



**BroadSoft Hosted Call Center  
Statement of Work**

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*Presented by:*

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## **Statement of Work**

### **Initial Services Assessment**

#### **BroadWorks Hosted Call Center**

- Create Hosted Call Center product specification
- Assist in configuration and testing of CCRS (Call Center Reporting Server)
- Build and brand Agent and Supervisor client applications
- Assist in selection and integration of third party call recording solution

#### **Customer Requirements**

- BroadWorks platform operating on at least Release 14 SP9
- Server allocated for CCRS with base OS, ping, power, and pipe
- Required BroadSoft licenses to include Agent, Supervisor, Call Center, and Enhanced Call Center. Call Center Express Agent license will also be required if planning on offering agent capabilities via Polycom handset instead of agent client

### **Hosted Call Center Product Specification – Service Details**

- High Level overview of current BroadWorks Call Center software release
- Detailed product requirements to include call queues, call flows, agents, supervisors, and reporting
- Detailed feature overlay review to include auto attendants and call recording
- Detailed provisioning and process flows for BroadWorks Call Center, to include agent and supervisor clients
- Detailed overview of BroadWorks Call Center license requirements
- Best practices for customer selection and requirements

### **CCRS (Call Center Reporting Server) Implementation – Service Details**

- Assist in installation, configuration, integration, and testing of the CCRS
- Test and document reporting statistics match between BroadWorks Application Server and CCRS

### **Build and Brand Agent and Supervisor Client Applications – Service Details**

- Build agent and supervisor client applications using the latest BroadWorks GA DSI image for Deployment Studio
- Brand agent and supervisor client applications using carrier product information and artwork
- Test agent and supervisor client applications

### **Call Recording Solution Design and Pricing Assistance – Service Details**

- Research several call recording solutions to include hosted (CTI Group), premise-based (Telrex), and endpoint (Polycom SoundPoint IP 650)
- Conduct conference calls as necessary with all parties involved
- Provide solutions overview to include documentation and technical diagram of the call flow