

BT Five9 Professional Services

Ensure a successful implementation and ongoing success with services from BT Five9.

When you're rolling out a new technology solution, you need a team of trusted advisors who are committed to your success and provide expert guidance at every step of your journey. The BT Five9 Professional Services team is dedicated to swiftly deploying your solutions, streamlining processes, and continuously optimising performance. Our customer-centric services team consistently earns an industry-leading Net Promoter Score, with more than 80% of customers and partners saying they would recommend BT Five9 after a Professional Services deployment engagement in the previous quarter.

BT Five9 uses a phased approach to achieve clear, measurable goals, culminating in an implementation that meets your requirements and objectives. BT Five9 continuously fine-tunes best practices to deliver custom solutions for each client.

Project Phasing

Initiation and Definition: BT Five9 collaborates with you to outline deliverables and milestones, establish a call schedule, and compile workflow documentation. After establishing initial guidelines, the team moves to the definition phase to define project objectives and finalise a project plan.

Configuration: The team bases the configuration process on the defined project requirements. As the initial build gets underway, the team completes user acceptance testing, train-the-trainer sessions, and performs a go-live readiness assessment to ensure a smooth deployment.

Deployment: Once the initial deployment is completed our team works with you to modify configurations to achieve the highest levels of performance. The result is a powerful, efficient, and operationally

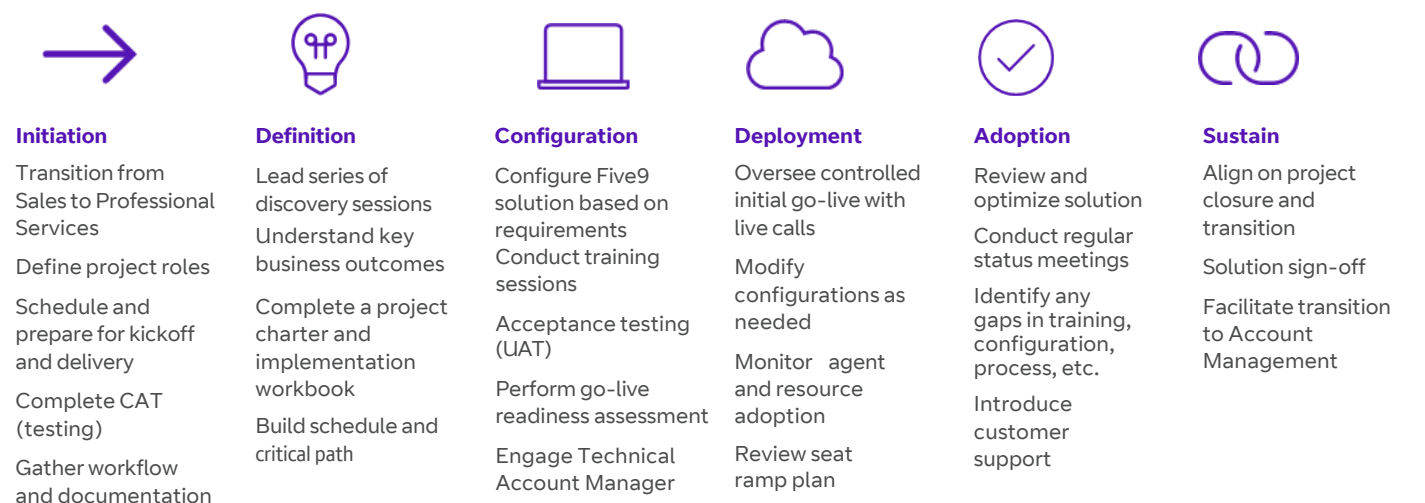
Benefits

- Dedicated team members guide you through deployment.
- Customized delivery addresses your specific business requirements.
- Ongoing customer support provides guidance going forward.

Features

- Choose from three core packages.
- Select a la carte add-on services to fit your business.
- Benefit from train-the-trainer education for administrators and other leads.

The BT Five9 Professional Services Methodology



sound contact centre that has the potential to transform your customer service organisation—in addition to your bottom line.

Adoption: Five9 continues to work with you to review and optimise the solution. Your team will build the competence and confidence to run a contact centre in the cloud while building a productive, long-term partnership with the BT Five9 team.

Sustain: Both teams align to review the initial plan and resolve outstanding items. When the teams reach alignment, Five9 Professional Services closes the project and transitions to the BT Five9 Customer Success Management team to provide ongoing support and guidance as you continue to grow and scale your business.

The BT Five9 Professional Services team is available on an as-needed, hourly basis to integrate new applications, such as adding new contact centre locations or creating custom reports to capture specific business metrics.

Build the Package that Works for You

BT Five9 offers three core Professional Services packages, as well as add-on options. We perform all services remotely via conference calls and online collaboration tools. Training includes all standard materials; customised training materials require more hours.

Core voice services packages are categorized by implementation plan hours, deployment type (tenants, sites, phases, business units), and included configurations (inbound/outbound, IVR call flows, agent scripts, worksheets, etc).

BT Five 9 used a phased approach to assign hours for each

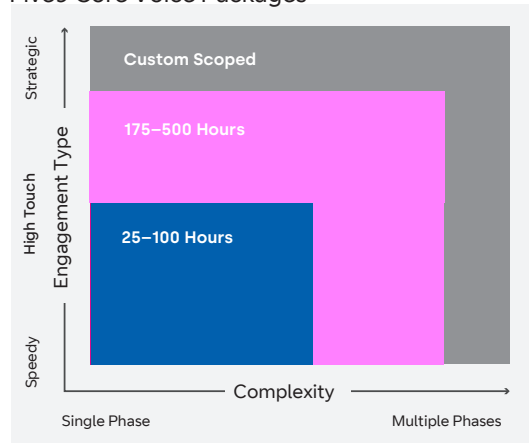
- 25–100-hour implementation packages include deployment for a single Intelligent Cloud Contact centre domain, site, phase, and business unit; configurations for inbound and outbound campaigns; agent scripts; and basic DTMF IVR call flows. The 100 hour package also includes configuration for worksheets, customised reports, and data dips (web services calls) for call routing.
- 175–500-hour implementation packages include deployment for up to two domains, up to four sites, and two or three business units and phases. This package allows additional configurations for inbound/outbound campaigns, agent scripts, basic DTMF IVR call flows, worksheets, customized reports, and data dips for call routing.
- With the custom-scoped option, BT Five9 consultants work with you to design a package with custom implementation and training for new customer deployment, including discovery configuration and training for voice services only. The approach applies to projects with a greater scope than our current time-based packages.

Add-on Packages

Choose from a range of add-on Professional Services packages to fit any requirements. These engagements include additional billable units of hours for implementation phases – initiation, definition, configuration, deployment, adoption, and sustain.

Workforce Optimisation: Various implementations are available for deploying Five9 and partner WFO solutions, including interactive analytics, Workforce Management

Five9 Core Voice Packages



Add-on Packages*

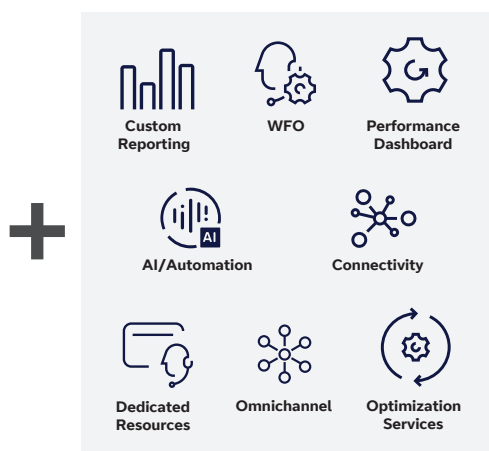


Figure 1:

Core packages are based on time and complexity, with add-ons available.

*Additional billable units of hours

“I can’t say enough positive things about the Five9 implementation team. They were awesome in getting us where we needed to be.”

Ryan McMahon, Director of Sales Operations, Linear Financial Technologies

(WFM), quality management, speech analytics, and call/screen recording. The team supports customer discovery, end-to-end testing, rollout, and adoption.

Custom Reporting: Development of custom reports beyond those in the standard reporting portal.

Performance Dashboard: Expand the reporting capabilities of BT Five9 Performance Dashboard with packages that include delivery of a wallboard with pre-defined metrics and visualisation widgets. Select historical and real-time metrics based on the Performance Dashboard data dictionary.

Omnichannel: Choose from packages for email, chat, and SMS that take a train-the-trainer approach to workflow-driven campaigns. Implementation deliverables and services include data gathering, solution design and review, basic configuration, acceptance testing, supported rollout, training, optimization, and fine tuning.

Connectivity Services: Packages include provisioning connectivity to BT Five9 data centres, VPN connection configuration, partner telephony connections (Microsoft Teams, Mitel, RingCentral, Zoom, and more), SIP trunk setup, Equinix Fabric connection, and MPLS Agent Connect.

AI and Automation: BT Five9 Intelligent Virtual Assistant (IVA) implementation, including configuration, testing, supported go-live, and user adoption.

Custom Solutions: Professional support for custom solutions such as bulk messaging, Busylight connector implementation, headset control implementations, mutual authentication services, secure payment services, and more. Five9 also offers integration services with Microsoft Teams, NetSuite, Oracle Service Cloud, RingCentral UC, Salesforce, ServiceNow, Velocify, and Zoom UC, to name a few.

Optimisation: Customize integrations and other efficiency-related process improvements to help you gain maximum value. BT Five9 Professional Services will scope your specific request and create a custom SOW outlining the recommended optimization services.

Dedicated Support: Work with a BT Five9 Professional Services Dedicated Support Engineer or Program Manager for a fixed monthly fee. (Minimum engagement: six months.)

Learn More

With BT Five9, you get a best-in-class cloud contact centre and a dedicated professional services team committed to your success. To schedule a demo or learn more contact us at

www.btireland.com/contact-us

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to the respective British Telecommunications plc standard conditions of contract. Nothing in this publication forms any part of any contract.

© BT Communications Ireland Lt Registered office: Grand Canal Plaza, Upper Grand Canal Street

Dublin 4. Registered in Ireland No.
14152 November 2023

