



Statement of Work (SOW)

[insert date]

Contents

1.	INTRODUCTION.....	3
2.	DESCRIPTION OF SERVICES.....	3
3.	TIMETABLE.....	4
4.	NOMINATED PERSONNEL.....	4
5.	ADDITIONAL TERMS AND CONDITIONS.....	5
6.	FEEES AND PAYMENT.....	5
7.	APPROVALS.....	7
8.	APPENDIX A: DESCRIPTION OF SERVICES.....	8
9.	ATTACHMENT: QUESTIONNAIRE.....	10

1. Introduction

This Statement of Work is between:

- TMA Comms Pty Ltd (trading as “Call Journey”) ABN 45 167 961 659; and
- [insert name, registration number] (“Customer”).

The intent of this document is to summarise the proposed high-level deliverables to be provided by Call Journey for the implementation of the Call Journey services.

2. Description of Services

The services to be provided are set out in Appendix A.

2.1. Assumptions and Dependencies

1. **Cloud Hosting and Location:** Unless previously agreed, the services are to be delivered via Call Journey’s cloud platform (see below for on-premise assumptions and dependencies). Call Journey’s cloud platform is hosted by AWS and Microsoft Azure in [Australia/USA/Ireland].
2. **Audio format:** The audio files and related metadata need to be in the appropriate format.
3. **Audio quality:** The better the quality of the audio, the more information can be retrieved, and the higher accuracy of the resulting data output. Where possible, audio should be in dual channel, with a bit rate of 48Kbps or more and with high speaker clarity.
4. **Diarization:** Where mono channel audio is provided, a process of diarization will be undertaken to separate the audio stream into two separate channels. This results of this process is dependent on the quality of the audio and assumes only two speakers on the call. The presence of an IVR or transfers between agents generally means more than two speakers on the call and results in poorer diarization outcomes.
5. **Redaction:** The audio file and transcription will be redacted for sensitive numbers such as credit card numbers.
6. **Working hours:** Working hours for Professional Services are between 8am and 5pm (AEST) Monday to Friday. Overtime working should be mutually approved. Unless approved mutually, there will be no work executed on official Victorian holidays.

2.1.1. Additional On-premise Assumptions and Dependencies

All Call Journey resources performing the services will be located in Melbourne.

The Customer will install the hardware in their destined location and Call Journey will be provided remote access to perform the OS and App installation.

The Customer will use its best endeavours to provide Call Journey Nominated Personnel with secure remote access. Call Journey will require remote (Web and SSH) access to the WordBench server for training, field tuning and support during the engagement.

2.2. Exclusions

[insert exclusions]

3. Timetable

The timetable below is indicative only and is subject to a number of dependencies which will not be resolved until implementation has commenced.

Date	Description
Start Date	[insert date]
Week 1	Installation and setup
Week 2	Processing of 1,000 hours of audio
Week 3	Field Tuning
Week 4	Processing of remaining audio Training and App development
[Week X]	Review
Completion Date	[insert date]

4. Nominated Personnel

The following Nominated Personnel may be used during the project.

4.1. Call Journey

Position/Role	Name	Email
Project Sponsor		
Project Manager		
Training/Field Tuning		
Installation, setup & configuration		
[other]		

4.2. Customer

Position/Role	Name	Email
Project Sponsor		
Project Manager		
Training/Field Tuning		
Installation, setup & configuration		
Accounts Payable (for invoicing)		
[other]		

5. Additional Terms and Conditions

Services that include the use of the Call Journey WordBench conversation analytics tool will be subject to our normal cloud terms and conditions which can be viewed at <https://www.calljourney.com/policies/terms-of-use/>.

6. Fees and Payment

6.1. Fees

Service	Description	Price (USD) (excludes GST)
EVS (audio processing)	[insert number] hours of audio	
WordBench		
Professional Services: • Onboarding: cloud	Installation and setup	
Professional Services: • Onboarding: on-premise	Installation and setup	
Professional Services: • Training & app development	4 hours	
Professional Services: • Field tuning	5 business days	
[insert other]		
TOTAL		

Excludes any travel costs (flights/accommodation) and travel time outside of Melbourne.

6.2. Payment

Customer will be invoiced for 50% of the total fees upon signing of this Statement of Works.

The outstanding balance will be invoiced upon completion of the services but no later than [insert date].

Terms: net 30 days from receipt of invoice.

7. Approvals

Signed for and on behalf of TMA Comms Pty Ltd ABN 45 167 961 659:

Signature of authorised representative

Position

Name of authorised representative (print)

Date

Signed for and on behalf of [insert name] ABN [insert details]:

Signature of authorised representative

Position

Name of authorised representative (print)

Date

8. Appendix A: Description of Services

Service	Description
EVS	<p>Automated speech-to-text transcription by the processing of audio files and related metadata and the creation of subsequent data files. The data files will be available in structured format (json) for the Customer to ingest into alternate analytics tools.</p> <p>The data file to contain:</p> <ul style="list-style-type: none"> • Words transcribed • Timestamps for each word • Overtalk (where dual channel audio is provided) • Silence • Gender prediction of the speaker • Emotional intelligence classification (consists of both acoustic and linguistic information) • Sentiment value • Customer metadata (where provided and ingested as part of the processing) • Confidence (a measure of how confident the speech recognition system is in its utterance transcription results) <p>A json output format guide is available upon request.</p>
WordBench	<p>The data files will be ingested into Call Journey's conversation analytics tool (WordBench) which is assessed via a Chrome or Firefox web browser. Internet Explorer or Microsoft Edge are not supported.</p>
Professional Services: <ul style="list-style-type: none"> • Onboarding: cloud 	<p>Configuration of integration services to enable Customer audio files and related metadata to be transferred to the Call Journey processing environment.</p> <p>The Customer is to provide access to the audio files and related metadata via [PureCloud/AWS/Azure/SFTP].</p>
Professional Services: <ul style="list-style-type: none"> • Onboarding: on-premise 	<p>Loading services onto the Customer's server/s.</p> <p>Includes loading the EVS solution, operating system and WordBench platform onto server/s.</p> <ul style="list-style-type: none"> • Servers provided by the Customer must be approved by Call Journey in advance. <p>The chosen method of transferring the call recordings securely to the Input Folder on the Call Journey server is to</p>

Service	Description
	<p>use RSYNC over SSH</p> <ul style="list-style-type: none"> • Most supported with the application requiring minimum configuration and provides highest level of robustness in file transfer for production requirements. • Due to the low file size space in RCS – an additional VM in a separate area will be configured with RSYNC process for the file transfer. • File Archival process results in folder hierarchy structure which gets synchronised to the Call Journey Server. <p>[email server]</p>
<p>Professional Services:</p> <ul style="list-style-type: none"> • Training & app development 	<p>Training on WordBench includes Call Journey staff running training sessions for the Customer staff. Training is typically undertaken in four 1-hour sessions and include:</p> <ul style="list-style-type: none"> • Overview of WordBench, general navigation, searching for words and phrases. • Hierarchies in the WordBench platform (folders, organizations, exporting data, reports) • App creation.
<p>Professional Services:</p> <ul style="list-style-type: none"> • Field tuning 	<p>Up to [100] field tuning rules to be created and inserted into the ASR engine.</p> <p>The automatic correction of transcription errors during the transcript finalization process. These errors can occur when speech includes words that are not in the active language model or when speech includes phrases rarely uttered in general usage, such as marketing slogans or proper nouns.</p> <p>Field tuning is undertaken after an initial batch of audio is processed (normally 1,000 hours) and transcriptions errors identified and “tuning rules” created for inclusion in the ASR engine. Any subsequent audio processed will have the tuning rules applied and the transcription errors corrected.</p> <p>It should be noted that any one phrase or word that is incorrectly transcribed may require more than one field tuning rule to be inserted into the ASR engine.</p>
<p>[other]</p>	<p>[description]</p>

9. Attachment: Questionnaire

The questionnaire setting out the Customer's IT environment and Use Cases should be attached to this Statement of Works.