SCHEDULE I: SERVICE DEFINITION FOR ANALYTICS FOR MS TEAMS SERVICE

1.   Analytics for MS Teams Service Description

The Analytics for MS Teams Service is a business intelligence reporting tool for MS Teams. It is designed to provide insight into how customers are using their MS Teams environment to improve productivity, customer service, cost management and user adoption. The Analytics for MS Teams Service presents information through scheduled and ad hoc reports, dashboards and monitors. Data is based on Call Data Records extracted via the Microsoft Graph API and is 'near real-time'. The Analytics for MS Teams Service offering will consist of one of the following mandatory licenses:

Mandatory Licenses	Description
Analytics Base Package	Delivers insight into an organisation's utilisation of MS Teams historical activity data through ad hoc and scheduled reports, dashboards and monitors. Key metrics around employee productivity, call activity, capacity management and call quality.
Analytics Range Manager	DDI management tool designed to simplify the administration of multiple DDI ranges in a single user interface. Analytics RM automatically updates the details for each of the DDI ranges taking details from AD and other databases making it UC platform independent.

The following add-on licenses can be purchased when using the Analytics Base package:

Analytics Add-On Licenses	Description
Analytics Real Time	Real-time presence and auto attendant and call queue activity via wallboards, dashboards, and monitors, detailing live and historical performance data that is filterable by department, queue or employee.
Analytics Queue Manager	Enables the configuration of Teams call queues and auto attendants through role-based access.
Analytics License Adoption	License allocation, consumption and usage metrics for O365 and Teams

The following chargeable Professional Services units are available:

Professional Services	Description (Info)
Consultation	Consultation to work with the customer to define business outcomes
Project Management	Project Management, Customer Kick Off or Low-Level Design Workshops
Implementation	Architect / Design, Engineering Build or Quality Assurance and Testing
Adoption	Admin and User Training, Documentation

The following table defines what is included with each Professional Services unit:

Professional Services	Breakdown	Items Provided
Consultation	Consultation	Consultation to work with the Customer to define business outcomes. The output is an updated scope of works. The amount of Man Days will be specified on the Order Form.
Project Management	Project Management	Project Management to support project delivery and setup. The amount of Man Days will be specified on the Order Form.
	Customer Kick Off	Project Management to provide the Customer kick off meeting. The amount of Man Days will be specified on the Order Form.
	Design Workshops	Design workshop to finalise the detailed solution design to be performed on site or remotely. The output is a low-level design. The amount of Man Days will be specified on the Order Form.
Implementation	Architect/Design	Professional services from a design architect to be performed remotely. The output is the sign-off of the implementation design. The amount of Man Days will be specified on the Order Form.

	Pre-Build Engineer	Engineering to perform the service build to be performed on site or remotely. The amount of Man Days will be specified on the Order Form.
	Quality Assurance and Testing	Professional services to complete the solution testing and make any required amendments before go-live. To be performed on site or remotely. The amount of Man Days will be specified on the Order Form.
Adoption	Admin Training	Admin training to be delivered on site or remotely. The amount of Man Days will be specified on the Order Form.
	Agent Training	Agent training to be delivered on site or remotely. The amount of Man Days will be specified on the Order Form.
	Go Live/Floor walk	Go-live support to be delivered remotely or on-site with a floor walk. The amount of Man Days will be specified on the Order Form.

Exponential-e shall use reasonable endeavours to give the Customer not less than 24 hours' notice of any planned works on the Analytics for MS Teams Service.

2. Target Service Commencement Date

Analytics for MS Teams Service   30 Working Days*

* From order acceptance

3. Analytics for MS Teams Service Level Agreement

The Target Availability Service Level for the Analytics for MS Teams Service is as follows:

	Target Availability
Analytics for MS Teams Service	99.9%

No service credits are available for this Service.

4. Data Processing

When Exponential-e provides the Analytics for MS Teams 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 Analytics for MS Teams Service directly relate to the Security Measures to be applied.