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1. Service Components – all inclusive recording packages

1.1. neo cloud – Call Recording (per configured named user / per month)

Provides voice & SMS (if applicable) recording for every named user with an existing recording profile.

The neo solution offers a hierarchical user administration in addition to various access and user rights. This ensures that each individual user can only see and use the functions for which he is entitled. For this, various user roles can be created, which can be assigned to a user. In turn, different roles can be assigned to one user. This ensures that access to sensitive data, e.g. searching and replaying recordings, is only possible for users with the respective access rights.

The solution includes:

1.1.1. Recording of the specified named users

1.1.2. Access to the browser-based Portal, which is the entry point to the recording system. The portal provides access to all important modules, such as POWERplay Web or System Configuration. After authentication on the system, the user can access the functions from almost everywhere without having to install additional software on the client PC. To ensure the necessary security during the transmission, a secured connection (SSL) is used.

1.1.3. Encryption with neo Key Management - All data is automatically encrypted before being stored using AES (Advanced Encryption Standard) 256-bit encryption. The encryption with AES guarantees high data security and thus protects against unauthorized access.

1.1.4. Usage of different recording modes:

1.1.4.1. Bulk Recording

All calls are recorded with bulk recording. The recording is automatically started at the beginning of the call, is terminated at the end and is stored afterwards.

beginning of the call, is terminated at the end and is stored afterwards.

1.1.4.2. Recording on Demand

Recording on Demand (RoD) means that a user has the possibility to manually control the recording. This is an option which can be activated using the client application CLIENTcommand. This includes:

- Starting the recording (“Start”)
- Stopping the recording (“Stop”)
- Pausing while recording (“Mute”)
- Continuing recording (“Resume”)

1.1.4.3. Saving on Demand

The call is always recorded automatically from start to end. It is stored in a secured buffer which cannot be accessed by any user. This record will be removed immediately from the buffer after the call has been terminated or after the preset follow-up interval has been expired, unless the call is saved by a user.

1.1.4.4. Deleting on Demand

All calls are always recorded automatically from start to end. They are stored in a secured buffer which cannot be accessed by any user. The recording is saved immediately after terminating the call if the call is not actively marked as private call by a user.

1.1.4.5. Rules-based Recording

At the start of the call, it is decided based on rules stored in the Recording Planner whether the call should be recorded or not. Recording rules can be determined e.g. for the following parameters (depends on integration):

- Phone numbers (black / white list)
- Direction of the call
- External actions, such as Keep/Delete

- 1.1.5. Optional: Recording control with the CLIENTcommand application (must be activated within Recording Planner) - Provides functions such as start / stop recording, retain / discard recording, pause / resume recording, and add additional information to conversations.
- 1.1.6. The browser-based POWERplay Web application enables a wide range of possibilities for searching and playback of recorded conversations on any computer on which a browser has been installed without the need to install further client software on the PC. POWERplay Web is simple-to-operate and ensures the required security for transfer of sensitive data with a secure SSL/TLS connection. The POWERplay Web is available for every user (depending on user rights) and offers search and playback based on the respective user rights.
- 1.1.7. INSIGHTneo (accessible via neo Portal) is ASC's central reporting solution that prepares all available data of INSPIRATIONneo and recording solutions to meaningful reports and dashboards. Creation of reports and dashboard views can be done in guided steps which simplify the process of report generation.
- 1.1.8. Recorded information will be stored in a Microsoft Azure Block Object (BLOB) Storage and is included for all recorded content until the subscription for a user expires.
- 1.1.9. Supported integrations
As ASC is constantly updating and enhancing the supported Integrations, please always refer to the latest Integration Overview document for detailed information (available on ASC XCHANGE).

2. Service Components neo cloud individual recording packages

2.1. neo cloud – Call Recording (per configured named user / per month)

Provides voice & SMS (if applicable) recording for every named user with an existing recording profile.

The neo solution offers a hierarchical user administration in addition to various access and user rights. This ensures that each individual user can only see and use the functions for which he is entitled. For this, various user roles can be created, which can be assigned to a user. In turn, different roles can be assigned to one user. This ensures that access to sensitive data, e.g. searching and replaying recordings, is only possible for users with the respective access rights.

The solution includes:

- 2.1.1. Recording of the specified named users
- 2.1.2. Encryption with neo Key Management - All data is automatically encrypted before being stored using AES (Advanced Encryption Standard) 256-bit encryption. The encryption with AES guarantees high data security and thus protects against unauthorized access.
- 2.1.3. Usage of different recording modes:
 - 2.1.3.1. Bulk Recording
All calls are recorded with bulk recording. The recording is automatically started at the beginning of the call, is terminated at the end and is stored afterwards.
 - 2.1.3.2. Recording on Demand
Recording on Demand (RoD) means that a user has the possibility to manually control the recording. This is an option which can be activated using the client application CLIENTcommand. This includes:
 - Starting the recording ("Start")
 - Stopping the recording ("Stop")
 - Pausing while recording ("Mute")
 - Continuing recording ("Resume")

2.1.3.3. Saving on Demand

The call is always recorded automatically from start to end. It is stored in a secured buffer which cannot be accessed by any user. This record will be removed immediately from the buffer after the call has been terminated or after the preset follow-up interval has been expired, unless the call is saved by a user.

2.1.3.4. Deleting on Demand

All calls are always recorded automatically from start to end. They are stored in a secured buffer which cannot be accessed by any user. The recording is saved immediately after terminating the call if the call is not actively marked as private call by a user.

2.1.3.5. Rules-based Recording

At the start of the call, it is decided based on rules stored in the Recording Planner whether the call should be recorded or not. Recording rules can be determined e.g. for the following parameters (depends on integration):

- Phone numbers (black / white list)
- Direction of the call
- External actions, such as Keep/Delete

2.1.4. Optional: Recording control with the WEBcommand or CLIENTcommand application (must be activated within Recording Planner) - Provides functions such as start / stop recording, retain / discard recording, pause / resume recording, and add additional information to conversations.

2.1.5. Supported integrations

As ASC is constantly updating and enhancing the supported Integrations, please always refer to the latest Integration Overview document for detailed information (available on ASC XCHANGE).

2.2. Replay User (Supervisor access; per configured POWERplay Web license / per month)

Access to the browser-based ASC Portal, which is the entry point to the recording system. The portal provides access to all important modules, such as POWERplay Web or System Configuration. After authentication on the system, the user can access the functions from almost everywhere without having to install additional software on the client-PC. To ensure the necessary security during the transmission, a secured connection (SSL) is used.

The Replay User provides access to the browser-based POWERplay Web application. It enables a wide range of possibilities for searching and playback of recorded conversations on any computer on which a browser has been installed without the need to install further client software on the PC. POWERplay Web is simple-to-operate and ensures the required security for transfer of sensitive data with a secure SSL/TLS connection. One concurrent POWERplay Web access is available per Replay User license and offers search and playback based on the respective user rights.

Please note: The Replay user licenses have to be allocated to the respective tenant.

INSIGHTneo (accessible via ASC Portal) is ASC's central reporting solution that prepares all available data of INSPIRATIONneo and recording solutions to meaningful reports and dashboards. Creation of reports and dashboard views can be done in guided steps which simplify the process of report generation.

2.3. Storage per GB (per month)

Recorded information will be stored in a Microsoft Azure Block Object (BLOB) Storage. The total amount of stored recordings will be calculated each month and billed per GB. Started gigabytes or part thereof are rounded up.

3. Service Components neo cloud Dial In Recording Service

3.1. neo cloud – Dial In Recording Service user (per configured named user / per month)

Provides recording based on conferencing in a recording service number for every named user with an existing recording profile (required connection details are specified in 2.1.3)

The neo solution offers a hierarchical user administration in addition to various access and user rights. This ensures that each individual user can only see and use the functions for which he is entitled. For this, various user roles can be created, which can be assigned to a user. In turn, different roles can be assigned to one user. This ensures that access to sensitive data, e.g. searching and replaying recordings, is only possible for users with the respective access rights.

The solution includes:

- 3.1.1. Recording of the specified named users
- 3.1.2. One phone number which will be used to conference the recording system into any active conversation (user requires conferencing feature).
- 3.1.3. Encryption with neo Key Management - All data is automatically encrypted before being stored using AES (Advanced Encryption Standard) 256-bit encryption. The encryption with AES guarantees high data security and thus protects against unauthorized access.
- 3.1.4. Recorded information will be stored in a Microsoft Azure Block Object (BLOB) Storage and is included for up to 25 GB (equals about 50.000 minutes of audio recordings) and is retained until the subscription for a user expires.
- 3.1.5. The POWERplay Web is available for search and replay of own conversations (depending on user rights).The browser-based POWERplay Web application enables a wide range of possibilities for searching and playback of recorded conversations on any computer on which a browser has been installed without the need to install further client software on the PC. POWERplay Web is simple-to-operate and ensures the required security for transfer of sensitive data with a secure SSL/TLS connection.

3.2. neo cloud – Dial In Recording Service Core user w/o SIP Trunk (per configured named user / per month) **Partner only**

Provides recording based on conferencing in a recording service number for every named user with an existing recording profile (required connection details are specified in 2.1.4)

The neo solution offers a hierarchical user administration in addition to various access and user rights. This ensures that each individual user can only see and use the functions for which he is entitled. For this, various user roles can be created, which can be assigned to a user. In turn, different roles can be assigned to one user. This ensures that access to sensitive data, e.g. searching and replaying recordings, is only possible for users with the respective access rights.

The solution includes:

- 3.2.1. Recording of the specified named users
- 3.2.2. Encryption with neo Key Management - All data is automatically encrypted before being stored using AES (Advanced Encryption Standard) 256-bit encryption. The encryption with AES guarantees high data security and thus protects against unauthorized access.
- 3.2.3. Recorded information will be stored in a Microsoft Azure Block Object (BLOB) Storage and is included for up to 25GB (equals about 50.000 minutes of audio recordings) and is retained until the subscription for a user expires.
- 3.2.4. The POWERplay Web is available for search and replay of own conversations (depending on user rights).The browser-based POWERplay Web application enables a wide range of possibilities for searching and playback of recorded conversations on any computer on which a browser has been installed without the need to install further client software on the PC. POWERplay Web is simple-to-operate and ensures the required security for transfer of sensitive data with a secure SSL/TLS connection.

Prerequisite:

One phone number per user and the respective SIP Trunk which will be used to conference the recording system into any active conversation (user requires conferencing feature) has to be provided by the partner.

3.3. neo cloud – Dial In Recording Service – Enterprise Package (includes 10 configured named user / per month)

Provides recording based on conferencing in a recording service number for up to 10 named user with an existing recording profile (required connection details are specified in 2.1.3)

The neo solution offers a hierarchical user administration in addition to various access and user rights. This ensures that each individual user can only see and use the functions for which he is entitled. For this, various user roles can be created, which can be assigned to a user. In turn, different roles can be assigned to one user. This ensures that access to sensitive data, e.g. searching and replaying recordings, is only possible for users with the respective access rights.

The solution includes:

- 3.3.1. Recording of the specified named users (up to 10)
- 3.3.2. One phone number per user which will be used to conference the recording system into any active conversation (user requires conferencing feature).
- 3.3.3. Encryption with neo Key Management - All data is automatically encrypted before being stored using AES (Advanced Encryption Standard) 256-bit encryption. The encryption with AES guarantees high data security and thus protects against unauthorized access.
- 3.3.4. Recorded information will be stored in a Microsoft Azure Block Object (BLOB) Storage and is included for up to 250 GB (equals about 750.000 minutes of audio recordings) and is retained until the subscription for a user expires.
- 3.3.5. The POWERplay Web is available for search and replay of conversations (depending on user rights). The browser-based POWERplay Web application enables a wide range of possibilities for searching and playback of recorded conversations on any computer on which a browser has been installed without the need to install further client software on the PC. POWERplay Web is simple-to-operate and ensures the required security for transfer of sensitive data with a secure SSL/TLS connection.

3.4. neo cloud – Dial In additional storage package - per 1GB (equals 2.500 minutes) / per month

If the included storage capacity exceeded, storage packages for additional minutes can be ordered in steps of 1GB (equals about 2.500 minutes of audio). The package is a quota for the complete tenant.

4. General Service Components

4.1. neo cloud – Quality Management (per configured named agent / per month)

neo cloud – Quality Management” provides access to the ASC Quality Monitoring solution INSPIRATIONneo for every configured named user. It distinguishes between supervisor and agent roles (based on the access rights) and gives access to the respective modules.

INSPIRATIONneo contains all modules necessary for quality management:

- The agent module for managing the agents.
- The sessions module, as a central collection point for records and starting point for evaluations.
- The quality management module, with access to completed assessments, the possibility of calibration and creation of quality thresholds.
- The Quality Management module is expanded by the Assignments module, which controls the automatic assignment of sessions for evaluation to increase objectivity of the evaluation process.
- The E-Learning module enables targeted agent training based on the results of the quality management process with training packages, quizzes and best practice sessions.
- The Templates module for the creation of individual evaluation templates.

- The Templates module in addition offers the Training Package Templates and Quiz Templates modules to create agent-specific training packages and quizzes.
- The Reports module for creating customer-specific reports and dashboards.
- The Audio Analysis module is a separate module within INSPIRATIONneo for the management and configuration of attached speech analytics engines if Speech Analytics is added (optional).

4.2. neo cloud – Quality Management (Standalone) (per configured named agent / per month)

“neo cloud – Quality Management” provides access to the ASC Quality Monitoring solution INSPIRATIONneo for every configured named user. It distinguishes between supervisor and agent roles (based on the access rights) and gives access to the respective modules.

INSPIRATIONneo contains all modules necessary for quality management:

- The agent module for managing the agents
- The sessions module, as a central collection point for records and starting point for evaluations
- The quality management module, with access to completed assessments, the possibility of calibration and creation of quality thresholds
- The Quality Management module is expanded by the Assignments module, which controls the automatic assignment of sessions for evaluation to increase objectivity of the evaluation process.
- The E-Learning module enables targeted agent training based on the results of the quality management process with training packages, quizzes and best practice sessions.
- The Templates module for the creation of individual evaluation templates
- The Templates module in addition offers the Training Package Templates and Quiz Templates modules to create agent-specific training packages and quizzes.
- The Reports module for creating customer-specific reports and dashboards
- The Audio Analysis module is a separate module within INSPIRATIONneo for the management and configuration of attached speech analytics engines if Speech Analytics is added (optional).

Please note that calls can only be stored for six (6) months. After deletion of the recording, call meta data (information about the call) and quality evaluations will still be available in the system, so that a subsequent quality analysis is possible.

4.3. Speech Analytics - Transcription (per user)

Speech Analytics is only available in combination with the Compliance Suite or Quality Management Suite option.

Transcription converts recorded calls into written text. To detect all spoken words, they are compared to large dictionaries, which must be deposited. Because every single word must be detected and transformed to text, this approach at first is more complex than the detection of keywords. In turn, the whole call is available in text form afterwards without the need to define words or phrases in advance. The texts are available for further analytics and can be transferred to other systems (e.g. a data warehouse).

Analysis results are not available in real time. It can take up to 24 hrs to have all results of a day within the system.

4.4. Speech Analytics – Keyword Spotting (per user)

Speech Analytics is only available in combination with the Compliance Suite or Quality Management Suite option. The Keyword Spotting Engines searches within calls for predefined Keywords or Phrases. Analysis results are not available in real time. It can take up to 24 hrs to have all results of a day within the system.

4.5. neo cloud – inactive user (per configured named user / per month)

Provides the possibility to set an active recording user to inactive and keep his recordings available. When setting the user to inactive an active recording fee (e.g. neo cloud – Dial-In recording user) is not required anymore. As long as this subscription is valid, the recorded information of the inactive user will be kept within the system.

4.6. neo cloud Disaster Recovery Storage

4.6.1. neo cloud Disaster Recovery Storage per tenant – incl. 5GB (79550103)

Disaster Recovery is the base fee to use ASC's neo cloud as pure Backup storage for existing on premise ASC solutions. The solution provides the possibility to upload recordings and make them available for Replay User (2 Replay user included) who have access to all the recordings (please note: currently no user import and mapping is available).

The data is imported via neo2neo transfer from an existing neo installation into the neo cloud. Microsoft Azure Blob Storage is used for data exchange.

A Microsoft Azure Blob Storage is created for the data transfer and a share is created on it. This share has to be configured on both sides as a NAS drive, too. The on-prem system must have an Internet access to achieve this. Subsequently, the recordings can be exported to the configured NAS drive and imported from there in to the neo cloud.

4.6.2. Additional Disaster Recovery Storage - 500GB (79550104)

If additional storage is required for Disaster Recovery storage (so the included 5GB are exceeded) this package can be ordered in increments.

4.7. Access to the neo cloud

neo cloud services can be accessed by modern web-browsers. Currently neo cloud supports access via the following browsers:

- Firefox 52 ESR (32 Bit) - recommended
- Firefox 52 (32 Bit) or higher
- Internet Explorer 11 (32 Bit) - only in connection with Windows 10 Pro 64bit operating system
- Microsoft Edge 38 or higher
- Microsoft EdgeHTML 14 or higher
- Chrome

As operating system at the client side, neo cloud requires Windows 7 Professional (32bit/64bit) or Windows 10 Pro (64bit) (please note that Windows 7 in combination with Internet Explorer is not supported as the HTML 5 replay is not supported by Microsoft).

To use the client application CLIENTcommand (for recording control and tagging) Windows 7 Professional (32bit/64bit) or Windows 10 Pro (64bit) is required.

5. Specifics for Partner

The Partner acts as a service provider and shall inform his Customers accordingly about the features of the neo cloud solution.

5.1. Connection to the neo cloud

The Initial setup fee includes the connection on ASC-side to ExpressRoute or VPN and the necessary configuration of the Partner's PBX in neo cloud and an acceptance test including functionality as well as service & invoicing processes.

neo cloud is a Microsoft-Azure-based service. To connect Partners with ASC's neo cloud in Microsoft Azure, an ExpressRoute connection from the Azure environment to the Exchange Provider Megaport or a VPN across the public internet is required.

5.1.1. Express Route connection

ASC neo cloud solution uses Azure ExpressRoute to create a private connection between the Azure data centers and the location of the Partner's data center. For this purpose, ASC neo cloud environment in Azure is connected to the Exchange Provider (Megaport) using an ExpressRoute software router (MCR), which has a redundant connection. IPSec tunnels are established across the Express Route connection. Based on this connection, the environment of the Partner can be connected to the MCR.

In detail the following steps are required:

- ASC establishes a contact to Megaport to first clarify whether the environment of the Partner can be connected to one of the Megaport data centers.
- If the Partner can be connected to a Megaport data center, he creates his own MCR via the Megaport portal or uses an existing one.
- Finally, the Partner must establish a connection between his MCR and the MCR of ASC. Since the MCR is a software BGP (Border Gateway Protocol) router, the ASNs (Autonomous System Numbers) required for the connection must be coordinated with ASC.

5.1.2. VPN Connection

The telephony switch of the Partner or customer can be connected to the ASC neo cloud via site to site VPN connection over the public Internet. For the site to site VPN connection IPsec tunnels are used.

5.2. Partner qualification

First level support and administration (tenant-specific Customer creation) by the service provider requires a dedicated training course.

5.3. Billing

Invoicing the service involves providing the billing-relevant data of Partner's Customers and, consequently, a CSV file containing all data needed to prepare the billing process. In detail, this CSV file for billing contains the following data:

- Tenant
- Part number
- Quantity
- Creation date

ASC is not responsible for the maintenance of Customer master data; this lies within the responsibility of the Partner. Changes made to the master data will be taken into account during the next billing round.

5.3.1. Billing according to specified billing plan

Customer billing is carried out according to ASC's billing plan. In case of delays/changes of the scheduled deadlines, both parties inform each other via e-mail. The billing cycle for ASC starts on the first day of the month and ends on the last day of the month.

Billing Plan

Start of billing cycle	End of billing cycle	Target date for providing CSV file to Partner
01.MM.YYYY	Last calendar day of the current billing month	Within seven (7) days after the end of the billing month

5.3.2. Storage of usage data

The submitted billing-relevant data must be kept in accordance with statutory provisions.

6. Specifics for End Customer

6.1. Required preparation work of the End Customer

6.1.1. Connection to the neo cloud

The Initial setup fee includes the connection on ASC-side to ExpressRoute or VPN and the necessary configuration of the End Customer's PBX in neo cloud and an acceptance test including functionality as well as service & invoicing processes.

neo cloud is a Microsoft-Azure-based service. To connect End Customers with ASC's neo cloud in Microsoft Azure, an ExpressRoute connection from the Azure environment to the Exchange Provider Megaport or a VPN across the public internet is required.

6.1.2. Express Route connection

ASC neo cloud solution uses Azure ExpressRoute to create a private connection between the Azure data centers and the location of the End Customer's data center. For this purpose, ASC neo cloud environment in Azure is connected to the Exchange Provider (Megaport) using an ExpressRoute software router (MCR), which has a redundant connection. IPSec tunnels are established across the Express Route connection. Based on this connection, the environment of the End Customer can be connected to the MCR.

In detail the following steps are required:

- ASC establishes a contact to Megaport to first clarify whether the environment of the End Customer can be connected to one of the Megaport data centers.
- If the End Customer can be connected to a Megaport data center, he creates his own MCR via the Megaport portal or uses an existing one.
- Finally, the End Customer must establish a connection between his MCR and the MCR of ASC. Since the MCR is a software BGP (Border Gateway Protocol) router, the ASNs (Autonomous System Numbers) required for the connection must be coordinated with ASC.

6.1.3. VPN Connection

The telephony switch of the End Customer can be connected to the ASC neo cloud via site to site VPN connection over the public Internet. For the site to site VPN connection IPSec tunnels are used.

6.2. Operation of the solution

- Roll-out and update of the local elements required for optional features of the Service (e.g. conversation download or Record on Demand on workplace computers of the users of the Service), including related on-site interventions;
- interacting with users of the Service and supporting them in case of questions on usage;
- training users of the Service in product configuration and usage;
- performing so-called move/add/change activities for the user of the Service; and
- level 1 support for users of the Service including handling questions and troubleshooting
- lies with the End Customer who keeps available respectively qualified and sufficient resources, tools, and processes.

6.3. End Customer qualification

First level support and administration by the End Customer requires a dedicated training course.

6.4. Billing

6.4.1. Billing according to specified billing plan

Customer billing is carried out according to ASC's billing plan. In case of delays/changes of the scheduled deadlines, both parties inform each other via e-mail. The billing cycle for ASC starts on the first day of the month and ends on the last day of the month.

Billing Plan

Start of billing cycle	End of billing cycle
01.MM.YYYY	Last calendar day of the current billing month

6.4.2. Storage of usage data

The submitted billing-relevant data must be kept in accordance with statutory provisions.