

CXone Performance Management

Standard NICE QM Integration

Solution Description

This is a turnkey integration that pulls the metrics outlined below from NICE QM into the CXone PM system. This will allow you to view standard NICE QM metrics in the same dashboards and wallboards as ACD metrics, as well as other systems, integrated within the CXone PM tool.

Description of Services

Deliverables:

1. Establish connection via Access Key authentication.
2. Build stored procedure and standard metrics from database
3. UAT (User Acceptance Testing)

Connection Guidelines:

1. An Access Key must be created by the NIC TAM or NIC PM if it has not been done already for the InContact ACD integration.
2. CXone PM will then turn on the import to pull data into our staging tables.

Metric Guidelines

1. Only metrics listed below will be included as “standard” for integration completion
 - Variations of standard metrics can be made available to customers at no additional charge
2. Metrics will be assigned to the current hierarchy in client’s environment as applicable. I.E. Survey question metrics will be viewable by based on the call the survey is based on.
3. Any additional metrics required will be considered “custom”
 - Custom metrics will need to be scoped out by a database specialist
 - Custom metrics will require PS hours to be completed
 - Custom metrics will NOT begin until the standard integrations is completed and accepted by the customer

NICE inContact Responsibilities

1. Assign named Professional Services resources to the implementation team for this engagement to include the following:

Project Manager

- Coordinate and manage NIC resources that work with Customer Project Manager and CXone PM team.
 - Create Access Key for CXone PM to retrieve data (if one doesn’t already exist).
 - Provide reports from NICE QM to CXone PM to allow validation to be completed
 - Issue communication on project status
2. Finalize project timeline for real-time report templates using custom dashboard modules.
 3. Support Customer in User Acceptance Testing in the Performance Dashboard

Completion Milestones:

1. Access key authentication created by NIC
2. Pre-defined standard metrics built
3. Customer UAT (User Acceptance Testing)

Reporting

1. All NICE QM reports are for historical data only.
2. Data will refresh about every 20 minutes

Customer Responsibilities

1. Identify internal Subject Matter Experts (SMEs) to participate in the implementation project, to include:
 - Project Manager to organize required Customer resources necessary to complete requirements definition, perform review of deliverables, and provide sign-off on project deliverables.
 - Contact Center Reporting SME to participate in requirements definition and conduct User Acceptance Testing
2. Develop User Acceptance Test plan and cases.
3. Develop test data for User Acceptance Testing.
4. Execute User Acceptance Test cases and provide to NIC written notification describing defects encountered during the UAT process.
5. Provide sign-off on the deliverables and milestones described in this SOW or written notification outlining any deficiencies within five (5) business days of receipt.

CXone Performance Management Responsibilities

1. Assign named Professional Services resources to the implementation team for this engagement to include the following:

Project Manager

- Work with NIC TAM/PM to get feeds turned on
- Present metrics for User Acceptance Testing

Data Architect

- Set up integration
- Build standard metrics

2. Build the integration and standard metrics.
3. Conduct integration testing.
4. Conduct validation testing
5. Support Customer in User Acceptance Testing in the Performance Dashboard
6. Respond to defects identified during Customer's User Acceptance Testing.
7. Scope any "custom" metrics that may be requested.

Included Standard Metrics

Metric Name	Abbreviation	Metric Components & Calculation	Notes
Surveys Submitted	Surveys		Count of all surveys submitted
Survey Score	Survey Score		Score of all surveys submitted

Customer Acceptance

Client Signature:

Printed Name:

Title:

Date: