

Live Intelligence – optional services

1 Support and expertise

Coaching Pack / Coaching+ / Premium Pack

The features corresponding to these support packages are subject to the corresponding monthly subscription.

Such features will be fully invoiced even in the event of non-use by the Customer.

Support Package	Description
Coaching pack	<p>At the launch of the service:</p> <ul style="list-style-type: none"> • Kick-Off (2 hours, first month only) • Training for initial users (Users: 1.5 hours, 10 people; Administrators: 30 minutes, 3 people) • Assistance to initiate usage • General analysis of the quality of candidate data for the document database • Awareness on document formatting, feeding the document database <p>Throughout the use of the service:</p> <ul style="list-style-type: none"> • "Self-service" support: • Access to training content • Personalized support (hotline - single point of contact) • Personalized support up to 8 hours (8 x 1 hour) per month • Monthly reporting (2 hours), to assist in developing usage: <ul style="list-style-type: none"> ○ User feedback, strengths/weaknesses ○ Monitoring success indicators: adoption rate, ROI, usage... ○ Recommendations for next steps
Coaching+ pack	Coaching Pack + 2 man-days per month of expertise in AI and/or Data, tailored to your specific context.
Premium pack	Personalized accompaniment in AI and/or Data, tailored to your specific context.

Requests are made via email to the following address:

support.liveintelligence@orange.com

Service packages including assistance and expertise services are subject to availability of Orange trainers.

2 Access to the Service

2.1.1 OPTION: Single Sign-On (SSO) synchronized with Customer's IDP

The user directory can be synchronized with the Customer's identity provider (IDP) that is compatible with OpenID Connect or SAML to support single sign-on (SSO) functionality for users.

This feature is available with the relevant subscription option, subject to technical compatibility.

Implementation: Technical configuration is performed by Orange teams during activation of the Customer's Live Intelligence environment. Required technical information (such as credentials and paths) must be provided in advance following a template supplied at the project kickoff meeting.

2.1.2 OPTION: API

Live Intelligence offers an API that allows customers to integrate Generative AI functionalities into their third-party applications.

This API, based on the Live Intelligence Sovereign Space, enables:

- Querying the assistant within the Sovereign Space for search, synthesis/explanation of information,
- Querying the assistant within the Sovereign Space for creating enriched content,
- Feeding the Sovereign Space's document repositories (RAG).

This option requires subscription to the Live Intelligence Sovereign Space with a minimum of 3 User licences.

2.1.3 OPTION: Database connector

This option consists of configuring a connector to import documents from a Microsoft Sharepoint repository. This option is subject to technical eligibility and customized pricing.

3 Use the solution

3.1.1 OPTION: additional usage credit

Additional usage credit, which will be allocated across all the subscribed licenses.

Implementation: Orange increases the number of assistant consumption units, to be shared collectively among all users by the Client's Administrators.

3.1.2 OPTION: additional storage space

Increase in the total shared storage space capacity available to all Users, for the Main Space or the Sovereign Space.

Implementation: Orange increases the number of data storage that is immediately available for Customer's documents storage.