

### AI-Driven Automation Solutions: Transforming Routine Tasks with Cutting-Edge Artificial Intelligence.

We understand the West Virginia DMV needs an AI-based solution that will revolutionize routine task management. Our comprehensive suite of AI-driven automation services harnesses the power of advanced artificial intelligence technologies, empowering organizations to streamline operations, increase efficiency, and drive productivity and integrates seamlessly with the Genesys Cloud contact center solution and cloud-based CRM platforms.

**Intelligent Task Automation:** Leverage state-of-the-art machine learning algorithms, natural language processing (NLP), to automate repetitive and time-consuming tasks, and blockchain to secure transactions and provide error and hack free environment. Our AI-driven solution intelligently handles data entry, document processing, and information retrieval, enabling your team to focus on higher-value activities.

**Cognitive Process Optimization:** Our cutting-edge AI technologies employ cognitive capabilities to learn from past patterns, make informed decisions, and continuously improve process efficiency. By analyzing vast volumes of data and leveraging predictive analytics, our solution optimizes workflows, identifies bottlenecks, and provides actionable insights for enhanced decision-making.

**Smart Workflow Orchestration:** Harness the power of intelligent workflow orchestration to streamline end-to-end processes across departments and systems. Our AI solution automates task routing, monitors progress, and dynamically adapts workflows, ensuring seamless collaboration, reducing errors, and accelerating task completion.

**Natural Language Processing (NLP):** Our advanced NLP capabilities enable sophisticated language understanding, sentiment analysis, and semantic comprehension. By leveraging AI-powered language models, our solution extracts valuable insights from unstructured text data, facilitates smart search capabilities, and enables context-aware communication.

**Machine Learning-Powered Analytics:** Drive data-driven decision-making with our machine learning-powered analytics. Our solution uncovers hidden patterns, predicts trends, and generates actionable intelligence from vast datasets, empowering you to make strategic decisions with confidence and foresight.

**Intelligent Chatbots and Virtual Assistants:** Enhance customer service and support with intelligent chatbots and virtual assistants powered by AI. Our conversational AI solutions leverage natural language understanding to provide instant, personalized assistance, resolve queries, and deliver exceptional user experiences around the clock.

**Continuous Innovation and Adaptability:** Our commitment to ongoing innovation ensures that our AI-driven solution evolves alongside your organization's needs. We stay at the forefront of emerging AI technologies, incorporating advancements such as deep learning, computer vision, and predictive modeling to deliver cutting-edge solutions that drive sustainable growth.

**Blockchain-powered Data Integrity:** Leverage the tamper-proof nature of blockchain to ensure the integrity and immutability of critical data. Our AI-driven solution utilizes blockchain technology to create an immutable audit trail, preserving the integrity of records and enhancing data trustworthiness.

**Smart Contracts for Efficient Transactions:** Integrate smart contracts into your workflows to automate and execute predefined actions based on predetermined conditions. Our AI solution leverages smart contracts to enable self-executing agreements, automating routine processes, and minimizing the need for intermediaries.

**Blockchain-enabled Identity Management:** Enhance identity verification and data privacy using blockchain's decentralized identity (DID) capabilities. Our AI-driven solution leverages blockchain technology to securely manage and verify identities, enabling seamless and trustworthy interactions across platforms.

GTS will provide the **West Virginia DMV** with an advanced solution that will enhance your contact center solution as well as implement a cutting-edge AI Solution.

powered by aws

The text 'powered by' is in a dark blue, sans-serif font. To its right is the 'aws' logo, which consists of the lowercase letters 'aws' in a dark blue, sans-serif font, followed by the Amazon smile logo (a curved orange arrow pointing from the 'a' to the 's').

## GENERAL REQUIREMENTS:

**3.1 Mandatory Contract Item Requirements:** Contract Item must meet or exceed the mandatory requirements listed below.

### 3.1.1 Contact Center Solution

**3.1.1.1** The Contact Center Solution must provide a unified and multichannel experience.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.2 The Contact Center Solution must provide data unification, management, and analytics to provide a source of truth for DMV decision making.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.3 The Contact Center Solution must interface with DMV's document management solution (currently Application Xtender).

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.4 The Contact Center Solution must provide a method to authenticate the citizen's identity.

*GTS Response:*

Comply w/Authentication System (we can present the authentication steps, tap into the phone biometrics, and then push/pull to the authentication system.)

3.1.1.5 The Contact Center Solution must provide a citizen case management process.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.6 The Contact Center Solution must provide an intelligent virtual agent with natural language processing that is able to handle multiple languages including: Spanish, German, Chinese, and French.

*GTS Response:*

We are proposing a visual IVR solution from Zappix to support these languages. Zappix is an approved Genesys AppFoundry partner. These languages are supported as part of the visual IVR for mobile devices.

3.1.1.6.1 The Contact Center Solution must provide an unlimited number of seamless transfers from virtual agent to human agent and back.

*GTS Response:*

To comply with this requirement, we are proposing a solution from our partner Zappix. A Zappix Interaction allows for unlimited interactions until a 20 concurrent minute period of non-use. See additional information on Zappix in this proposal.

3.1.1.6.2 The virtual agent must incorporate large language model capabilities and make conversation transcripts searchable.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement but could vary by use case. Speech to text conversion is native to the Genesys solution proposed. Additional discovery is suggested.

3.1.1.7 The Contact Center Solution must provide smart device interactions like photo, video, channel blending, and convenient on device authentication.

*GTS Response:*

Comply. We are proposing the Zappix visual IVR solution to support this requirement. Zappix is an approved Genesys AppFoundry partner.

3.1.1.7.1 The Contact Center Solution must allow mobile device App integration.

*GTS Response:*

Comply. We are proposing the Zappix visual IVR solution to support this requirement. Zappix is an approved Genesys AppFoundry partner.

3.1.1.8 The Contact Center Solution must provide natural language processing to help contact center managers by identifying call drivers, sentiment, popular questions, and other information about customer interactions.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.9 The Contact Center Solution must provide a robust recording system for recording, storing, and tagging calls.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.10 The Contact Center Solution must provide call search capability including the ability to search for sentiment.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.11 The Contact Center Solution must provide AI-based omnichannel routing.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.12 The Contact Center Solution must maintain 99.9% uptime.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.13 Disaster Recovery must be included in the Contact Center Solution.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.14 The Contact Center Solution must include an automatic call back function for dropped calls.

*GTS Response:*

The Genesys Cloud solution will allow the agent to call back a dropped call by providing the agent with the caller's number.

3.1.1.15 The Contact Center Solution must be capable of creating seamless voice and chat support experiences for users of mobile device apps and must seamlessly integrate with existing mobile applications.

*GTS Response:*

Comply. We are proposing the Zappix visual IVR solution to support this requirement. Zappix is an approved Genesys AppFoundry partner.

3.1.1.16 The Contact Center Solution must allow users to make voice calls using data instead of minutes.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.17 The Contact Center Solution must provide fallback calls. When the end-user does not have a strong enough data connection for VoIP, the solution will fallback to a PSTN call while still sending the important customer data packet to the CRM record.

*GTS Response:*

Possible use case for the Zappix visual IVR to support this requirement. Further discovery is required.

3.1.1.18 The Contact Center Solution must provide queued callback allowing the constituent to receive a call back from an agent through a virtual queue.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.19 The Contact Center Solution must deliver high quality audio with a maximum packet loss less than 1%.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.20 The Contact Center Solution must allow users to schedule a time to talk with the support team; AI powered algorithms predict and provide fifteen-minute time slots based on agent availability, ensuring that constituents do not have to wait on hold.

*GTS Response:*

The Genesys Cloud Scheduler feature coupled with the Zappix Visual IVR will support this requirement. Additional discovery is suggested however.

3.1.1.21 The Contact Center Solution must instantly verify users with their fingerprint, face, passcode, or account number.

*GTS Response:*

The Genesys Cloud solution proposed can integrate with the following SSO providers: Google Workspace, Microsoft ADFS, Microsoft Azure AD, Okta, OneLogin, Ping Identify.

3.1.1.22 The Contact Center Solution must allow the agent to request photos, videos, screenshots, and input text.

*GTS Response:*

Comply. We are proposing the Zappix visual IVR solution to support this requirement. Zappix is an approved Genesys AppFoundry partner.

3.1.1.23 The Contact Center Solution must be able to send SMS.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.24 The Contact Center Solution must allow call deflections based on volume and business needs by; allowing the caller to schedule a call for a later time, providing an email address for response, forwarding the call to another number directly, or forwarding the call to voice mail.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.25 The Contact Center Solution must provide unique visual queue configuration settings to direct queues to a particular website or direct queues to a visual message.

*GTS Response:*

Comply. We are proposing the Zappix visual IVR solution to support this requirement. Zappix is an approved Genesys AppFoundry partner.

3.1.1.26 The Contact Center Solution must provide administrative functionality for WVDMMV to create users, assign roles, and create reports.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.27 The Contact Center Solution must detect calls to the main support number from the device's dialer and convert the call to a mobile call.

*GTS Response:*

Need further discovery. We are unclear as to this use case.

3.1.1.28 The Contract Center Solution must determine which queue, language, and channel the constituent should reach when the SDK is invoked in various parts of the App.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement.

3.1.1.29 The Contact Center Solution must provide GenAI capabilities.

3.1.1.29.1 GenAI must personalize customer interactions by providing agents with insights into customer preferences and past interactions.

*GTS Response:*

Comply. The Genesys Agent Assist feature supports this requirement.

:

3.1.1.29.2 GenAI must automate tasks such as answering FAQs and routing calls to the appropriate agents.

*GTS Response:*

Comply. The Genesys Agent Assist feature supports this requirement.

3.1.1.29.3 GenAI must get insights from CRM data and understand call drivers and call topics.

*GTS Response:*

Comply. The Genesys Agent Assist feature supports this requirement.

3.1.1.29.4 GenAI must provide contact deflection, predictive routing, and turn by turn guidance on the conversation flow based on the customer intent.

*GTS Response:*

Comply. The Genesys Agent Assist feature supports this requirement.

3.1.1.30 The Contact Center Solution must provide a multimodal, omnichannel customer experience using web and mobile SDKs (iOs and Android) to embed the support experience across all channels (VoIP) via WebRTC and PSTN, chat, and SMS for consistent customer experience across all devices.

*GTS Response:*

The Genesys Cloud solution proposed combined with the Zappix solution complies with this requirement.

3.1.1.31 The Contact Center Solution must provide visual IVR to provide customers with self service via web or mobile interfaces. The visual IVR must function just like an IVR or virtual agent using a visual interface.

*GTS Response:*

Comply. We are proposing the Zappix visual IVR solution to support this requirement.

Zappix is an approved Genesys AppFoundry partner.

3.1.1.32 The Contact Center Solution must provide inbound and outbound voice, SMS, and chat that can handle multiple channels simultaneously and pivot between channels during a customer interaction.

*GTS Response:*

The Genesys Cloud proposed complies with this requirement.

3.1.1.33 The Contact Center Solution shall be hosted in a state owned public or private cloud environment. Vendor(s) must present as part of their proposal a RACI model, a proposed cloud architecture design plan, software licensing list, and projected total cost of ownership (yearly) for both the solution and cloud infrastructure including consideration for network inbound and outbound traffic.

*GTS Response:*

The Genesys Cloud solution proposed complies with this requirement. These requirements are included in our proposal.

# Addendum

## GTS Project Management Approach

The GTS Project Process and Management approach works hand in hand with the customer’s project team. The GTS Project Manager is the main point of contact on the GTS Project Team once the project is initiated. The Project Managers are trained in various industry standard project management processes and many carry project management credentials.

Our Project Manager will bring implementation knowledge and experience for deploying similar projects and help your project team understand and plan for the tasks they will need to complete to hit target timelines. A regular cadence of planning and status meetings will be scheduled with the core project team, and regular additional project communication will be provided through status and budget reporting and dedicated SharePoint project portals for collaboration.

The GTS Standard Project Process methodology follows a four (4) Phase process, with Project Management throughout the project.

GTS has a simple, yet effective four stage process for every engagement.



### Assess

We map the starting place and the recommended journey



### Design & build

Our engineers write the code, connect the wires, and flip the switch



### Test & train

Your resources are brought up to speed while we refine the system

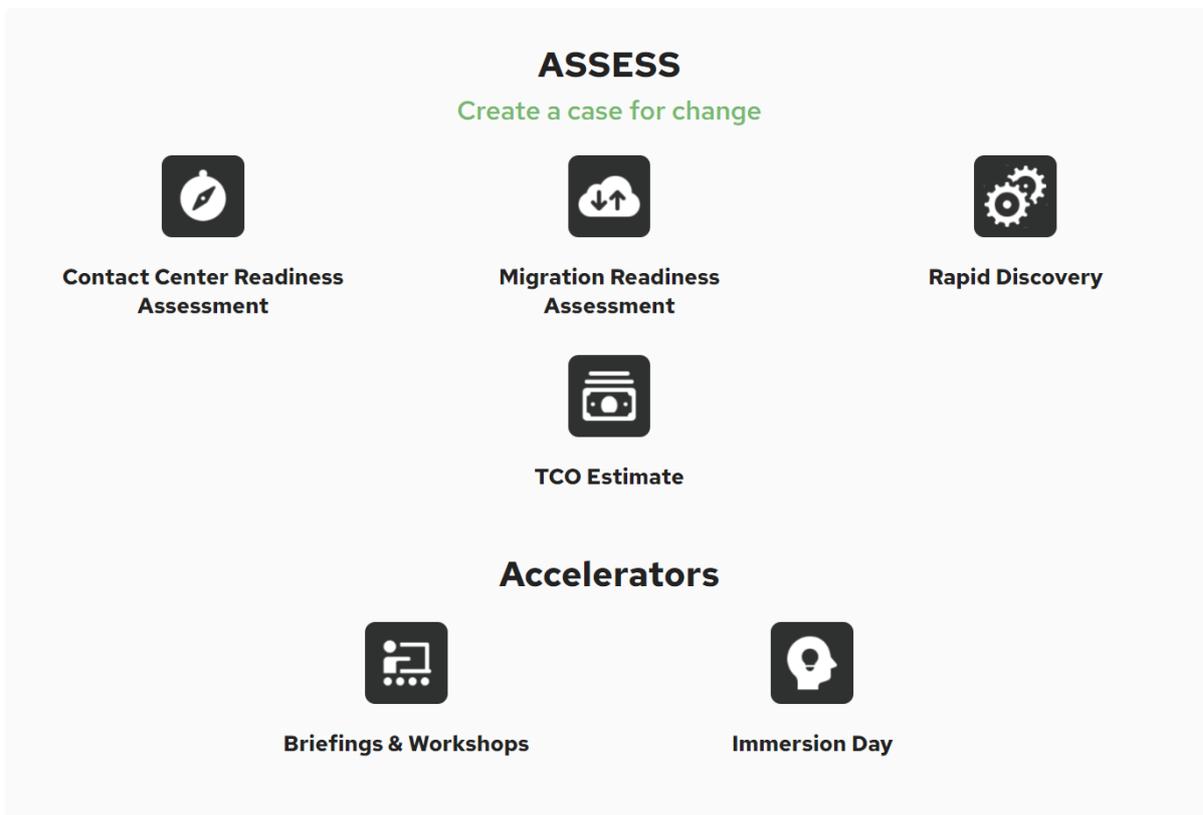


### Migrate & modernize

Once everything's set, we can start to plan the next steps to help future-proof your new solution

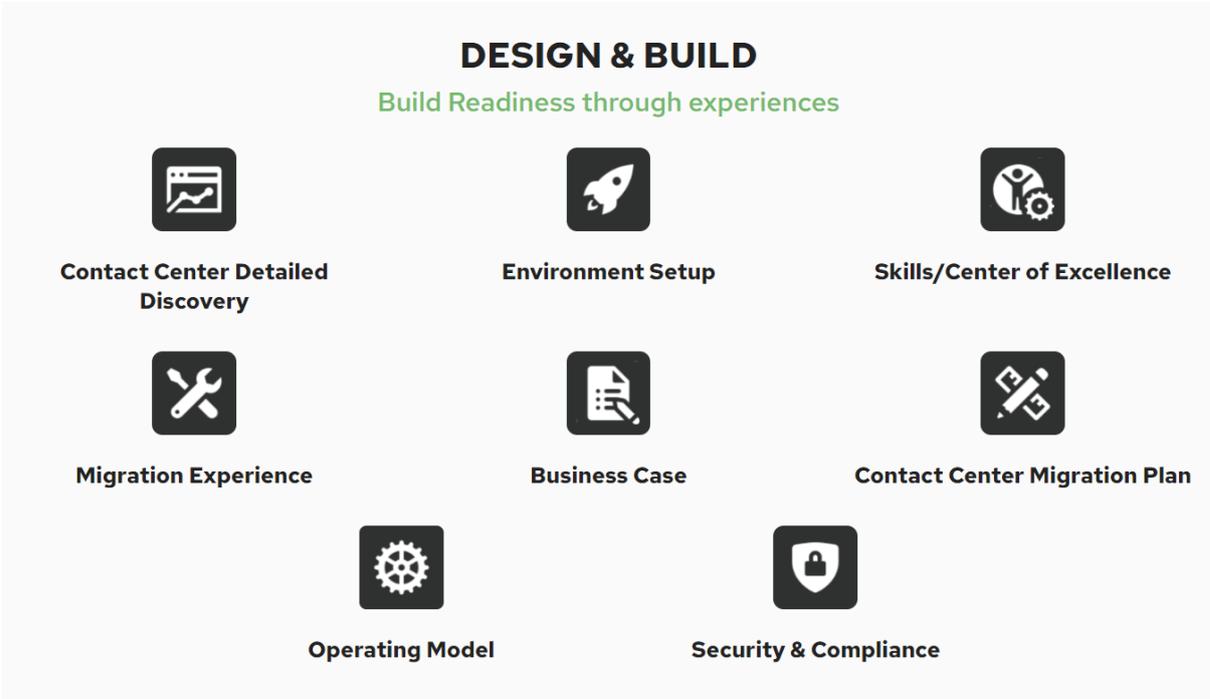
### Assess

GTS will assign the project team upon signature, and the project team will work with the sales team to transition the project into delivery and kick-off the project with the client. Any workshops, requirement analysis and infrastructure readiness will occur during this phase.



*Design & Build*

GTS engineers, developers, and application consultants will complete installation, configuration and custom development work included in the scope of the project. Base functionality and unit testing are completed by resources as part of their efforts during the solution build.

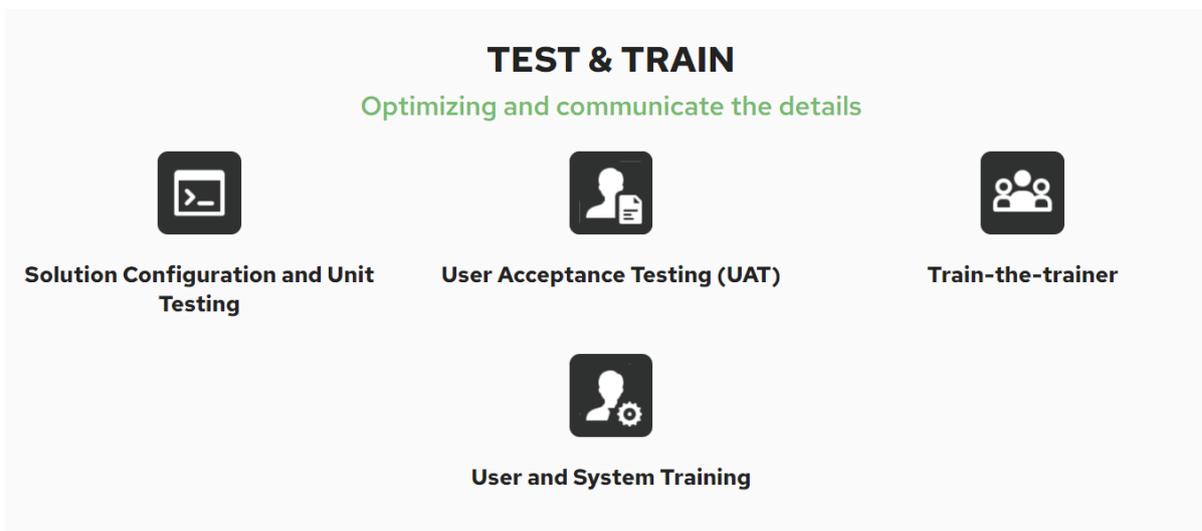


### Test & Train

The Test and Train phase requires resources other than the original engineer, developer and/or consultant to test the solution and verify it meets agreed-upon designs, and most importantly requires the customer to test the solution and confirm the required functionality and business cases are tested to ensure that it meets requirements. Adjustments will be made based on test results if they do not meet the design requirements. Occasionally, new requirements result from business test-cases that may require change requests, which will be handled through the project change management process.

GTS trainers will train your key resources, i.e., SMEs, Team Leads, Trainers, Administrators during this phase, most often prior to UAT, to ensure your UAT testers are able to effectively complete test scripts. Customers’ trainers then complete preparations for their end user training in the Deploy Phase.

Included in our proposal are two (2) Genesys Beyond training subscriptions. Your selected employees will have 12 months from the date of contract execution to attend as many training courses as they desire.



**Migrate & Modernize**

The Deploy Phase includes putting the new solution into a production environment, or the final environment included in the solution and scope.

The Transition & Support phase handles transitioning the environment from the project team to the appropriate support organization, be that an GTS Support team or the customer’s support organization. Most projects include a short Post Implementation Support / Hyper Care period of about two weeks, unless otherwise agreed to, to handle postproduction questions and punch-list items to ensure a smooth transition. This phase also includes any additional environment refreshes, switchovers and any training that requires production data to complete.

**MIGRATE & MODERNIZE**  
Accelerate transformation at scale

		
<b>Migrate</b>	<b>Operate</b>	<b>Optimize</b>

GTS will provide a business analysis and implementation plan to include business and IT goals, project milestones, project phases, validation of current state of architecture, define future state of architecture, collect data security, privacy, and network requirements, validate any integration and customization required and establish deployment timelines.

### **Business Analysis**

The Business Analyst is responsible for working with the customer to review business goals, objectives, and customer journey through the Chatbot and work with the GTS project team to document and help in the successful delivery of those goals and objectives. The Business Analyst role is occasionally shared in some areas, and some technical design sessions may be led by a skilled developer working in concert with a Business Analyst and Project Manager where appropriate. The Business Analyst will also be assigned to assist with kicking off the User Acceptance Testing phase.

### **Project Management Deliverables**

- Project Charter (SOW)
- Project Plan
- RAID Log (Risks, Actions, Issues, Decisions)
- Work Breakdown Structure
- Budget
- Project/Phase Acceptance document
- Change Management Plan
- Contact List
- Weekly Status Report
- Communication Plan
- Stakeholder Management Plan
- Escalation Plan
- Training Plan
- Project Plan
- RACI
- Transition Plan
- Backout Plan
- Cutover Plan
- Support Plan
- Lessons Learned

## West Virginia DMV Roles/Responsibilities

- Appoint a single point of contact responsible for all communications and project management among all West Virginia DMV parties (staff, vendors, consultants) and for the escalation and resolution of any issues for West Virginia DMV.
- Identify, schedule, and manage Level 1 and Level 2 training required for the West Virginia DMV employees to complete. It is critical that the West Virginia DMV employees start Genesys Beyond Training shortly after the project kick off to prepare for User Acceptance Testing efforts.
- Identifying and staffing a West Virginia DMV User Acceptable Test (UAT) Team, creation of the UAT Plan, Test Cases, and Execution of Test Cases.
- Provide user and configuration information.
- All data integration with Genesys Cloud is accomplished using REST-based web service calls to internet-accessible API's. The format must be in JSON. It is the responsibility of the customer to supply REST API contracts and samples of all calls requested for data lookups and IVR self-service. Should the REST API not be available via internet to the back-end data, middleware would have to be developed to access the data. Unless already provided in a deliverable of this Statement of Work, GTS can provide the development services for that middleware via a Change Order to this project.
- Firewall configuration to support Genesys Cloud ports and services:  
<https://help.mypurecloud.com/articles/purecloud-ports-services/>
- Network readiness and configuration according to the Genesys Cloud requirements:  
<https://help.mypurecloud.com/articles/customer-network-readiness/>
- End-user workstations meet Genesys Cloud requirements:  
<https://help.mypurecloud.com/articles/purecloud-requirements/>
- Appropriately sized internet connectivity for Genesys Cloud services. Bandwidth calculations are based on IP Endpoints and codecs utilized.
- Identity Provider configuration for SSO integration
- Customer provided database platforms, email platforms, SIP telephony carriers, workstations, and phones must meet minimum Genesys requirements and recommendations as posted on <https://help.mypurecloud.com/articles/purecloud-requirements>.

## Key West Virginia DMV Roles

The following Key Roles are essential in a successful Genesys Cloud deployment. GTS recommends the following Key Roles.

- Business Sponsor
  - Articulate business vision
  - Identify and provide needed people and funding.
  - Oversee the successful deployment and adoption of Genesys Cloud
- Project Manager
  - Create the internal project scope and timeline.
  - Align and oversee participation of all needed people.
  - Collaborate with GTS implementation project manager.
- IT & Network Admin (Designated Support Contact)
  - Ensure a robust network & environment free of any latency or jitters for Genesys Cloud connectivity and audio performance.
  - Understand and manage all system interdependencies.
  - Serve as the main Point of Contact for any LAN/WAN/telecom related issues.
- Developer (if integrating via APIs)
  - Web Developer familiar with JavaScript and REST based APIs
  - Integrate Platform API, Co-browse, Webhooks, Web Service Data Dips, etc

## GTS Implementation Services SOW

This statement of work (SOW) defines the scope for Global Technology Solutions, Inc. (GTS) to provide installation and hands-on training services for the West Virginia DMV new cloud contact center. GTS will be responsible for a full turn-key installation as defined below.

### GTS will be responsible for the following tasks:

- **Requirements gathering and analysis:** GTS will work with the West Virginia DMV to understand their specific requirements for the cloud contact center solution. This includes identifying the number of users, the types of features and functionality required, and the level of integration with existing systems.
- **Solution design:** GTS will design a cloud contact center solution that meets the specific requirements of the West Virginia DMV. This includes configuring the contact center software and designing the call flow and routing rules.
- **Implementation:** GTS will implement the cloud contact center solution in accordance with the agreed-upon design. This includes configuring the necessary software, configuring the network settings, and migrating data from existing systems if necessary.
- **Testing and integration:** GTS will test the cloud contact center solution to ensure that it meets all of the agreed-upon requirements. This includes testing the voice functionality, automated routing and distribution, and reporting and analytics.
- **Training and support:** GTS will provide training to West Virginia DMV on how to use the cloud contact center solution. GTS will also provide ongoing support for the solution.

### GTS will perform the following activities:

- Business Analysis / Technical discovery workshop
- Setup/configure a single West Virginia DMV cloud organization (single Genesys Cloud Instance)
- Setup/configure three (3) divisions within the organization.
  - Driver
  - Vehicles
  - Appointments
- Setup/configure call flows & queues.
- Setup/configure agent profiles.
- Setup/configure call recording profiles.
- Setup/configure reports.
- Setup/configure dashboards if required.
- Setup/configure scheduled callbacks.
- Setup/configure chatbots.
- Setup/configure Genesys WFM.
- Setup/configure and integrate with Xtender (document management system)
- Setup/configure trunk routing to Genesys Cloud

### Acceptance Criteria

The project will be considered complete when the following acceptance criteria have been met:

- The cloud contact center solution has been implemented and configured in accordance with the agreed-upon design.
- The cloud contact center solution has been tested and meets all the agreed-upon requirements.
- The West Virginia DMV staff has been trained on how to use the cloud contact center solution.

## Critical Prerequisites for Chatbots

The effectiveness of a chatbot for the West Virginia DMV hinges on several critical prerequisites, which can be broadly categorized into three key areas: technical proficiency, user experience, and strategic alignment. The proposed Genesys Chatbot solution successfully addresses these areas.

### Technical Proficiency:

- *Robust Natural Language Processing (NLP):* Understanding and responding to user input accurately requires a strong NLP engine that can handle diverse language styles, intent identification, and context awareness.
- *Knowledge Base and Data Management:* Access to a well-organized and curated knowledge base is crucial for answering questions, making recommendations, and completing tasks effectively. This includes regularly updating and maintaining the data to ensure accuracy and relevance.
- *Dialogue Management and Flow:* The chatbot should navigate conversations smoothly, understand user goals, and adapt responses accordingly. This requires a well-designed dialogue management system that anticipates user behavior and guides the conversation towards a fruitful resolution.
- *Integration with Backend Systems:* For tasks beyond simple interactions, the chatbot needs to connect with and utilize backend systems like CRM, ticketing platforms, or databases. This seamless integration ensures efficient workflow and data flow.

### User Experience:

- *Natural and Engaging Interaction:* Users should feel like they are having a conversation with a helpful and knowledgeable person, not a robotic machine. This requires natural language generation, appropriate tone and personality, and the ability to handle humor and informal language.
- *Transparency and Trust:* The chatbot should be transparent about its capabilities and limitations, avoid misleading statements, and prioritize user privacy and data security. Building trust is essential for positive user engagement.
- *Accessibility and Inclusivity:* Design the chatbot interface and interactions to be accessible for users with different abilities and technological knowledge. This includes consideration for screen readers, font sizes, and clear instructions.
- *Error Handling and Feedback:* The chatbot should gracefully handle misunderstandings, unexpected inputs, and technical errors. Provide clear feedback mechanisms for users to report issues and suggest improvements.

### Strategic Alignment:

- *Defined Purpose and Target Audience:* Clearly define the chatbot's purpose and target audience to tailor its capabilities and responses. This ensures alignment with user expectations and avoids frustration.
- *Metrics and Evaluation:* Continuously monitor and evaluate the chatbot's performance based on relevant metrics like user satisfaction, task completion rates, and engagement levels. Use this data to identify areas for improvement and optimize the chatbot's effectiveness.
- *Integrations and Ecosystem:* Consider how the chatbot will fit into the broader ecosystem of existing applications, services, and user workflows. Seamless integration minimizes friction and enhances user experience.
- *Ethical Considerations:* Be mindful of potential biases and ensure the chatbot operates ethically and responsibly. This includes avoiding discriminatory language, respecting user privacy, and being transparent about data collection and usage.

By focusing on these key prerequisites, developers can create chatbots that are not only technically proficient but also provide a positive and effective user experience for their intended audience. Remember, a successful chatbot is one that not only understands what to say but also how to say it in a way that is helpful, engaging, and aligns with its intended purpose.

# Chatbot Session Pricing

Genesys Cloud subscribers can add Genesys Dialog Engine Bot Flows and Genesys Digital Bot Flows, the Genesys native bot flow building tools in Architect, to their subscription.

Genesys charges conversations on digital (chat and messaging channels) per session. **Each session includes up to eight dialog turns, or request response pairs, in the bot conversation.** If the bot conversation contains more than eight turns, Genesys charges an extra session for every further group of eight turns.

Turn	Request/Response pair
Dialog turn 1	<ul style="list-style-type: none"> <li>• Customer says, "Hi."</li> <li>• Bot replies, "Hello, how can I help?"</li> </ul>
Dialog turn 2	<ul style="list-style-type: none"> <li>• Customer says, "I want to check my balance."</li> <li>• Bot replies, "OK, what's your account number?"</li> </ul>
Dialog turn 3	<ul style="list-style-type: none"> <li>• Customer says, "59865848."</li> <li>• Bot replies, "Your balance is \$100."</li> </ul>

Per session price - \$0.03.

Controlling professional services costs and ensuring timely delivery requires a comprehensive approach that encompasses project planning, resource management, and effective communication. Here's a detailed breakdown of the GTS strategies involved:

### 1. Thorough Project Planning:

- *Define Clear Scope and Objectives:* Clearly establish the project scope, deliverables, and objectives to set expectations and avoid scope creep.
- *Break Down Projects into Smaller Milestones:* Divide the project into manageable milestones with defined deadlines to facilitate progress tracking and timely completion.
- *Estimate Resources Accurately:* Accurately estimate the time and effort required for each task, considering the expertise and experience of the assigned resources.

### 2. Effective Resource Management:

- *Skill Matching:* Assign tasks to resources based on their skills, expertise, and experience to optimize performance and efficiency.
- *Resource Utilization Monitoring:* Monitor resource utilization to identify potential bottlenecks and proactively address workload imbalances.
- *Flexible Resource Allocation:* Adapt resource allocation based on changing project requirements and unforeseen challenges.

### 3. Proactive Communication and Risk Management:

- *Establish Regular Communication Channels:* Maintain open and transparent communication channels with stakeholders, keeping them informed of project progress and potential risks.
- *Proactively Identify and Address Risks:* Regularly assess potential risks that could impact project timelines or costs and develop mitigation strategies.
- *Implement a Change Management Process:* Establish a structured change management process to manage scope changes and ensure they are incorporated without compromising project deadlines or costs.

### 4. Performance Tracking and Continuous Improvement:

- *Regular Progress Tracking:* Regularly track project progress against established milestones and deadlines to identify any deviations and take corrective action.
- *Analyze Cost Performance:* Analyze actual costs against estimated costs to identify areas for cost savings and optimization.

- *Continuous Improvement:* Gather feedback from stakeholders and team members to identify areas for improvement in project management processes.

By implementing these strategies, GTS will effectively control professional services costs, ensure timely delivery, and achieve project success for the West Virginia DMV.

## Training Plan

GTS is particularly attentive to training needs to properly enable customer teams to ensure proper readiness for go-live. GTS trainers will train your key resources, i.e., SMEs, Team Leads, Trainers, Administrators during this phase, most often prior to UAT, to ensure your UAT testers are able to effectively complete test scripts. Customers' trainers then complete preparations for their end user training in the Deploy Phase.

The Test and Train phase requires resources other than the original engineer, developer and/or consultant to test the solution and verify it meets agreed-upon designs, and most importantly requires the customer to test the solution and confirm the required functionality and business cases are tested to ensure that it meets requirements.

Adjustments will be made based on test results if they do not meet the design requirements. Occasionally, new requirements result from business test-cases that may require change requests, which will be handled through the project change management process.

GTS trainers will train your key resources, i.e., SMEs, Team Leads, Trainers, Administrators during the "Test and Train" Phase, most often prior to UAT to ensure your UAT testers are able to effectively complete test scripts. Customers' trainers then complete preparations for their end user training in the Deploy Phase

The GTS training methodology takes into consideration the ADKAR model. Specifically focusing on the "Knowledge" component which represents the information, training, and education necessary to migrate to Genesys Cloud.

There are three parts to the GTS Training approach:

- Level 1: Introduction
  - Complementary Training – Introduction to Genesys Cloud chatbot by role
- Level 2: Role Based Detailed Curriculum (if purchased)
  - Genesys Beyond – Comprehensive Education Resource. A subscription-based offering with unlimited access to the entire Genesys Cloud Training catalog. [Learning Paths | Genesys Beyond](#)
  - Training Certifications: [Certifications | Genesys Beyond](#)
- Level 3: GTS Custom Training and Knowledge Transfer
  - Instructor-led GTS Custom Training for Supervisors/Agents, and Knowledge Transfer for Administrators. As it applies to State specific environment and configurations.
  - Train-The-Trainer model or;
    - Departmental training for individual groups based on a phased deployment.

GTS will take a *train the trainer* approach. We will train three (3) West Virginia DMV staff.

**IT/Admin:**

- Create Material
- Review/Update Material
- Deliver material

Additionally, we have included three (3) Genesys Beyond training subscriptions.

**BeyondCX** is a comprehensive, subscription-based continuous eLearning program that equips chatbot leaders and agents with the skills needed to bring human and digital interactions together to deliver a **truly unique** and meaningful customer experience.

BeyondCX uses the power of storytelling to teach the soft skills needed for delivering empathetic, personalized experiences in today's digital world.

Kick the tires! Visit this [Learning Paths | Genesys Beyond](#) to gain understanding of Beyond and its value to provide training for skills and customer experience maturity.

Beyond Technical Learning subscriptions are annual subscription packages that provide all-inclusive training, education, and certification for technical roles within an organization. Focused on Genesys Cloud CX, Agent Platform (AP) delivers a personalized learning program for chatbot agents and supervisors through self-paced courses and embedded videos that provide technical platform knowledge and agent growth for Genesys Cloud CX throughout the evolution of a chatbot. BeyondCX is an immersive, soft skills training focused on improving the customer experience. The program is catered to learners of all backgrounds (e.g., new hires, experienced supervisors, and managers) and emphasizes the importance of human connection and the empathy needed for resolving conflicts and delivering the best customer experience.

The West Virginia DMV will have 12 months from contract execution to consume as many of the training courses for the selected three staff members.

## AI Bots

Genesys Cloud CX has various options available for voice and digital bots. Genesys supports the use of bring-your-own bots, bot chaining, and the use of Genesys's native bot (Dialog Engine Bot Flows). Genesys also has several bot vendor integrations available via the Genesys AppFoundry, meaning you can use multiple bot vendors with ease within the Genesys Cloud CX Platform. You can design or re-use a Google Dialogflow, Amazon Lex, or Nuance Mix Dialog bot and easily connect the bot to a voice or messaging flow. This ability to build the bot once and then deploy it across multiple channels provides you with an exceptionally easy way to offer consistently great customer service across all channels.

IVR flows and routing flows are all built within one interface, Genesys Cloud CX Architect. Architect allows you to create dynamic IVR flows easily based on data pulled from CRMs or other third-party databases. This database integration provides the ability to identify and verify customers in the IVR for easy self-serve and allows you to provide an exceptional personalized journey in the IVR. You can also create secure flows within Architect allowing you to take payments in the IVR. APIs are available so you can easily pass data collected to a third-party payment gateway.

Being able to deploy voice bots easily in the IVR will increase self-service success rates and lower the number of calls being redirected out of the IVR to a live agent. A key benefit of the Genesys Cloud CX Platform, as a true omnichannel solution, is that you can push customers to your preferred method of handling that interaction before delivering a call to the contact center. For example, a customer calls into the IVR and tries to self-serve; they have an issue with the voice bot as they don't have their account number available, or they are having an issue updating their address. In these scenarios, you can push them to an SMS channel so they can find their account number or type in their address, then enter it into the SMS bot and continue their self-service journey without ever speaking with an agent.

# Genesys Workforce Management

Genesys Cloud is an all-in-one Contact Center as a Service (CCaaS) and WEM platform, therefore the use of third-party WFM solutions is not required but it is an option depending on the WFM tool in question.

Genesys Cloud CX WEM takes out the concept of application or modules and instead offers a single, common platform for new and existing customers. Genesys Cloud CX achieves this with leading AI and automation in our quality & compliance, resource management, and employee performance domains, which boosts employee productivity, simplifies forecasting, staffing, and decision-making. This enables deeper insight into customer, business, and agent behavior, providing operational efficiency to balance performance, cost, and employee engagement.

Genesys Cloud CX WEM functionality supports tying WFM data with other reporting data. With its WEM offering, Genesys provides a comprehensive WFO solution that simplifies the agent experience and helps organizations drive results and employee satisfaction with capabilities such as call recording, screen recording, QM, performance management, speech and text analytics, and WFM.

Genesys Cloud's workforce management features simplify the process of forecasting interactions and scheduling agents in multi-channel contact centers. These features help you optimize work performance to achieve your organization's operational goals. With workforce management, you can:

- Develop forecasts
- Evaluate intraday differences between forecast and actual values
- Generate and manage blank schedules
- Generate and manage forecast-based schedules
- Generate and manage schedules without forecasts
- Monitor adherence to schedules
- Show agents their schedules
- Manage time-off requests

Genesys AppFoundry Partner Avtex (formerly ARIA) supports a WFM adapter for Genesys Cloud that provides seamless integration between Genesys Cloud and third-party WFM systems. The adapter supports connection to NICE, Verint, Aspect, Calabrio, Teleopti, etc.

The WFM adapter is hosted in the cloud and works with either on-premise or cloud versions of NICE. Avtex develops and tests the adapter with new releases before they come out and remains backward compatible with any previous versions as well. The product comes with all the functionality to meet almost any need. It's scalable, secure, and flexible.

It empowers managers to effectively manage contact center and back-office personnel from one powerful tool. This leads to higher service levels, reduced staffing costs, increase productivity, and employee empowerment. The product comes with all the functionality to meet almost any need. It's scalable, secure, and flexible.

Highlights include:

- Supports all Genesys Cloud channels including voice, callback, email, chat, direct dial, outbound campaigns, SMS, and digital web messaging media types.
- Managers can easily access agent and queue reports at regular intervals to produce accurate schedules and make necessary adjustments.
- Ensure agents are working as planned with RTA data that is sent every 3 seconds.
- An easy-to-use web interface allows an administrator to choose which agents and queues to report on, service level thresholds, report intervals, and much more.
- Off-the-shelf software design allows you to easily plug and play getting it installed in the cloud in less than 1 hour.
- No client data is stored in the product, only aggregate information is kept for reporting purposes.
- Scalable, cloud integration connecting Genesys Cloud to your WFM system.

# Zappix

Zappix is an authorized and approved AppFoundry partner with Genesys. We are proposing the Zappix solution to support some of the Visual IVR and mobile device requirements. The Zappix solution is a metered usage-based solution. The cost per session is .48 cents.

Answer any public sector question citizens might have with easy to use Visual IVR interfaces and robotic process automation (RPA) built specifically for government. Automated solutions reduce pressure on live agents, deflecting tedious, repetitive calls and letting agents focus on more engaging, complex interactions where their expertise is best utilized. Empower citizens with instant engagement tools. Easy to navigate, automated, visual menus provide assistance through any channel citizens choose 24 hours per day, 7 days per week, 365 days per year.

Intuitive visual self-service turn lengthy agent interactions into fast, cutting edge experiences with a time to resolution a fraction as long as traditional call times.

For most public sector calls that traditionally need to gather a lot of information from citizens in a secure method, Zappix smart forms can speed up that process by having callers submit information on their own, directly to backend systems to be processed. Connecting citizens directly to databases reduces human error and delivers a 21st century experience.

Smooth, enjoyable self-service satisfies citizens digital expectations with lower AHT, increased CSAT, improved NPS scores, and shorter time to resolution. Zappix on-demand mobile self-service platforms deliver all the benefits of a native app with none of the drawbacks — lower development and maintenance costs and no download needed for users.

## *Citizen Engagement Platform:*

Zappix Robotic Process Automation (RPA) and visual engagement solutions deliver many benefits, including:

**Outbound Engagement** — Zappix Outbound Engagement campaigns use proactive messaging via SMS, email, or robocalls and easy to use Visual IVR interfaces to increase citizen engagement and participation.

**Common Forms** — Streamline tedious process by automating the most common form submissions and citizen enquiries. Dedicated Zappix bots make form submissions faster and easier than ever before.

**Digital Collaboration** — Modern citizens expect smoothly integrated, robust collaboration between themselves and live agents in our digital world. Bring speed and added functionality to every interaction with Zappix.

**Improved Access** — Hearing impaired citizens struggle with traditional IVR systems. Zappix On-Demand Customer Service Solutions engage multiple senses to make lightning fast service accessible for every citizen.

### *Analytics & Surveys*

Track and analyze every step of the user journey to understand which use cases get the most volume, where citizens get stuck, and what they really think about their experiences.

Every interaction is tracked on Zappix platforms and presented using the intuitive Zappix analytics dashboard. Surveys automatically served at the end of visual experiences collect the voice of citizens and give direct insight into what they care about. See what needs users access most often, and when different types of requests increase or decrease to get a complete understanding of your citizens.

# Genesys Agent Assist

Just like humans, bots also need to learn. By constantly improving their knowledge through a learning process and feedback, they become capable of responding to complex inquiries.

With Genesys Agent Assist, agents can easily find solutions or answers to customer inquiries. This feature can be accessed through the Genesys Cloud omnichannel desktop.

When interacting with customers, Genesys Agent Assist will provide automatic responses to their inquiries, while also continuously scanning through the knowledge base and presenting the best suggested articles in the Agent Assist pane. If there are no relevant articles available, agents can manually search for answers.

Agents have the option to give feedback on the knowledge articles presented by Genesys Agent Assist, thus enabling the platform to enhance its learning capabilities.

To improve knowledge article recognition for automatic surfacing, Genesys recommends adding training phrases to your knowledge articles. Phrases are alternative ways of expressing the same intent. The knowledge base automatically learns more phrases to existing questions. However, you can add other phrases to an existing question-and-answer article, which accelerates the learning process and optimizes your knowledge base.

Also, you can use Knowledge Optimizer to improve knowledge surfacing for your agents. Optimizer is a semi-supervised AI training tool designed for business users. Knowledge optimizer displays phrases your agents use to search for knowledge. You can use the optimizer to improve phrase recognition for automatic article surfacing and to create new articles for your agents.

Genesys Cloud provides native Agent Assist with capabilities to assist agents with knowledge suggestions based on messages from customers. When an agent interacts with a customer, Genesys Agent Assist offers agents potential answers to customer questions, either based on the content of the chat conversation or by manual search.

In addition, agents can use automatic knowledge surfacing in the Genesys Agent Assist panel on the CX and CX digital agent workspaces. Automatic knowledge surfacing offers agents knowledge articles in real time based on a customer's responses. Agents can browse the suggested articles and then click to copy them into the interaction.

This leverages the knowledge built in Genesys Cloud powered by Knowledge Workbench. Genesys knowledge workbench is an authoring tool that enables you to create and manage knowledge, view knowledge performance, and test knowledge services. Organizations can use the knowledge workbench to create knowledge that can be intelligently leveraged during bot conversations.

The knowledge workbench enhances and accelerates the effectiveness of bots by managing the source for the answers to customer questions.

Genesys Agent Assist provides the real-time transcription of a customer call and knowledge suggestions that get updated automatically, based on the context of the conversation. Knowledge suggestions include FAQ or knowledge article recommendations making agents more efficient and

knowledgeable. Agents no longer search for information by themselves and can focus on their discussions with customers. This can also be achieved in the Genesys Cloud embeddable framework in a CRM.

Agents use Agent Assist to get real-time assistance based on their interaction with customers. Instead of searching for information by themselves, they can focus on the ongoing conversation while Agent Assist displays a transcription and provides FAQ and knowledge article suggestions. You can filter the queues enabled with Agent Assist to view the associated interaction data. This feature makes agents more productive and improves the overall customer experience.

## Disaster Recovery, Redundancy and Security

Genesys Cloud CX uses a microservices architecture, where core Genesys Cloud CX components are separated into self-contained, loosely coupled services deployed within the AWS infrastructure.

Genesys Cloud CX uses the security of Amazon data centers and AWS. AWS data centers are housed in nondescript facilities. Physical access is strictly controlled both at the perimeter and at building ingress points by professional security staff using video surveillance, intrusion detection systems, and other electronic means. Authorized staff must pass two-factor authentication a minimum of two times to access data center floors. All contractors are required to present identification and are signed in and continually escorted by authorized staff. All physical access to data centers by AWS employees is logged and audited routinely. AWS does not permit visitors to the data center facilities.

Genesys Cloud CX achieves an enterprise-grade Secure Software Development Life Cycle through rigorous adherence to secure coding techniques, using developers trained in secure code development, following peer review requirements, and vigorous security and unit testing, and using structured change management program.

Security is embedded in the SDLC at Genesys, in which an independent product security team uses an agile development process that includes validation steps. It follows the principles of secure software development based on OWASP Top 10, SANS Top 25, and other global standards. Developers and other relevant personnel are regularly trained on web application security, including, but not limited to, OWASP and SANS Top 25.

The following are just a few of the ways in which Genesys Cloud CX achieves enterprise-grade security.

Based on our ISO 27001:2013 and ISO 27018:2019 certifications, we have implemented and will maintain an information security program that follows generally accepted system security principles embodied in these ISO standards. This program is designed to protect the customer data as appropriate to the nature and scope of the services provided.

### **Using State-Of-The-Art Security Tools in the Cloud**

Centralized SIEM is used to provide a correlation of events and alerts.

### **Encrypting All Data Connections**

All connections to the Genesys Cloud CX browser, mobile, and other components are secured via HTTPS and TLS.

## Encryption at Rest

Customer data stored in the Genesys Cloud CX platform is encrypted at rest using industry-standard encryption technologies, via a combination of server-side encryption and object-level encryption.

### Allowing Encryption of All Voice Connections

Genesys Cloud CX makes it easy to encrypt voice traffic by means of TLS (SIP signaling) and SRTP (IP voice).

### Encrypting All Call Recordings, Faxes, and Instant Messages

Genesys Cloud CX ensures the security of your communications information by encrypting call recordings and faxes.

### Using Security Certificates to assure the Integrity of Any Locally Installed Components

First, understand that you can use Genesys Cloud CX with no locally installed hardware or software. However, Edge devices can be installed on-premises to provide unparalleled reliability and voice quality. Genesys Cloud CX uses an elaborate pairing mechanism to verify the identity of the Edge device and to protect against “man in the middle” attacks. Signed certificates are also used for the automatic software updates that your Edge devices are up to date with no effort from your IT organization. The same approach is used by other optional components such as the Genesys Cloud CX softphone software (use a computer or laptop as an IP phone).

### Password Hashing

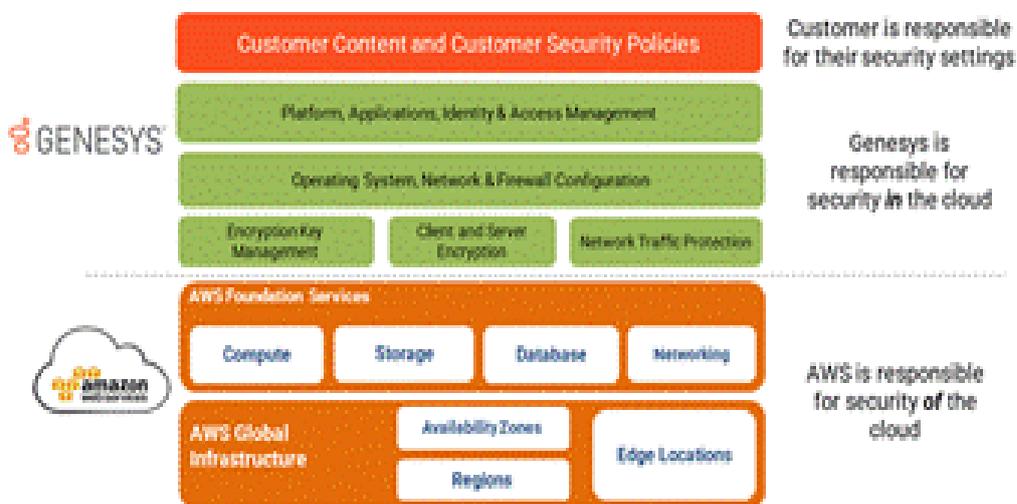
All passwords are hashed using a salt with SHA-512 combined with PBKDF2. These cryptographic methods make Genesys Cloud CX extremely resilient to rainbow table attacks.

### AWS Security and Certifications

Security for the Genesys Cloud CX Platform residing on AWS is shared between AWS, Genesys Cloud CX Operations, and the customer, as depicted in the graphic below. While AWS manages the security of the cloud, security in the cloud is the responsibility of Genesys.

Customers have control of what security they choose to implement within the Genesys Cloud CX application, including password policy, user roles, and access to voice recordings and uploaded documents.

## Security is shared between AWS, Genesys Cloud CX, and our customers



Customers are responsible for account management within their Genesys Cloud CX Org, and to set password complexity parameters.

### Back-up & Fail Over Process

The Genesys Cloud CX Services will be deployed and configured in a high-availability design and the Genesys Cloud CX Services will be deployed across separate data centers to provide optimal availability of the Genesys Cloud CX Services. The Genesys Cloud CX Services environment is physically separated from our corporate network environment so that a disruption event involving the corporate environment does not impact the availability of the Genesys Cloud CX Services.

We will maintain a corporate Business Continuity plan designed to ensure that ongoing monitoring and support services will continue in the event of a disruption event involving the corporate environment.

The Genesys Cloud CX Services will be deployed in a high-availability, redundant design. You are responsible for defining specific parameters regarding fail-over. Regarding the Genesys Cloud CX Service, we employ an active-active-active configuration.

## Back-up and Recovery Process

Genesys will create backups of critical customer data according to documented backup procedures. Customer data will be stored and maintained solely in Amazon AWS S3 with Server-Side Encryption (SSE) in the same AWS region where customer data resides. Backup data will not be stored on portable media.

With Genesys Cloud CX, customer data stored on backup media will be encrypted using server-side encryption as provided by AWS. Genesys Cloud CX uses Amazon's S3, which stores objects redundantly on multiple devices across multiple facilities in an Amazon S3 Region, delivering eleven 9s of durability.

Genesys Cloud CX provides a high availability architecture that should eliminate the need for restoration of data from backup. In the unlikely situation that restoration must be completed, this will be completed by Genesys as part of any service restoration.

Industry-standard anti-virus and anti-malware protection solutions are used on systems commonly affected by malware to protect the infrastructure that supports Genesys Cloud CX against malicious software such as Trojan horses, viruses, and worms. File Integrity Management solutions are deployed on all systems, as well as robust monitoring of system access and command use. Genesys Cloud CX AWS Server Instances are Linux, which is a system not commonly affected by malware.

A centralized console is used for the administration of virus controls, distribution of signature updates, reporting, and policy enforcement.

## Business Continuity

Administrators can create an emergency group with custom prompts and announcements and associate it with a call route to quickly and efficiently turn on routing functionality that modifies call routing behavior during unplanned or semi-planned critical events, such as fire, natural disasters, and power outages. They can use the activate and deactivate features to test functionality prior to an actual emergency. Emergency messages can be recorded as an audio prompt in .wav format using a microphone from your computer, or browser. Users can also add text-to-speech to a Prompt Resource.

## Maintenance & Upgrades

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

maintenance or planned downtime of the AWS services, (b) any fault or failure of the AWS services, or (c) AWS either terminating the AWS Customer Agreement or suspending our or your use of AWS services. Your use of the Genesys Cloud CX Service is subject to our complete Genesys Cloud CX Support Policies and Service Level Targets (SLTs).

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

Genesys Cloud CX products use the continuous delivery model. Instead of releasing large batches of changes two or three times a year, we continuously release changes as we make them. As soon as an update meets our quality standards, we push that update to production. If we detect a problem, we immediately roll back the deployment to examine the problem with no downtime in service.

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

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

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

Genesys Cloud CX uses the power and breadth of AWS to provide communication services capable of meeting the needs of any size organization. Amazon has created world-class data centers around the globe that provide services and infrastructure to build reliable, fault-tolerant, and highly available systems in the cloud.

Genesys Cloud CX uses a microservices architecture, where core Genesys Cloud CX components are separated into self-contained, loosely coupled services deployed within the AWS infrastructure. These Genesys Cloud CX services are deployed in multiple AWS locations called AZs, with each zone engineered to be insulated from failures in other locations. Genesys Cloud CX services are load-balanced across AZs, ensuring that only healthy application instances receive traffic. If issues are detected, the traffic is spread across the remaining healthy Genesys Cloud CX instances.

As a result, Genesys Cloud CX can provide customers with a highly redundant solution with 99.99% or greater uptime of their cloud applications.

## Scalability

Genesys Cloud CX achieves unlimited scalability across the platform.

The architecture of Genesys Cloud CX resides within AWS. Amazon leads the industry in providing data center services that are astounding in their scale and sophistication. Amazon has been validated not only by its huge operation but by third parties, such as Netflix, that utilize AWS to provide services to millions of people around the globe. Similarly, Genesys Cloud CX utilizes AWS to be able to handle a virtually unlimited number of users and events — and to increase capacity on the fly as needed. This “bursting” capability is one factor that separates an AWS-based cloud service from others.

Many older cloud applications use a monolithic architecture. Even though these legacy apps can serve multiple tenants, they’re built as a large and cumbersome set of highly interdependent components. A failure in one component can have a devastating impact on another component, resulting in service outages for many or all tenants. Updating these systems requires taking them offline, which limits user access during the upgrade process. The problems of monolithic services are exacerbated when they are deployed in proprietary data centers with limited hardware because the hardware constraints further limit the availability and scalability of the software resources.

Genesys Cloud CX solves the problems of monolithic architecture with our use of microservices and auto-scaling. With microservices, we solve complex problems with simple, stateless objects. Our microservices architecture also provides virtually unlimited scalability across thousands of servers across multiple, geographically diverse data centers.

The architecture of Genesys Cloud CX resides within AWS. Amazon leads the industry in providing data center services that are astounding in their scale and sophistication. Amazon has been validated not only by its huge operation but by third parties, such as Netflix, that utilize AWS to provide services to millions of people around the globe. Similarly, Genesys Cloud CX utilizes AWS to be able to handle a virtually unlimited number of users and events — and to increase capacity on the fly as needed. This “bursting” capability is one factor that separates an AWS-based cloud service from others.

Genesys Cloud CX can scale based on demand. The solution is built using highly scalable, highly available microservices which optimize to achieve sufficient additional capacity to respond to spikes as they occur.

The Genesys Cloud CX environment doesn't just scale for new demand, it sees demand and then auto-scales to maintain additional capacity while expecting more demand. As the demand for microservices increases, Genesys Cloud CX auto-scales its microservices to maintain a buffer capacity and not just support the current demand.

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

The Genesys team invests a great deal of effort into load testing because we expect our services to scale to the largest contact centers in the world.

There is no functional limit to the number of configured users. However, there are practical limits to the number of agents that can be configured per queue. Genesys test with a limit of 10,000 named agents in a queue and supports 5,000 concurrent agents in a queue at any given time. As Genesys Cloud CX scales vertically, it has no theoretical agent capacity.

Genesys Cloud CX also does not limit the number of skills you can create in an organization. There is a limit of 100 skills that you can be assigned to a single agent.

## Data Privacy and Security Compliance

Genesys leverages Data Loss Prevention (DLP) solutions for monitoring and stopping sensitive information leakage across corporate email.

In Genesys Cloud CX, we approach DLP holistically:

- Sensitive data stores are only accessible to server instances, not even admins can access them.
- Sensitive server instances don't allow SSH, only 'fix' is terminated and build new.
- SCP (copy) is not enabled to/from the Bastion host.
- ALL interactive session commands are logged.
- Granular ingress and egress IP/port restrictions between server instance groups to each other and the Internet.
- Any attempt to change these control settings results in a page alert to the security engineer.
- These and other controls protect your data from outsiders, as well as abuse from authorized insiders.

For more information, please refer to the following link:

<https://help.mypurecloud.com/articles/preventing-insider-threats-documents/>

Data is classified as Electronic Protected Health Information (ePHI), Personally Identifiable Information (PII), Payment Card Industry (PCI), or if not in those classifications, are treated as corporate confidential.

A Data Processing Agreement (DPA) is an agreement that is entered into between Genesys and the customer. It is intended to cover the data privacy and protection obligations of the parties in order to comply with various data privacy laws and regulations around the world.

Please refer to the link below for a copy of the Genesys Data Processing Agreement:

<https://help.mypurecloud.com/wp-content/uploads/2020/10/Genesys-Data-Processing-Addendum.pdf>

Genesys Cloud CX does not support data tagging, instead considers all data as confidential. Additionally, microservices are identified as HIPAA or PCI scope.

Policies and procedures are reviewed annually and updated, if necessary, and distributed, or otherwise made available to personnel.

Genesys Cloud CX provides the following encryptions:

- Encrypted data connections: All connections to browsers, mobile apps, and other components are secured via HTTPS and TLS over the public Internet. Note that some Genesys Cloud CX Voice telephony cannot be encrypted due to carrier limitations.
- Encrypted voice connections: Genesys Cloud CX makes it easy to encrypt voice traffic by means of TLS (SIP signaling) and SRTP (IP voice).
- Encrypted call recordings and faxes: Genesys Cloud CX ensures the security of communications by encrypting call recordings and faxes over the public Internet.
- Elastic Block Storage (EBS) volumes with customer data have server-side encryption (SSE) enabled.
- S3 buckets with customer data use SSE.

## Small Business and Supplier Diversity

### Certifications & Documentation:

Global Technology Solutions, Inc. is certified in Southern California as a minority owned business by the National Minority Supplier Development Council. Our certification number is SC20133.

### Diversity Program Details:

*Our Vision:* To foster a vibrant and inclusive environment where individuals from all backgrounds are valued, empowered, and have equal opportunities to thrive.

*Our Mission:* To implement and support programs that advance diversity, inclusion, and social equity across all aspects of our organization.

### Guiding Principles:

- *Diversity:* We embrace the richness of human differences, including but not limited to race, ethnicity, gender, sexual orientation, gender identity, ability, religion, age, socio-economic background, and veteran status.
- *Inclusion:* We create a welcoming and respectful environment where everyone feels valued, heard, and empowered to contribute their unique perspectives and experiences.
- *Equity:* We actively work to dismantle systemic barriers and provide equal access to opportunities, resources, and advancement for all.
- *Continuous Improvement:* We acknowledge that achieving an inclusive and equitable environment is an ongoing journey, and we commit to continuously evaluating and improving our programs and practices.

## Key Policy Elements:

### 1. Recruitment and Hiring:

- We develop and implement diverse recruitment strategies to attract candidates from underrepresented groups.
- We utilize hiring practices that are free from bias and promote merit-based selection.
- We ensure pay equity and fair compensation for all employees.

### 2. Professional Development and Training:

- We offer diversity, inclusion, and social equity training for all employees at all levels.
- We create mentorship programs that connect underrepresented employees with experienced mentors.
- We provide opportunities for professional development and career advancement for all employees.

### 3. Workplace Culture:

- We build a culture of open communication and respect for all individuals.
- We implement policies and procedures that prevent discrimination and harassment.
- We promote employee resource groups and affinity groups to create communities of support.

### 4. Accessibility and Accommodation:

- We ensure our physical and digital environments are accessible and inclusive for people with disabilities.
- We provide reasonable accommodation to employees with disabilities.

### 5. Engagement and Evaluation:

- We involve diverse stakeholders in the development, implementation, and evaluation of our programs.
- We regularly gather feedback from employees on our progress towards achieving our diversity, inclusion, and social equity goals.
- We conduct data-driven analyses to assess the effectiveness of our programs and identify areas for improvement.

### 6. Resources and Support:

- We allocate adequate resources to support our diversity, inclusion, and social equity initiatives.
- We establish a leadership structure and accountability mechanisms to ensure the consistent implementation of this policy.



We believe that a commitment to diversity, inclusion, and social equity is essential for our success and reflects our core values. This policy provides a framework for action and serves as a roadmap for building a more just and equitable future for our organization and all its members.

## GTS Care 8 x 5 Support

Global Technology Solutions Inc. is proposing its proven support framework. GTS Support is highly customizable to your needs.

GTS has proposed 8 x 5 support for West Virginia DMV.

The intent is to provide an experienced team that will manage and support the West Virginia DMV Genesys Cloud environment and ensure system stability and availability through proactive and reactive support processes.

GTS Support natively has the following:

- 01 Trusted Advisor Services.
- 02 Proactive Support Services.
- 03 Operational Support Services.
- 04 Remote support team.
- 05 HelpDesk portal access.
- 06 Email and Phone support.
- 07 Holiday, and Weekend Support, if needed.
- 08 Small changes to remedy issues.
- 09 Interaction with Genesys Cloud support team as needed.

## Trusted Advisor Services

Our Trusted Advisor Service is designed to empower your organization with a dedicated architect who will serve as your strategic partner in navigating the complex landscape of Genesys Cloud solution.

With a deep understanding of your unique objectives and challenges, our architect will work closely with your business and technical teams to craft a comprehensive roadmap that aligns your technology initiatives with your overarching business goals.

They will meticulously document every step of this journey, ensuring clarity and transparency throughout the process. Beyond documentation, our trusted advisor will provide invaluable guidance and recommendations, drawing from their extensive expertise to help you make informed decisions and optimize your technology investments.

- One technical lead is assigned to help with architecture, design, integration, and functional requirements.
- Roadmap future requirements and enhancements.
- Review and document the West Virginia DMV current environment.
- Review of architecture and applications that are problematic to stabilize / resolve known issues, poor performance, HA/DR failures.
- System modifications and/or system recommendations.
- Recommend a path to “Steady State” and work with the West Virginia DMV and GTS Support Engineers for recommendation rollout.
- Work on alert mechanism for NOC.
- Recommend proactive system health checks.

## Proactive Support Services

Proactive support is the cornerstone of our commitment to your success. Rather than merely reacting to issues as they arise, our proactive support approach anticipates potential challenges and takes preemptive measures to ensure your systems and operations run seamlessly. Our dedicated team of experts will

- Identify mission critical solutions and document a daily proactive test plan to validate solution status, availability, and response.
- Setup alerts and notifications for Genesys Cloud etc.
- Monitor system health periodically.

## Operational Support Services

Under Operational Support Services, we will provide the following.

- Round-the-clock support team to ensure global coverage.
- Add / move and change.
- Break-fix support.
- Issue troubleshooting.
- Issue resolution.
- Root cause analysis.
- System health-checks.
- System review and monitoring.
- Update runbook when system changes.
- Create runbook, if needed.
- System configurations.
- Production releases.

## Support Workflow

GTS will provide the West Virginia DMV personnel access to GTS Help Desk via portal, email, and phone channel.

Given below is a workflow process customized for West Virginia DMV when an issue is reported. Please note that we are flexible to work with you to further customize the process.

1. The West Virginia DMV staff calls a dedicated support line, emails to [help@globo-tek.com](mailto:help@globo-tek.com) or logs in to portal at <https://help.globo-tek.com> to submit a case.
2. GTS Tier 1 support reviews the case and asks for more information, if needed, to complete a preliminary analysis.
3. If the case is a break-fix or incident, the on-call support team either in the US or India is assigned the case.
4. If the case is a new enhancement, then GTS Block of Hours team is assigned the case.
5. GTS support team works with the West Virginia DMV to remedy the issue and if needed interface with Genesys Cloud tech support if a product bug is identified.
6. After a fix is put in place, GTS documents the issue, creates a root-cause analysis report to present to the West Virginia DMV management.
7. GTS Support closed the case.

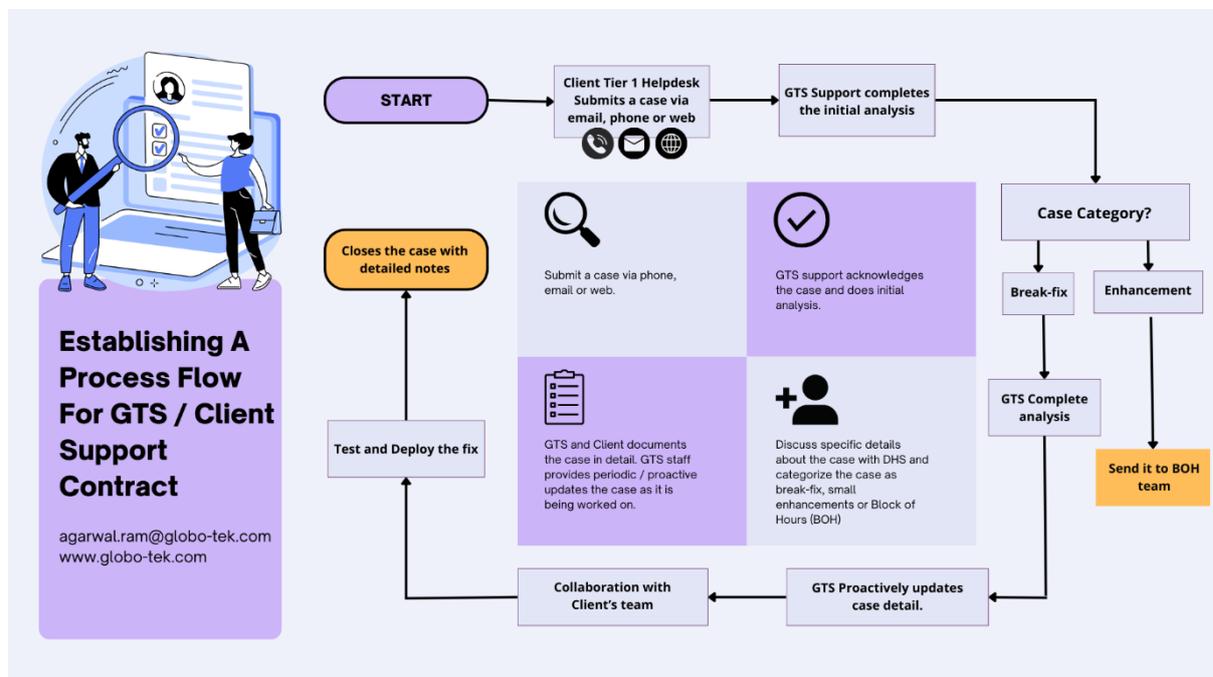


Figure: Support ticket process flow.

### Facilities and Hours of Coverage

- Services will be performed remotely.
- GTS will provide the services during normal business hours across geographies (24 x 7), except statutory holidays, unless otherwise planned.
- Support service response times are identified below.

Type of Business Impact	Response Time
Critical	30 minutes or less
High	Same Day
Medium	Next Day to 3 Business Days
Low	6 to 30 Business Days. For example: Routine call flow changes that can be scheduled in advance for nonbusiness hour changes.

### Support Level / Tiers

Support Level	Owner	Function
Tier 1	GTS	Basic help desk resolution and identification where operational impact has occurred.
Tier 2	GTS	In-depth technical support developed applications and solutions.
Tier 3	GTS	Expert Product and Service Support.

## Criteria for escalations

The following criteria must be met for an escalation request to be approved.

1. **There must be an active case.** There must be an existing case open before it can be escalated.
2. **Double-check the case.** Has there been a recent update to the case that you may have missed? Is Product Support waiting on more information from you before they can proceed?
3. **Do not request an escalation based on change in urgency or impact.** If a case warrants a priority update to High due to greater urgency or wider impact, contact Product Support.
4. **An escalation should not be requested for RCA (Root Cause Analysis) for Cloud Platform outages** unless Product Support has had 5 business days to complete analysis for cloud deployments, per our standard Service Level Targets for RCA delivery. Or Cloud CX Handbook.

**Note:** After service is restored for severity 1 platform-level incidents, Genesys strives to provide a comprehensive RCA document to affected customers within five (5) business days.

5. **Escalations for high-priority cases need 24 hours since their last update**, and the issue is actively causing significant business impact.
6. **Low-priority cases are not eligible for escalation.**
  - To change a case to medium priority, request the change in the work notes.
  - To change a case to high-priority, contact Product Support

## Service Level Agreement

Genesys Cloud CX guarantees a 99.99% uptime and has one of the most SLA in the CCaaS market. Genesys is one of the few CCaaS vendors that make our real-time and historical SLA performance available to the public via the Genesys Cloud CX Status website, which is available to customers, prospects, and even our competitors.

Note that Genesys excludes the occasional planned downtime when calculating uptime.

### SLAs, Credits, and Right to Terminate Service

Genesys will make the Genesys Cloud CX service available 24 hours a day, 7 days a week. We will use commercially reasonable best efforts to provide 100% uptime except for the following “uptime exclusions”:

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

However, if our service uptime falls below the following thresholds in any one-month billing cycle (not including any uptime exclusions), you may request a credit within thirty (30) days after the month in which the uptime fell below the threshold.

Contact your CSM to request credit. Upon the validation of your request, we will provide the stated credit against the following month’s invoice. For annual term contracts, we will provide the applicable credit refund as a credit to the prepaid balance or as a credit refund, at your discretion.

#### Credit refunds for not meeting SLA performance guarantees are as follows:

- Uptime below 99.99% – 10% credit
- Uptime below 99.0% – 30% credit
- Uptime below 97.0% – 100% credit

# Proposed Licenses

All the features listed under CX3 are included in our base bid proposal. We are proposing Named licensing.



Genesys Cloud CX Summarized Plan Comparison	CX1	CX 2 Digital	CX 2	CX 3 Digital	CX 3	EX
<b>Self-Service</b>						
Speech-enabled IVR	●		●		●	
Voicebots*	●		●		●	
Chatbots*		●	●	●	●	
<b>Digital</b>						
Unlimited chat and email routing		●	●	●	●	
Co-browse		●	●	●	●	
SMS		●	●	●	●	
Messaging apps		●	●	●	●	
Web messaging		●	●	●	●	
<b>Inbound</b>						
Inbound Voice Routing	●		●		●	
Voicemail	●		●		●	
Callback (IVR and web)	●		●		●	
<b>Outbound</b>						
Voice outbound campaigns	●		●		●	
Digital outbound campaigns		●	●	●	●	
Inbound / outbound blending	●	●	●	●	●	
<b>Workforce</b>						
Unified communications	●	●	●	●	●	●
Interaction recording	●	●	●	●	●	
Screen recording		●	●	●	●	
Quality management and compliance		●	●	●	●	
Workforce management				●	●	●
Employee performance and engagement				●	●	●
Speech and text analytics				●	●	
<b>Integrations</b>						
Access to AppFoundry Marketplace	●	●	●	●	●	●
Platform APIs	●	●	●	●	●	●
<b>Insights</b>						
Real-time and historical views	●	●	●	●	●	●
Historical reporting	●	●	●	●	●	●
Performance dashboards	●	●	●	●	●	●

\* The use of AI capabilities may incur additional usage charges

## Subscription Details

- **License Model:** Named
- **Subscription Start Date:** TBD
- **Billing Type:** Annual Pre-Pay. Purchase Order required for one (1) year.
- **Subscription Renewal Term:** Automatic Annual. One year after end of ramp period.
- **Initial Subscription Term:** 1 Year
- **Billing Period:** Annually
- **Fair Usage Overage Billing Period:** Monthly in arrears
- **Genesys Subscription Overage Billing Period:** Monthly in arrears
- **Ramp Period:** 4 Months
  - During the Ramp Period, you will be invoiced for one-time fees and your use of telco, messaging, third party and AppFoundry products and services, and taxes (if applicable). If usage exceeds commitment, Genesys reserves the right to increase your commitment or invoice your usage more than commitment. After the Ramp Period, if actual usage in a month exceeds the Annual Subscription Fees set forth in the Services Order (prorated for a one-month period), you will be invoiced for such excess at the Subscription Pricing listed in the Services Order. Ramp Period begins upon GTS submittal and Genesys' acceptance of the Services Order.

# Fair Use Policy

## BYOC Cloud fair use policy overview

Genesys has a fair use policy for BYOC Cloud charges. You can use up to the “fair use” included minutes on a per user per month basis without charge. The fair use allocations are provided for your organization by counting the number of billable users of each license type during the period and applying the allowance for each user. Genesys uses this formula to determine the total number of allocated BYOC Cloud minutes for your organization during the period. Genesys provides you with a way to track actual BYOC Cloud usage.

If you exceed the included minutes allocation, you are billed an overage charge per minute per month.

### Fair Use BYOC Allocation:

CX3 Named Licenses – 5,000 minutes per month per user.

### Overage charges:

BYOC Cloud overage charges are set with a usage fee of \$0.0024 per minute per call traversing a BYOC Cloud trunk, based on 1/10th of a minute (6 second) intervals, and rounded up to the nearest 1/10th of a minute.

### Examples:

- **Within allocation:** If Company A purchases a Genesys Cloud CX 3 Named user plan for 20 agents, they would receive 100,000 BYOC Cloud minutes that month. If they have 90,000 minutes of BYOC cloud usage, there would be no BYOC Cloud usage charge as the BYOC Cloud usage of 90,000 is below the amount in the organization’s fair use allocation.
- **Over allocation:** If Company B purchases a Genesys Cloud CX 3 Named user plan for 20 agents, they would receive 100,000 BYOC Cloud minutes that month. If they have 140,000 minutes of BYOC cloud usage, they will exceed their monthly allotment by 40,000 minutes (140,000 – 100,000 = 40,000) and would incur a BYOC Cloud usage charge of \$96 USD for that month (40,000 minutes \* \$0.0024).

**Basic routing / IVR fair use policy overview:**

Genesys has a fair use policy for basic routing / IVR charges. Basic routing / IVR includes these features:

- DTMF
- Set Language
- Transfer to Queue
- Play Audio
- Decision Trees
- Switch Statements
- Menus, Transfers, Disconnects
- External Data Dips
- Genesys native ASR
- Genesys native TTS

You can use up to the “fair use” basic routing / IVR amounts allocated by user without charge. Basic IVR is consumed when using inbound call, outbound call, and secure call flows and includes the full set of IVR features. The fair use allocations are provided for your organization by counting the number of billable users of each license type during the period and applying the allowance shown in the table below for each user. Genesys uses this formula to determine the total amount of allocated basic routing / IVR minutes for your organization during the period. Genesys provides you with a way to track actual basic routing / IVR usage.

A session timer measures IVR usage. The session timer records a session duration that starts at the IVR flow initiation and ends at the end of IVR flow execution. This includes time spent in the inbound call flow and, if present, the bot flow. These session durations are then aggregated to monthly IVR duration values for the billing period. The timer measures each IVR session to the millisecond. IVR flows ending events include transfer to ACD, disconnect, and exit.

If you exceed your basic IVR allocation, you are billed an overage charge per minute, per month.

**Basic routing / IVR fair use allocation:**

CX3 Named Licenses – 3,250 minutes per month per user.

**Overage charges:**

If your organization exceeds the provided allocation in each month, you are billed for the basic IVR minutes consumed over the allocation amount at a rate of \$.02.

### Examples:

- **Within allocation:** If Company A purchases a Genesys Cloud CX 3 Named user plan for 20 agents, they would receive 65,000 basic IVR minutes that month. If they have 60,000 minutes of IVR usage and queue wait time, which consists of 55,000 minutes in IVR usage and 5,000 minutes of queue, there would be no IVR usage charge. This is because the IVR usage of 60,000 is below the amount in the organizations IVR fair use allocation and in-queue call flows do not count against IVR usage.
- **Over allocation:** If Company B purchases a Genesys Cloud CX 3 Named user plan for 20 agents, they would receive 65,000 basic IVR minutes that month. If they have 100,000 minutes of IVR usage and queue wait time, which consists of 90,000 minutes in IVR usage and 10,000 minutes of queue, they will exceed their monthly allotment by 35,000 minutes ( $100,000 - 65,000 = 35,000$ ) and would incur an IVR usage charge of \$700 USD for that month ( $35,000 \text{ minutes} * \$0.02$ ).

**API on-demand fair use policy overview:**

Genesys has a fair use policy for API on-demand usage. Genesys Cloud provides fair use allocations for your organization by counting the number of billable users of each license type during the period and applying the allowance for each user. Genesys uses this formula to determine the total amount of allocated API on-demand requests for your organization during the period. Genesys provides you with a way to track actual API on-demand usage.

If you exceed your provided allocation, you are billed an overage charge for each additional API request.

**API on-demand fair use allocation:**

CX3 Named Licenses – 140,000 API request per month per user.

**Overage charges:**

If your organization exceeds the provided allocation in each month, you are billed for API Requests consumed over the allocation amount at a rate of \$0002.

**Examples:**

- **Within allocation:** If Company A purchases a Genesys Cloud CX 3 Named user plan for 20 agents, they would have a combined API request allocation of 2,800,000 per month for their Genesys Cloud org. The combined API request allocation is a result of the 140,000 API requests allotment per billable agent and the number of agents (20). If the company generated 3,300,000 API requests in a month there would be no charges as the usage is below the amount included in the organizations API request allocation.
- **Over allocation:** If Company B purchases a Genesys Cloud CX 3 Named user plan for 20 agents, they would have a combined API request allocation of 2,800,000 per month for their Genesys Cloud org. The combined API request allocation is a result of the 140,000 API requests allotment per billable agent and the number of agents (20). The company is billed for all API requests over 2,800,000 each month at a rate of \$0.0002 USD per request (two hundredth of one cent). If the company generated 3,800,000 API requests, they would exceed their monthly allotment by 1,000,000 requests ( $3,800,000 - 2,800,000 = 1,000,000$ ) and would incur an API on-demand charge of \$200.00 USD for that month ( $1,000,000 \text{ requests} * \$0.0002$ ).

### Voice transcription fair use policy overview:

Genesys has a fair use policy for voice transcription usage. Voice transcription includes these features:

- Transcription of voice interactions (both external and internal channels) into words.
- Confidence scores for every word detected.
- Time stamps for the start of every word detected and the word duration.
- Participant information for each fragment of the transcript.

The fair use allocations are provided for your organization by counting the number of billable users of each license type during the period and applying the allowance for each user. Genesys uses this formula to determine the total amount of allocated voice transcription minutes for your organization during the period. Genesys provides you with a way to track actual voice transcription usage.

If you exceed the voice transcription allocation, you are billed an overage charge per minute per month.

### Voice transcription fair use allocation:

The voice transcription fair use allocation is available for the Genesys Cloud CX 3 license tiers and all the license types. The voice transcription fair use allocation is available for the Genesys Cloud CX 1 and 2 license tiers with the WEM Addon and the Named and Concurrent license types. Voice Transcription is available in Communicate when Voicemail notifications is enabled. For more information see, [Enable voicemail notifications](#). Each tier/type has a specific minutes per month allocation.

CX3 Named Licenses – 5,000 minutes per month per user.

### Overage charges:

If your organization exceeds your voice transcription allocation each month, you are billed per minute for voice transcription over your allocation amount at a rate of \$.02 per minute.

### Examples:

- **Within allocation:** If Company C purchases a Genesys Cloud CX3 Named user plan for 20 agents they would receive an allocation of 100,000 voice transcription minutes that month. If a total of 80,000 minutes of call recordings are transcribed, then there would be no voice transcription charges as the usage is below the amount of the organization's voice transcription fair use allocation.
- **Over allocation:** If Company D purchases a Genesys Cloud CX3 Concurrent user plan for 20 agents they would receive an allocation of 100,000 voice transcription minutes that month. If a total of 140,000 minutes of call recordings are transcribed, then they would exceed their monthly allotment by 40,000 minutes ( $140,000 - 100,000 = 40,000$ ) and would incur a voice transcription usage charges of \$800 USD for that month ( $40,000 \text{ minutes} * \$0.02$ ).

**Data storage fair use policy overview:**

Genesys has a fair use policy for data storage charges. The fair use allocations are provided for your organization by counting the number of billable users of each license type during the period and applying the allowance for each user to determine the total amount of allocated data storage for your organization during the period.

The following items count towards your allocated data storage:

- Policy-based call recordings
- Policy-based digital recordings (email, message, chat), including any attachments.
- Policy-based screen recordings

**Note:** Once you archive these items, they no longer count towards your allocated data storage.

The following items do not count towards your allocated data storage:

- Policy-based items that have been archived.
- User recordings (ad-hoc recordings)
- Collaborate chats.
- Voicemails
- Transcripts of policy-based call recordings

**Note:** Screen recording archival is limited to one year. After that, screen recordings will be deleted. If you want to keep screen recordings archived longer than one year, you should move the recordings to your own long-term storage location.

Genesys Cloud allows data to be retained on its platforms for the term of the Genesys Cloud Agreement with Genesys. Genesys provides you with a way to track actual data storage usage and the ability to adjust your retention policy.

If you exceed your provided allocation, you are billed an overage charge for the additional storage.

**Data storage fair use allocation:**

The data storage fair use allocation is available for all the Genesys Cloud license tiers and the Named and Concurrent license types. Each tier/type has a specific gigabyte per month allocation.

CX3 Named Licenses – 32.5 gigabytes per user per month.

**Overage charges:**

If your organization exceeds your specified allocation in each month, you are billed per GB for any data storage over that allocation amount for that month at a rate of .50 per gigabyte.

**Examples:**

- **Within allocation:** If Company A purchases a Genesys Cloud CX 3 Named user plan for 20 agents, they would have a combined data allowance of 650 GB for their Genesys Cloud org. The combined data allowance is a result of the 32.5 GB per billable agent and the number of agents. The company is billed for all gigabytes of data storage over 650 GB each month at a rate of \$0.50/GB USD. If the customer's actual storage for the month was 300GB then there would be no charges as the usage is below the amount included in the organization's data storage allocation.
- **Over allocation:** If Company B purchases a Genesys Cloud CX 3 Named user plan for 20 agents, they would have a combined data allowance of 650 GB for their Genesys Cloud org. The combined data allowance is a result of the 32.5 GB per billable agent and the number of agents. The company is billed for all gigabytes of data storage over 650 GB each month at a rate of \$0.50/GB USD. If the customer's actual storage for the month was 900GB, then the Data Storage Charge would be \$125 USD for that month (250 GB \* \$0.50).

## Carrier Deployment Options

We are recommending the BYOC option for West Virginia DMV.

### Option 1 – GTS Voice Services

GTS Voice is a voice service offering for your telephony needs. GTS Voice is a cloud-native carrier to power your contact center solution, help smooth out your migration, and give you greater control over your deployment. When evaluating how to power the telephony services backing your Genesys platform, there are options. We are also HIPAA, SOC 2 and ISO 27001 compliant.

GTS Voice is a voice over IP telephony service that you can activate for use with your Genesys Cloud organization. It provides public telephony access to any Genesys Cloud services to which you subscribe. You can purchase phone numbers from us, or you can bring phone numbers with you. Once you have phone numbers in the GTS Voice system, you can assign them to users, IVR systems, managed phones, or campaigns.

GTS Voice provides:

- Local calling
- Long distance calling
- International calling
- Emergency services
- Toll-free services
- Number purchasing
- Number porting

## Option 2 - Bring Your Own Carrier Cloud (BYOC Cloud)

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

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

- BYOC Cloud involves Real-time Transport Protocol (RTP) traffic traveling over the Internet between an organization's regional Genesys Cloud CX AWS resources and the third-party trunk termination location. Consider your Internet infrastructure quality and latency before implementing the BYOC Cloud.
- The third-party carrier or device must have a publicly reachable IP address, and the appropriate TCP/IP ports must be open.

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

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

With Genesys Cloud CX's BYOC Cloud solution OSUWMC can choose one of two methods to implement your carrier connection.

- Configure BYOC Cloud with a cloud-based carrier device or a premises-based carrier device.

Please refer to the following link for additional details and associated diagrams:

<https://help.mypurecloud.com/articles/about-byoc-cloud>

# 2023 Gartner Magic Quadrant for Contact Center as a Service

Genesys named a Leader and positioned furthest in Vision and highest in Execution



## CRFQ DMV24\*01 - EXHIBIT A - CONTACT CENTER PRICING PAGE

TOTAL INSTALLATION & DELIVERY COST							
LOCATION -DMV 5707 MacCorkle Ave. SE, Charleston, WV 25304							
Item Number	QTY	Description	YEAR ONE	YEAR TWO	YEAR THREE	YEAR FOUR	Grand Total
3.1.1	1	<b>Contact Center Solution</b>	\$123,440.00	\$39,940.00	\$39,940.00	\$43,934.00	\$247,254.00
		20 Genesys CX3 Named Licenses	\$32,940.00	\$32,940.00	\$32,940.00	\$36,234.00	
		3 Genesys Training Subscriptions	\$10,500.00				
		Annual Support (8 x 5)	\$7,000.00	\$7,000.00	\$7,000.00	\$7,700.00	
		One-Time Installation Charge	\$73,000.00				
		The Zappix solution for the Visual IVR requirement is priced on a per session basis.	.48 cents per session	.48 cents per session	.48 cents per session	.53 cents per session	
		Chatbot Session Pricing	.03 cents per session	.03 cents per session	.03 cents per session	.04 cents per session	

PROPRIETARY AND CONFIDENTIAL

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TASKS	Links	GTS Admin Resource	GTS Sales Account Manager	GTS Sales Director	GTS Project Manager	GTS Business Analyst	GTS Architect	GTS Lead Engineer	GTS Engineer & Developer	GTS Engineer #2 (as applicable)	Project Delivery Sponsor (Kim)	Sales EVP (Tony)	GTS Executive Team (Ram/Tony)	GTS Support Resource	Client Project Manager	Client Lead Engineer	Client Developer	Client Project Delivery Sponsor	Client Business Sponsor	Client Contact Center Admin	Client CC Supervisor	Client CC Agent	Client Network Security Admin	Vendor Project Manager	Vendor Engineer	Vendor Account Manager	
		GTS	GTS SALES			GTS PROJECT DELIVERY								SUPPORT	CLIENT PROJECT DELIVERY							VENDOR PROJECT DELIVERY					
<b>PRE-SALE</b>																											
High Level Meetings			RA	C							I	C	C					C	C				C				
Customer Demo			RA	C							I	C	C					C	C				C				
RFP			RA	C		C	C				C	C	C					C	C				C				
PMO Process & High Level Task/Timeline			C	C	C						RA	C	C		R	C		C	C				C				
Internet Connectivity, Network, Security Requirements			A	C			R					C	C		R	C		C	C				R				
End User Workstation Requirements			A	C			R					C	C		R	C		C	R				I				
Database, Email, Carrier (SIP, DID, etc) Requirements			A	C			R					C	C		R	C		C	C				R				
SOW Creation			RA	C			C					C	C		C	C		C	C				C				
BOM Creation			RA	C			C					C	C		C	C		C	C				C				
<b>POST-SALE</b>																											
Statement of Work Sign Off			RA								I	I	I														
Customer Onboarding		R	A								I	I	I														
Purchase Order			RA								I	I	I						R								
<b>ADMINISTRATION</b>																											
Determine Desired Outputs			RA		C		C	C			R		C														
Determine Staff Competencies Required					C		C	C			RA		C														
Determine Project Timeline					C		C	C			RA		C														
Determine Milestones					C		C	C			RA		C														
Review Dependencies					C		C	C			RA		C														
Resolve Open Questions					C		C	C			C		RA														
"My Hours" Setup	<a href="https://myhours.com/">https://myhours.com/</a>	RA			I		I	I			I		I														
Monday.com Setup	<a href="https://hello-gts.monday.com/">https://hello-gts.monday.com/</a>	RA			I		I	I			I		I		I	I	I	I					I				
Teams Customer/Project Setup		RA			I		I	I			I		I														
<b>RESOURCE ALLOCATION</b>																											
Bottom-Up (Hourly) or Top-Down (Fixed)					C		C	C			RA		C														
Acquire Resources (Internal)					I		I	I			RA		C														
Acquire Resources (External)					I		I	I			R		RA														
Administrative Tasks		RA			I		I	I			I		I														
Assign Project Coordinator		RA			I		I	I			I		I														
Assign Engineer and Developer		RA			I		I	I			I		I														
Assign Architect/SME		RA			I		I	I			I		I														
<b>INITIATION</b>																											
Customer Welcome Email	<a href="#">Sample Welcome Email</a>				RA		I	I			I		I														
Internal Kick-Off	<a href="#">Sample IKO Agenda</a>				RA		C	C			C		C	C									C	C	C		
Customer Kick-Off	<a href="#">Sample EKO Agenda</a>				RA		C	C			C		C	C	C			C	C	C			C	C	C		
Change Management Plan	<a href="#">Sample Change Order Form</a>				RA		I	I			C		C				C	I	I	I	I		C	I	I		
Escalation Plan					RA		I	I			C		I				C	I	I	I	I		C	I	I		
Project Contact List	<a href="https://hello-gts.monday.com/">https://hello-gts.monday.com/</a>				RA		I	I			I		I				C	I	I	I	I		C	I	I		
<b>PLANNING</b>																											
Coordinate and Execute Genesys Beyond Training			R		R								C		RA	C	C	C	C	C	C		C				
Remote Access					I		I	I							RA	R							C				
Communication Plan			I		RA		I	I			C		I		R	I	I	C	C								
Discovery & Requirements Workshops (Vendor only as applicable)			C		A		R	C	C		I		I		C	C	C	I	I				C	C	C		
Provide User and Configuration Information			I		I		I	I	I		I		I		RA	C	I			C	C			I	I	I	
Identity Provider Configuration for SSO					I		I	I							A	R		C					C				
Voice Prompt Recordings for AA/IVR Configuration					I		I	I	I						A	R	I	I	I								
Firewall Configuration					I		I	I	I						A	R	I						C				
Network Configuration					I		I	I	I						A	R	I						C				
<b>EXECUTION</b>																											
Setup Genesys Cloud Organization					I		RA	R																			
Cloud SIP Trunk Configuration for WebRTC Soft Phones					I		A	R																			
Configure User Role					I		A	R																			
Configure ACD (Queues, Routing, Wrap Up Codes)					I		A	R																			
Configure Schedules (Open, Closed, Etc.)					I		A	R																			
Configure Agent Scripts					I		A	R																			
Configure Inbound Call Flows					I		A	R																			
Configure Callback Functionality					I		A	R																			
Configure Email Routing					I		A	R																			
Configure Outbound Campaign Management					I		A	R																			
Configure Quality Assurance and Quality Monitoring					I		A	R																			
Configure Recording Policy Sets					I		A	R																			
Configure 2Ring Dashboard & Wallboard (Sample 3rd party solution)					I		C	C															C	RA	I		
Configure PCIPAL (Sample 3rd party solution)					I		C	C															C	RA	I		
Configure ServiceNow Connector (Sample 3rd party solution)					I		C	C															C	RA	I		
Configure SSO Integration					I		C	C															C	RA	I		
Configure WFO/WFM/QM					I		A	R																			
Configure Speech Analytics/Transcription					I		A	R																			
Standard Reports	<a href="#">Reporting Documentation</a>				I		A	R																			
Supervisor Dashboards					I		A	R																			
Create Test Cases	<a href="#">Sample Test Cases</a>				I		A	R																			
Unit Testing					I		A	R																			
Knowledge Transfer (Administrator/Developer Level)	<a href="#">Sample Training Guides</a>				I		RA	R	C																		
KT Guide	<a href="#">Sample Training Guides</a>				I		RA	R	C																		
Handoff Test Environment					I		RA	R	C						I	I	I	I									
Plan for UAT					C		C	C	C						A	RA	C	I	I	C	C	C	I				
UAT Execution					I		I	I	I							RA	C										
UAT Defect Remediation Support					I		A	RA	C						I	RA	C	I	I								
Prepare for Training					I		C	RA	C						C	C	C	I	I								
Agent Training	<a href="#">Sample Training Guides</a>				I		C	RA							I	C	C	I	I								
Supervisor Training	<a href="#">Sample Training Guides</a>				I		C	RA							I	C	C	I	I								
Milestone Deliverable Acceptance	<a href="#">Sample Deliverable Acceptance Document</a>	I			RA		I	I	I		I		I		R			C	C								
Milestone Invoicing	<a href="#">Billing and Budget Tools</a> </																										



Amazon Web Services, Inc. • 410 Terry Avenue North, Seattle, WA 98109-5210, U.S.A.

January 12, 2024

Genesys  
1302 El Camino Real #300  
Menlo Park, California 94025  
USA

Re: Letter of Support for CRFQ 0802 DMV2400000001

To Whom It May Concern:

Amazon Web Services, Inc. (AWS) is very pleased to support Genesys in its efforts to assist State of West Virginia, Division of Motor Vehicles for CRFQ 0802 DMV2400000001 using the AWS Cloud. This letter confirms that Genesys is an AWS Partner Network (APN) AWS Advanced Partner in good standing.

Genesys also holds the following AWS Competency: Government.

Genesys participates in the following AWS Partner Programs: AWS Public Sector Partner (Government).

AWS offers commercially available, web-scale computing services that help organizations avoid much of the heavy-lifting typically associated with launching and growing successful applications. These services are based on Amazon's own back-end technology infrastructure and incorporate over a decade and a half of experience building one of the world's most reliable, scalable, and cost-efficient web infrastructures. The use of AWS will provide you with access to expertise in large-scale distributed computing and operations and will enable your applications to be robust and scalable.

AWS values and appreciates the opportunity to support Genesys, and we look forward to a long and productive relationship. If you have any questions, or require additional information, please contact Jessica Martin, Principal WWPS Partner Account Manager, at martinup@amazon.com or (310) 237-8753.

Sincerely,

Amazon Web Services, Inc.

A handwritten signature in black ink, appearing to read "Shannon Lowther". The signature is written in a cursive, flowing style.

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Shannon Lowther  
Senior Manager, Worldwide Public Sector Contract Management