

**STATEMENT OF WORK
PREPARED FOR: CITY OF WEST ALLIS
SEPTEMBER 9TH, 2024**



Overview

West Allis would like Beyond Vision to supplement inbound call support during anticipated times of increased call volume in response to upcoming elections and tax changes.

With respect to this initial statement of work, Beyond Vision will maintain staffing to handle these communications, ensuring agents are fully trained and prepared for their job duties. We will provide ongoing training and support to agents. Beyond Vision will maintain a telephony platform for the purpose of receiving calls and responding within the prescribed timeframe. We will provide written reports of QC records, program metrics, call recordings and any other work-related supporting documentation requested by the City of West Allis. Beyond Vision will incorporate any changes/additions to the program or scripts as needed.

Tasks

West Allis would like Beyond Vision to assist in maintaining inbound phone support during a time of increased call volume. Agents will do the following:

1. Greet callers in accordance with the reason for their call.
2. Respond to inquiries according to guidance provided by the City of West Allis.
3. In the case of specialized requests or questions agents are not equipped to answer, agents will write and email to West Allis' internal customer support team.
4. Create and maintain a voicemail inbox. If call volumes exceed staffing, callers will have an opportunity to leave voicemails. Beyond Vision agents will return these calls and address inquiries.



STATEMENT OF WORK PREPARED FOR CITY OF WEST ALLIS

Record Information

- Beyond Vision will return daily disposition and summary reports
- Call recordings will be available for up to 45 days after the date of the call

Goals

- Maintain a high level of service quality for the City of West Allis' inbound phone support lines during times of increased call volumes.

Pricing

- Initial setup/administrative (one time) fee: \$500.00
- Inbound call support \$29.00 per hour.
- Reporting/administrative fees: \$300.00/month
 - Significant Change Fee: \$150.00/significant change
 - Significant changes
 - Scripting Change
 - Reporting Change
 - Timing/frequency
 - Format
 - Grace period: Changes made within the first 30 days of program implementation are complimentary
 - Due to the nature of this program, Beyond Vision will allow up to 3 additional complimentary changes after the Grace Period.
- Payment terms: Net: 30

Acceptance/Signature

Beyond Vision Representative (Print)

City of West Allis Representative (Print)

Beyond Vision Representative (Signature)

City of West Allis Representative (Signature)