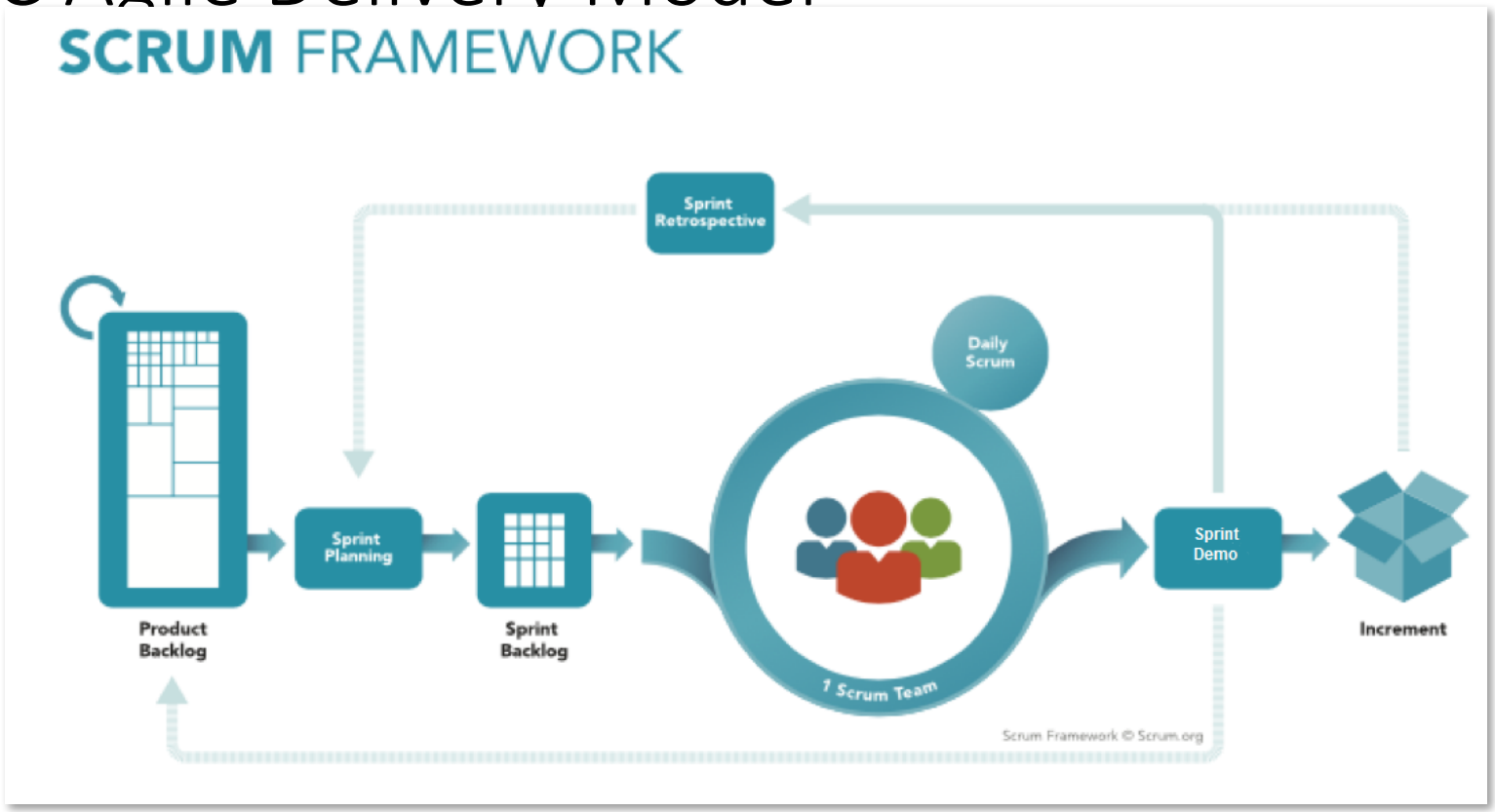
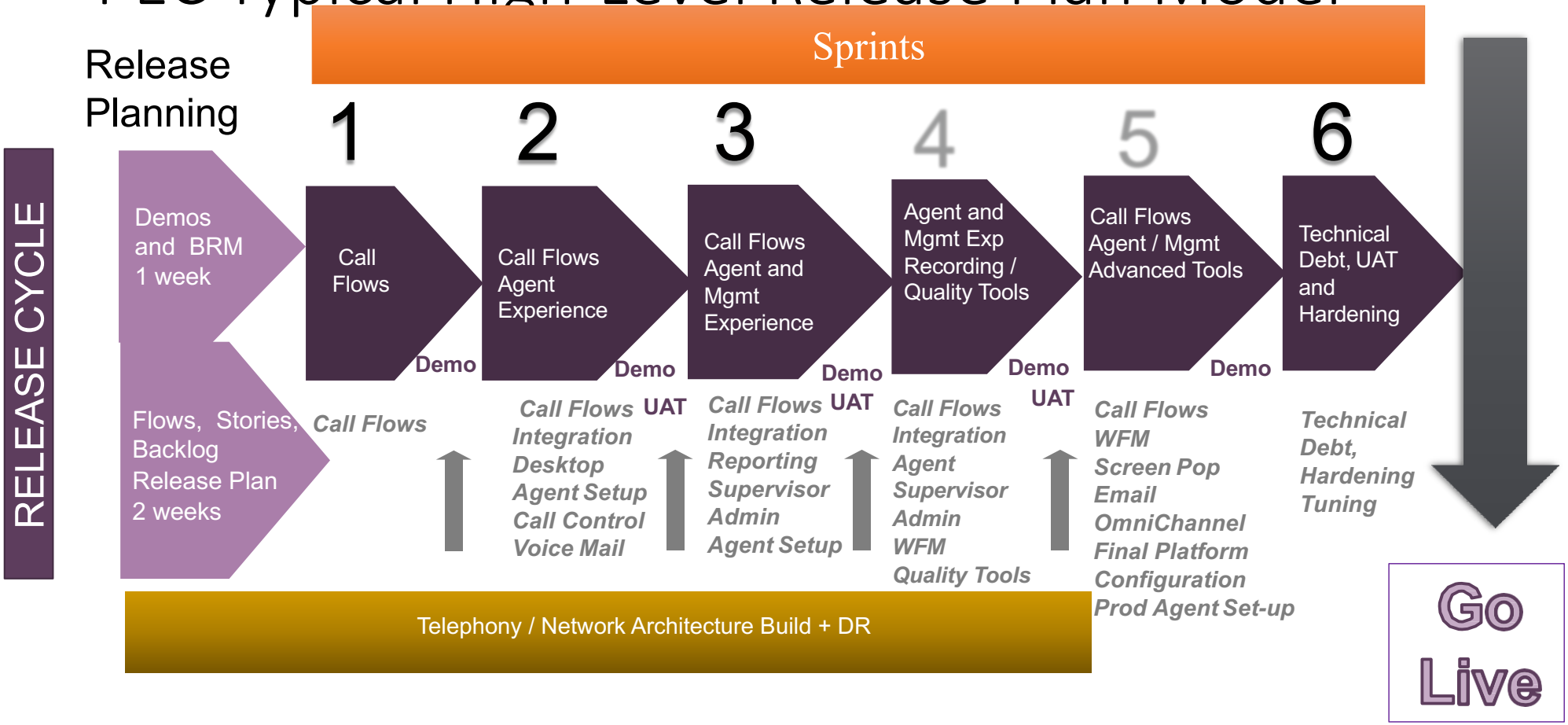
PureEngage Cloud
Professional Services

GENESYS

PEC Agile Delivery Model



PEC Typical High-Level Release Plan Model



PEC Delivery Model Assumptions

Project Kickoff/Release Planning

- Typically lasts 3-4 weeks after SOW signature and staffing completed
- Demo based approach leveraged to facilitate Release Planning (may require 2-3 days onsite)
- Project team will collaborate with customer to create a prioritized Product Backlog of User Stories
- Release Plan drafted that maps sprint timeline and where features/functionality will be delivered to support Go-Live(s)

Sprints

- Teams will deliver User Stories over several Sprints that are 3 weeks in length
- Delivered Stories will be presented to customer in Demo at end of each sprint
- Customer begins testing functionality delivered in sprints
- Agile delivery will be supported by several key Sprint Ceremonies:
  - *Backlog Grooming*
  - *Sprint Planning*
  - *Daily Standups*
  - *Sprint Demo*
  - *Sprint Retrospective*
- Several sprints may be required before a Production Go-Live
- PS facilitates transition of customer/project to CustomerCare for support in Production

Scrum Artifacts

- As Delivered documentation will be created which covers items like design, call flows, and configuration
- Documentation maintained through Sprints to Go-Live
- No signoff or approval is required on documentation as this is replaced by demo acceptance

Scrum Roles

- PS will provide a Scrum Master and Product Owner (PO) to facilitate delivery
- Scrum Master/Project Manager owns Project Delivery
- Customer will provide a Co-Product Owner that will work in partnership with PS PO
- Remainder of Scrum/Dev Team will be comprised of both PS and Customer resources