

~~AUTHORIZE THE FIRST, SECOND AND FINAL RENEWAL AGREEMENT WITH CONVERSOONE~~

INC. FOR THE PURCHASE OF CLOUD BASED CALL CENTER MANAGED SERVICES

~~THE OFFICE OF THE ATTORNEY GENERAL TO THE FOLLOWING REGION~~

Authorize the first, second and final renewal agreement with ConversoOne, Inc. to provide cloud based

SCOPE OF SERVICES:

~~Contractor shall provide software, installation, training, and support services to provide cloud~~

~~based managed service call center, call processing, reporting, call recording, and workforce management~~

DELIVERABLES:

GENERAL CONDITIONS:

(The text in this block is mostly illegible due to heavy redaction and scanning artifacts. It appears to contain a clause starting with "Each party to the agreement shall acknowledge that in accordance with 105 II CS...")

[The remainder of the page is almost entirely obscured by thick black redaction bars and horizontal scanning artifacts, rendering the text completely illegible.]