

## Expedited Avaya Migration for Mid-Sized Customer

### Requirements and Scope

- **Minimum 150 concurrent agents (i.e., 150 agents logged in at the same time daily) to a maximum of 300 Concurrent Agents.**
- **Includes the following as part of the AVAYA Migration to AWS:**
  - **Baseline Network Assessment to support Amazon Connect/Symbee CCaaS**
  - **End to End Design, Documentation and Deployment of existing Voice Contact Flow configurations:**
    - IVR Design
    - Prompting (Recordings)
    - Routing Profiles (i.e., Agent ID's)
    - Queues (i.e., Skills and Skill levels)
    - Agents (i.e., Contact Center Agents)
  - **Telco Migration:**
    - Standard porting for DID and Toll-Free numbers to Amazon Connect
    - Temporary Call-Forwarding option available to expedite AVAYA Migration (As required)
  - **End to End Design, Documentation and Deployment of Reporting (i.e., AVAYA BCMS and/or CMS):**
    - Realtime Reporting
    - Historical Reporting
    - Custom Reporting
      - Report review required to determine scope of custom reports. Additional ProServices cost will be required based on complexity of report(s).
  - **Integration into the following WEM Solutions:**
    - The customer must have the correct licensing and ProServices from the WEM provider to configure the WEM solution already deployed with AVAYA. Symbee is **NOT** responsible for the core WEM solution.
    - Symbee will configure the AWS/Amazon Connect integration into the existing WEM Provider:
      - Calabrio
      - Verint
      - Other 3<sup>rd</sup> Party required to have an Amazon Connect integration
  - **Training:**
    - Train the Trainer provided for the following:
      - Agent Training 2 Hours
      - Supervisor Training 2 Hours
    - System Administration:
      - Amazon Connect 4 Hours
      - Symbee 4 Hours
    - Reporting Training:
      - Administration 2 Hours
      - Viewer Training 4 Hours
      - Editor Training 8 hours
  - **Testing:**
    - System Integration Testing (SIT):
      - Performed by Symbee based on approved design
    - User Acceptance Testing (UAT):
      - Performed by Customer
  - **Go Live Support**
    - Symbee will support up to (2) Go Live Events for this migration effort off of AVAYA.
    - Symbee will support customer for up to 5 business days Post Go Live.