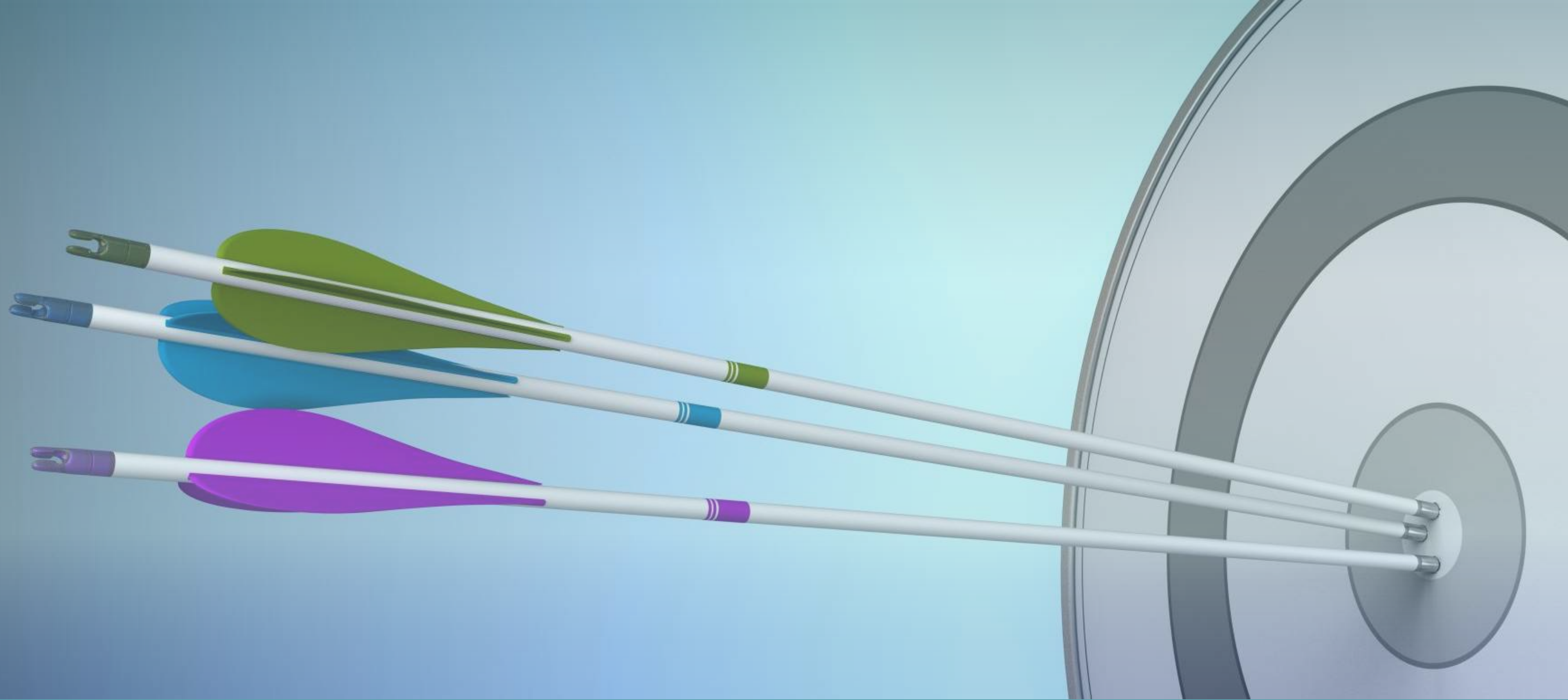


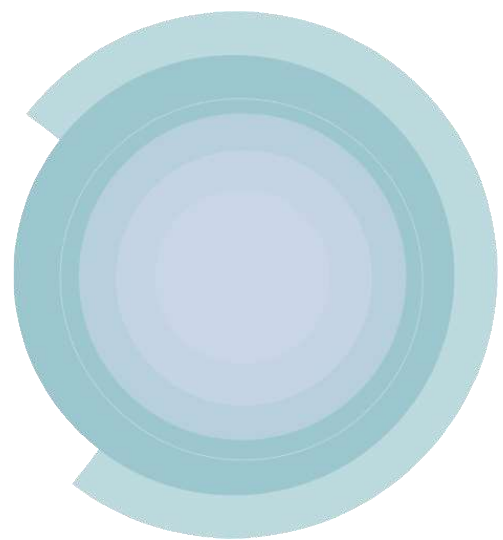
Appendix F Contact Center Roadmap



Call Recording and Workforce Management Replacement

Contact Center Roadmap

Calabrio Replacement



Replace - Why?

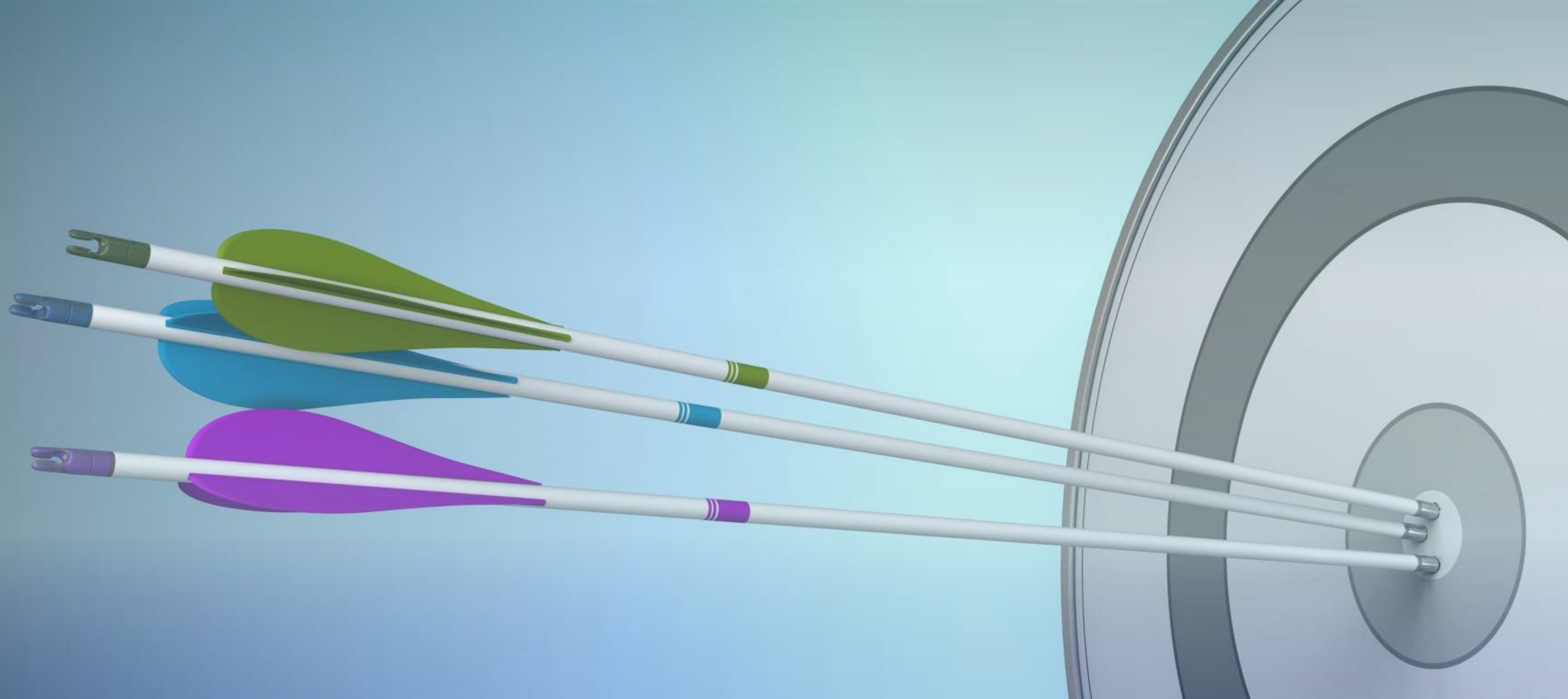


- ☐ Workforce management is changing in the current software
- ☐ Additional licensing cost
- ☐ Additional software integration required

Benefits



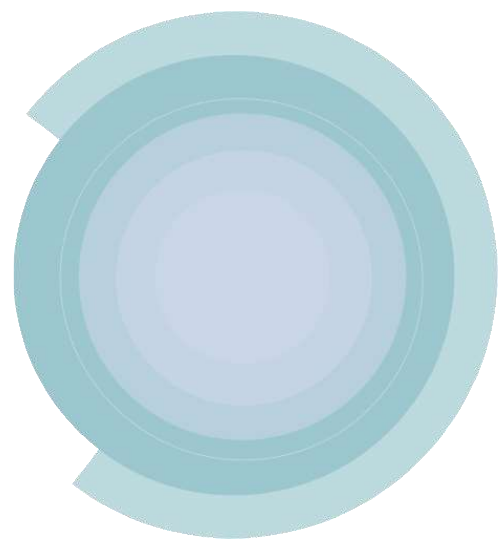
- ☐ Non-WFM Replacement uses Contact Lens, which is turned on during the Call Summarization rollout
- ☐ Reduction in the number of applications being accessed by agents
- ☐ Reduction in licensing cost
- ☐ Reduced operational maintenance



eCCP Replacement

Contact Center Roadmap

eCCP Replacement



Replace - Why?



- ☐ Duplicative of native AWS functions
- ☐ Less stable than native AWS control panel
- ☐ Additional licensing and resources to maintain

Benefits



- ☐ Increased stability
- ☐ Reduction in software sprawl
- ☐ Easier to maintain