



## Statement of Work for Zoom Contact Center Deployment Professional Services

This Statement of Work for Professional Services (“SOW”) between Zoom Video Communications, Inc. (“Zoom”) and California Connections (“Customer”) is effective on date of the latest signature on this SOW (“Effective Date”) and is governed by the Zoom Terms of Service found at <http://www.zoom.us/terms> (unless Customer and Zoom have entered a written Master Subscription Agreement, in which case such written agreement will govern). Customer’s purchase of Professional Services pursuant to this SOW is also governed by the Zoom Professional Services Terms and Conditions available at: <https://zoom.us/professional-services-terms>. Any capitalized terms used but not defined herein shall have the meaning ascribed to them in the Zoom Terms of Service (or Master Subscription Agreement, as applicable) or Zoom Professional Services Terms and Conditions.

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<b>SOW Generated/ Revised:</b>	December 4, 2023 (valid 30 days from the generation date)
<b>SOW Number:</b>	PSO-030833
<b>Total SOW Amount:</b>	\$5,450
<b>Zoom Account Executive:</b>	Phi Yim
<b>Zoom Phone PSO Rep:</b>	Michael Cisneros

### Project:

	Scope	Value	Completion Criteria
Project Scope	Each location, function, and feature as identified in Section 1.	As identified in Appendix A (excluding any applicable taxes and expense actuals).	Completion of all Professional Services described in this SOW, for each contact center identified.

### 1. Service Scope and Locations

Zoom will perform the tasks listed in this SOW remotely, in order to assist with the deployment of the Zoom Contact Center. The following ZCC features and functionality are in scope for the

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purpose of this SOW:

### Standard Service Scope:

PSO Services Include <sup>1</sup> :	Qty	Channels to be deployed :	Voice Chat
<b>New (Custom Quote)</b>			
<b>Deployment Services for the following:</b>			
Number of Contact Centers:	1	Virtual DID(s): US/ Canada: 1, EMEA: 0, APAC: 0	
Total Channels:	2	Each channel includes 2 flows and 4 queues	
Agents (Included):	17		
Supervisors (Included):	6		
Total Flows:	4		
Total Queues:	8		
Campaigns Included (Up to):	1		
Discovery and Needs Assessment:	<b>Yes</b>		
Remote Services to Deploy solution:	<b>Yes</b>		
Assistance with User Acceptance Testing:	<b>Yes</b>		
DID and Toll Free Number Porting:	<b>Yes</b>		
Cut-over Assistance: Post Cut-over Deployment Assistance:	<b>Yes</b>		
Bring Your Own Carrier (BYOC):	<b>Not Included</b>		
<b><u>Zoom Contact Center</u></b>			
<b><u>Remote Training:</u></b>			
Remote Agent Training Sessions (Up to):	1	Remote one hour training sessions	
Remote Supervisor Training Sessions (Up to):	1	Remote one hour training sessions	
Remote Administrator Training Sessions (Up to):	1	Remote one hour training sessions <sup>2</sup>	
WEM: Workforce Management	<b>Not Included</b>		
WEM: Quality Management	<b>Not Included</b>		
<b><u>Standard Contact Center</u></b>			
<b><u>Integration:</u></b>			
Standard None Integration Includes only the features identified to the right.	#N/A		

*Any features or functions required that are  
not listed are deemed as Custom*

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*Development and would need to be scoped  
and priced separately*

**Custom Integration or Custom Development Included:    Not Required**

**Project Assumptions**

:

- 1) Only those features and functions Generally Available at SOW execution will be deployed.
- 2) \_\_\_\_\_

## 2. General

- 2.1. In order for Zoom to perform the Professional Services outlined in this SOW, Zoom may require administrator access to Customer's Zoom administrator portal for members of the Zoom project team. Customer acknowledges this requirement and agrees that Zoom may access Customer's Zoom administrator portal and, where necessary in Zoom's reasonable judgment, Customer also authorizes Zoom to create administrator accounts in order for Zoom to perform the Professional Services.
- 2.2. Selection and assignment of a designated Technical Project Manager ("TPM") and Project Engineer ("PE") by Zoom. The Zoom TPM will act as a single point of contact for the delivery of all Professional Deployment Services under this SOW, following Zoom's proven deployment best practices.
- 2.3. Project Management
  - 2.3.1. The Zoom TPM will be responsible for the following activities in connection with this SOW:
    - 2.3.2. Alignment of project goals and scope with Customer expectations during project initiation/ kick-off;
    - 2.3.3. Internal and external project kick-off sessions;
    - 2.3.4. Creation and management of project governance, including but not limited to:
      - 2.3.4.1. Mutually agreed upon Master Project plan and schedule;
      - 2.3.4.2. Roll Out Communication plan, project resource requirements, escalation process, change control, and test plan;
      - 2.3.4.3. Project Action and risk register;
  - 2.3.1. The Zoom TPM will be responsible for the following activities in connection with this SOW:
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      - 2.3.4.1. Mutually agreed upon Master Project plan and schedule;
      - 2.3.4.2. Roll Out Communication plan, project resource requirements, escalation process, change control, and test plan;
      - 2.3.4.3. Project Action and risk register;
- 2.4. Completion of resource assignments and scheduling in alignment with the master project schedule;
- 2.5. Management of project documentation;
- 2.6. Management of project timelines in alignment and via consensus with the Customer designated internal project manager or single point of contact;
- 2.7. Identification, communication, and mitigation of project risks and issues;
- 2.8. Development, review, authoring, implementation, and managing any mutually agreed upon Change Orders and interventions to achieve project outputs;
- 2.9. Facilitating and leading regular status update meetings, organize planning sessions and Customer steering committees, as applicable;
- 2.10. Completing scoped migration and go live support; and
- 2.11. Performing closure procedures at the conclusion of project activities.

## 3. Zoom Contact Center Discovery and Needs Assessment

- 3.1. The Zoom TPM and/or Zoom PE will partner with the Customer to schedule high-level Discovery session(s) with Customer's point of contact(s). The number of Department(s), as defined below and number of users involved in the Discovery process are set forth in Section 1 of this SOW. For purposes of this SOW, a "Department" shall mean a group of users with their own unique process for handling incoming or outgoing engagements. The Zoom Project Team work with the Customer to complete the preliminary Discovery document(s).
- 3.2. **Preliminary Discovery**
  - 3.2.1. Customer's implementation strategy;

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- 3.2.2. Identify Customer project team members and responsibilities;
- 3.2.3. Identify and document all contact center Departments, agents, and members to be deployed;
- 3.2.4. Develop high-level project timeline for contact center deployments and cut-overs;
- 3.2.5. Document risk-factors that may impact cut-over schedule;
- 3.2.6. Document Zoom Contact Center settings and standards;
- 3.3. Contact Center-specific Discovery and Needs Assessment**
  - 3.3.1. Review and high-level documentation of Customer's current contact center workflow and routing;
  - 3.3.2. Work with customer to compile a list of all agents, managers, and contact center users;
  - 3.3.3. Compile listing of all Direct Inward Dial (DID) numbers requiring porting into the Zoom Contact Center solution;
  - 3.3.4. Compile listing of all Toll Free numbers;
  - 3.3.5. Work with the customer to assemble documentation for porting (e.g., phone bills, additional information as required such as utility bills, country management information, etc.)
  - 3.3.6. Contact Center user information;
  - 3.3.7. Contact Center user groups and personas;
  - 3.3.8. Porting data/information (Direct Inward Dial "DID" and Toll Free Numbers);
  - 3.3.9. Current workflow(s);
  - 3.3.10. Skills-based routing;
  - 3.3.11. Roles and Permissions;

#### **4. Data Requirements and Preparation**

- 4.1. Zoom will provide the Customer templates for collecting required data for implementation. Items which may be identified and documented are the following:
  - 4.1.1. User List.
  - 4.1.2. Contact-center information.
  - 4.1.3. Direct Inward Dial (DID) Phone numbers.
  - 4.1.4. Contact Center routing including:
    - 4.1.4.1. Workflows;
    - 4.1.4.2. Skills-based routing;
    - 4.1.4.3. Call Queues;
- 4.2. Customer will provide the required information utilizing the Zoom provided templates with the data requested above to Zoom.
- 4.3. Zoom will enter and configure the data provided into the Zoom Portal

#### **5. Zoom Deployment Services**

- 5.1. Zoom will only deploy those Quality Management features and functions that are Generally Available at the time of this Statement Of Work's execution.
- 5.2. Zoom Professional Services are performed remotely and shall include include:
  - 5.2.1. Creation of:
    - 5.2.1.1. Contact Center Users;
    - 5.2.1.2. Contact Center-specific Groups;

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- 5.2.1.3. Call workflows;
- 5.2.1.4. Skills-based routing including Skill Categories and Proficiency Profiles.
- 5.2.1.5. Agent Routing Profiles and Agent Routing Priorities;
- 5.2.1.6. Call queues;
- 5.2.1.7. IVR/Auto-receptionist(s);
- 5.2.1.8. Campaigns;
- 5.2.1.9. Standard Contact Center Widgets;
  - 5.2.1.9.1. Send media
  - 5.2.1.9.2. Collect Input
- 5.2.2. Porting of DID numbers identified and documented in the Contact Center Discovery exercise.
- 5.2.3. End-user training sessions;
- 5.2.4. Perform coordinated testing with the customer;
- 5.2.5. Provide Customer with basic template for Customer-specific testing plan;
- 5.3. Guidance and standard template(s) for customer conducted user acceptance testing;
- 5.4. Cut-over preparation.
- 5.5. Hypercare which provides port-implementation support for a period of ten (10 Business says).
  - 5.5.1. Non implementation related support will be provided by Zoom Technical Support in accordance with the level of support the Customer is entitled to receive;
- 5.6. Document open issues and enhancement requests in a project log.
- 5.7. Perform formal project closure processes.
- 5.8. Transition the customer from deployment to sustaining services (e.g. Zoom Technical Support and Customer Success Manager services).
  - 5.8.1. The following services below will be configured and deployed as specified in an Appendix B of this SOW (if applicable);
    - 5.8.1.1. Zoom Phone integration;
    - 5.8.1.2. Custom widgets, outbound flows/ campaigns, customized training, 3rd party application integration, on-site services.

## 6. Optional Services

- 6.1. In the event that one or more of the following optional professional services noted below is purchased by Customer (as evidenced in Section 1) , the following associated items shall be deployed.
  - 6.1.1. Workforce Management
    - 6.1.1.1. Creation of:
      - 6.1.1.1.1. Workforce Management Users;
      - 6.1.1.1.2. Workforce Management-specific Groups;
      - 6.1.1.1.3. Shifts;
      - 6.1.1.1.4. Activities;
      - 6.1.1.1.5. Forecasts;
      - 6.1.1.1.6. Adherence;
      - 6.1.1.1.7. Preferences;
  - 6.1.2. Quality Management
    - 6.1.2.1. Creation of:
      - 6.1.2.1.1. Agents, Managers, and Quality Management users;

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- 6.1.2.1.2. Roles and Permissions;
- 6.1.2.1.3. Analytics;
- 6.1.2.1.4. Performance Management;
- 6.1.2.1.5. Scorecards;

### 7. Standard Remote Service Hours

- 7.1. Unless otherwise specified, pricing is based on performing the Services between the hours of 8:00 AM to 5:00 PM local location time, Monday-Friday, excluding Zoom observed holidays (“Standard Service Hours”). Work performed outside Standard Service Hours may be subject to additional “off hours” charges, via a separately executed SOW or Change Order.

### 8. Customer Responsibilities and SOW Exclusions

- 8.1. The Customer is responsible for all aspects not specifically included in this SOW. Out of scope and Customer Responsibility items include, without limitation:
  - 8.1.1. Purchase all required Zoom Contact Center licenses.
  - 8.1.2. Provide all necessary information and data for DID porting and deployment, including but not limited to:
    - 8.1.2.1. Listing of all users with usernames, email addresses, DID’s, Extensions, and location, all pages of all current applicable phone bills for all locations requiring porting services, procure Customer Service Reports (“CSR”) from existing carrier(s) for all locations and accounts requiring porting services, service addresses and Authorized Contacts for each phone bill/ carrier account; and BTN for each phone bill/ carrier account.
  - 8.1.3. Customer shall use Zoom provided templates for all data compilation exercises.
  - 8.1.4. Customer understands and agrees that they are responsible for gathering and assembling all data from any legacy systems.
- 1.1. Order and procure any desktop phones and headsets as required ;
- 1.2. LAN/WAN infrastructure:
  - 8.1.5. Network requirements for Zoom products as identified on the Zoom support website and/or network modifications as recommended by Zoom PSO.
- 8.2. Configuration and software installation on customer PCs.
- 8.3. Customizations on individual User endpoints, or phone settings.
- 8.4. Phones or devices being deployed by Customer that are not defined on Zoom’s Supported Device Listing on Zoom’s support website at: <https://support.zoom.us/hc/en-us/articles/360001299063-Certified-Zoom-Phone-devicesHeadsets>.
- 8.5. Customer-side premise trunk configuration, diagnostics, and/or troubleshooting.
- 8.6. Customer mobile device configuration, diagnostics, and/or troubleshooting.
- 8.7. Post-Deployment End-user support.
- 8.8. Post-Deployment Moves, Adds, and Change activities (MACD).
- 8.9. Unless otherwise specified, Customer is responsible for:
  - 8.9.1. Third Party software and/or hardware integration configuration, decommissioning, and/or troubleshooting, including but not limited to other telephony systems, network equipment, and software applications. Configuration,

  
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deployment, support, and troubleshooting of any desk phones, devices, headsets, and equipment that are not supported by Zoom Contact Center.

- 8.10. Development of customized user guides, documentation, references, training materials, etc.
- 8.11. Customer to provide all pre-recorded greetings and prompts.
- 8.12. Cross-organization coordination and gathering of required information.

**9. Customer’s Telephone Number Porting Where Applicable**

- 9.1. The Customer is responsible for authorizing the telephone number porting by Zoom via the approval and signature of the standard Zoom Letter of Authority (LOA). Zoom shall provide guidance on porting data collection and shall assist with submission of porting request(s). This effort pertains to those locations identified in Section 1. The parties acknowledge and agree that Zoom is not responsible for and does not control the portability of any individual number or group of numbers, and the Professional Services completion shall not be withheld by Customer for any delays arising from or relating to the porting of the numbers.
- 9.2. Customer agrees to the porting process and timelines as detailed in the Zoom Support Article: Common Issues and Questions for Porting at <https://support.zoom.us/hc/en-us/articles/360036099112-Common-issues-and-questions-for-porting> .
- 9.3. Notwithstanding paragraph 6.1 above, the Zoom Project Team and Customer will jointly own the porting responsibility by performing the following tasks for each location together:
  - 9.3.1. The Zoom TPM shall manage initial submission of port requests and any subsequent LOA modifications and submissions.
  - 9.3.2. Customer shall endorse all appropriate Letters of Authorization (“LOA”s) as requested by Zoom using the then current Letter Of Authorization form provided to Customer by Zoom
  - 9.3.3. Customer shall provide to Zoom as requested:
    - 9.3.3.1. All pages of all recent phone bills for those locations requiring the porting of DID’s.
    - 9.3.3.2. Customer Service Reports and/or Requests for Information from current carriers and authorized signer for each location.
    - 9.3.3.3. Porting submissions will include numbers mapped to correct location as “company” numbers or Direct Dial phone numbers.

**10. Delays and Changes**

- 10.1. No changes to this SOW, and no changes or additions to the services described herein, will be effective unless it is in writing (via a Change Order or separate SOW) and signed by both parties. Any Change Order will detail the requested change and the effect of such change on the Professional Services, the fees, and the timeline. A Change Order is not effective unless it is in writing and signed by both parties.
- 10.2. Any delays in the performance of consulting services or delivery of deliverables caused by Customer, including without limitation delays in completing and returning Customer documentation required during the Assessment and Design or completing the Needs Assessment, may result in an adjustment of project timeline and additional fees.



**11. Project Acknowledgement**

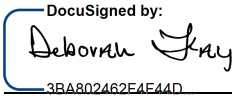
11.1. This SOW describes the objectives, Deliverables, Departments, fees and other components that are included in this project. Customer acknowledges that the delivery, installation, testing, and payment for the Professional Services rendered under this for any specific Department is not dependent on the delivery, installation, testing, and payment for the Professional Services for any other Department.

**Agreement**

This SOW is entered into as of the effective date specified above between Zoom Video Communications, Inc. and California Connections.

Zoom Video Communications, Inc.

California Connections

By:   
3BA802462E4E44D

By: 

Date: \_\_\_\_\_

Date: 12/11/2023

PO Number:  
(if applicable) \_\_\_\_\_

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## Appendix A: Pricing for Professional Services

Service	Description	Pricing
Zoom PS	Remote Zoom Professional Services Organization: Contact Center Assessment, Design, Project Management, and Deployment of Contact Centers as set forth herein.	\$5,450
<b>Total Remote Services:</b>		<b>\$5,450</b>
<sup>1</sup> Prices quoted are USD.		

### Special Terms and Notes

Any Special Terms & Notes set forth below shall take precedence over any conflicting terms contained in the Zoom Professional Services Terms and Conditions or Customer's Master Subscription Agreement, as applicable.

Departments are limited to those identified within Section 1 of this SOW.

The SOW will be fully completed within six months or less unless otherwise specified in the Customer-specific published Zoom Contact Center Deployment Project plan developed following Customer project kick-off meeting and Preliminary Discovery and Planning. Invoices will be issued as follows:

1. 30% of the total value of this Statement of Work as identified in Section 1 shall be invoiced upon completion of company and contact center(s) preliminary discovery, design, and planning in the mutually agreed upon project plan as identified in Section 1 above. An email notification will be sent to the customer at the completion of such phase.
2. The remaining Statement of Work value shall be invoiced upon completion of the cut-over event. An email notification will be sent to the customer at the completion of deployment to each Department or group of Departments.

Refer to Section 1 for the details of each. In the event that this SOW is not fully completed within six months or the agreed upon completion date post signature, Zoom has the right to invoice a non-refundable fee for any remaining unused SOW balance.