

## **TELLQ MULTI SERVICES RULES 2023**

### **1. TELLQ MULTI SERVICE DEFINITION**

Tellq Multi is a multichannel communication platform developed and provided by the company UAB Debesų verslas, which includes the management of telephony, e-mail requests and instant calls, operating on the basis of cloud computing.

### **2. PERCEPTIONS**

- 2.1. Agent's workplace - a virtual workspace of a multichannel communication platform with limited rights.
- 2.2. Administrator(s) Teamleader) workstation - a virtual workspace of a multichannel communication platform with advanced configuration rights.

### **3. TELLQ RESPONSIBILITY**

- 3.1. UAB Debesų verslas ensures the proper functioning and quality of the Service, the response to malfunctions of the Service, the (un)availability of the Service or the elimination of other defects in the Service to the extent provided for in the agreement on the distribution / provision of services of The Tellq software licenses.
- 3.2. Uab Debesų verslas, as a direct service provider, ensures the fulfillment of data protection requirements.
- 3.3. In all cases, UAB Debesų verslas is not liable for indirect losses. In case of direct losses, the liability of UAB Debesų verslas against customers, license distributors and any third parties is limited to 30% of the license price.

### **4. CUSTOMER RESPONSIBILITY**

- 4.1. In the case of the integration of the Tellq system with third-party software/systems, the operation of that software/systems shall be the responsibility of the customer or his third party who maintains the equipment. UAB Debesų verslas does not perform the installation, update, configuration and restoration of other client software after failures. If customer uses software that does not have software support from the program manufacturer (or it

has expired), UAB Debesų verslas does not assume responsibility for the elimination of incidents related to that software. Also, Debesų verslas is not liable for incorrect operation or inaction if the customer does not implement the required technical requirements, which are provided in the <https://help.tellq.io/docs/techspecifikaciju-atmintine>.

## 5. TELLQ SERVICES

### 5.1. Services include

5.1.1. These rules define only support for Tellq software. Software or hardware owned by customer or third parties is not supported.

5.1.2. Uab Debesų verslas undertakes to train the Client's employees to work with Tellq Multi software or to provide instructions for use. The scope of training is defined in the contract for the distribution / provision of services of UAB Debesų verslas and Tellq software licenses.

5.1.3. Tellq modules and features:

5.1.4. **Tellq CALLS** - a module of the omnichannel communication platform for servicing call flows.

- The number of admin jobs is selected.
- There is no limit to the number of jobs of agents.
- There is no limit to the number of external numbers.
- Virtual Phone – Part of the Tellq software platform is accessed through an application whose functionality allows the Customer to receive calls and call in.
- Agent break management – Part of the Tellq software platform that allows agents to select the type of break when logging out of the active queue according to the default or client-specified list of breaks.
- Real-time monitoring of the status of agents - part of the Tellq software platform that allows the call center administrator to monitor the occupancy of agents at a given moment.
- Agent Call Registry - a part of the Tellq software platform that allows the call center administrator to analyze the individual workload, performance of agents, see calls answered, called back and missed.

- Basic analytical desktop in online mode (dashboard) - part of the Tellq software platform, which allows the call center administrator to selectively see systematized information about the work of call center agents, incoming and outgoing calls.
- Shared Call Registry – Part of the Tellq software platform that allows the call center administrator to analyze the workload, performance of agents, see calls answered, called back and missed in relation to queues.
- Reports of missed calls and callbacks.
- Contact Database – Part of the Tellq software platform that replaces the internal CRM function with contact history, chat comments, bookmarks, and records.
- Recording of outgoing and incoming conversations (stored until 180d.).
- Delay function – Part of the Tellq software platform that allows you to hold an incoming call.
- Routing function - part of the Tellq software platform that allows you to route an incoming call to another agent or an external number.
- Agent occupancy and breaks analytics is a part of the Tellq software platform that allows you to analyze the types of breaks and busy hours of agents based on the default or client-specified list.
- Self-service portal - a part of the Tellq platform where, on a self-service basis, an administrator can create and edit agent queues, IVR logic, agent activity, system fields, edit audio recordings, etc.
- Callback Creation and Management – A call ordering feature that allows an agent to create a reminder for themselves or other call center agents about a call to a customer.
- Agent productivity reports
- Reports according to the individual needs of the client are ordered separately

#### 5.1.5. **Tellq INBOX** - a module of a multichannel communication platform for managing e-mails:

- The number of admin jobs is selected.
- There is no limit to the number of jobs of agents.
- Grouping different channels
- Agent management in channels
- Standardised templates
- Category management (tags)

- Signatures
- Delegation/assignment of requests
- Comments for internal communication in the team
- Historical information about the query solution
- Notification Centre (notifications)
- Query categories/filtering
- Keyword search
- Number and status of new/existing requests
- Average response/resolution time
- Individual rating of agents
- Quantitative indicators of channel requests
- Quantitative indicators for categories (tags)
- Storage of attachments until 180d.

5.1.6. **Tellq CHAT** - a module of the omnichannel communication platform for managing instant chats.

- The number of admin jobs is selected.
- Unlimited number of agent jobs
- Chat plugin for your page
- Query categories (tags)
- Delegation/assignment of requests
- Comments on the team's internal communication
- Notification Centre (notifications)
- Storage of attachments until 180d.

5.1.7. **Tellq MSG** - a module of the omnichannel communication platform for the administration of conversations of the Client's social network Facebook account.

- The number of admin jobs is selected.
- Unlimited number of agent jobs
- Facebook Messenger plugin for your page

- The ability to see and administer the received requests to the Facebook account of the Messenger company in the system
- Manage the categories of requests received (tags), personalize requests
- Manual and automated (according to the described rules) delegation/assignment of tasks to other agents
- The ability to add a comment to the request for internal communication in the team
- The ability to tag another agent for communication next to a query in a comment
- Historical information about the query solution
- Notification Center (notifications)
- Storage of attachments until 180d.

5.1.8. **Tellq CHATBOT** – a plugin in the Chat module of the Tellq system, designed to maintain automated conversation with customers 24/7 according to the desired selection tree, which can be easily created and modified in the self-service of the platform.

- Can only be used with the Tellq Chat module
- Custom chatbot on different pages of the site
- Automated activation of chatbot
- Self-service management
- 24/7 mode
- Redirecting to a livechat chat with an agent.

5.1.9. **Tellq NPS Calls (Net promoter score)** - a module of a multichannel communication platform for assessing the quality of service of telephone requests serviced by the Client via SMS.

- Unlimited sms messages
- Only used with the Tellq Calls module
- Charging based on the current monthly actual amount of messages sent additionally
- The ability to select text
- The ability to choose an assessment for a particular agent
- The ability to choose a rating for a specific telephone line
- 10-point scoring system

- Optional rating interval for serviced calls
- The type of call served is selected – incoming, outgoing, or all serviced calls can be evaluated.
- A separate number is assigned

5.1.10. **Tellq NPS Tickets (Net promoter score)** - a module of the omnichannel communication platform for assessing the quality of the customer's serviced requests service, Tellq Inbox and Tellq Chat modules.

- Only used with Tellq Inbox and/or Tellq Chat module
- Custom text of the NPS request
- Automatically send an e-mail message or chat message after serving the request
- Possibility for the client to leave a comment
- Nps assessment vision in Tellq Inbox and Tellq Chat logs.
- Seeing the NPS client comment in the Tellq Inbox and Tellq Chat logs.

5.1.11. **Tellq SMS** - the functionality of the omnichannel communication platform for Customers with the Tellq Calls module, which allows you to send SMS messages before, during or after a call to customers in the Tellq system.

- Unlimited sms messages
- Charging based on the current monthly actual amount of messages sent additionally
- Ability to select Sender ID

5.1.12. **API (Application Programming Interface)** is an application programming interface that allows you to connect the Tellq platform with the Client's systems / programs after additional programming work and access their functionality or exchange data with it.

## 5.2. SERVICE RESTRICTIONS

5.2.1. The service does not include:

- Software development, but can be additionally ordered.
- Hardware repair
- Third-party contract management

## 5.3. TECHNICAL RECOMMENDATIONS AND REQUIREMENTS

- 5.3.1. All the latest technical recommendations and requirements are given at the following link: <https://help.tellq.io/docs/techspecifikaciju-atmintine>.
- 5.3.2. With the advent of new technical requirements, customers will be able to get acquainted with the information at the following link: <https://help.tellq.io/docs/techspecifikaciju-atmintine>.
- 5.3.3. The Tellq Inbox module is not a mail solution in itself, its operation requires a mail client selected by the user and requires the activation of the IMAP protocol function on the mail server. In order to successfully configure the sending and receiving of e-mail messages via Tellq using Outlook, it is mandatory to do so using the specialized integration prepared by Tellq. If this is not done, Tellq is not responsible for the high-quality operation of the Tellq Inbox.

## **6. SERVICE REQUESTS**

- 6.1. Inquiries are submitted to UAB Debesų verslas by e-mail [help@tellq.io](mailto:help@tellq.io)

## **7. MISCELLANEOUS**

- 7.1. The prices of the Tellq service are reviewed and may be changed in accordance with the terms of the UAB Debesų verslas and Tellq Software License Distribution / Service Agreement once a year.
- 7.2. After the suspension of the service, UAB Debesų verslas undertakes to initiate the deletion of the customer's telephone station with data within 2 working days, the data of the backup copies and without any possibility to restore it is deleted within 7 calendar days or earlier, if requested by the Customer.
- 7.3. Audio recordings of conversations and e-mails, livechats, MSG attachments are stored in the Tellq system for a maximum of 180d.
- 7.4. In the event of unreasonable termination by the customer of the Tellq software license agreement before the expiration of the term, the customer is obliged to reimburse 50% of the remaining monetary obligation of the contract, but in all cases to pay the cost of the license for at least one month.