

Cloud Contact Center

weSystems delivers the samwin software for front desk and contact center out of the cloud as part of the FlexVoice portfolio in two distinct service offerings.

samwin Contact Center
Platform as a Service

samwin Contact Center
Software as a Service

Both options provide the samwin Contact Center solution out of the cloud and depending on their strategy, our clients can choose the model that aligns best with their needs.

FlexVoice-CC-PaaS: **samwin Contact Center Platform as a Service**

PaaS is ideal for customers and partners that are technically skilled and like to do the customization and programming of the samwin application on their own.

This service offering provides a virtual machine that meets the requirements of samwin 10 so that our customers can install, run, and maintain the system themselves. The server will be accessible through a given DNS name and linked with a SIP-trunk to the customer's SBC. With the included STUN server connection, the samwin client application - called the '*Web Agent*' - can receive inbound and make outbound calls, even if the user is not connected to the company network but just the internet. Thereby the '*Web Agent*' allows simultaneous phone calls, whilst a SIP-trunk connects the samwin system to the public switched telephone network (PSTN). The appropriate SIP-trunk size depends on the number of IVRs as much as concurrently logged on users and is best to be determined in consultation with weSystems directly. SIP-channels can be ordered from weSystems separately, or the customer owned SIP-trunk is upgraded/integrated for the FlexVoice-CC platform – subsequent changes and upgrades are always possible.

weSystems will operate the infrastructure, keeping the samwin software up to date and support the client in case of any platform access and server infrastructure issues.

FlexVoice-CC-SaaS: samwin Contact Center Software as a Service

SaaS is designated to customers who want to focus on their core business and hand over application installation, configuration, scripting, and customisation to weSystems as part of a fully managed service.

This package frees up the client from any configurational and operational activities. All will be done by weSystems according to the individual requirements of the customer. The Fully Managed SaaS option includes the deployment of the respective IT infrastructure and the provisioning of the samwin application. In a consultancy workshop, which is kept separate from the ongoing contract, the customer's requirements are gathered and documented at the outset, and the software will be configured accordingly with standard templates and scalability in mind. The initial setup includes simple call-flows, IVR setup and voice prompt activation. The basic IVR setup includes one automatic response message with up to 3 different select options for call forwarding. A SIP trunk will connect the platform to the clients SBC if needed, or the client can port the required numbers to weSystems FlexVoice carrier platform. The sizing of the SIP Trunk depends on the number of concurrent calls the Agents perform. Therefore the right amount of SIP channels must be ordered via weSystems separately after sizing the total solution or a customer owned SIP Trunk needs to be upgraded/integrated to the FlexVoice-CC Platform. Subsequent changes and upgrades are always possible.

To keep the system up to date and secure, weSystems offers

- ✓ setup and installation services
- ✓ infrastructure out of the cloud
- ✓ maintenance of the base

which in the case of the SaaS option extends to the samwin application. The solution is hosted in ISO certified datacenter in Germany or Europe.



FULLY MANAGED SERVICE PACKAGE “SMALL”

- System setup and configuration of all Agents and Supervisors within this package
- Client application configuration based on role specific layout templates
- Setup of standard call-flows for up to 5 different groups or external phone numbers
- Configuration of 1 voice-prompt, that assist callers to be forwarded to the desired entity by means of DTMF input
- Setup of 1 IVR message for callers reaching the call-queue
- All audio-files and voice-prompts (e.g., on hold music, welcome message) must be provided by the customer

FULLY MANAGED SERVICE PACKAGE “MEDIUM”

- System setup and configuration of all Agents and Supervisors within this package
- Client application configuration based on role specific layout templates
- Setup of standard call-flows for up to 10 different groups or external phone numbers
- Configuration of up to 3 voice prompts, that assist callers to be forwarded to the desired entity by means of DTMF input
- Setup of 3 IVR message for callers reaching the call-queue
- All audio-files and voice-prompts (e.g., on hold music, welcome message) must be provided by the customer

FULLY MANAGED SERVICE PACKAGE “LARGE”

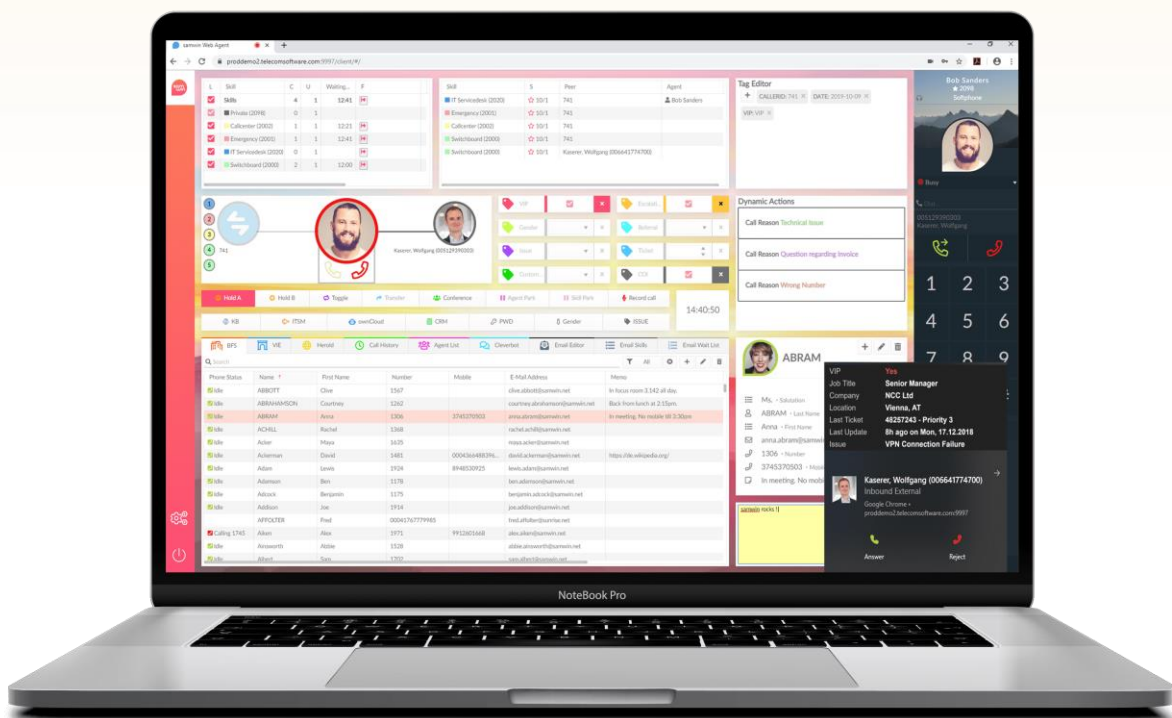
- System setup and configuration of all Agents and Supervisors within this package
- Client application configuration based on role specific layout templates
- Setup of standard call-flows for up to 15 different groups or external phone numbers
- Configuration of up to 5 voice-prompts, that assist callers to be forwarded to the desired entity by means of DTMF input
- Setup of 5 IVR message for callers reaching the call-queue
- All audio-files and voice-prompts (e.g., on hold music, welcome message) must be provided by the customer



GATHERING WORKSHOP FOR INDIVIDUAL SETUP AND CUSTOMIZATION

samwin Contact Center is a highly flexible solution and can be customized in many ways. To see all capabilities providing the best fitting solution for your business we recommend conducting a workshop with us and gather your individual requirements.

To identify and capture individual requirements for the customization of the software, weSystems will conduct a workshop with the client upon request. The workshop can be done remotely via a video conference or at the client site. The outcome of the workshop will be a clear and detailed understanding about the level of customization as well as the estimation for execution of the changes and the way forward to put it into production. This workshop must take place before systems setup.



PRICING

The monthly price scales with the overall number of licenses. Given that customers adhere to the minimum quantities specified for a respective package, they are free to choose the number of Agents, Attendants and/or Supervisors they need. Dependent on the type of installation, the number of IVR ports normally matches the number of concurrent users. For comprehensive assistance on all sizing considerations please contact sales@wesystems.ag or call +49 89 244140-800.

MONTHLY CHARGES PER LICENSE

Delivery Model	FLEX-CC samwin Cloud infrastructure PaaS	FLEX-CC samwin Fully Managed Service SaaS
Price per License	Monthly	Monthly
Voice Agent	35,00 €	40,00 €
Multimedia Agent	70,00 €	75,00 €
Attendant	105,00 €	120,00 €
Supervisor	105,00 €	120,00 €
IVR Port	30,00 €	35,00 €



ONE TIME CHARGE PER DELIVERY MODEL EXCLUDING LICENSES

The table below shows the three packages (Small, Medium, Large), which have been tiered with regard to the number of concurrent users and ties them to the available delivery models (PaaS or SaaS), and their one-time initial setup costs. The customer can thereby select the type and number of licences from the matrix above and adds the cost to the desired package/model below.

Installation and package setup excluding license fees	FLEX-CC samwin Cloud Infrastructure PaaS	FLEX-CC samwin Fully Managed Service SaaS
	One Time	One Time
<p>Package SMALL (starting at 10 users): This small sized configuration is suitable for companies that want to have an Agent with email plus a selected resource with additional features to improve their front desk or contact center. The solution provides the right sized platform setup for a minimum of 10 up to 15 Agents/Attendant/Supervisor users (licenses).</p>	1.900 €	3.800 €
<p>Package MEDIUM (up to 25 users): This medium sized configuration is suitable for companies that want to have agents with additional features and supervisors to improve front desk and/or contact center performance. The solution provides the right sized platform setup for up to 25 Agents/Attendant/Supervisor users (licenses).</p>	1.900 €	4.750 €
<p>Package LARGE (up to 50 users): This large sized configuration is suitable for companies having multiple Agent Workplaces and Supervisors to improve their contact center and Attendant-console features with a single system. The solution provides the right sized platform setup for up to 50 Agents/Attendant/Supervisor users (licenses).</p>	1.900 €	7.600 €
<p>Installation with more than 50 users or specific requirements are to be discussed in a separate workshop.</p>		
<p>Hot-Standby / High Availability is to be discussed in a separate workshop.</p>		
Remote workshop hour rate	165 € / h	
Onsite Workshop	individual	

