SCHEDULE H: SERVICE DEFINITION FOR MULTI-CHANNEL RECORDING SERVICE

1.   Multi-Channel Recording Service Description

The Multi-Channel Recording Service offering provides a centralised, cloud based, recording solution. It enables the features and functionality to record voice calls, video calls, instant messages and screen shares when utilising Exponential-e's TCaaS service offering and record voice calls when utilising Exponential-e's UCaaS and CCaaS Services. Through a series of collector software, calls, messages and screen shares are captured and moved to the centralised recording platform on a real-time basis for processing and storage. A number of additional features and services are also available to provide Quality Assurance Call Scoring, QA Randomizer, Workforce Optimisation and Reporting and Analytics. The Multi-Channel Recording Service offering will consist of one of the following mandatory licenses:

Features	Functional summary	Core Recording License	Analytics Recording License
256-bit AES rotating encryption,	The multi-channel recording service fulfils regulatory compliance standards by encrypting each recording with a 256-bit AES rotating encryption and stores them on our secure cloud servers.	✓	✓
Geographic redundancy	The platform is built across geographically resilient server architecture and calls are stored securely in the cloud and can be made to be redundant across multiple geographical storage locations.	✓	✓
Unified Location Data Sovereignty	The multi-channel recording service addresses both the data sovereignty and compliance sharing issues. Our global, geographically resilient storage network satisfies sovereignty regulations.	✓	✓
Multi-Factor Authentication support	MFA provides additional layers of security to the sign-in process. Users provide additional identity verification using multiple devices. E.g. entering a code received on a mobile phone.	✓	✓
Unlimited Recordings and Storage	Users can store, stream, and download recordings without any limits.	✓	✓
Role-Based Access	Tiered levels of secure access based on an admin user's functional role and requirements for data and privacy.	✓	✓
Call Playback	Call recording allows you to record and store a library of your past calls, providing you easy access to any call you like, at any time.	✓	✓
Call Flagging, Searchable Call Tagging	Categorisation of calls by adding contextual labels to call recordings. These labels can be used to quickly search through call recordings.	✓	✓
Call Notes, Agent and/or Team Grouping	Ability to add notes to a recorded call, grouped by agent or team.	✓	✓
Customer Retention Policies	Allows customers to predefine the retention period of their call recordings.	✓	✓
Basic API Support.	API support to provide access to call records, call data and the ability to download calls to third-party applications.	✓	✓

Features	Functional summary	Core Recording License	Analytics Recording License
Unlimited Advanced Admin Licenses	Access to enhanced call details, screen capture/recording, emotion and sentiment analysis, advanced reporting, enhanced compliance call sharing and call notes.		✓
Unlimited Speech-to-Text Transcription	Unlimited transcription of conversations in real-time.		✓
Emotion and Sentiment Analysis,	Categorisation of how callers are feeling, enabling customers to analyse trends and improve customer satisfaction.		✓
Enhanced Call Details	Offers exhaustive data for every call you have recorded. Some of the functions include adding tags, place a call on legal hold etc.		✓
Advanced Reporting	Advanced reporting lets businesses create customized reports that better match their business needs. Benefits include improved business insights, more informed decisions, and greater productivity.		✓
Enhanced Compliance Call Sharing,	Ability to share compliance call recordings outside of the call recording platform.		✓
Call Section Notes	Ability to annotate different call sections within a call recording.		✓
Time-based Call Notes	Notes pinned to a particular time within a call recording.		✓
Keyword Search	Search criteria for key words, analysing call transcriptions and returning a list of every instance a keyword has been used.		✓
Key Phrase Search	Search criteria for key phrases, analysing call transcriptions and returning a list of every instance the key phrase has been used.		✓
PCI DSS Redaction Module	Automated redaction of card payment information from the call recording for compliance purposes.		✓
Analytics Dashboard	Administrator dashboard for agent scoring and call recording analytics. Includes automatic agent scoring.		✓

The following add-on licenses can be purchased when using the Multi-Channel Recording Service in conjunction with Exponential-e's TCaaS offering:

TCaaS Add-On Licenses	Description
Microsoft Teams Video Recording Add-on	Video recording add-on for Core Recording license.

The following add-on licenses can be purchased when using the Multi-Channel Recording Service in conjunction with our TCaaS, CCaaS, Hosted PBX or UCaaS offerings:

TCaaS / CCaaS / HPBX Add-On Licenses	Description
QA Supervisor License	Multiple QA applications including agent evaluation and scorecards, custom scorecard editor, QA randomiser and QA reporting. Requires Advanced Admin Licence per each QA Supervisor Licence.

The following chargeable implementation packages are available for the Multi-Channel Recording Service:

Implementation Package	Description
Enterprise Voice Implementation	Implementation of Enterprise Voice License estate for TCaaS / CCaaS /UCaaS/ Hosted PBX. The number of Man Days over which this will be delivered will be set out on the Order Form.
Analytics Implementation	Custom build out the report criteria, building in key words and sentiment alarms. The number of Man Days over which this will be delivered will be set out on the Order Form.

The following chargeable training packages are available for the Multi-Channel Recording Service:

Training Package	Description
End User Training	2 hour training session for end users using the platform to view / listen to recordings, access reporting, make system notes, create / manage quality assurance score cards.
Administrator Training	2 hour training sessions for customer administrators who will be making basic moves adds and changes.
Analytics Training	2 hours training

Exponential-e shall use reasonable endeavours to give the Customer not less than 24 hours' notice of any planned works on the Multi-Channel Recording Service.

2. Multi-Channel Recording Service Demarcation Point (SDP)

Where applicable, the Multi-Channel Recording SDP is the point up to which Exponential-e's Multi-Channel Recording service obligations apply. When used with the TCaaS Service, a SDP applies and the SDP is the Customer's Microsoft Teams tenant.

3. Target Service Commencement Date

Multi-Channel Recording Service   30 Working Days*

* From order acceptance

4. Multi-Channel Recording Service Level Agreement

The Multi-Channel Recording Service availability is defined as the ability to record voice calls, video calls, capture instant messages. The Target Availability Service Level for the Multi-Channel Recording Service is as follows:

	Target Availability
Multi-Channel Recording Service	99.999%

No service credits are available for this Service.

5. Data Processing

When Exponential-e provides Multi-Channel Recording Service, this may result in Exponential-e Processing Customer Personal Data. The following applies to the Processing of such Personal Data by Exponential-e:

Subject Matter of Processing

Phone numbers, call records, email addresses, passwords/codes and usernames used in conjunction with the Service and/or Service portal.

Nature of the Processing

Storage, collection and reporting.

Location of Processing

The Processing will take place within the UK and/or EEA.

Appropriate Technical and Organisational Measures

With respect to the requirement set out in the General Terms in Clause 10.15 at point (ii), the Customer agrees that as far as it is concerned the security measures set out in the Contract and Exponential-e's maintenance of the ISO27001 (Information Security Management) standard or any replacement or equivalent of either subsisting from time to time (the "Security Measures") fulfils the requirement of appropriate technical and organisational measures and the Customer agrees not to contend otherwise, recognising that the Charges for the Multi-Channel Recording Service directly relate to the Security Measures to be applied.