

**SERIAL 10065 RFP CUSTOMER CONTACT CENTER, TELECOMMUNICATIONS SYSTEM
(IVR/ACD)**

DATE OF LAST REVISION: December 17, 2015 CONTRACT END DATE: December 31, 2020

CONTRACT PERIOD THROUGH DECEMBER 31, ~~2015~~ 2020

TO: All Departments

FROM: **Office of Procurement Services**

SUBJECT: Contract for **CUSTOMER CONTACT CENTER, TELECOMMUNICATIONS
SYSTEM (IVR/ACD)**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **December 01, 2010 (Eff. 01/01/11)**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

Wes Baysinger, Chief Procurement Officer
Office of Procurement Services

BW/at
Attach

Copy to: **Office of Procurement Services**
Susan Christensen, Office of Enterprise Technology
Lesli Roether, Office of Enterprise Technology



10065 CUSTOMER CONTACT CENTER, TELECOMMUNICATIONS SYSTEM, CONTRACT PURSUANT TO RFP

SERIAL 10065 -RFP

This Contract is entered into this 1st day of December, 2010 by and between Maricopa County ("County"), a political subdivision of the State of Arizona, and Altivon LP, A Delaware Limited Partnership ("Contractor") for the purchase of a Telecommunications System (ACD and IVR) and implementation services.

1.0 CONTRACT TERM:

- 1.1 This Contract is for a term of Five (5) years, beginning on the 1st day of January 2011 and ending the 31st day of December ~~2015~~ **2020**.
- 1.2 The County may, at its option and with the agreement of the Contractor, renew the term of this Contract for additional terms up to a maximum of Five (5) years, (or at the County's sole discretion, extend the contract on a month-to-month bases for a maximum of six (6) months after expiration). The County shall notify the Contractor in writing of its intent to extend the Contract term at least thirty (30) calendar days prior to the expiration of the original contract term, or any additional term thereafter.

2.0 FEE ADJUSTMENTS:

Any request for a fee adjustment must be submitted sixty (60) days prior to the current Contract expiration date. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted fee, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the (Consumer Price Index) or by performing a market survey.

3.0 PAYMENTS:

- 3.1 **As** consideration for performance of the duties described herein, County shall pay Contractor the sum(s) stated in Exhibit "A."
 - 3.1.1 Payment for Software will be paid (eighty (80%) percent upon the activation of the production licenses. The twenty (20%) holdback shall be paid after the acceptance of the Enterprise System and after the first of the individual departments implementations are complete including the sixty (60) day acceptance period after go-live (first productive use, **WITH NO MATERIALS DEFICIENCIES IN PRODUCT OR WORKMANSHIP**). The final number of software licenses committed to by the County shall be after the business analysis is complete by (February 28, 2011).
 - 3.1.2 Payment for Hardware will be paid for after installation is complete and accepted by the County at the eighty (80%) level. The twenty (20%) holdback shall be paid after the Enterprise Systems acceptance including the final acceptance of the first department's system after go-live (first productive use) **WITH NO MATERIALS DEFICIENCIES IN PRODUCT OR WORKMANSHIP**
 - 3.1.3 Payment for Professional Services will be invoiced as follows:

Each of payments below shall include all work/services as defined in Exhibits B and B-1.

<u>Allocation</u>			
	Completion and Sign off of Core Infrastructure Project Plan	20%	\$134,987.25
\$674,936.27	Completion and Sign off of Core Infrastructure Final Design Document	35%	\$236,227.69
	<i>Includes up to 8 departmental profiles that are pre-defined and include a maximum of 4 agent queues, 4 announcements and 2 overflow Call treatment. These can be tailored for each department within the scope of the profile for any department(s).</i>		
	Completion of Acceptance Test Plan for Core Infrastructure.	45%	\$303,721.32
\$150,328.48	Completion and Sign off of STAR Call Center Project Plan	20%	\$30,065.70
	Completion and Sign off of STAR Call Center Final Design Document	35%	\$52,614.97
	Completion of Acceptance Test Plan for STAR Call Center.	45%	\$67,647.82
\$63,257.76	Completion and Sign off of Jury Services Project Plan	20%	\$12,651.55
	Completion and Sign off of Jury Services Final Design Document	35%	\$22,140.21
	Completion of Acceptance Test Plan for Jury Services.	45%	\$28,465.99
\$35,700.00	Completion and Sign off of Planning & Development Project Plan	20%	\$7,140.00
	Completion and Sign off of Planning & Development Final Design Document	35%	\$12,495.00
	Completion of Acceptance Test Plan for Planning & Development.	45%	\$16,065.00
\$66,937.50	Completion and Sign off of Animal Care & Control Project Plan	20%	\$13,387.50
	Completion and Sign off of Animal Care & Control Final Design Document	35%	\$23,428.13
	Completion of Acceptance Test Plan for Animal Care & Control.	45%	\$30,121.88
\$991,160.00			\$991,160.00

3.1.4 The Respondent shall submit two (2) legible copies of their detailed invoice before payment(s) can be made. At a minimum, the invoice must provide the following information:

- Company name, address and contact
- County bill-to name and contact information
- Contract Serial Number
- County purchase order number
- Invoice number and date
- Payment terms
- Date of services
- Contract Item number(s)
- Description of Purchase (services)
- Pricing per unit of service
- Extended price
- Total Amount Due

3.1.5 Problems regarding billing or invoicing shall be directed to the County as listed on the Purchase Order.

3.1.6 Payment shall be made to the Contractor by Accounts Payable through the Maricopa County Vendor Express Payment Program. This is an Electronic Funds Transfer (EFT) process. After Award the Contractor shall fill out an EFT Enrollment form located on the

County Department of Finance Website as a fillable PDF document
(www.maricopa.gov/finance/)

- 3.1.7 EFT payments to the routing and account numbers designated by the Contractor will include the details on the specific invoices that the payment covers. The Contractor is required to discuss remittance delivery capabilities with their designated financial institution for access to those details.

4.0 AVAILABILITY OF FUNDS:

- 4.1 The provisions of this Contract relating to payment for services shall become effective when funds assigned for the purpose of compensating the Contractor as herein provided are actually available to County for disbursement. The County shall be the sole judge and authority in determining the availability of funds under this Contract. County shall keep the Contractor fully informed as to the availability of funds.
- 4.2 If any action is taken by any state agency, Federal department or any other agency or instrumentality to suspend, decrease, or terminates its fiscal obligations under, or in connection with, this Contract, County may amend, suspend, decrease, or terminate its obligations under, or in connection with, this Contract. In the event of termination, County shall be liable for payment only for services rendered and products delivered prior to the effective date of the termination, provided that such services are performed in accordance with the provisions of this Contract. County shall give written notice of the effective date of any suspension, amendment, or termination under this Section, at least ten (10) days in advance.

5.0 DUTIES:

- 5.1 The Contractor shall perform all duties stated in Exhibit “B Scope of Work/Product Detail, B-1 Implementation/Project Plan, B-2 Service Level Agreement and B-3 Response Matrix”, or as otherwise directed in writing by the Procurement Officer.
- 5.2 During the Contract term, County shall provide Contractor’s personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations.

6.0 TERMS and CONDITIONS:

6.1 INDEMNIFICATION:

- 6.1.1 To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the negligent acts, errors, omissions, mistakes or malfeasance relating to the performance of this Contract. Contractor’s duty to defend, indemnify and hold harmless County, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is caused by any negligent acts, errors, omissions or mistakes in the performance of this Contract by the Contractor, as well as any person or entity for whose acts, errors, omissions, mistakes or malfeasance Contractor may be legally liable.
- 6.1.2 The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.
- 6.1.3 The scope of this indemnification does not extend to the sole negligence of County.

6.2 Limitation of Liability:

- 6.2.1 County's exclusive remedy regarding any work or product provided by contractor shall be the replacement of any such product or work found to be defective and shall be limited to the extent permitted by law. In no event shall Contractor's total liability to County for all damages exceed \$ \$2,000,000.00.

6.3 INSURANCE REQUIREMENTS:

- 6.3.1 Contractor, at Contactor's own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of A-, VII or higher. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to County.
- 6.3.2 All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of County, constitute a material breach of this Contract.
- 6.3.3 Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by County shall not contribute to it.
- 6.3.4 Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County's right to coverage afforded under the insurance policies.
- 6.3.5 The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to County under such policies. Contactor shall be solely responsible for the deductible and/or self-insured retention and County, at its option, may require Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.
- 6.3.6 County reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance certificates. County shall not be obligated to review policies and/or endorsements or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of County's right to insist on strict fulfillment of Contractor's obligations under this Contract.
- 6.3.7 The insurance policies required by this Contract, except Workers' Compensation, and Errors and Omissions, shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insured's.
- 6.3.8 The policies required hereunder, except Workers' Compensation, and Errors and Omissions, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.
- 6.3.9 Commercial General Liability.
- Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than \$1,000,000 for each occurrence, \$2,000,000 Products/Completed Operations Aggregate, and \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage,

personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provision which would serve to limit third party action over claims. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

6.3.10 Automobile Liability.

Commercial/Business Automobile Liability insurance and, if necessary, Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to any of the Contractor's owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work or services under this Contract.

6.3.11 Workers' Compensation.

6.2.11.1 Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than \$1,000,000 for each accident, \$1,000,000 disease for each employee, and \$5,000,000 disease policy limit.

6.2.11.2 Contractor waives all rights against County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor pursuant to this Contract.

6.3.12 Certificates of Insurance.

6.2.11.3 Prior to commencing work or services under this Contract, Contractor shall furnish the County with certificates of insurance, or formal endorsements as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title.

6.2.13.2.1 In the event any insurance policy (ies) required by this Contract is (are) written on a "claims made" basis, coverage shall extend for two (2) years past completion and acceptance of Contractor's work or services and as evidenced by annual Certificates of Insurance.

6.2.13.2.2 If a policy does expire during the life of the Contract, a renewal certificate must be sent to County fifteen (15) days prior to the expiration date.

6.3.13 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

6.4 ACCEPTANCE:

For Customer's Initial purchase of each Equipment and Software product. Licensor shall provide an acceptance test period (the "Test Period") that commences upon Installation. Installation shall be defined as: a.) the Equipment, if any, is mounted; b.) the Software is installed on the data base server(s) and/or personal computer(s); and c.) implementation team training, if any, is complete. During the Test Period, Customer shall determine whether the Equipment and Software meet the Licensor published electronic documentation, ("Specifications"). The Test Period shall be for 60

days and commence upon successful completion of the mutually agreed upon Test Plan. If Customer has not given Licensor a written deficiency statement specifying how the Equipment or Software fails to meet the Specification ("Deficiency Statement") within the Test Period, the Equipment and Software shall be deemed accepted. If Customer provides a Deficiency Statement within the Test Period, Licensor shall have 30 days to correct the deficiency, and the Customer shall have an additional 60 days to evaluate the Equipment and Software. If the Equipment or Software does not meet the Specifications at the end of the second 30 day period, either Customer or Licensor may terminate this Contract. Upon any such termination, Customer shall return all Equipment and Software to Licensor, and Licensor shall refund any monies paid by Customer to Licensor therefore. Neither party shall then have any further liability to the other for the products that were the subject of the Acceptance Test.

6.5 WARRANTY:

- 6.5.1 All items furnished under this Contract shall conform to the requirements of this Contract and shall be free from defects in design, materials and workmanship.
- 6.5.2 The warranty period for software shall be for an initial period of twelve (12) months and commence upon installation of the Production Software Licenses by County. All other warranties periods shall begin on the Systems Acceptance/Go-live date of the first department.
- 6.5.3 The Contractor agrees that he will, at his own expense, provide all labor and parts required to remove, repair or replace, and reinstall any such defective workmanship and/or materials which becomes or is found to be defective during the term of this warranty. The Contractor shall guarantee the equipment to be supplied complies with all applicable regulations.

6.6 WARRANTY OF SERVICES:

- 6.6.1 The Contractor warrants that all services provided hereunder will conform to the requirements of the Contract, including all descriptions, specifications and attachments made a part of this Contract. County's acceptance of services or goods provided by the Contractor shall not relieve the Contractor from its obligations under this warranty.
- 6.6.2 In addition to its other remedies, County may, at the Contractor's expense, require prompt correction of any services failing to meet the Contractor's warranty herein. Services corrected by the Contractor shall be subject to all the provisions of this Contract in the manner and to the same extent as services originally furnished hereunder.

6.7 INSPECTION OF SERVICES:

- 6.7.1 The Contractor shall provide and maintain an inspection system acceptable to County covering the services under this Contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to County during contract performance and for as long afterwards as the Contract requires.
- 6.7.2 County has the right to inspect and test all services called for by the Contract, to the extent practicable at all times and places during the term of the Contract. County shall perform inspections and tests in a manner that will not unduly delay the work.
- 6.7.3 If any of the services do not conform to Contract requirements, County may require the Contractor to perform the services again in conformity with Contract requirements, at no increase in Contract amount. When the defects in services cannot be corrected by re-performance, County may:
 - 6.7.3.1 Require the Contractor to take necessary action to ensure that future performance conforms to Contract requirements; and

6.7.3.2 Reduce the Contract price to reflect the reduced value of the services performed.

6.7.4 If the Contractor fails to promptly perform the services again or to take the necessary action to ensure future performance in conformity with Contract requirements, County may:

6.7.4.1 By Contract or otherwise, perform the services and charge reasonable charges to the Contractor any cost incurred by County that is directly related to the performance of such service; or

6.7.4.2 Terminate the Contract for default.

6.8 REQUIREMENT OF CONTRACT BOND(S):

6.8.1 Concurrently with the submittal of the Contract, the Contractor shall furnish the Contracting Agency the following bond(s), which shall become binding upon the award of the Contract to the Contractor.

6.8.1.1 A Performance Bond of \$2,000,000.00 conditioned upon the faithful performance of the Contract in accordance with plans, specifications and conditions thereof. Such bond shall be solely for the protection of the Contracting Agency awarding the Contract.

6.8.1.2 A Payment Bond of \$2,000,000.00 for the protection of claimants supplying labor or materials to the Contractor or his Subcontractors in the prosecution of the work provided for in such Contract.

6.8.1.3 A maintenance performance bond starting on year two (2) of \$392,000.00 for the years 2, 3, 4 and 5.

6.8.2 Each such bond shall include a provision allowing the prevailing party in a suit on such bond to recover as a part of his judgment such reasonable attorney's fees as may be fixed by a judge of the court.

6.8.3 Each bond shall be executed by a surety company or companies holding a certificate of authority to transact surety business in the State of Arizona issued by the Director of the Department of Insurance. The bonds shall not be executed by an individual surety or sureties. The bonds shall be made payable and acceptable to the Contracting Agency. The bonds shall be written or countersigned by an authorized representative of the surety who is either a resident of the State of Arizona or whose principal office is maintained in this state, as by law required, and the bonds shall have attached thereto a certified copy of the Power of Attorney of the signing official. In addition, said company or companies shall be rated "Best-A" or better as required by the Contracting Agency, as currently listed in the most recent Best Key Rating Guide, published by the A.M. Best Company.

6.9 NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County
Office of Procurement Services
Attn: Director of Purchasing
320 West Lincoln Street
Phoenix, Arizona 85003-2494

For Contractor:
ALTIVON LP
Attn: President/CEO
6950 East Ironwood Drive
Paradise Valley, AZ. 85253

6.10 REQUIREMENTS CONTRACT:

6.10.1 Contractor signifies its understanding and agreement by signing this document that this Contract is a requirements contract. This Contract does not guarantee any purchases will be made (minimum or maximum). Orders will only be placed when County issues a purchase order or a written notice to proceed.

6.11 TERMINATION FOR CONVENIENCE:

The County reserves the right to terminate the Contract, in whole or in part at any time, when in the best interests of the County without penalty or recourse. Upon receipt of the written notice, the Contractor shall immediately stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the County. In the event of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials delivered before the effective date of the termination.

6.12 TERMINATION FOR DEFAULT:

6.12.1 In addition to the rights reserved in the Contract, the County may terminate the Contract in whole or in part due to the failure of the Contractor to comply with any term or condition of the Contract, to acquire and maintain all required insurance policies, bonds, licenses and permits, or to make satisfactory progress in performing the Contract. The Procurement Officer shall provide written notice of the termination and the reasons for it to the Contractor. The Contractor shall be entitled to receive just and equitable compensation for all acceptable work in progress, work completed and materials delivered before the effective date of the termination.

6.12.2 Upon termination under this paragraph, all goods, materials, documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County on demand.

6.12.3 The County may, upon termination of this Contract, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under this Contract. The Contractor shall be liable to the County for any excess costs incurred by the County in procuring materials or services in substitution for those due from the Contractor.

6.12.4 The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.

6.13 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:

Notice is given that pursuant to A.R.S. §38-511 the County may cancel this Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S §38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

6.14 OFFSET FOR DAMAGES;

In addition to all other remedies at law or equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance under this contract.

6.15 ADDITIONS/DELETIONS OF SERVICE:

The County reserves the right to add and/or delete products and/or services provided under this Contract. If a requirement is deleted, payment to the Contractor will be reduced proportionately to the amount of service reduced in accordance with the proposal price. If additional services and/or products are required from this Contract, prices for such additions will be negotiated between the Contractor and the County.

6.16 RELATIONSHIPS:

In the performance of the services described herein, the Contractor shall act solely as an independent contractor, and nothing herein or implied herein shall at any time be construed as to create the relationship of employer and employee, partnership, principal and agent, or joint venture between the District and the Contractor.

6.17 SUBCONTRACTING:

The Contractor may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the County, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Proposal Serial Number and identify the job project.

6.18 AMENDMENTS:

All amendments to this Contract shall be in writing and approved/signed by both parties. Maricopa County **Office of Procurement Services** shall be responsible for approving all amendments for Maricopa County.

6.19 RETENTION OF RECORDS:

6.19.1 The Contractor agrees to retain all financial books, records, and other documents relevant to this Contract for six (6) years after final payment or until after the resolution of any audit questions which could be more than six (6) years, whichever is longer. The County, Federal or State auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.

6.19.2 If the Contractor's books, records and other documents relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.

6.20 AUDIT DISALLOWANCES:

If at any time, County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

6.21 ALTERNATIVE DISPUTE RESOLUTION:

6.21.1 After the exhaustion of the administrative remedies provided in the Maricopa County Procurement Code, any contract dispute in this matter is subject to compulsory arbitration. Provided the parties participate in the arbitration in good faith, such arbitration is not binding and the parties are entitled to pursue the matter in state or federal court sitting in Maricopa County for a de novo determination on the law and facts. If the parties cannot agree on an arbitrator, each party will designate an arbitrator and those two arbitrators will agree on a third arbitrator. The three arbitrators will then serve as a panel to consider the arbitration. The parties will be equally responsible for the compensation for the arbitrator(s). The hearing, evidence, and procedure will be in accordance with Rule 74 of the Arizona Rules of Civil Procedure. Within ten (10) days of the completion of the hearing the arbitrator(s) shall:

6.21.1.1 Render a decision;

6.21.1.2 Notify the parties that the exhibits are available for retrieval; and

6.21.1.3 Notify the parties of the decision in writing (a letter to the parties or their counsel shall suffice).

6.21.2 Within ten (10) days of the notice of decision, either party may submit to the arbitrator(s) a proposed form of award or other final disposition, including any form of award for attorneys' fees and costs. Within five (5) days of receipt of the foregoing, the opposing party may file objections. Within ten (10) days of receipt of any objections, the arbitrator(s) shall pass upon the objections and prepare a signed award or other final disposition and mail copies to all parties or their counsel.

6.21.3 Any party which has appeared and participated in good faith in the arbitration proceedings may appeal from the award or other final disposition by filing an action in the state or federal court sitting in Maricopa County within twenty (20) days after date of the award or other final disposition. Unless such action is dismissed for failure to prosecute, such action will make the award or other final disposition of the arbitrator(s) a nullity.

6.22 SEVERABILITY:

The invalidity, in whole or in part, of any provision of this Contract shall not void or affect the validity of any other provision of this Contract.

6.23 RIGHTS IN DATA:

The County shall own have the use of all data and reports resulting from this Contract without additional cost or other restriction except as provided by law. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

6.24 INTEGRATION:

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, communications, understandings, representations, or agreements, whether oral or written, express or implied.

6.25 VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §41-4401 AND FEDERAL IMMIGRATION LAWS AND REGULATIONS:

6.25.1 By entering into the Contract, the Contractor warrants compliance with the Immigration and Nationality Act (INA using e-verify) and all other federal immigration laws and regulations related to the immigration status of its employees. The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the

term of the Contract. The Contractor and its subcontractors shall also maintain Employment Eligibility Verification forms (I-9) as required by the Immigration Reform and Control Act of 1986, as amended from time to time, for all employees performing work under the Contract and verify employee compliance using the E-verify system. I-9 forms are available for download at USCIS.GOV.

6.25.2 The County may request verification of compliance for any contractor or subcontractor performing work under the Contract. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

6.26 VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §§35-391.06 AND 35-393.06 BUSINESS RELATIONS WITH SUDAN AND IRAN:

6.26.1 By entering into the Contract, the Contractor certifies it does not have scrutinized business operations in Sudan or Iran. The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract.

6.26.2 The County may request verification of compliance for any contractor or subcontractor performing work under the Contract. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

6.27 CONTRACTOR LICENSE REQUIREMENT:

6.27.1 The Respondent shall procure all permits, licenses and pay the charges and fees necessary and incidental to the lawful conduct of his business. The Respondent shall keep fully informed of existing and future Federal, State and Local laws, ordinances, and regulations which in any manner affect the fulfillment of a Contract and shall comply with the same.

6.27.2 Respondents furnishing finished products, materials or articles of merchandise that will require installation or attachment as part of the Contract, shall possess any licenses required. A Respondent is not relieved of its obligation to possess the required licenses by subcontracting of the labor portion of the Contract. Respondents are advised to contact the Arizona Registrar of Contractors, Chief of Licensing, at (602) 542-1525 to ascertain licensing requirements for a particular contract. Respondents shall identify which license(s), if any, the Registrar of Contractors requires for performance of the Contract.

6.28 CERTIFICATION REGARDING DEBARMENT AND SUSPENSION

6.28.1 The undersigned (authorized official signing for the Contractor) certifies to the best of his or her knowledge and belief, that the Contractor, defined as the primary participant in accordance with 45 CFR Part 76, and its principals:

6.25.1.1 are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal Department or agency;

6.25.1.2 have not within 3-year period preceding this Contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or

commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

6.25.1.3 are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and

6.25.1.4 have not within a 3-year period preceding this Contract had one or more public transaction (Federal, State or local) terminated for cause of default.

6.28.2 Should the Contractor not be able to provide this certification, an explanation as to why should be attached to the Contact.

6.28.3 The Contractor agrees to include, without modification, this clause in all lower tier covered transactions (i.e. transactions with subcontractors) and in all solicitations for lower tier covered transactions related to this Contract.

6.29 **PRICES:**

Contractor warrants that prices extended to County under this Contract are no higher than those paid by any other customer for these or similar services.

6.30 **GOVERNING LAW:**

This Contract shall be governed by the laws of the state of Arizona. Venue for any actions or lawsuits involving this Contract will be in Maricopa County Superior Court or in the United States District Court for the District of Arizona, sitting in Phoenix, Arizona

6.31 **ORDER OF PRECEDENCE:**

In the event of a conflict in the provisions of this Contract and Contractor's license agreement, if applicable, the terms of this Contract shall prevail.

6.32 **INCORPORATION OF DOCUMENTS:**

The following are to be attached to and made part of this Contract:

6.32.1 Exhibit A, Pricing;

6.32.2 Exhibit B, Scope of Work/Product Detail, B-1 Implementation Project Plan, B-2 Service Level Agreement and B-3 Response Matrix

6.32.3 Exhibit C, Software License and Maintenance Agreement.

6.32.4 Exhibit C-1 Maricopa County support process diagram

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

CONTRACTOR

Bruce Andersen
AUTHORIZED SIGNATURE

Bruce Andersen
PRINTED NAME AND TITLE

6950 E Ironwood Drive, Paradise Valley, AZ 85253
ADDRESS

12/20/2010
DATE

MARICOPA COUNTY

[Signature]
CHAIRMAN, BOARD OF SUPERVISORS

JAN 13 2011
DATE

ATTESTED:

[Signature]
CLERK OF THE BOARD 120110

JAN 13 2011
DATE

APPROVED AS TO FORM:

[Signature]
LEGAL COUNSEL

Jan 5 2011
DATE

EXHIBIT A

PRICING

SERIAL10065-RFP
 NIGP CODE: 90684
 RESPONDENT'S NAME: Altivon
 COUNTY VENDOR NUMBER : W000017668
 ADDRESS: 6950 E. Ironwood Dr.
Paradise Valley, AZ, 85253
 TELEPHONE NUMBER: 602-797-1200
 FACSIMILE NUMBER: 602-797-1201
 WEB SITE: www.altivon.com
 CONTACT (REPRESENTATIVE): **Jami Fiorito**
~~Bob Van Peurse~~
jami.fiorito@altivon.com
 REPRESENTATIVE'S E-MAIL ADDRESS: bob.vanpeurse@altivon.com

WILL ALLOW OTHER GOVERNMENTAL ENTITIES TO PURCHASE FROM THIS CONTRACT [Yes]
 PAYMENT TERMS. NET 30
 SEE SECTION 3.1.1 AND 3.1.2 OF CONTRACT

1.0 PRICING:

1.1 SOFTWARE PRICE*	\$1,184,497	includes 7.95% sales tax			
1.2 SOFTWARE CUSTOMIZATIONS*	\$4,000	note: does not include item 35 (atch D) requires scope definition per response			
1.3 HARDWARE PRICE*	\$249,102	includes 7.95% sales tax			
1.4 TOTAL SYSTEM PRICE*	\$1,437,599.00				
2.0 IMPLEMENTATION & TRAINING PRICE*	\$851,930				
2.1 STAR CALL CENTER	\$42,840				
2.2 JURY SERVICES	\$14,280				
2.3 PLANNING AND DEVELOPMENT	\$28,560				
2.4 ANIMAL CONTROL SERVICES	\$53,550				
2.5 TOTAL IMPLEMENTATION AND TRAINING SERVICES	\$991,160				
3.0 (24 X 7) FULL MAINTENANCE AND SUPPORT					
	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
3.0.1 SOFTWARE (INCLUDES REFRESH/UPGRADES)	NA	\$391,230	\$391,230	\$391,230	\$391,230
3.2.1 HARDWARE	NA	incld above	incld above	incld above	incld above

3.1 (24 X 7) FULL MAINTENANCE AND SUPPORT CAP	YEAR 6	YEAR 7	YEAR 8	YEAR 9	YEAR 10
3.1.1 SOFTWARE (INCLUDES REFRESH/UPGRADES)	3%	3%	3%	3%	3%
3.1.2 HARDWARE	incld above	incld above	incld above	incld above	incld above
4.0 HOURLY RATES					
4.1 PROJECT MANAGER ETC.	\$ 180.00	PER HOUR			
4.2 DEVELOPER	\$ 255.00	PER HOUR			
4.3 ADDITIONAL TRAINING AFTER THE INCLUDED TRAINING	4 HOURS \$150 PER HOUR		8 HOURS \$140 PER HOUR		

ALL TRAVEL OR PER DEIM EXPENSES ARE INCLUDED IN THE ABOVE PRICES.

ALL PRICES IN 2.0 SHALL BE PAID AS SPECIFIED IN SECTION 3.1.3 OF THE CONTRACT.

ALL PRICES IN SECTION 1.0 ARE FIRM NOT TO EXCEED PRICES AND WILL BE PAID ON THE FINAL ACTUAL SYSTEM CONFIGURATION. (SEE ATTACHMENT A-1, A-2 AND A-3).

SEE SECTION 3.1.1 OF CONTRACT

EXHIBIT A-2

				Full	Adjusted
Test/Dev System Hardware					
HW	Small Interaction Media Server (25 Sessions), Sip Proxy Capable - HPDL120	1	\$2,037.00	\$2,037.00	in A-1
HW	AudioCodes Mediant 1000 VoIP Gateway - 1 Span	1	\$3,565.00	\$3,565.00	in A-1
HW	Interaction Application Server - HP DL360XL, 6-Drive	1	\$5,525.00	\$5,525.00	in A-1
SVCS	Installation and test	24	\$180.00	\$4,320.00	\$4,320.00
				\$15,447.00	\$4,320.00
SVCS			Annual Support 22%	\$2,447.94	\$2,447.94
				\$17,894.94	\$6,767.94
Interaction Marquee (software only)					
SW	Professional services Basic enablement and STAR deployment	1	\$7,500.00	\$0.00	in A-1
SVCS		32	\$180.00	\$0.00	in core SOW
			SW Discount 20%	\$0.00	
				\$0.00	
SVCS			Annual Support 22%	\$1,650.00	\$1,650.00
				\$1,650.00	\$1,650.00
AVST integration					
SW	CIC Exchange UM Connector	1	\$1,500.00	\$1,500.00	in A-1
SVCS	AVST Integration install and test (not exceed for up to 876 stations)	1	\$3,500.00	\$3,500.00	\$3,500.00
			SW Discount 20%	-\$300.00	
				\$4,700.00	\$3,500.00
SVCS			Annual Support 22%	\$330.00	\$330.00
				\$5,030.00	\$3,830.00
Interaction Conference (50 sessions)					
SW	Interaction Conference	1	\$15,000.00	\$15,000.00	\$15,000.00
SW	HMP Conference	50	\$48.00	\$2,400.00	\$2,400.00
SW	HMP Conference - Switchover	50	\$24.00	\$1,200.00	\$1,200.00
SVCS	Professional services	32	\$180.00	\$5,760.00	\$5,760.00
			SW Discount 20%	-\$3,000.00	-\$3,000.00
				\$21,360.00	\$21,360.00
SVCS			Annual Support 22%	\$4,092.00	\$4,092.00

requires server, can run VM

requires server, can run on CIC or VM

\$25,452.00

\$25,452.00

Interaction Monitor						
SW	Interaction Monitor Server - Software Only Solution (runs on separate server)	1		\$1,000.00	\$1,000.00	in A-1
SW	Interaction Monitor - IC Servers add-on	4		\$995.00	\$3,980.00	in A-1
SW	Interaction Monitor - Gateway add-on	7		\$500.00	\$3,500.00	in A-1
	SW Discount			20%	-\$1,696.00	
	SUB-total				\$6,784.00	
SVCS	Professional services	16	\$	180.00	\$2,880.00	\$2,880.00
SVCS	Annual Support	22%		\$1,865.60	\$1,865.60	\$1,865.60
					\$11,529.60	\$4,745.60

requires server, can run VM

EXHIBIT A-3

Altivon / Interactive Intelligence
CIC Version 3.0, USD, October 2010
Effective October 4, 2010

NOTE: Maricopa County Price is 20% off current MLP for ININ SW
(SW Part #s)

Table 1: CIC (Customer Interaction Center) Server Components

Part Number	Part Name	Short Description*	List Price (MLP)
SW-001-3.0-SL04	Basic Server	Full ACD with skills-based routing, IVR, CTI, PBX, Fax Services, voice mail, auto attendant, unified messaging, locality look-up, small development license, access to free on-line CBT.	\$8,000.00
SW-001-3.0-SL03	Intermediate Server	Basic Server plus graphical customization tool.	\$14,000.00
SW-001-3.0-ULS1	Upgrade from Basic Server to Intermediate Server	Upgrade includes addition of graphical customization tool	\$6,600.00
SW-001-3.0-SL02	Advanced Server	Intermediate Server plus Web services, database access tools, Interaction multi-site, Interaction Recorder, Interaction Tracker, e-FAQ tools and large development license.	\$22,000.00
SW-001-3.0-SS01	Switchover clone for CIC server	Must be configured identically to production server.	\$3,750.00
SW-001-3.0-SA10	IceLib API	A programming API that allows developers to create custom applications that leverage the Interaction Center. The API provides telephony integration between an application and the IC system for commonly requested screen pops and/or embedded call controls. Also includes Tracker API functions.	\$5,000.00
SW-001-3.0-SA07	COM Server API	Library to use COM programming interface with system; requires access license for Interaction Client.	\$3,750.00
SW-001-3.0-SA09	Interaction multi-site	Multi-site services	\$2,350.00
SW-001-3.0-SA01	Web services	All server components for web chat, callback, and other web events.	\$3,750.00
SW-001-3.0-SA06	Web Services Encryption	Adds AES-level (advanced encryption standard) encryption to interaction-based communication between web servers and the IC server.	\$4,250.00
SW-001-3.0-SA03	Database access tools	ODBC (open database connectivity) database tools, TCP/IP tools, and MQ Series tools.	\$5,700.00
SW-001-3.0-SA05	Text processing tools	XML (extensible markup language) tools, SOAP (simple object access protocol) tools, e-FAQ tools, and text classification tools.	\$7,500.00
SW-001-3.0-SA19	Interaction Attendant Remote Data Query	Required to use the Remote Data Query action to call a web service within Interaction Attendant.	\$2,500.00
SW-001-3.0-SA04	Speech Recognition Services	Server components to connect to speech recognition engines	\$3,750.00
SW-001-3.0-VXML	Voice XML Interpreter	Provides Voice XML interpretation when using a Voice XML application only. Licensed per port.	\$95.00
SW-001-3.0-SA15	Host access tools, 10 sessions	Tools to process mainframe screen sessions - up to 10 simultaneous	\$2,350.00
SW-001-3.0-SA16	Host access tools, 24 sessions	Tools to process mainframe screen sessions - up to 24 simultaneous	\$4,700.00

SW-001-3.0-SA17	Host access tools, 50 sessions	Tools to process mainframe screen sessions - up to 50 simultaneous	\$9,450.00
SW-001-3.0-ULS2	Upgrade from Intermediate Server to Advanced Server	Upgrade to an Advanced Server from an Intermediate Server.	\$8,800.00

Table 2: CIC Add Ons

Part Number	Part Name	Short Description*	Retail Price
SW-001-3.0-AL01	Basic Station	Audio connection to any internal party or device (phone, fax machine, or modem). Also required for remote station connections.	\$65.00
SW-001-3.0-AL02	Business Client	Basic Station, Interaction Client for use with the Interaction Client .Net Edition or Interaction Client Web Edition.	\$95.00
SW-001-3.0-ULA1	Business Client upgrade from Basic Station	Upgrade includes Basic Station for use with the Interaction Client .Net Edition or Interaction Client Web Edition.	\$57.50
SW-001-3.0-AL03	Phone-only Call Center	Basic Station, ACD with complete skills-based routing for calls.	\$675.00
SW-001-3.0-AL04	Contact Center Level 1	Basic Station, Interaction Client, and ACD with complete skills-based routing for one media type for use with the Interaction Client .Net Edition or Interaction Client Web Edition.	\$810.00
SW-001-3.0-ULA2	CC1 Upgrade from Phone-only Call Center	ACD upgraded with complete skills-based routing for one media type.	\$150.00
SW-001-3.0-ULA3	CC1 Upgrade from Business Client	ACD upgraded with complete skills-based routing for one media type	\$715.00
SW-001-3.0-AL05	Contact Center Level 2	Basic Station, Interaction Client, and ACD with complete skills-based routing for two media types for use with the Interaction Client .Net Edition.	\$1,185.00
SW-001-3.0-ULA4	CC2 Upgrade from CC1	ACD upgraded with complete skills-based routing for two media types.	\$431.25
SW-001-3.0-AL06	Contact Center Level 3	Basic Station, Interaction Client, and ACD with complete skills-based routing for unlimited media types for use with the Interaction Client .Net Edition.	\$1,535.00
SW-001-3.0-ULA5	CC3 Upgrade from CC1	ACD upgraded with complete skills-based routing for unlimited media types.	\$833.75
SW-001-3.0-ULA6	CC3 Upgrade from CC2	ACD upgraded with complete skills-based routing for unlimited media types.	\$402.50
SW-001-3.0-AA01	Interaction Supervisor add-on	Advanced supervision; includes Interaction Supervisor License with Workgroup, Historical Reports, Workgroup Queue and Dialer Plug-in modules. This license requires at least a Basic Station.	\$625.00
SW-001-3.0-AASM	Interaction Supervisor - System Status Monitoring	Additional System Status Monitoring Plug-in for Interaction Supervisor. 10 Licenses provided with each server component. Provides ability to view and monitor interaction statistics, IC performance, IC system status, telephony resources, and statistics for recording, Interaction Tracker, Email, Faxes, Speech, PMQ and Telephony Services.	\$150.00
SW-001-3.0-AA12	Reports Page Add-on	Adds ability to view and run historical reports from Interaction Supervisor to a Business Client or a Basic contact center license.	\$140.00

SW-001-3.0-AA17	Interaction Report Assistant	Wizard driven application to quickly generate simple custom reports from selected IC tables within the IC database. This license requires an 'Interaction Supervisor add-on' or 'Reports Page Add-on' license to be available for each report assistance license.	No Charge
SW-001-3.0-AA15	Interaction Client Operator Console Add-on	Adds Operator Console feature set to an existing Business Client license. Designed specifically for use by receptionists, company operators, and other personnel who direct the flow of a large number of calls. Unique call processing features such as: Fast Transfer, Enhanced Speed Dial Page with Busy Lamp Field (BLF), Additional Keyboard Shortcuts, Quick Keys- customizable page shortcut keys, Whisper Button in Call Control tool bar. Requires Interaction Client .NET Edition.	\$700.00
SW-001-3.0-AAF1	Interaction Client for Outlook Edition Add-on	Adds ability for Interaction Client to run in Outlook. Does not include a basic station audio license.	\$60.00
SW-001-3.0-AA08	Unified Messaging add-on	Adds ability for Unified Messaging (voicemails/faxes) delivered to an email inbox or Interaction Message Store. This item can also be ordered in UM only environments.	\$35.00
SW-001-3.0-AA09	Voice Mail only user	Voice mail without UM (unified messaging) -- TUI only (telephone user interface only). This license is required when a user does not have a basic station license and requires voice mail.	\$15.00
SW-001-3.0-AA10	Desktop Faxing add-on	Provides ability to send and/or view faxes with the Interaction Fax.	\$10.00
SW-001-3.0-AA07	Interaction Client Mobile Edition - Add on	License to run the Interaction Client Mobile Edition. Requires a minimum basic station audio license.	\$55.00
SW-001-3.0-AL08	Workforce Optimization Access License	Combines the Interaction Recorder, Interaction Optimizer and Interaction Feedback access licenses for a single user. Must be assigned to a user, not a workstation. Requires the licensing of the Interaction Recorder Server, the Interaction Optimizer Server, and the Interaction Feedback Server.	\$775.00

Table 3: IC Access Add-on Licenses

Part Number	Part Name	Short Description*	Retail Price
SW-012-3.0-SASS	Advanced SIP Security	Enables the server to configure and use TLS and SRTP.	No Charge

Table 4: CIC Session Licenses

Part Number	Part Name	Short Description*	Retail Price
-------------	-----------	--------------------	--------------

SW-001-3.0-PL03	Basic Session	A basic session is required for every external connected call. A basic session may be used without any other session type for selected enterprise functionality, including manual outbound calls; inbound DID calls; using the voicemail TUI or Interaction Mobile Office; and non-ACD workgroup calls. Basic sessions will allow the following Attendant Voice Actions without requiring an advanced session: 'Dial by Name', 'Dial Extension', 'Remote Access' and 'Play a Menu'. All other actions (such Database lookups, use of custom handlers, and Remote Data Queries) will require an advanced session in addition to the basic session. Configured remote stations will not require a session. "Dynamic" stations will require a session. See the Session Licensing.doc for more details on session licensing, and specific information on the functions enabled by basic vs. advanced sessions.	\$150.00
SW-001-3.0-PL04	Advanced Session	An advanced session is "layered" on a basic session for external connected calls requiring the following advanced functionality: transfers to ACD workgroups, database lookups, use of custom handlers, remote data queries, Interaction Feedback surveys, and recording calls via Interaction Recorder. Once an external call uses an advanced session, it will retain the license for the duration of the connected call. See the Session Licensing.doc for more details on session licensing, and specific information on the functions enabled by basic vs. advanced sessions.	\$375.00
SW-001-3.0-PL07	Fax Session	A fax session is "layered" on a basic session for every external connected fax call. It enables the use of faxing on the Interaction Media Server. Note: This will be able in a future CIC Service Update. Please contact Product Management for availability.	\$100.00
SW-001-3.0-PL08	Interaction Dialer Session	An Interaction Dialer session is "layered" on a basic session for outbound calls generated by Interaction Dialer. Only Interaction Dialer can utilize these sessions. In addition to enabling the outbound functionality, Interaction Dialer sessions enable the optional use of Call Analysis on the Interaction Media Server. Should all Interaction Dialer sessions be in use, Interaction Dialer will fall back and use advanced sessions until those sessions are all in use. Interaction Dialer Sessions can only be used when a call is initiated by Interaction Dialer. They may be used for agentless campaigns as well as those with agents. If Interaction Dialer initiates the call, you may use Interaction Recorder to record the call with a basic session and an Interaction Dialer session. See the Session Licensing.doc for more details on session licensing, and specific information on the functions enabled by basic vs. advanced sessions.	\$50.00

Table 5: Interaction Recorder

Part Number	Part Name	Short Description*	Retail Price
SW-010-3.0-IP03	Interaction Recorder Server	Automatic recording and archival of agent calls and other interactions; agents workstations whose interactions are to be recorded require Interaction Recorder add-on access license.	\$3,750.00

Requires Interaction Recorder access add-on licenses.

SW-010-3.0-AA07	Interaction Recorder add-on	Required to record agent interactions or anyone playing back interaction recordings via the Interaction Recorder Client. Also requires Interaction Recorder server product.	\$380.00
Requires Interaction Recorder server add-on.			
SW-010-3.0-IP04	Interaction Screen Recorder Server	Automatic recording and archival of agent desktop activity; agents workstations whose desktop activities are to be recorded and those who will access the play back of screen recordings require Interaction Recorder Screen Recording add-on access license.	No Charge
Prerequisite Interaction Recorder Server add-on; requires a separate hardware server for compression services and user add-ons.			
SW-010-3.0-AA11	Screen Recorder add-on	Required to record agent desktop screen activity or anyone playing back desktop screen recordings via the Interaction Recorder Client. Also requires Interaction Recorder server product and must be added to an Interaction Recorder Add-on license.	\$250.00
Prerequisite is Interaction Recorder. Requires Interaction Screen Recorder server add-on.			
SW-010-3.0-IP05	Interaction Recorder Extreme Query Server	Interaction Recorder Extreme Query Server is a separate searchable recording database enabling lightning fast searches and graphical drill down on 10 of the most common search attributes and an optional 5 custom attributes.	\$5,000.00
Prerequisite Interaction Recorder Server add-on; requires a separate hardware server.			
SW-010-3.0-AA12	Interaction Recorder Extreme Query Client	Interaction Recorder Extreme Query Client provides lightning fast searches and graphical drill down on 10 of the most common search attributes and an optional 5 custom attributes.	\$180.00
Requires Interaction Recorder access add-on licenses.			

Table 6: Interaction Web Portal

Part Number	Part Name	Short Description*	Retail Price
SW-001-3.0-WP01	Interaction Web Portal Server License - This is not Orderable	Provides users the opportunity for access to call recordings and scorecards, reporting, call statistics and the ability to monitor live call via the Web.	\$3,000.00
SW-001-3.0-WP02	Interaction Web Portal Organizational License - This is not Orderable	Allows organizational access to the Interaction Web Portal server. One Organization License must be purchased for each organization gaining access to the Interaction Web Portal server.	\$6,000.00
SW-001-3.0-WP03	Interaction Web Portal Agent License - this is not Orderable	Provides user access to recordings and scorecards only. This license is commonly used by agents to review their calls and scores.	\$245.00
SW-001-3.0-WP04	Interaction Web Portal Supervisor License - This is not Orderable	Provides user access to all recordings, reports, call statistics and allows users to monitor live calls in the contact center. This license is commonly used by supervisors, executives and other management that needs insight into the contact center.	\$495.00

Table 7: Interaction Dialer

Part Number	Part Name	Short Description*	Retail Price
SW-011-3.0-IP01	Interaction Dialer Server	Complete campaign management product for predictive, power, and preview dialing	\$3,750.00

SW-011-3.0-AA06	Interaction Dialer add-on	Predictive, power, and preview dialing; includes Interaction Scripiter add-on. Requires either a CC1, CC2, or CC3 license for blended dialing. Requires an Outbound Only Dialer Client for outbound-only dialing.	\$725.00
SW-011-3.0-AL11	Outbound Only Dialer Client	Basic Station, Interaction Client, and ACD access needed to complete transactions. Requires Interaction Dialer add-on access license.	\$80.00
SW-001-3.0-AA02	Interaction Scripiter add-on	Interaction Scripiter add-on - Advanced desktop scripting; required only if Interaction Scripiter is being used as a part of an inbound-only application. Note: The Interaction Dialer add-on license includes an Interaction Scripiter add-on license.	\$450.00
SW-001-3.0-SAES	EasyScripiter Feature	Must have this zero dollar item to run either the Executor or Editor for EasyScripiter. This number of EasyScripiter licenses purchased must match the number of CIC servers.	No Charge
SW-001-3.0-AA04	Interaction EasyScripiter - Executor (Agent Interface)	Agent based add-on application executes the scripts develop through the Editor interface. The script execution is based on an incoming ACD interaction or outbound Dialer interaction. The client application also manages CIC server connection, interaction management, and user presence management. The client was modeled from the Interaction Scripiter client so that agents who use both clients would have consistent experiences. Request Microsoft .NET 2.0 Framework and Internet Explorer (IE) to be installed on the desktop. This client does not require any other Interactive Intelligence clients to be installed on the agent's desktop.	\$150.00
SW-001-3.0-AA05	Interaction EasyScripiter - Editor (Developer Interface)	EasyScripiter Editor is a web-based interface for creating and modifying agent scripts. Contact center supervisors or others responsible for script building can use this easy-to-use interface to create any kind of script - from simple to complex. Build and amend campaigns in minutes using the point & click Visual Designer environment. Simplify the scripting process with built-in templates, style sheets and numerous predefined controls. Incorporate color, graphics, sound, hyperlinks and Web content. Interaction EasyScripiter is only available using Microsoft SQL Server 2000 or SQL Server 2005. Interaction EasyScripiter can support Interaction Dialer using Microsoft SQL Server or Oracle database backend, though the Interaction EasyScripiter backend still requires Microsoft SQL Server. Interaction EasyScripiter requires Internet Explorer (IE) 6.0. Interaction EasyScripiter is available in Inbound Only environments and does not require Interaction Dialer.	\$850.00
SW-001-3.0-AA18	Interaction EasyScripiter - Reporting	EasyScripiter Reporting module allows Contact Center Supervisors or other users to create reports using familiar drag & drop controls and allows reports to be scheduled to run at specific times. This module allows for multiple report templates and allows the user to filter reports based on script values. Interaction EasyScripiter is only available using Microsoft SQL Server 2000 or SQL Server 2005. Interaction EasyScripiter can support Interaction Dialer using Microsoft SQL Server or Oracle database back end, though the Interaction EasyScripiter backed still requires Microsoft SQL Server. Interaction EasyScripiter requires Internet Explorer (IE) 6.0. Interaction EasyScripiter is available in Inbound Only environments and does not require Interaction Dialer.	\$850.00

SW-011-3.0-IP02	Interaction Dialer API	Includes library for desktop integration and campaign administration to Interaction Dialer (includes IceLib.Dialer, Predictive Dial COM, and Interaction Campaign COM API). Requires IceLib API license and appropriate Dialer access licenses. This item was previously known as "Interaction Dialer COM API".	\$3,750.00
-----------------	------------------------	---	------------

Table 8: Interaction Optimizer

Part Number	Part Name	Short Description*	Retail Price
SW-015-3.0-IP01	Interaction Optimizer and RTA Server	Enables basic optimizer feature set as well as ability to generate RTA data. Required for all Optimizer deployments, collection of 'historical' data, and RTA data to be displayed in the Optimizer Supervisor plug-in. Includes three supervisor plug-in licenses.	\$12,500.00
Requires access add-on licenses . NOTE: Certification requirement enforced for Optimizer; check our Education website for more details.			
SW-015-3.0-AA01		Adds ability for; an Interaction Client .NET Edition user to access the Optimizer plug-in, an agent to be scheduled by Optimizer, and the ability for agent RTA data to be captured. This license is required for all scheduled agents and supervisors using Interaction Optimizer. This license can be assigned to users only, not stations.	\$350.00
Requires Interaction Optimizer server add-on.			
SW-015-3.0-AA02	Interaction Optimizer Supervisor Plug-in	Adds access to Optimizer plug-in for Supervisor user. Note: three supervisor plug-in licenses included with each Interaction Optimizer server add-on license.	\$250.00
Requires Interaction Optimizer server add-on.			

Table 9: Interaction Feedback

Part Number	Part Name	Short Description*	Retail Price
SW-019-3.0-SA01	Interaction Feedback Server	Delivery of automated surveys; agents whose interactions are to be survey-able require Interaction Feedback add-on access license. Note: The server component enables post-call surveys by default. Also enables Feedback Supervisor plug-in.	\$3,750.00
Requires Interaction Feedback access add-on			
SW-019-3.0-AA01	Interaction Feedback add-on	Required to enable a user to have a survey applied to an interaction in which they were a participant, or to launch the Interaction Feedback Survey Client. Also requires Interaction Feedback Server license.	\$380.00
Requires Interaction Feedback server add-on			

Table 10: Interaction Tracker

Part Number	Part Name	Short Description*	Retail Price
SW-013-3.0-IP04	Interaction Tracker Server	Enables comprehensive tracking of interactions.	No Charge
Requires Tracker access add-on licenses.			
SW-013-3.0-AA03	Interaction Tracker add-on	Comprehensive tracking of all contacts and their interactions.	\$95.00
Requires Interaction Tracker server add-on.			

Table 11: Interaction Director

Part Number	Part Name	Short Description*	Retail Price
SW-007-2.4-SS02	Interaction Director MCI pre-call server	Central server for multi-site or multi-server, pre-call routing using SS7 (a common channel signaling protocol for separating signaling information from user data) (or analogous) for TDM calls; requires MCI pre-call connector license for each CIC server being monitored. Version 2.4 will work with 3.0.	\$37,500.00
SW-007-2.4-SS03	Interaction Director SIP pre-call server	Central server for multi-site or multi-server, pre-call routing in a SIP environment; requires Interaction Director SIP pre-call connector license for each CIC server being monitored by Director. Version 2.4 will work with 3.0.	\$16,000.00
SW-007-2.4-SS01	Interaction Director post-call server	Central server for multi-site or multi-server, post-call routing; requires one Interaction Director post-call connector license for each CIC server being monitored by Interaction Director. Version 2.4 will work with 3.0.	\$16,000.00
SW-007-2.4-SA02	Interaction Director MCI pre-call connector	Interaction Director TDM-based, pre-call routing connector to CIC server with MCI; one license required for each CIC server being monitored. License is for the Interaction Director Server only. Version 2.4 will work with 3.0.	\$45,000.00
SW-007-2.4-SA03	Interaction Director SIP pre-call connector	Interaction Director SIP-based, pre-call routing connector to CIC server; one license required for each primary CIC server being monitored by Interaction Director. License is for the Interaction Director Server only. Version 2.4 will work with 3.0.	\$5,000.00
SW-007-2.4-SA01	Interaction Director post-call connector	Interaction Director post-call routing connector to CIC server; one license required for each primary CIC server being monitored by Interaction Director. License is for the Interaction Director Server only. Version 2.4 will work with 3.0.	\$5,000.00
SW-007-2.4-SAS3	Interaction Director SIP pre-call connector - Switchover	Interaction Director SIP-based, pre-call routing connector to backup CIC server; one license required for second CIC server, in switchover pair, that is being monitored by Interaction Director. Requires one non-switchover, Interaction Director SIP pre-call connector license. License is for the Interaction Director Server only. Version 2.4 will work with 3.0.	No Charge
SW-007-2.4-SSS3	Interaction Director SIP pre-call server - Switchover	Central server for multi-site or multi-server pre-call routing in a SIP environment for second server in a Director server switchover pair. Requires one, non-switchover, Interaction Director SIP pre-call server license. Version 2.4 will work with 3.0.	\$8,000.00
SW-007-2.4-SSS1	Interaction Director post-call server - Switchover	Central server for multi-site or multi-server, post-call routing for second server in a Director server switchover pair. Requires one, non-switchover, Interaction Director post-call server license. Version 2.4 will work with 3.0.	\$8,000.00
SW-007-2.4-SAS1	Interaction Director post-call connector - Switchover	Interaction Director post-call routing connector to backup CIC server; one license required for second CIC server, in a switchover pair, that is being monitored by Interaction Director. Requires one non-switchover, Interaction Director post-call connector license. License is for the Interaction Director Server only. Version 2.4 will work with 3.0.	No Charge

Table 12: Interaction Process Automation

Part Number	Part Name	Short Description*	Retail Price
SW-023-3.0-SL01	Interaction Process Automation Server	Enables Interaction Process Automation (IPA) feature set for management and routing of IPA components placed on the IC server. Required for all IPA deployments.	\$10,000.00
Interaction Process Automation is available with perpetual licenses only.			
SW-023-3.0-AA01	Interaction Process Automation Designer Add On	Interaction Process Automation process authoring interface. Enables the configuration, modification, testing, publishing, importing/exporting of process flows. Also allows users to launch any process to which they have rights, regardless of IA launch rights and to perform available debugging options for any process they have rights to design. Allows users to receive group-routed and direct-routed ACD items in the Interaction Client Work Item Inbox. Allows user to view processes in the IPA Process Monitor.	\$2,250.00
Interaction Process Automation is available with perpetual licenses only.			
SW-023-3.0-AL01	Interaction Process Automation Direct-Routed Add On	Enables IPA Work Item Inbox in the Interaction Client and enables user to receive Direct-Routed work items. Also allows user to launch/search any process to which they have rights.	\$500.00
Interaction Process Automation is only available with perpetual licenses.			
SW-023-3.0-AL02	Interaction Process Automation Group-Routed Add On	Enables IPA Work Item Inbox in the Interaction Client and enables user to receive both Group-Routed and Direct-Routed work items. Also allows user to launch/search any process to which they have rights.	\$750.00
Interaction Process Automation is available with perpetual licenses only.			
SW-023-3.0-AL03	Interaction Process Automation Process Monitor	Ability to access IPA Process Monitor in IC Business Manager. For processes to which they have rights, users can view status of running processes, perform available process recovery actions and view process information detail. Also enables user to launch any process to which they have rights, and to receive Group-Routed and Direct-Routed work items.	\$1,200.00
Interaction Process Automation is available with perpetual licenses only.			

Table 13: Interaction Monitor Server

Part Number	Part Name	Short Description*	Retail Price
SW-021-1.0-SA01	Interaction Monitor Server - Software Only Solution	Interaction Monitor Server feature license; needed to install the Interaction Monitor Server. This is a required component to install the Interaction Monitor Server that will be used to monitor other devices (example: IC Servers, Media Server, Gateways). This is only needed once for an Interaction Monitor Server.	\$1,000.00
This is a required component to install the Interaction Monitor Server that will be used to monitor other devices (example: IC Servers, Media Server, Gateways).			
SW-021-1.0-AA01	Interaction Monitor - IC Servers add-on	Interaction Monitor IC Server add on license. This is required to monitor one licensed CIC server install or one licensed CIC switchover pair.	\$995.00
This license is required to monitor IC Servers.			
SW-021-1.0-AA02	Interaction Monitor - Gateway add-on	Interaction Monitor Gateway add on license. This is required to monitor supported gateways (example: Audiocodes, Interaction Gateways, Cisco). For more information on supported gateways, please read Interaction Monitor documentation.	\$500.00
This license is required to monitor gateways (read Interaction Monitor documentation for more information on supported			

gateways).			
SW-021-1.0-TSA01	Interaction Monitor Server - Software Only Solution Trial License	License to configure a 60-day trial license for Interaction Monitor Server. This includes 10 IC Server/switchover pair add-ons, and 10 supported Gateway add-ons. Note: Requires signed agreement prior to exposing licenses needed to implement the solution. Please see your sales representative for details and a copy of the agreement.	No Charge
<i>This is a required component to install the Interaction Monitor Server that will be used to monitor other devices (example: IC Servers, Media Server, Gateways).</i>			

Table 14: e-FAQ

Part Number	Part Name	Short Description*	Retail Price
SOF-009-2.3.1-IPCDE00801	e-FAQ Server + 1 Group	Processor for intelligent search of frequently asked question knowledge bases for a single group with up to 5 FAQ's with unlimited entries within these 5 FAQ's	\$12,000.00
SOF-009-2.3.1-IPNME01001	e-FAQ COM API	Includes COM library to access content on an e-FAQ server. Requires e-FAQ server license	\$2,000.00
SOF-009-2.3.1-IPNME01101	e-FAQ Additional Group (Increments of 1)	Capacity for an additional group. Maximum of an additional 5 FAQ's with unlimited entries within these FAQ's.	\$7,500.00
SOF-009-2.3.1-IPNME02101	e-FAQ Enterprise License	Unlimited groups, unlimited FAQ's and unlimited entries available for an e-FAQ knowledge base.	\$75,000.00
SOF-009-2.3.1-IPDDE0CU01	e-FAQ - Credit Union FAQ	FAQ specifically tailored for Credit Union's.	\$1,500.00
SW-009-3.0-COMB	e-FAQ 3.0 Notifier COM Bridge	The Notifier COM bridge is required to perform e-FAQ queries from the Interaction Client 3.0 .NET Edition to the e-FAQ server.	No Charge
SOF-009-2.3.1-SANME01101	e-FAQ Tools	Tools to connect to the e-FAQ server from handlers	\$1,200.00

Table 15: AcroSoft

Part Number	Part Name	Short Description*	Retail Price
SW-022-NV-ISRVS	AcroSoft Index Server	Component responsible for maintaining relationships between folders and documents, managing user authentication, and hosting workflow engine. (1 included in base system).	\$7,500.00
SW-022-NV-SSRV	AcroSoft Store Server	Component responsible for managing the storage and retrieval of documents. (1 included in base system).	\$7,500.00
SW-022-NV-SPLS	AcroSoft ScanPlus	Enhanced scanning utility that includes barcode recognition, image clean-up, deskew, border removal, noise removal, and time-stamping. (1 station included in base system).	\$10,000.00
SW-022-NV-RPTD	AcroSoft Reporting Dashboard	Reporting tool that can graphically represent data from a variety of sources including workflow data and data from third party source like policy or claim administration systems.	\$7,500.00

SW-022-NV-DMON	AcroSoft Directory Monitor	Configured interface between documents sources such as network-copiers / scanners, fax servers or FTP sites, and the document management system will monitor contents of a specified directory and automatically import the documents into the document management system.	\$12,500.00
SW-022-NV-EMON	AcroSoft Email Monitor	Ability to monitor one to many e-mail inboxes and automatically import them into the document management system.	\$12,500.00
SW-022-NV-FFIL	AcroSoft File Pre-Fill	Process that interacts with existing systems to automatically pull current processing data to create or update index information in the document management solution.	\$7,500.00
SW-022-NV-PIMP	AcroSoft Print Import	Process designed to take a document for which some information is available and import the document into its proper folder, typically associated with printed output documents, such as policy declarations or claims checks.	\$10,000.00
SW-022-NV-BWSR	AcroSoft Base Web Services SDK	Collection of methods that allow for the retrieval and storage of documents, search capabilities, folder creation, and base system functionality.	\$15,000.00
SW-022-NV-WFWS	AcroSoft Workflow Web Service	Collection of methods that allow for the initiation, suspension, tracking, and retrieval of workflows and workflow information.	\$5,000.00
SW-022-NV-WMWS	AcroSoft Work Management Web Service	Collection of methods primarily allowing for the creation of diaries.	\$5,000.00
SW-022-NV-CTMB	Content Management Base Package	Base document management and workflow solution that includes 20 named users for both document management and workflow components, 1 index server license, 1 object server license, and 1 scan station license.	\$65,000.00
SW-022-NV-UNMD	Named User	Internal user with individual login credentials to access the document management and workflow components.	\$2,250.00
SW-022-NV-UCON	Concurrent User	Maximum number of users able to be signed on to the document management and workflow client at any time.	\$3,750.00
SW-022-NV-URDO	Read-only User	Internal user who has limited rights to only search and view folders and documents, with no access to advanced functionality.	\$1,250.00

Table 16: Interaction Conference

Part Number	Part Name	Short Description*	Retail Price
SW-001-3.0-EA01	Interaction Conference Server License	Conference bridge software add-on application. It requires HMP resources and Basic Sessions. Please refer to the posted document on the product page.	\$15,000.00

Table 17: Interaction Mobile Office Options

Part Number	Part Name	Short Description*	Retail Price
SW-016-3.0-SA13	Interaction Mobile Office Server	Server component to provide speech enabled Mobile access for retrieval and use of email, voice mail, and fax, status updates, and access to personal company directory. Requires speech ports, Speech Recognition Services server add-on, and Mobile Office access add-on license.	No Charge

Requires Speech Recognition feature; see Interactive Product Options table above for details.			
SW-016-3.0-PTUI	Interaction Mobile Office - Speech Enabled TUI Module	Voice interface that provides speech-enabled access to messaging, presence management, call recording and personal numbers in the company directory. Pricing is per port.	\$250.00
SW-016-3.0-PMSO	Interaction Mobile Office - MS Outlook Module	Voice interface that provides speech-enabled access to Microsoft Outlook calendar information and Outlook Personal Contacts. This module requires the Speech Enabled TUI module. Pricing is listed per port.	\$250.00

Note: Speech components must be purchased separately.
Translations from version 2.4 will include a total of 4 TUI module add-on regardless of the number of 2.4 access add-ons.
The number of Outlook module add-ons must be less than or equal to the number of Speech Enabled TUI module add-ons.

Additional ports will require an order.

Table 18: Interaction Intelligence Media Server Offerings

Part Number	Part Name	Short Description*	Retail Price
SY-014-3.0-MSPS-B02	Small Interaction Media Server (25 sessions); SIP Proxy Capable	<p>Packaged server add-on for local call recording processing, call transcoding, music on hold, and call monitoring which reduces overall resource usage on the IC server. Contains hardware and software to accommodate up to 25 concurrent call recordings using G.711 with GSM compression on the Media Server. Server is imaged to support SIP Proxy but license must be purchased separately and then loaded onto the Media Server hardware.</p> <p>Important Note: SIP Proxy license not included.</p> <p>Important Note: Recommend purchase of HP Care Pack for 3-year 4 hour response on parts, labor, and service onsite (See Server Hardware Warranty Table for Regional Offerings). Also, a separate annual maintenance fee is required for software updates.</p>	\$2,037.00
SS-014-NV-MSSM	Small Media Server Annual Support	Annual support price for Small Interaction Media Server; SIP Proxy capable.	15% of Reseller Price
SY-014-3.0-MSPM-B02	Medium Interaction Media Server (75 sessions); SIP Proxy capable	<p>Packaged server add-on for local call recording processing, call transcoding, music on hold, and call monitoring which reduces overall resource usage on the IC server. Contains hardware and software to accommodate up to 75 concurrent call recordings using G.711 with GSM compression on the Media Server. The Medium packaged server can be expanded to 125 or 175 sessions with the purchase of optional media bundles. Server is imaged to support SIP Proxy but license must be purchased separately and then loaded onto the Media Server hardware.</p> <p>Important Note: SIP Proxy license is not included.</p> <p>Important Note: Separate annual maintenance fee is required for software updates.</p>	\$5,232.00

		Important Note: 1yr Standard Mfg warranty does not include onsite service. Recommend purchase of HP Care Pack for 3-year 4 hour response on parts, labor, and service onsite (See Server Hardware Warranty Table for Regional Offerings) .	
SS-014-NV-MSMD	Medium Media Server Annual Support	Annual support price for Medium Interaction Media Server; SIP Proxy capable.	15% of Reseller Price
SY-014-3.0-MSI1	Interaction Media Server - Software Only Solution	Software only media server add-on for call recording processing, transcoding, and call monitoring which reduces overall resource usage on the IC server. This option does not include hardware. Only certified hardware can be used and requires review by Product Marketing team.	\$14,500.00
Note: Software only option requires installation on hardware that meets specifications. Hardware specs located on Partner Portal. Contact ProductManagement@inin.com for questions. Media Server software included on IC master DVD.			
SW-014-3.0-AC03	Interaction Media Server G.729 add-on	Includes the right to use G.729 audio compression for Listen/Record/Play operations. One license required per simultaneously active SIP call compress via G.729 that will be recorded or monitored using Interaction Media Server. Note: This can also be used for G.729 audio on soft phone.	\$25.00
SW-014-3.0-MS50	50 Media Session Bundle	An additional 50 media sessions for call recording, call transcoding, music on hold, and call monitoring. A maximum of 2 bundles can be applied to the medium Interaction Media Server and SIP Proxy packaged servers.	\$1,645.00
Support and Maintenance calculations; Software Only Media Server Package and software add-on items are calculated at standard 18% software support rate.			

Table 19: Interaction SIP Proxy

Part Number	Part Name	Short Description*	Retail Price
SW-005-4.0-SS25	Interaction SIP Proxy - Registration Bundle 25	Interaction SIP Proxy is a full featured proxy for business continuity management that's easy to install and easy to use. This license is required to add support for up to 25 unique device registrations. At least one Registration bundle is required for a SIP Proxy license. Note: Interaction SIP Proxy 4.0 SU3 or above is required. Note: Only certified hardware can be used.	\$200.00
SW-005-4.0-SS04	Interaction SIP Proxy - Media Ports Add On	Media port add-ons for SIP Proxy. Note: Interaction SIP Proxy 4.0 SU3 or above is required.	\$100.00
SW-005-4.0-SS05	Interaction SIP Proxy - Load Balancer Add On	Load Balancer Feature license for SIP Proxy. Note: Interaction SIP Proxy 4.0 SU3 or above is required.	\$5,000.00
SW-005-4.0-SS06	Interaction SIP Proxy - G.729 Add On	G.729 license for media features on SIP Proxy. Note: Interaction SIP Proxy 4.0 SU3 or above is required.	\$25.00
SW-005-4.0-DEVL	Interaction SIP Proxy 4.0 Development License	Includes one 25 registration bundle; 5 Media ports.	No Charge

		Note: Not currently available. Will be available with a future Service Update.	
SW-005-4.0-TRLL	Interaction SIP Proxy 4.0 Trial License	License to configure a 60-day trial license for Interaction SIP Proxy. Requires signed agreement prior to exposing licenses needed to implement solution. Please see your sales representative for details and a copy of the agreement. Trial license configuration standard and by default includes: Standard proxy features with up to 25 registrations and 5 media ports.	Requires Agreement

Table 20: Third Party Server Add-Ons - HMP Media Resources

Third Party products are not standard Interactive Intelligence software products and do not follow Interactive Intelligence software margins.

Support for third-party products calculated at 18% in year one and for ongoing renewal regardless of Support Option elected.

Requires HMP version 3.0; please consider this with your upgrade requests.

Part Number	Part Name	Short Description*	Retail Price
TS-515-3.0-MRV1	HMP Voice	Single port of play/Record, DTMF detect, generation voice media resource; requires an RTP (real-time transport protocol) Audio resource to function.	\$12.00
TS-515-3.0-MRC1	HMP Conference	Single port Conferencing leg HMP 1.3 resource for conference calls and supervisory listen.	\$48.00
TS-515-3.0-MRF1	HMP T.38 Fax	Single port of T.38 fax termination fax resource to send or receive faxes.	\$90.00
TS-515-3.0-MRA1	HMP RTP Audio G.711 only	Single port RTP Streaming audio resource plus G.711 codec	\$10.00
TS-515-3.0-MRE1	HMP Enhanced G.729/723	Single port of Low Bit Rate Coders (g.723, G.729ab); Requires an HMP G.711 RTP Audio Resource Part # TS-502-2.4-MRA1.	\$48.00
TS-515-3.0-MRR1	HMP CSP Resource	Single port of CSP interface for Continuous Speech Processing.	\$24.00
TS-515-3.0-MRV2	HMP Voice-Switchover	This is the Switchover version of Intel HMP Voice. This item is for switchover systems only for use on the second server.	\$6.00
TS-515-3.0-MRC2	HMP Conference-Switchover	This is the Switchover version of Intel HMP Conference. This item is for switchover systems only for use on the second server.	\$24.00
TS-515-3.0-MRF2	HMP Fax-Switchover	This is the Switchover version of Intel HMP Fax This item is for switchover systems only for use on the second server.	\$45.00
TS-515-3.0-MRA2	HMP RTP Audio G.711 only-Switchover	This is the Switchover version of Intel HMP RTP Audio G.711. This item is for switchover systems only for use on the second server.	\$5.00
TS-515-3.0-MRE2	HMP Enhanced G.729/723-Switchover	This is the Switchover version of Intel HMP Enhanced G/729/723. This item is for switchover systems only for use on the second server.	\$24.00
TS-515-3.0-MRR2	HMP CSP Resource-Switchover	This is the Switchover version of CSP Resource. This item is for switchover systems only for use on the second server.	\$12.00

Table 21: Third Party Integrations

Part Number	Part Name	Short Description*	Retail Price
-------------	-----------	--------------------	--------------

SW-012-3.0-SA01	Microsoft Office Communications Server (OCS) 2007 Integration - add on	Provides Microsoft OCS 2007 integration enabling users of the .Net Interaction Client to initiate an OCS instant message or video call as well as provides synchronized presence, a common directory and direct SIP calling between OCS and Interaction Center users.	\$2,000.00
PK-510-3.0-SMTM	IBM Lotus Sametime Server	The integration with IBM Lotus Sametime provides status synchronization between IC and Sametime users with predefined mappings. Contact center agents can enjoy the rich functionality of IC's Interaction Client .NET Edition, plus capabilities such as being able to initiate Lotus Sametime instant messaging and voice chats with employees throughout the enterprise.	\$2,000.00
For additional information about release date please contact ProductManagement@inin.com.			
PK-510-3.0-RNSR	RightNow Server	Provides call control within the RightNow interface. This allows for agents to make and take calls without ever leaving the application that they are working from. Some of the features available from the RightNow interface: click to dial, call pickup, disconnect, hold, transfer & conference. This integration also provides screen pops for phone interactions.	\$16,900.00
PK-510-3.0-SFFL	Salesforce.com Server	The Salesforce.com Connector will provide call control including: click to dial, call pickup, disconnect, hold, transfer, and conference, from within the Salesforce.com user interface. This is the server piece that will need to be ordered along with the user licenses.	\$3,000.00
PK-510-3.0-SFAL	Salesforce.com Access License (ACD)	The Salesforce.com Connector will provide call control including: click to dial, call pickup, disconnect, hold, transfer, and conference, from within the Salesforce.com user interface.	\$200.00
PK-510-3.0-SFNA	Salesforce.com Access License (non ACD)	The Salesforce.com Connector will provide call control including: click to dial, call pickup, disconnect, hold, transfer, and conference, from within the Salesforce.com user interface. This version will not pop incoming calls from the ACD.	\$100.00
PK-510-3.0-WMHM	Workforce Management - Historical Module - Supports Blue Pumpkin, IEX, GMT, Aspect	The Workforce Management (WFM) Historical module is a windows-based service designed to send workgroup/agent queue statistical data for forecasting and scheduling purposes to 3rd party WFM vendors. The data is sent via a flat file to the Workforce Management server. This product supports multiple WFM vendors and there is a specific section detailing the configuration setup for that respective vendor.	\$7,500.00
PK-510-3.0-WMRM	Workforce Management - Real Time Adherence - Supports Blue Pumpkin, IEX, GMT, Aspect eWFM, Pipkins	The Workforce Management Real Time Adherence (RTA) module is a windows-based service designed to deliver user status, user login and user log-out information to a workforce management system for tracking schedule adherence in real time.	\$3,000.00
PK-510-3.0-SAPC	SAPphone (Screen pop and call controls)	This integrates the functionality of the Interaction Center's Interaction Client into SAP's Client using a combination of Interactive Intelligence's ClientCOM API and SAP's SAPphone CTI API. This integration allows the SAP Agent to perform all typical phone operations while providing a powerful "screen pop" using SAP's call attached data collected through handlers. The architecture makes deployment virtually effortless because the application runs at the server level instead of each client workstation.	\$32,000.00

		Requires SAP IC Win Client	
PK-510-3.0-SICI	SAP ICI (Screen pop and call controls)	<p>This integrates the functionality of the Interaction Center's Interaction Client into SAP's Client. The seamless integration allows the SAP Agent to perform all typical phone operations while providing a powerful "screen pop" using SAP's call attached data collected through handlers. This ICI version now allows multimedia handling (Calls, E-mails, Faxes, and Web chats). The SAP ICI Integrations architecture makes deployment virtually effortless because the application runs at the server level instead of each client workstation.</p> <p>Requires SAP IC Web Client</p>	\$35,000.00
PK-510-3.0-SCSA	Siebel (Screen pop and call control)	<p>This integrates the functionality of the Interaction Center's Client into the Siebel Web or Thin Client using a combination of Interactive Intelligence's ClientCOM API and Siebel's Adaptive Communications API. The seamless integration allows the Siebel Agent to do all phone operations while providing a powerful "screen pop" to virtually any Siebel view based on data collected in the phone system. The Siebel Integration's architecture makes deployment virtually effortless because the application runs at the server level instead of each client workstation.</p> <p>Supports versions 7.x - 8.x</p>	\$35,000.00
PK-510-3.0-SIVR	Siebel IVR (Handler intergration with Siebel's repository)	<p>This allows handler developers to manipulate Siebel's Business Object schemas within Interaction Center's IVR Handlers. The integration utilizes Siebel's COM Data Control for EAI. The seamless integration allows the IVR developer to manipulate any Siebel Business Object/Component to provide agentless services within the IVR. Using this in combination with the Siebel Integration (refer to PK-510-3.0-SCSA), a call center can shave numerous seconds off each call and potentially reduce the overall call volume delivered to the call center agent.</p> <p>Supports versions 7.x - 8.x</p>	\$21,900.00
PK-510-3.0-OCSA	Onyx Enterprise Portal 4.x, 5.x and 6.x Application Connector (SA)	<p>The Interaction Center Application Connector for OEP provides Computer Telephony Integration (CTI) between the Interactive Intelligence Interaction Center and Onyx Employee Portal Version 4.X, 5.X and 6.x. The integration will provide potential clients with numerous benefits and opportunities to expand the vision and capabilities of their Customer Relationship Management (CRM) strategies, while in many cases, reducing operating costs at the same time. The integration points include custom handler implementations that provide the greatest amount of flexibility for the customer.</p>	\$16,900.00
PK-510-3.0-HCSA	HEAT	<p>This provides "screen pop" integration between the Interaction Center Platform and HEAT product line.</p> <p>Supports versions 7.x - 8.x</p>	\$9,900.00
PK-510-3.0-RCSA	Remedy (Screen Pop Only)	<p>This provides "screen pop" integration between the Interaction Center Platform and the Remedy user application. Requires use of Remedy User Win32 client. This does not support the web client.</p> <p>Supports versions 4.x - 7.x</p>	\$9,900.00

PK-510-3.0-RIVR	Remedy IVR (Handler integrations with Remedy's repository)	This can connect to any Remedy repository. The integration allows handler developers to interact with Remedy in a way that is not possible through the use of an ODBC connection. Traditionally ODBC connections to CRM products only allow for query based transactions because of the complicated relationships in the database layer. Through the use of the Remedy Integration Automation Objects for I3 handler developers can not only query the Remedy database, but also Insert, Update, and Delete entries within a Remedy Form.	\$16,900.00
		Supports versions 4.x - 7.x	
SW-001-3.0-SA14	CIC Exchange UM Connector	Provides ability to pass calls over to Exchange 2007 for UM processing. This is not needed if you are just using Exchange as the message store.	\$1,500.00
SW-001-3.0-SAF2	Microsoft CRM Connector	Per server connector for Microsoft CRM Integration.	\$2,000.00
Requires Microsoft CRM Integration add-on.			
SW-001-3.0-AAF2	Microsoft CRM Integration add-on	Interaction Client telephony control toolbar and screen pop add-on in Microsoft CRM Client. Requires that the Interaction Client .NET or Outlook Edition be running on the desktop as well.	\$310.00
Requires Microsoft CRM connector.			
SW-001-3.0-SAF1	Great Plains Connector	Per server connector for Microsoft Great Plains Integration.	\$2,000.00
Requires Great Plains Integration add-on.			
SW-001-3.0-AAF3	Great Plains Integration add-on	Interaction Client telephony control toolbar and screen pop add-on in Microsoft Great Plains. Requires that the Interaction Client .NET or Outlook Edition be running on the desktop as well.	\$310.00
Requires Great Plains connector.			

Table 22: Product Localization Add-ons

Localization language choices reflect availability; for additional information about language support please contact ProductManagement@inin.com.

Part Number	Part Name	Short Description*	Retail Price
SW-001-3.0-BL23	Base Language - US English	Default localization set.	No Charge
SW-001-3.0-BL33	Base Language - UK English	English Localization Pack which includes UK Voice Prompts. All Applications and Documentation is based on the US English version.	No Charge
SW-001-3.0-BL34	Base Language - German	German Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Fax Cover Page Editor, Interaction Web Client.	No Charge

SW-001-3.0-BL30	Base Language - Spanish - Latin America	Spanish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Fax Cover Page Editor, Interaction Web Client.	No Charge
SW-001-3.0-BL35	Base Language - Dutch	Dutch Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Web Client.	No Charge
SW-001-3.0-BL39	Base Language - Japanese	Japanese Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Reporting Guide, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, Interaction Web Client.	No Charge
SW-001-3.0-BL36	Base Language - Swedish	Swedish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Web Client.	No Charge
SW-001-3.0-BL37	Base Language - Norwegian	Norwegian Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client.	No Charge

SW-001-3.0-BL31	Base Language - French	French Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Reporting Guide, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, Interaction Web Client.	No Charge
SW-001-3.0-BL49	Base Language - French Canadian	French Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Reporting Guide, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, Interaction Web Client.	No Charge
SW-001-3.0-BL32	Base Language - Brazilian Portuguese	Brazilian Portuguese Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Interaction Web Client.	No Charge
SW-001-3.0-BL40	Base Language - Chinese Simplified	Simplified Chinese Localization Pack which includes Voice Prompts (Mandarin), Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Web Client.	No Charge
SW-001-3.0-BL53	Base Language - Chinese Traditional	Traditional Chinese Localization Pack which includes Voice Prompts (Mandarin), Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Web Client.	No Charge

SW-001-3.0-BL42	Base Language - Korean	Korean Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client.	No Charge
SW-001-3.0-BL47	Base Language - Polish	Polish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Web Client.	No Charge
SW-001-3.0-BL48	Base Language - Serbian	Release scheduled for localization update. For questions on time line contact Product Management. Serbian Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, IUpdate Client Application, Interaction Web Client.	No Charge
SW-001-3.0-BL50	Base Language - Italian	Italian Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Web Client.	No Charge
SW-001-3.0-BL51	Base Language - Arabic	Arabic Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, IUpdate Client Application. Release scheduled for localization update. For questions on time line contact Product Management.	No Charge
SW-001-3.0-BL52	Base Language - Turkish	Turkish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client.	No Charge

SW-001-3.0-BL54	Base Language - Hebrew	<p>Hebrew Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, IUpdate Client Application.</p> <p>Release scheduled for localization update. For questions on time line contact Product Management.</p>	No Charge
SW-001-3.0-BL55	Base Language - Australian English	English Localization Pack which includes Australian Voice Prompts. All Applications and Documentation is based on US English Version	No Charge
SW-001-3.0-BL56	Base Language - New Zealand English	English Localization Pack which includes New Zealand Voice Prompts. All Applications and Documentation is based on US English Version.	No Charge
SW-001-3.0-BL57	Base Language - Spanish - Spain	<p>Spanish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Fax Cover Page Editor, Interaction Web Client.</p>	No Charge
SW-001-3.0-AL23	Additional Language - US English	Default localization set.	\$1,050.00
SW-001-3.0-AL33	Additional Language - UK English	English Localization Pack which includes UK Voice Prompts. All Applications and Documentation is based on the US English version.	\$1,050.00
SW-001-3.0-AL34	Additional Language - German	<p>German Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Fax Cover Page Editor, Interaction Web Client.</p>	\$1,050.00

SW-001-3.0-AL30	Additional Language - Spanish - Latin America	Spanish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Fax Cover Page Editor, Interaction Web Client.	\$1,050.00
SW-001-3.0-AL35	Additional Language - Dutch	Dutch Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Web Client.	\$1,050.00
SW-001-3.0-AL39	Additional Language - Japanese	Japanese Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Reporting Guide, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, Interaction Web Client.	\$1,050.00
SW-001-3.0-AL36	Additional Language - Swedish	Swedish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Web Client.	\$1,050.00
SW-001-3.0-AL37	Additional Language - Norwegian	Norwegian Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client.	\$1,050.00

SW-001-3.0-AL31	Additional Language - French	French Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Reporting Guide, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, Interaction Web Client.	\$1,050.00
SW-001-3.0-AL49	Additional Language - French Canadian	French Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Reporting Guide, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, Interaction Web Client.	\$1,050.00
SW-001-3.0-AL32	Additional Language - Brazilian Portuguese	Release scheduled for localization update. For questions on time line contact Product Management. Brazilian Portuguese Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Interaction Web Client.	\$1,050.00
SW-001-3.0-AL40	Additional Language - Chinese Simplified	Simplified Chinese Localization Pack which includes Voice Prompts (Mandarin), Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Web Client.	\$1,050.00

SW-001-3.0-AL53	Additional Language - Chinese Traditional	Traditional Chinese Localization Pack which includes Voice Prompts (Mandarin), Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Web Client.	\$1,050.00
SW-001-3.0-AL42	Additional Language - Korean	Korean Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client.	\$1,050.00
SW-001-3.0-AL47	Additional Language - Polish	Polish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Web Client.	\$1,050.00
SW-001-3.0-AL48	Additional Language - Serbian	Release scheduled for localization update. For questions on time line contact Product Management. Serbian Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, IUpdate Client Application, Interaction Web Client.	\$1,050.00
SW-001-3.0-AL50	Additional Language - Italian	Italian Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Web Client. Edition), Interaction Voicemail Player, Interaction Web Client.	\$1,050.00
SW-001-3.0-AL51	Additional Language - Arabic	Arabic Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, IUpdate Client Application.	\$1,050.00

		Release scheduled for localization update. For questions on time line contact Product Management.	
SW-001-3.0-AL52	Additional Language - Turkish	Turkish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client.	\$1,050.00
SW-001-3.0-AL54	Additional Language - Hebrew	Hebrew Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, IUpdate Client Application. Release scheduled for localization update. For questions on time line contact Product Management.	\$1,050.00
SW-001-3.0-AL55	Additional Language - Australian English	English Localization Pack which includes Australian Voice Prompts. All Applications and Documentation is based on US English Version	\$1,050.00
SW-001-3.0-AL56	Additional Language - New Zealand English	English Localization Pack which includes New Zealand Voice Prompts. All Applications and Documentation is based on US English Version.	\$1,050.00
SW-001-3.0-AL57	Additional Language - Spanish - Spain	Spanish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Fax Cover Page Editor, Interaction Web Client.	\$1,050.00

Table 23: Standalone Server Add-ons

Part Number	Part Name	Short Description*	Retail Price
SW-001-3.0-DS01	Small CIC development system	Includes 4 basic and 4 advanced sessions and 8 Contact center level 3 access licenses, 8 UM and 8 fax access add-on licenses and 1 Interaction Supervisor access add-on license.	\$2,350.00
SW-001-3.0-DS02	Large CIC development system	Includes 30 basic and advanced sessions and 30 Contact center level 3 access licenses, 30 UM and 30 fax access add-on licenses, and 1 Interaction Supervisor access add-on license.	\$7,000.00

SW-001-3.0-SSTL	CIC Trial System	License to configure a 60-day trial license for CIC. Requires signed agreement prior to exposing licenses needed to implement solution. Please see your sales representative for details and a copy of the agreement.	Requires Agreement
		Trial license configuration standard and by default includes; 60 ports, any currently supported IC server feature set, and up to 150 users with a variety of user add-on feature set.	
SW-014-3.0-MSTL	Interaction Media Server Trial system	License to configure a 60-day trial license for Interaction Media Server. Requires signed agreement prior to exposing licenses needed to implement solution. Please see your sales representative for details and a copy of the agreement.	Requires Agreement
SW-025-1.0-SL01	Interaction SIP Bulk Caller 1.0	Interaction SIP Bulk Caller is a SIP bulk call generator that can be used to send and receive SIP calls. It can also be used to simulate station registrations.	\$20,000.00
SW-025-1.0-STRL	Interaction SIP Bulk Caller 1.0 Trial License	License to configure a 30-day trial license for Interaction SIP Bulk Caller. Requires signed agreement prior to exposing licenses needed to implement solution. Please see your sales representative for details and a copy of the agreement. Trial license configuration standard and by default includes: 2 calls per second, with a maximum of 50 calls.	No Charge
SW-025-1.0-BULK	Interaction SIP Bulk Caller - G.729 add-on	G.729 license for media features on SIP Bulk Caller.	\$25.00

Table 24: Third Party Server Add-Ons - Loquendo Automatic Speech Recognition (ASR)

Note: Speech Starter Kit limited to one per customer.

Support for third-party products calculated at 18% in year one and for ongoing renewal regardless of Support Option elected.

Part Number	Part Name	Short Description*	Retail Price
TS-503-3.0-SRSK	Loquendo ASR Speech Starter Kit	Includes 4 ports of Loquendo ASR, 1 language only. Includes ININ Speech Recognition server add-on feature.	\$2,000.00
Order the number of ASR languages needed. Note: additional languages can not be the same as the base language selected.			
TS-503-3.0-BA01	Loquendo ASR Tier 3 Base - Base - US English	Speech recognition base language port for ASR applications.	\$1,100.00
TS-503-3.0-BA02	Loquendo ASR Tier 3 Base - UK English	Speech recognition base language port for ASR applications.	\$1,100.00
TS-503-3.0-BA03	Loquendo ASR Tier 3 Base - American Mexican Spanish	Speech recognition base language port for ASR applications.	\$1,100.00
TS-503-3.0-BA04	Loquendo ASR Tier 3 Base - Chilean Spanish	Speech recognition base language port for ASR applications.	\$1,100.00
TS-503-3.0-BA05	Loquendo ASR Tier 3 Base - Argentine Spanish	Speech recognition base language port for ASR applications.	\$1,100.00
TS-503-3.0-BA06	Loquendo ASR Tier 3 Base - German	Speech recognition base language port for ASR applications.	\$1,100.00
TS-503-3.0-BA07	Loquendo ASR Tier 3 Base - Dutch	Speech recognition base language port for ASR applications.	\$1,100.00

TS-503-3.0-BA08	Loquendo ASR Tier 3 Base - European French	Speech recognition base language port for ASR applications.	\$1,100.00
TS-503-3.0-BA09	Loquendo ASR Tier 3 Base - Polish	Speech recognition base language port for ASR applications.	\$1,100.00
TS-503-3.0-BA10	Loquendo ASR Tier 3 Base - Swedish	Speech recognition base language port for ASR applications.	\$1,100.00
TS-503-3.0-BA11	Loquendo ASR Tier 3 Base - Brazilian Portuguese	Speech recognition base language port for ASR applications.	\$1,100.00
TS-503-3.0-A101	Loquendo ASR Tier 3 - 1 Additional Language - US English	Speech recognition add-on language port for ASR applications.	\$220.00
TS-503-3.0-A102	Loquendo ASR Tier 3 - 1 Additional Language - UK English	Speech recognition add-on language port for ASR applications.	\$220.00
TS-503-3.0-A103	Loquendo ASR Tier 3 - 1 Additional Language - American Mexican Spanish	Speech recognition add-on language port for ASR applications.	\$220.00
TS-503-3.0-A104	Loquendo ASR Tier 3 - 1 Additional Language - Chilean Spanish	Speech recognition add-on language port for ASR applications.	\$220.00
TS-503-3.0-A105	Loquendo ASR Tier 3 - 1 Additional Language - Argentine Spanish	Speech recognition add-on language port for ASR applications.	\$220.00
TS-503-3.0-A106	Loquendo ASR Tier 3 - 1 Additional Language - German	Speech recognition add-on language port for ASR applications.	\$220.00
TS-503-3.0-A107	Loquendo ASR Tier 3 - 1 Additional Language - Dutch	Speech recognition add-on language port for ASR applications.	\$220.00
TS-503-3.0-A108	Loquendo ASR Tier 3 - 1 Additional Language - European French	Speech recognition add-on language port for ASR applications.	\$220.00
TS-503-3.0-A109	Loquendo ASR Tier 3 - 1 Additional Language - Polish	Speech recognition add-on language port for ASR applications.	\$220.00
TS-503-3.0-A110	Loquendo ASR Tier 3 - 1 Additional Language - Swedish	Speech recognition add-on language port for ASR applications.	\$220.00
TS-503-3.0-A111	Loquendo ASR Tier 3 - 1 Additional Language - Brazilian Portuguese	Speech recognition add-on language port for ASR applications.	\$220.00
TS-503-3.0-A201	Loquendo ASR Tier 3 - 2 or more Additional Language - US English	Speech recognition 2 or more add-on language ports for ASR applications.	\$440.00
TS-503-3.0-A202	Loquendo ASR Tier 3 - 2 or more Additional Language - UK English	Speech recognition 2 or more add-on language ports for ASR applications.	\$440.00
TS-503-3.0-A203	Loquendo ASR Tier 3 - 2 or more Additional Language - American Mexican Spanish	Speech recognition 2 or more add-on language ports for ASR applications.	\$440.00
TS-503-3.0-A204	Loquendo ASR Tier 3 - 2 or more Additional Language - Chilean Spanish	Speech recognition 2 or more add-on language ports for ASR applications.	\$440.00
TS-503-3.0-A205	Loquendo ASR Tier 3 - 2 or more Additional Language - Argentine Spanish	Speech recognition 2 or more add-on language ports for ASR applications.	\$440.00
TS-503-3.0-A206	Loquendo ASR Tier 3 - 2 or more Additional Language - German	Speech recognition 2 or more add-on language ports for ASR applications.	\$440.00
TS-503-3.0-A207	Loquendo ASR Tier 3 - 2 or more Additional Language - Dutch	Speech recognition 2 or more add-on language ports for ASR applications.	\$440.00
TS-503-3.0-A208	Loquendo ASR Tier 3 - 2 or more Additional Language - European French	Speech recognition 2 or more add-on language ports for ASR applications.	\$440.00
TS-503-3.0-A209	Loquendo ASR Tier 3 - 2 or more Additional Language - Polish	Speech recognition 2 or more add-on language ports for ASR applications.	\$440.00
TS-503-3.0-A210	Loquendo ASR Tier 3 - 2 or more Additional Language - Swedish	Speech recognition 2 or more add-on language ports for ASR applications.	\$440.00
TS-503-3.0-A211	Loquendo ASR Tier 3 - 2 or more Additional Language - Brazilian Portuguese	Speech recognition 2 or more add-on language ports for ASR applications.	\$440.00
TS-503-3.0-2BA01	Loquendo ASR Tier 2 Base - Base - US English	Speech recognition base language port for ASR applications. Limit of 1000 words in grammar.	\$600.00
TS-503-3.0-2BA02	Loquendo ASR Tier 2 Base - UK English	Speech recognition base language port for ASR applications. Limit of 1000 words in grammar.	\$600.00

TS-503-3.0-2BA03	Loquendo ASR Tier 2 Base - American Mexican Spanish	Speech recognition base language port for ASR applications. Limit of 1000 words in grammar.	\$600.00
TS-503-3.0-2BA04	Loquendo ASR Tier 2 Base - Chilean Spanish	Speech recognition base language port for ASR applications. Limit of 1000 words in grammar.	\$600.00
TS-503-3.0-2BA05	Loquendo ASR Tier 2 Base - Argentine Spanish	Speech recognition base language port for ASR applications. Limit of 1000 words in grammar.	\$600.00
TS-503-3.0-2BA06	Loquendo ASR Tier 2 Base - German	Speech recognition base language port for ASR applications. Limit of 1000 words in grammar.	\$600.00
TS-503-3.0-2BA07	Loquendo ASR Tier 2 Base - Dutch	Speech recognition base language port for ASR applications. Limit of 1000 words in grammar.	\$600.00
TS-503-3.0-2BA08	Loquendo ASR Tier 2 Base - European French	Speech recognition base language port for ASR applications. Limit of 1000 words in grammar.	\$600.00
TS-503-3.0-2BA09	Loquendo ASR Tier 2 Base - Polish	Speech recognition base language port for ASR applications. Limit of 1000 words in grammar.	\$600.00
TS-503-3.0-2BA10	Loquendo ASR Tier 2 Base - Swedish	Speech recognition base language port for ASR applications. Limit of 1000 words in grammar.	\$600.00
TS-503-3.0-2BA11	Loquendo ASR Tier 2 Base - Brazilian Portuguese	Speech recognition base language port for ASR applications. Limit of 1000 words in grammar.	\$600.00
TS-503-3.0-2A101	Loquendo ASR Tier 2 - 1 Additional Language - US English	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$120.00
TS-503-3.0-2A102	Loquendo ASR Tier 2 - 1 Additional Language - UK English	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$120.00
TS-503-3.0-2A103	Loquendo ASR Tier 2 - 1 Additional Language - American Mexican Spanish	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$120.00
TS-503-3.0-2A104	Loquendo ASR Tier 2 - 1 Additional Language - Chilean Spanish	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$120.00
TS-503-3.0-2A105	Loquendo ASR Tier 2 - 1 Additional Language - Argentine Spanish	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$120.00
TS-503-3.0-2A106	Loquendo ASR Tier 2 - 1 Additional Language - German	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$120.00
TS-503-3.0-2A107	Loquendo ASR Tier 2 - 1 Additional Language - Dutch	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$120.00
TS-503-3.0-2A108	Loquendo ASR Tier 2 - 1 Additional Language - European French	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$120.00
TS-503-3.0-2A109	Loquendo ASR Tier 2 - 1 Additional Language - Polish	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$120.00
TS-503-3.0-2A110	Loquendo ASR Tier 2 - 1 Additional Language - Swedish	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$120.00
TS-503-3.0-2A111	Loquendo ASR Tier 2 - 1 Additional Language - Brazilian Portuguese	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$120.00
TS-503-3.0-2A201	Loquendo ASR Tier 2 - 2 or more Additional Language - US English	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$240.00
TS-503-3.0-2A202	Loquendo ASR Tier 2 - 2 or more Additional Language - UK English	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$240.00
TS-503-3.0-2A203	Loquendo ASR Tier 2 - 2 or more Additional Language - American Mexican Spanish	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$240.00
TS-503-3.0-2A204	Loquendo ASR Tier 2 - 2 or more Additional Language - Chilean Spanish	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$240.00
TS-503-3.0-2A205	Loquendo ASR Tier 2 - 2 or more Additional Language - Argentine Spanish	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$240.00
TS-503-3.0-2A206	Loquendo ASR Tier 2 - 2 or more Additional Language - German	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$240.00
TS-503-3.0-2A207	Loquendo ASR Tier 2 - 2 or more Additional Language - Dutch	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$240.00
TS-503-3.0-2A208	Loquendo ASR Tier 2 - 2 or more Additional Language - European French	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$240.00

TS-503-3.0-2A209	Loquendo ASR Tier 2 - 2 or more Additional Language - Polish	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$240.00
TS-503-3.0-2A210	Loquendo ASR Tier 2 - 2 or more Additional Language - Swedish	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$240.00
TS-503-3.0-2A211	Loquendo ASR Tier 2 - 2 or more Additional Language - Brazilian Portuguese	Speech recognition add-on language port for ASR applications. Limit of 1000 words in grammar.	\$240.00

Table 25: Third Party Server Add-Ons - Nuance Recognizer 9 (ASR)

Note: When ordering additional languages; the Additional language choices can not be the same as the Base language. Support for third-party products calculated at 18% in year one and for ongoing renewal regardless of Support Option.

Part Number	Part Name	Short Description*	Retail Price
TS-500-3.0-T2BL9	Nuance Recognizer 9 Tier 2 Base Language Port	Speech recognition port supporting strings of digits, yes/no and synonyms thereof, natural numbers, alphanumeric strings, date, time and currency; up to 2500 unique words; single utterances. Available for CIC and MIC.	\$1,100.00
TS-500-3.0-T3BL9	Nuance Recognizer 9 Tier 3 Base Language Port	Speech recognition port with capabilities of Tier 2 plus more than 2500 unique words however it requires closed grammars (not for natural language). Available for CIC and MIC.	\$1,600.00
TS-500-3.0-T4BL9	Nuance Recognizer 9 Tier 4 Base Language Port	Speech recognition port with capabilities of Tier 3 and allows for open grammars and natural language. Available for CIC and MIC.	\$2,000.00

Base Language Choices; select the language associated with Tier 2, Tier 3 or Tier 4.

Note: A customer can only ever have one base language; all others are considered 'additional languages'.

TS-500-3.0-BA900	Nuance Recognizer 9 base language - US English		Base Price
TS-500-3.0-BA901	Nuance Recognizer 9 base language - Arabic (Jordan)		No Charge
TS-500-3.0-BA902	Nuance Recognizer 9 base language - Cantonese Chinese		No Charge
TS-500-3.0-BA903	Nuance Recognizer 9 base language - Mandarin Chinese (China)		No Charge
TS-500-3.0-BA904	Nuance Recognizer 9 base language - Mandarin Chinese (Taiwan)		No Charge
TS-500-3.0-BA905	Nuance Recognizer 9 base language - Czech		No Charge
TS-500-3.0-BA906	Nuance Recognizer 9 base language - Danish		No Charge
TS-500-3.0-BA907	Nuance Recognizer 9 base language - Dutch		No Charge
TS-500-3.0-BA908	Nuance Recognizer 9 base language - US Canadian English		No Charge
TS-500-3.0-BA909	Nuance Recognizer 9 base language - UK English		No Charge
TS-500-3.0-BA910	Nuance Recognizer 9 base language - Australian/New Zealand English		No Charge
TS-500-3.0-BA911	Nuance Recognizer 9 base language - Singapore English		No Charge
TS-500-3.0-BA912	Nuance Recognizer 9 base language - South African English		No Charge
TS-500-3.0-BA913	Nuance Recognizer 9 base language - French		No Charge
TS-500-3.0-BA914	Nuance Recognizer 9 base language - Canadian French		No Charge

TS-500-3.0-BA915	Nuance Recognizer 9 base language - German		No Charge
TS-500-3.0-BA916	Nuance Recognizer 9 base language - Swiss German		No Charge
TS-500-3.0-BA917	Nuance Recognizer 9 base language - Greek		No Charge
TS-500-3.0-BA918	Nuance Recognizer 9 base language - Hebrew		No Charge
TS-500-3.0-BA919	Nuance Recognizer 9 base language - Italian		No Charge
TS-500-3.0-BA920	Nuance Recognizer 9 base language - Japanese		No Charge
TS-500-3.0-BA921	Nuance Recognizer 9 base language - Korean		No Charge
TS-500-3.0-BA922	Nuance Recognizer 9 base language - Norwegian		No Charge
TS-500-3.0-BA923	Nuance Recognizer 9 base language - Brazilian Portuguese		No Charge
TS-500-3.0-BA924	Nuance Recognizer 9 base language - Castilian Spanish		No Charge
TS-500-3.0-BA925	Nuance Recognizer 9 base language - North-Latin American Spanish		No Charge
TS-500-3.0-BA926	Nuance Recognizer 9 base language - Catalan		No Charge
TS-500-3.0-BA927	Nuance Recognizer 9 base language - Swedish		No Charge
TS-500-3.0-BA928	Nuance Recognizer 9 base language - Turkish		No Charge
Order the number of additional ports needed and simply note the selection of the additional language.			
TS-500-3.0-T2AL29	Nuance Recognizer 9 Tier 2 - Additional Port for 2nd Language	Second language of ASR ports supporting strings of digits, yes/no and synonyms thereof, natural numbers, alphanumeric strings, date, time and currency; up to 2500 unique words; single utterances. Available for CIC and MIC.	\$220.00
TS-500-3.0-T2AL39	Nuance Recognizer 9 Tier 2 - Additional Port for 3+ Language	Three or more languages of ASR ports supporting strings of digits, yes/no and synonyms thereof, natural numbers, alphanumeric strings, date, time and currency; up to 2500 unique words; single utterances. Available for CIC and MIC.	\$320.00
TS-500-3.0-T3AL29	Nuance Recognizer 9 Tier 3 - Additional Port for 2nd Language	Second language of ASR ports supporting strings of digits, yes/no and synonyms thereof, natural numbers, alphanumeric strings, date, time and currency; unlimited, closed grammars; Available for CIC and MIC.	\$400.00
TS-500-3.0-T3AL39	Nuance Recognizer 9 Tier 3 - Additional Port for 3+ Languages	Three or more languages of ASR ports supporting strings of digits, yes/no and synonyms thereof, natural numbers, alphanumeric strings, date, time and currency; up to 2500 unique words; single utterances. Available for CIC and MIC.	\$640.00
TS-500-3.0-T4AL29	Nuance Recognizer 9 Tier 4 - Additional Port for 2nd Language	Second language of ASR port supporting strings of digits, yes/no and synonyms thereof, natural numbers, alphanumeric strings, date, time and currency; unlimited and open grammars delivering a natural language solution; single utterances. Available for CIC and MIC.	\$320.00

TS-500-3.0-T4AL39	Nuance Recognizer 9 Tier 4 - Additional Port for 3+ Languages	Three or more languages of ASR ports supporting strings of digits, yes/no and synonyms thereof, natural numbers, alphanumeric strings, date, time and currency; unlimited and open grammars delivering a natural language solution; single utterances. Available for CIC and MIC.	\$640.00
-------------------	---	---	----------

Additional Language Choices; select the language(s) associated with Tier 2, 3 or 4.

TS-500-3.0-AA900	Nuance Recognizer 9 additional language - US English		No Charge
TS-500-3.0-AA901	Nuance Recognizer 9 additional language - Arabic (Jordan)		No Charge
TS-500-3.0-AA902	Nuance Recognizer 9 additional language - Cantonese Chinese		No Charge
TS-500-3.0-AA903	Nuance Recognizer 9 additional language - Mandarin Chinese (China)		No Charge
TS-500-3.0-AA904	Nuance Recognizer 9 additional language - Mandarin Chinese (Taiwan)		No Charge
TS-500-3.0-AA905	Nuance Recognizer 9 additional language - Czech		No Charge
TS-500-3.0-AA906	Nuance Recognizer 9 additional language - Danish		No Charge
TS-500-3.0-AA907	Nuance Recognizer 9 additional language - Dutch (Belgian)		No Charge
TS-500-3.0-AA908	Nuance Recognizer 9 additional language - Dutch (Netherlands)		No Charge
TS-500-3.0-AA909	Nuance Recognizer 9 additional language - UK English		No Charge
TS-500-3.0-AA910	Nuance Recognizer 9 additional language - Australian/New Zealand English		No Charge
TS-500-3.0-AA911	Nuance Recognizer 9 additional language - Singapore English		No Charge
TS-500-3.0-AA912	Nuance Recognizer 9 additional language - South African English		No Charge
TS-500-3.0-AA913	Nuance Recognizer 9 additional language - French		No Charge
TS-500-3.0-AA914	Nuance Recognizer 9 additional language - Canadian French		No Charge
TS-500-3.0-AA915	Nuance Recognizer 9 additional language - German		No Charge
TS-500-3.0-AA916	Nuance Recognizer 9 additional language - Swiss German		No Charge
TS-500-3.0-AA917	Nuance Recognizer 9 additional language - Greek		No Charge
TS-500-3.0-AA918	Nuance Recognizer 9 additional language - Hebrew		No Charge
TS-500-3.0-AA919	Nuance Recognizer 9 additional language - Italian		No Charge
TS-500-3.0-AA920	Nuance Recognizer 9 additional language - Japanese		No Charge
TS-500-3.0-AA921	Nuance Recognizer 9 additional language - Korean		No Charge
TS-500-3.0-AA922	Nuance Recognizer 9 additional language - Norwegian		No Charge
TS-500-3.0-AA923	Nuance Recognizer 9 additional language - Brazilian Portuguese		No Charge
TS-500-3.0-AA924	Nuance Recognizer 9 additional language - Castilian Spanish		No Charge

TS-500-3.0-AA925	Nuance Recognizer 9 additional language - North-Latin American Spanish		No Charge
TS-500-3.0-AA926	Nuance Recognizer 9 additional language - Catalan		No Charge
TS-500-3.0-AA927	Nuance Recognizer 9 additional language - Swedish		No Charge
TS-500-3.0-AA928	Nuance Recognizer 9 additional language - Turkish		No Charge

Table 26: Third Party Server Add-Ons - Nuance Automatic Speech Recognition 8.5 (ASR)

Note: When ordering additional languages; the Additional language choices can not be the same as the Base language. Support for third-party products calculated at 18% in year one and for ongoing renewal regardless of Support Option

Part Number	Part Name	Short Description*	Retail Price
TS-500-3.0-AM01	Auto Attendant and/or Mobile Office ASR 8.5 Port	ASR ports to be used for Auto Attendant and Mobile Office applications only. No additional ASR ports (Tier A or Tier B) needed. Available for CIC and MIC.	\$1,200.00

Interaction Mobile Office modules required; components ordered separately.

TS-500-3.0-ATAB	Nuance 8.5 Tier A Base Language port	Speech recognition port supporting strings of digits, yes/no and synonyms thereof, natural numbers, alphanumeric strings, date, time and currency; up to 40 unique words; single utterances. Available for CIC and MIC.	\$500.00
TS-500-3.0-ATBB	Nuance 8.5 Tier B Base Language port	Speech recognition port with capabilities of Tier A plus more than 40 unique words, spelling, and natural language. Available for CIC and MIC.	\$1,600.00

Base Language Choices; select the language associated with Starter Kit, Auto Attendant and/or Mobile Office, Tier A, or Tier B.

Note: A customer can only ever have one base language; all others are considered 'additional languages'.

TS-500-3.0-BA00	Nuance 8.5 base language - US English		Base Price
TS-500-3.0-BA01	Nuance 8.5 base language - Arabic (Jordan)		No Charge
TS-500-3.0-BA02	Nuance 8.5 base language - Cantonese Chinese		No Charge
TS-500-3.0-BA03	Nuance 8.5 base language - Mandarin Chinese (China)		No Charge
TS-500-3.0-BA04	Nuance 8.5 base language - Mandarin Chinese (Taiwan)		No Charge
TS-500-3.0-BA05	Nuance 8.5 base language - Czech		No Charge
TS-500-3.0-BA06	Nuance 8.5 base language - Danish		No Charge
TS-500-3.0-BA07	Nuance 8.5 base language - Dutch		No Charge
TS-500-3.0-BA09	Nuance 8.5 base language - UK English		No Charge
TS-500-3.0-BA10	Nuance 8.5 base language - Australian/New Zealand English		No Charge
TS-500-3.0-BA11	Nuance 8.5 base language - Singapore English		No Charge
TS-500-3.0-BA12	Nuance 8.5 base language - South African English		No Charge
TS-500-3.0-BA13	Nuance 8.5 base language - French		No Charge
TS-500-3.0-BA14	Nuance 8.5 base language - Canadian French		No Charge
TS-500-3.0-BA15	Nuance 8.5 base language - German		No Charge
TS-500-3.0-BA16	Nuance 8.5 base language - Swiss German		No Charge
TS-500-3.0-BA17	Nuance 8.5 base language - Greek		No Charge
TS-500-3.0-BA18	Nuance 8.5 base language - Hebrew		No Charge
TS-500-3.0-BA19	Nuance 8.5 base language - Italian		No Charge

TS-500-3.0-BA20	Nuance 8.5 base language - Japanese		No Charge
TS-500-3.0-BA21	Nuance 8.5 base language - Korean		No Charge
TS-500-3.0-BA22	Nuance 8.5 base language - Norwegian		No Charge
TS-500-3.0-BA23	Nuance 8.5 base language - Brazilian Portuguese		No Charge
TS-500-3.0-BA24	Nuance 8.5 base language - Castilian Spanish		No Charge
TS-500-3.0-BA25	Nuance 8.5 base language - North-Latin American Spanish		No Charge
TS-500-3.0-BA26	Nuance 8.5 base language - Catalan		No Charge
TS-500-3.0-BA27	Nuance 8.5 base language - Swedish		No Charge
TS-500-3.0-BA28	Nuance 8.5 base language - Turkish		No Charge

Order the number of additional ports needed and simply note the selection of the additional language.

TS-500-3.0-ATA2	Nuance 8.5 Tier A - Additional port for 2nd Language	Second language of ASR port supporting strings of digits, yes/no and synonyms thereof, natural numbers, alphanumeric strings, date, time and currency; up to 40 unique words; single utterances.	\$100.00
TS-500-3.0-ATA3	Nuance 8.5 Tier A - Additional port for 3+ Language	Three or more languages of ASR ports supporting strings of digits, yes/no and synonyms thereof, natural numbers, alphanumeric strings, date, time and currency; up to 40 unique words; single utterances	\$200.00
TS-500-3.0-ATB2	Nuance 8.5 Tier B - Additional port for 2nd Language	Second language of ASR port with capabilities of Tier A plus more than 40 unique words, spelling, and natural language.	\$320.00
TS-500-3.0-ATB3	Nuance 8.5 Tier B - Additional port for 3+ Languages	Three or more languages of ASR ports with capabilities of Tier A plus more than 40 unique words, spelling, and natural language.	\$640.00

Additional Language Choices; select the language(s) associated with Auto Attendant and/or Mobile Office, Tier A, or Tier B.

TS-500-3.0-AA00	Nuance 8.5 additional language - US English		No Charge
TS-500-3.0-AA01	Nuance 8.5 additional language - Arabic (Jordan)		No Charge
TS-500-3.0-AA02	Nuance 8.5 additional language - Cantonese Chinese		No Charge
TS-500-3.0-AA03	Nuance 8.5 additional language - Mandarin Chinese (China)		No Charge
TS-500-3.0-AA04	Nuance 8.5 additional language - Mandarin Chinese (Taiwan)		No Charge
TS-500-3.0-AA05	Nuance 8.5 additional language - Czech		No Charge
TS-500-3.0-AA06	Nuance 8.5 additional language - Danish		No Charge
TS-500-3.0-AA07	Nuance 8.5 additional language - Dutch		No Charge
TS-500-3.0-AA09	Nuance 8.5 additional language - UK English		No Charge
TS-500-3.0-AA10	Nuance 8.5 additional language - Australian/New Zealand English		No Charge
TS-500-3.0-AA11	Nuance 8.5 additional language - Singapore English		No Charge
TS-500-3.0-AA12	Nuance 8.5 additional language - South African English		No Charge
TS-500-3.0-AA13	Nuance 8.5 additional language - French		No Charge
TS-500-3.0-AA14	Nuance 8.5 additional language - Canadian French		No Charge
TS-500-3.0-AA15	Nuance 8.5 additional language - German		No Charge
TS-500-3.0-AA16	Nuance 8.5 additional language - Swiss German		No Charge
TS-500-3.0-AA17	Nuance 8.5 additional language - Greek		No Charge

TS-500-3.0-AA18	Nuance 8.5 additional language - Hebrew		No Charge
TS-500-3.0-AA19	Nuance 8.5 additional language - Italian		No Charge
TS-500-3.0-AA20	Nuance 8.5 additional language - Japanese		No Charge
TS-500-3.0-AA21	Nuance 8.5 additional language - Korean		No Charge
TS-500-3.0-AA22	Nuance 8.5 additional language - Norwegian		No Charge
TS-500-3.0-AA23	Nuance 8.5 additional language - Brazilian Portuguese		No Charge
TS-500-3.0-AA24	Nuance 8.5 additional language - Castilian Spanish		No Charge
TS-500-3.0-AA25	Nuance 8.5 additional language - North-Latin American Spanish		No Charge
TS-500-3.0-AA26	Nuance 8.5 additional language - Catalan		No Charge
TS-500-3.0-AA27	Nuance 8.5 additional language - Swedish		No Charge
TS-500-3.0-AA28	Nuance 8.5 additional language - Turkish		No Charge

Nuance Verifier port is an add-on to our Tier B choices above. This requires only the additional line item not the individual languages. If they have the language for Tier B they will automatically have it for Verifier.

TS-500-3.0-VERB	Nuance 8.5 Verifier session - Tier B Add-on	Verifier software requires the purchase of Tier B ASR ports. Support for speaker verification per port. Requires no language selection; will inherit the languages selected for the Tier B ASR ports.	\$1,000.00
TS-500-3.0-AGR1	Nuance 8.5 US Name Grammar	Grammar for U.S. names; requires Tier B. A PSO contract is required to purchase this item. Please contact Product Management for questions.	\$100.00
TS-500-3.0-AGR2	Nuance 8.5 US Name and Address Grammar	Grammar for U.S. names and addresses; Requires Tier B. A PSO contract is required to purchase this item. Please contact Product Management for questions.	\$450.00
TS-500-3.0-AGR3	Nuance 8.5 US City and State Grammar	Grammar for U.S. cities and states. Requires Tier B language selection. A PSO contract is required to purchase this item. Please contact Product Management for questions.	\$100.00
TS-500-3.0-AGR4	Nuance 8.5 US Equity Grammar	A list of all US Company names & Stock symbols, requires Tier B. A PSO contract is required to purchase this item. Please contact Product Management for questions.	\$925.00

Table 27: Third Party Server Add-ons - RealSpeak Text to Speech

Third Party products are not standard Interactive Intelligence software products and do not follow Interactive Intelligence software margins.

Support for third-party products calculated at 18% in year one and for ongoing renewal regardless of Support Option elected.

Localization Note: Language selections available for TTS do not reflect localization readiness for xIC.

Part Number	Part Name	Short Description*	Retail Price
TS-507-3.0-NUSE	RealSpeak - US English	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NUKE	RealSpeak - UK English	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSFR	RealSpeak - French	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSCF	RealSpeak - Canadian French	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSMS	RealSpeak - Mexican Spanish	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSBP	RealSpeak - Brazilian Portuguese	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSGR	RealSpeak - German	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00

TS-507-3.0-NSIT	RealSpeak - Italian	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSDT	RealSpeak - Dutch	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSBD	RealSpeak - Belgian Dutch	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSDA	RealSpeak - Danish	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSPO	RealSpeak - Polish	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSNW	RealSpeak - Norwegian	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSSW	RealSpeak - Swedish	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSRU	RealSpeak - Russian	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSCC	RealSpeak - Cantonese Chinese	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSMC	RealSpeak - Mandarin Chinese	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSJP	RealSpeak - Japanese	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSKR	RealSpeak - Korean	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSPG	RealSpeak - Portuguese	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSES	RealSpeak - European Spanish	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSAE	RealSpeak - Australian English	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSEF	RealSpeak - European French	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSIE	RealSpeak - Irish English	Nuance TTS base language option for dynamic TTS only. Do not use for static prompt creation.	\$650.00
TS-507-3.0-NSUS	RealSpeak - US Spanish	Nuance TTS base language option for dynamic TTS only. Do not use for static prompts.	\$650.00
TS-507-3.0-RUSE	RealSpeak Additional Language - US English	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RUKE	RealSpeak Additional Language - UK English	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSFR	RealSpeak Additional Language - French	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSCF	RealSpeak Additional Language - Canadian French	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSMS	RealSpeak Additional Language - Mexican Spanish	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSBP	RealSpeak Additional Language - Brazilian Portuguese	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSGR	RealSpeak Additional Language - German	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00

TS-507-3.0-RSIT	RealSpeak Additional Language - Italian	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSDT	RealSpeak Additional Language - Dutch	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSBD	RealSpeak Additional Language - Belgian Dutch	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSDA	RealSpeak Additional Language - Danish	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSPO	RealSpeak Additional Language - Polish	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSNW	RealSpeak Additional Language - Norwegian	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSSW	RealSpeak Additional Language - Swedish	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSRU	RealSpeak Additional Language - Russian	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSCC	RealSpeak Additional Language - Cantonese Chinese	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSMC	RealSpeak Additional Language - Mandarin Chinese	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSJP	RealSpeak Additional Language - Japanese	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSKR	RealSpeak Additional Language - Korean	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSPG	RealSpeak Additional Language - Portuguese	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSES	RealSpeak Additional Language - European Spanish	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSAE	RealSpeak Additional Language - Australian English	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSEF	RealSpeak Additional Language - European French	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSIE	RealSpeak Additional Language - Irish English	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00
TS-507-3.0-RSUS	RealSpeak Additional Language - US Spanish	Nuance TTS additional language option for dynamic TTS. Do not use for static prompt creation.	\$130.00

Table 28: Third Party Server Add-ons - Loquendo Text to Speech

Third Party products are not standard Interactive Intelligence software products and do not follow Interactive Intelligence

software margins.

Support for third-party products calculated at 18% in year one and for ongoing renewal regardless of Support Option elected.

Localization Note: Language selections available for TTS do not reflect localization readiness for xLC.

Part Number	Part Name	Short Description*	Retail Price
TS-503-3.0-SUSE	Loquendo Standard - US English	Loquendo TTS Standard language option for dynamic TTS only. Do not use for static prompt creation.	\$550.00
TS-503-3.0-SUKE	Loquendo Standard - UK English	Loquendo TTS Standard language option for dynamic TTS only. Do not use for static prompt creation.	\$550.00
TS-503-3.0-SFRE	Loquendo Standard - French	Loquendo TTS Standard language option for dynamic TTS only. Do not use for static prompt creation.	\$550.00
TS-503-3.0-SGER	Loquendo Standard - German	Loquendo TTS Standard language option for dynamic TTS only. Do not use for static prompt creation.	\$550.00
TS-503-3.0-SDUT	Loquendo Standard - Dutch	Loquendo TTS Standard language option for dynamic TTS only. Do not use for static prompt creation.	\$550.00
TS-503-3.0-SMEX	Loquendo Standard - Mexican	Loquendo TTS Standard language option for dynamic TTS only. Do not use for static prompt creation.	\$550.00
TS-503-3.0-SCHI	Loquendo Standard - Chilean	Loquendo TTS Standard language option for dynamic TTS only. Do not use for static prompt creation.	\$550.00
TS-503-3.0-SARG	Loquendo Standard - Argentine	Loquendo TTS Standard language option for dynamic TTS only. Do not use for static prompt creation.	\$550.00
TS-503-3.0-SBRA	Loquendo Standard - Brazilian	Loquendo TTS Standard language option for dynamic TTS only. Do not use for static prompt creation.	\$550.00
TS-503-3.0-SMCH	Loquendo Standard - Mandarin Chinese	Loquendo TTS Standard language option for dynamic TTS only. Do not use for static prompt creation.	\$550.00
TS-503-3.0-SSWE	Loquendo Standard - Sweden	Loquendo TTS Standard language option for dynamic TTS only. Do not use for static prompt creation.	\$550.00
TS-503-3.0-PITA	Loquendo Premium - Italian	Loquendo TTS Premium language option for dynamic TTS only. Do not use for static prompt creation.	\$1,600.00
TS-503-3.0-PCSP	Loquendo Premium - Castilian Spanish	Loquendo TTS Premium language option for dynamic TTS only. Do not use for static prompt creation.	\$1,600.00
TS-503-3.0-PCEP	Loquendo Premium - Catalan European Portuguese	Loquendo TTS Premium language option for dynamic TTS only. Do not use for static prompt creation.	\$1,600.00
TS-503-3.0-PGRK	Loquendo Premium - Greek	Loquendo TTS Premium language option for dynamic TTS only. Do not use for static prompt creation.	\$1,600.00
TS-503-3.0-2USE	Loquendo Standard Second Language - US English	Loquendo TTS Standard 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$110.00
TS-503-3.0-2UKE	Loquendo Standard Second Language - UK English	Loquendo TTS Standard 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$110.00
TS-503-3.0-2FRE	Loquendo Standard Second Language - French	Loquendo TTS Standard 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$110.00

TS-503-3.0-2GER	Loquendo Standard Second Language - German	Loquendo TTS Standard 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$110.00
TS-503-3.0-2DUT	Loquendo Standard Second Language - Dutch	Loquendo TTS Standard 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$110.00
TS-503-3.0-2MEX	Loquendo Standard Second Language - Mexican	Loquendo TTS Standard 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$110.00
TS-503-3.0-2CHI	Loquendo Standard Second Language - Chilean	Loquendo TTS Standard 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$110.00
TS-503-3.0-2ARG	Loquendo Standard Second Language - Argentine	Loquendo TTS Standard 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$110.00
TS-503-3.0-2BRA	Loquendo Standard Second Language - Brazilian	Loquendo TTS Standard 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$110.00
TS-503-3.0-2MCH	Loquendo Standard Second Language - Mandarin Chinese	Loquendo TTS Standard 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$110.00
TS-503-3.0-2SWE	Loquendo Standard Second Language - Sweden	Loquendo TTS Standard 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$110.00
TS-503-3.0-2ITA	Loquendo Premium Second Language - Italian	Loquendo TTS Premium 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$320.00
TS-503-3.0-2CSP	Loquendo Premium Second Language - Castilian Spanish	Loquendo TTS Premium 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$320.00
TS-503-3.0-2CEP	Loquendo Premium Second Language - Catalan European Portuguese	Loquendo TTS Premium 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$320.00
TS-503-3.0-2GRK	Loquendo Premium Second Language - Greek	Loquendo TTS Premium 2nd language option for dynamic TTS only. Do not use for static prompt creation.	\$320.00
TS-503-3.0-3USE	Loquendo Standard Third or more Language - US English	Loquendo TTS Standard 3 or more language options for dynamic TTS only. Do not use for static prompt creation.	\$220.00
TS-503-3.0-3UKE	Loquendo Standard Third or more Language - UK English	Loquendo TTS Standard 3 or more language options for dynamic TTS only. Do not use for static prompt creation.	\$220.00
TS-503-3.0-3FRE	Loquendo Standard Third or more Language - French	Loquendo TTS Standard 3 or more language options for dynamic TTS only. Do not use for static prompt creation.	\$220.00
TS-503-3.0-3GER	Loquendo Standard Third or more Language - German	Loquendo TTS Standard 3 or more language options for dynamic TTS only. Do not use for static prompt creation.	\$220.00
TS-503-3.0-3DUT	Loquendo Standard Third or more Language - Dutch	Loquendo TTS Standard 3 or more language options for dynamic TTS only. Do not use for static prompt creation.	\$220.00
TS-503-3.0-3MEX	Loquendo Standard Third or more Language - Mexican	Loquendo TTS Standard 3 or more language options for dynamic TTS only. Do not use for static prompt creation.	\$220.00
TS-503-3.0-3CHI	Loquendo Standard Third or more Language - Chilean	Loquendo TTS Standard 3 or more language options for dynamic TTS only. Do not use for static prompt creation.	\$220.00

TS-503-3.0-3ARG	Loquendo Standard Third or more Language - Argentine	Loquendo TTS Standard 3 or more language options for dynamic TTS only. Do not use for static prompt creation.	\$220.00
TS-503-3.0-3BRA	Loquendo Standard Third or more Language - Brazilian	Loquendo TTS Standard 3 or more language options for dynamic TTS only. Do not use for static prompt creation.	\$220.00
TS-503-3.0-3MCH	Loquendo Standard Third or more Language - Mandarin Chinese	Loquendo TTS Standard 3 or more language options for dynamic TTS only. Do not use for static prompt creation.	\$220.00
TS-503-3.0-3SWE	Loquendo Standard Third or more Language - Sweden	Loquendo TTS Standard 3 or more language options for dynamic TTS only. Do not use for static prompt creation.	\$220.00
TS-503-3.0-3ITA	Loquendo Premium Third or More Language - Italian	Loquendo TTS Premium 3 or more language options of dynamic TTS only. Do not use for static prompt creation.	\$640.00
TS-503-3.0-3CSP	Loquendo Premium Third or More Language - Castilian Spanish	Loquendo TTS Premium 3 or more language options of dynamic TTS only. Do not use for static prompt creation.	\$640.00
TS-503-3.0-3CEP	Loquendo Premium Third or More - Catalan Europe Portuguese	Loquendo TTS Premium 3 or more language options of dynamic TTS only. Do not use for static prompt creation.	\$640.00
TS-503-3.0-3GRK	Loquendo Premium Third or More Language - Greek	Loquendo TTS Premium 3 or more language options of dynamic TTS only. Do not use for static prompt creation.	\$640.00
TS-503-3.0-SPB01	Loquendo Standard PromptCreator Base Language: US English – Susan – Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB02	Loquendo Standard PromptCreator Base Language: US English – Dave - Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB03	Loquendo Standard PromptCreator Base Language: US English – Allison – Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00

TS-503-3.0-SPB04	Loquendo Standard PromptCreator Base Language: US English –Steven – Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB05	Loquendo Standard PromptCreator Base Language: UK English – Simon - Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB06	Loquendo Standard PromptCreator Base Language: UK English – Kate - Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB07	Loquendo Standard PromptCreator Base Language: UK English – Elizabeth – Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB08	Loquendo Standard PromptCreator Base Language: American Spanish – Carlos – Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB09	Loquendo Standard PromptCreator Base Language: American Spanish – Soledad – Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00

TS-503-3.0-SPB10	Loquendo Standard PromptCreator Base Language: French Canadian – Charlotte – Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB11	Loquendo Standard PromptCreator Base Language: French Canadian – Olivier – Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB12	Loquendo Standard PromptCreator Base Language: Mexican Spanish – Esperanza - Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB13	Loquendo Standard PromptCreator Base Language: Argentine Spanish – Diego - Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB14	Loquendo Standard PromptCreator Base Language: Chilean Spanish – Francisca- Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB15	Loquendo Standard PromptCreator Base Language: Brazilian – Gabriela – Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00

<p>TS-503-3.0-SPB16</p>	<p>Loquendo Standard PromptCreator Base Language: Brazilian – Fernanda - Female</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$10,000.00</p>
<p>TS-503-3.0-SPB17</p>	<p>Loquendo Standard PromptCreator Base Language: Brazilian – Felipe - Male</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$10,000.00</p>
<p>TS-503-3.0-SPB18</p>	<p>Loquendo Standard PromptCreator Base Language: German – Katrin – Female</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$10,000.00</p>
<p>TS-503-3.0-SPB19</p>	<p>Loquendo Standard PromptCreator Base Language: German – Stefan - Male</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$10,000.00</p>
<p>TS-503-3.0-SPB20</p>	<p>Loquendo Standard PromptCreator Base Language: Dutch – Saskia - Female</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$10,000.00</p>
<p>TS-503-3.0-SPB21</p>	<p>Loquendo Standard PromptCreator Base Language: Dutch – Willem - Male</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$10,000.00</p>

TS-503-3.0-SPB22	Loquendo Standard PromptCreator Base Language: Swedish – Annika- Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB23	Loquendo Standard PromptCreator Base Language: Swedish – Swen- Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB24	Loquendo Standard PromptCreator Base Language: Finnish– Mikko- Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB25	Loquendo Standard PromptCreator Base Language: Finnish– Milla - Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB26	Loquendo Standard PromptCreator Base Language: Danish– Frida –Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB27	Loquendo Standard PromptCreator Base Language: Danish– Magnus –Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00

<p>TS-503-3.0-SPB28</p>	<p>Loquendo Standard PromptCreator Base Language: French – Juliette - Female</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$10,000.00</p>
<p>TS-503-3.0-SPB29</p>	<p>Loquendo Standard PromptCreator Base Language: French – Florence – Female</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$10,000.00</p>
<p>TS-503-3.0-SPB30</p>	<p>Loquendo Standard PromptCreator Base Language: French – Bernard – Male</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$10,000.00</p>
<p>TS-503-3.0-SPB31</p>	<p>Loquendo Standard PromptCreator Base Language: Polish – Krzysztof – Male</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$10,000.00</p>
<p>TS-503-3.0-SPB32</p>	<p>Loquendo Standard PromptCreator Base Language: Polish – Zosia– Female</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$10,000.00</p>
<p>TS-503-3.0-SPB33</p>	<p>Loquendo Standard PromptCreator Base Language: Turkish – Kerem– Male</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$10,000.00</p>

TS-503-3.0-SPB34	Loquendo Standard PromptCreator Base Language: Turkish – Zeynep – Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB35	Loquendo Standard PromptCreator Base Language: Russian – Olga– Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB36	Loquendo Standard PromptCreator Base Language: Chinese Mandarin – Linlin – Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SPB37	Loquendo Standard PromptCreator Base Language: Chinese Mandarin – Lisheng – Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$10,000.00
TS-503-3.0-SP201	Loquendo Standard PromptCreator Second Language or Voice: US English – Susan – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP202	Loquendo Standard PromptCreator Second Language or Voice: US English – Dave - Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP203	Loquendo Standard PromptCreator Second Language or Voice: US English – Allison – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP204	Loquendo Standard PromptCreator Second Language or Voice: US English –Steven – Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP205	Loquendo Standard PromptCreator Second Language or Voice: UK English – Simon - Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00

TS-503-3.0-SP206	Loquendo Standard PromptCreator Second Language or Voice: UK English – Kate - Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP207	Loquendo Standard PromptCreator Second Language or Voice: UK English – Elizabeth – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP208	Loquendo Standard PromptCreator Second Language or Voice: American Spanish – Carlos – Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP209	Loquendo Standard PromptCreator Second Language or Voice: American Spanish – Soledad – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP210	Loquendo Standard PromptCreator Second Language or Voice: French Canadian – Charlotte – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP211	Loquendo Standard PromptCreator Second Language or Voice: French Canadian – Olivier – Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP212	Loquendo Standard PromptCreator Second Language or Voice: Mexican Spanish – Esperanza - Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP213	Loquendo Standard PromptCreator Second Language or Voice: Argentine Spanish – Diego - Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP214	Loquendo Standard PromptCreator Second Language or Voice: Chilean Spanish – Francisca- Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP215	Loquendo Standard PromptCreator Second Language or Voice: Brazilian – Gabriela – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP216	Loquendo Standard PromptCreator Second Language or Voice: Brazilian – Fernanda - Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP217	Loquendo Standard PromptCreator Second Language or Voice: Brazilian – Felipe - Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP218	Loquendo Standard PromptCreator Second Language or Voice: German – Katrin – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP219	Loquendo Standard PromptCreator Second Language or Voice: German – Stefan - Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00

TS-503-3.0-SP220	Loquendo Standard PromptCreator Second Language or Voice: Dutch – Saskia - Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP221	Loquendo Standard PromptCreator Second Language or Voice: Dutch – Willem - Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP222	Loquendo Standard PromptCreator Second Language or Voice: Swedish – Annika- Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP223	Loquendo Standard PromptCreator Second Language or Voice: Swedish – Swen- Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP224	Loquendo Standard PromptCreator Second Language or Voice: Finnish– Mikko- Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP225	Loquendo Standard PromptCreator Second Language or Voice: Finnish– Milla - Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP226	Loquendo Standard PromptCreator Second Language or Voice: Danish– Frida –Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP227	Loquendo Standard PromptCreator Second Language or Voice: Danish– Magnus –Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP228	Loquendo Standard PromptCreator Second Language or Voice: French – Juliette - Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP229	Loquendo Standard PromptCreator Second Language or Voice: French – Florence – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP230	Loquendo Standard PromptCreator Second Language or Voice: French – Bernard – Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP231	Loquendo Standard PromptCreator Second Language or Voice: Polish – Krzysztof – Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP232	Loquendo Standard PromptCreator Second Language or Voice: Polish – Zosia– Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP233	Loquendo Standard PromptCreator Second Language or Voice: Turkish – Kerem– Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00

TS-503-3.0-SP234	Loquendo Standard PromptCreator Second Language or Voice: Turkish – Zeynep – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP235	Loquendo Standard PromptCreator Second Language or Voice: Russian – Olga– Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP236	Loquendo Standard PromptCreator Second Language or Voice: Chinese Mandarin – Linlin – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-SP237	Loquendo Standard PromptCreator Second Language or Voice: Chinese Mandarin – Lisheng – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Standard PromptCreator - Base Language.	\$2,000.00
TS-503-3.0-PPB01	Loquendo Premium PromptCreator Base Language: Castilian Spanish – Carmen – Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$15,000.00
TS-503-3.0-PPB02	Loquendo Premium PromptCreator Base Language: Castilian Spanish – Leonor – Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$15,000.00
TS-503-3.0-PPB03	Loquendo Premium PromptCreator Base Language: Castilian Spanish – Jorge – Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$15,000.00
TS-503-3.0-PPB04	Loquendo Premium PromptCreator Base Language: Castilian Spanish – Juan – Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$15,000.00

TS-503-3.0-PPB05	Loquendo Premium PromptCreator Base Language: Catalan Jordi – Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$15,000.00
TS-503-3.0-PPB06	Loquendo Premium PromptCreator Base Language: Catalan – Montserrat – Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$15,000.00
TS-503-3.0-PPB07	Loquendo Premium PromptCreator Base Language: Galician – Carmela – Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$15,000.00
TS-503-3.0-PPB08	Loquendo Premium PromptCreator Base Language: Valencian – Empar – Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$15,000.00
TS-503-3.0-PPB09	Loquendo Premium PromptCreator Base Language: Portuguese – Eusebio – Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$15,000.00
TS-503-3.0-PPB10	Loquendo Premium PromptCreator Base Language: Portuguese – Amalia– Female	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$15,000.00

<p>TS-503-3.0-PPB11</p>	<p>Loquendo Premium PromptCreator Base Language: Greek – Afroditi – Female</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$15,000.00</p>
<p>TS-503-3.0-PPB12</p>	<p>Loquendo Premium PromptCreator Base Language: Italian – Silvana– Female</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$15,000.00</p>
<p>TS-503-3.0-PPB13</p>	<p>Loquendo Premium PromptCreator Base Language: Italian– Paola – Female</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$15,000.00</p>
<p>TS-503-3.0-PPB14</p>	<p>Loquendo Premium PromptCreator Base Language: Italian – Valentina – Female</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$15,000.00</p>
<p>TS-503-3.0-PPB15</p>	<p>Loquendo Premium PromptCreator Base Language: Italian – Giulia – Female</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$15,000.00</p>
<p>TS-503-3.0-PPB16</p>	<p>Loquendo Premium PromptCreator Base Language: Italian – Marcello – Male</p>	<p>Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).</p>	<p>\$15,000.00</p>

TS-503-3.0-PPB17	Loquendo Premium PromptCreator Base Language: Italian – Roberto – Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$15,000.00
TS-503-3.0-PPB18	Loquendo Premium PromptCreator Base Language: Italian – Matteo – Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$15,000.00
TS-503-3.0-PPB19	Loquendo Premium PromptCreator Base Language: Italian – Luca – Male	Used to create static prompts. Includes all Loquendo TTS tools accessible which supports users in designing effective prompts for their applications. Text is written in the edit box and interactively refined through a "listen & edit" procedure, which allows fine-tuning of prompts. The application controls expressive cues allowing users to produce as many audio files as you need without any limitation. Output files generated by Loquendo TTS are WAV and ASF (windows native).	\$15,000.00
TS-503-3.0-PP201	Loquendo Premium PromptCreator Second Language or Voice: Castilian Spanish – Carmen – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP202	Loquendo Premium PromptCreator Second Language or Voice: Castilian Spanish – Leonor – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP203	Loquendo Premium PromptCreator Second Language or Voice: Castilian Spanish – Jorge – Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP204	Loquendo Premium PromptCreator Second Language or Voice: Castilian Spanish – Juan – Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP205	Loquendo Premium PromptCreator Second Language or Voice: Catalan Jordi – Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP206	Loquendo Premium PromptCreator Second Language or Voice: Catalan – Montserrat – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP207	Loquendo Premium PromptCreator Second Language or Voice: Galician – Carmela – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00

TS-503-3.0-PP208	Loquendo Premium PromptCreator Second Language or Voice: Valencian – Empar – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP209	Loquendo Premium PromptCreator Second Language or Voice: Portuguese – Eusebio – Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP210	Loquendo Premium PromptCreator Second Language or Voice: Portuguese – Amalia– Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP211	Loquendo Premium PromptCreator Second Language or Voice: Greek – Afroditi – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP212	Loquendo Premium PromptCreator Second Language or Voice: Italian – Silvana– Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP213	Loquendo Premium PromptCreator Second Language or Voice: Italian– Paola – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP214	Loquendo Premium PromptCreator Second Language or Voice: Italian – Valentina – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP215	Loquendo Premium PromptCreator Second Language or Voice: Italian – Giulia – Female	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP216	Loquendo Premium PromptCreator Second Language or Voice: Italian – Marcello – Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP217	Loquendo Premium PromptCreator Second Language or Voice: Italian – Roberto – Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP218	Loquendo Premium PromptCreator Second Language or Voice: Italian – Matteo – Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00
TS-503-3.0-PP219	Loquendo Premium PromptCreator Second Language or Voice: Italian – Luca – Male	Allows the user to add a second language for creation of TTS prompts. This part requires the Loquendo Premium PromptCreator Base Language.	\$2,000.00

Table 29: Enhanced Software Applications

Part Number	Part Name	Short Description*	Retail Price
-------------	-----------	--------------------	--------------

PK-510-3.0-SWIM	Interaction Marquee	Interaction Marquee can deliver any workgroup operational statistics to multiple destinations - as a web page on any type of PC display device - projected onto a wall and on the supervisor's desktop as a heads-up executive information display - hand-held computers - external applications - even E-Mail! Interaction Marquee collects statistics information and packages the information using its unique "plug-in" architecture. That means you can display any statistic available from the Interaction Center Platform anytime and anywhere you want.	\$7,500.00
PK-510-3.0-SWSR	Scheduled Reports	Scheduled Reports allows users of the Interaction Center software to schedule reports configured in the Interaction Center Platform on a daily, weekly or monthly basis.	\$3,500.00

Table 30: Product Documentation

Documentation Items are not standard Interactive Intelligence software products and do not follow standard software margins. Please note the quantity references for our Documentation items; some items sold as "packs" containing multiple pieces of the item; if large quantity needed please allow more time for delivery.

Part Number	Part Name	Short Description*	Retail Price
DC-012-3.0-DS16	IC Documentation set	Includes the following list of parts: Installation and Configuration Guide, Release Notes, IC 3.0 Installation Checklists, Interactoin Mail User Guide, IC Phone Features Card, Polycom SoundPoint IP301 SIP QR, Polycom Phone QR Card 320/330, Polycom Phone QR Card 430, Polycom SoundPoint IP 500/501/550 and 601/650 SIP QR Card, Interaction Client .NET Edition QR Card, Interaction Client .NET Edition Agent User Guide, Interactoin Client .NET Edition Business User Guide, Interaction Mail Wallet Card	\$75.00
DC-012-3.0-QRN1	Interaction .Net Client Quick Reference Card - 10 Pack	User reference cards for Interaction .Net Client - 10 Pack	\$12.00
DC-012-3.0-QR20	Interaction Client Mobile Edition Quick Reference Card - 10 Pack	A portable, phone-sized quick reference card covering most ICME functionality - 10 Pack.	\$12.00
DC-012-3.0-QRO1	Interaction Client Outlook Edition - Quick Reference Card - 10 Pack	User reference cards for Interaction Client Outlook Edition - 10 Pack	\$12.00
DC-012-3.0-QRO1-JA	Interaction Client Outlook Edition - Quick Reference Card - Japanese - 10 Pack	User reference cards for Interaction Client Outlook Edition - Japanese - 10 Pack	\$12.00
DC-012-3.0-QRO1-DE	Interaction Client Outlook Edition - Quick Reference Card - German - 10 Pack	User reference cards for Interaction Client Outlook Edition - German- 10 Pack	\$12.00
DC-012-3.0-QRO1-NL	Interaction Client Outlook Edition - Quick Reference Card - Dutch - 10 Pack	User reference cards for Interaction Client Outlook Edition - Dutch - 10 Pack	\$12.00
DC-012-3.0-QR13	Interaction Client Operator Console Quick Reference Card	Folded Operator Console Quick Reference cards	\$3.00
DC-012-3.0-BK07	IC 3.0 New Installation Checklists	Printed, bound installation checklists for IC.	\$6.00
DC-012-3.0-BK06	IC 3.0 Release Notes	Printed, bound book called "Release Notes for IC 3.0"	\$7.00
DC-012-3.0-BK08	IC 3.0 Installation & Configuration Guide	Printed, bound book called "Installation and Configuration Guide for IC 3.0"	\$30.00
DC-012-3.0-BK15	IC 3.0 Upgrade Guide	Printed, bound book called "IC 3.0 Upgrade Guide"	\$11.00
DC-012-3.0-BKNA	Interaction Client .NET Edition Agent User Guide	Small format booklet for Interaction Client IC Agents	\$7.00
DC-012-3.0-BKNU	Interaction Client .NET Edition Business User Guide	Small format booklet for Interaction Client IC Business Users.	\$7.00
DC-012-3.0-BKF1	IC Interaction Mail User Guide	Small format booklet for Interaction Mail (TUI) users for IC.	\$8.00

DC-012-3.0-BK16	Interaction Client Operator Console User Guide	Small format booklet for Interaction Client .NET Edition with Operator Console features.	\$7.00
DC-012-3.0-BK09	Interaction Client Outlook Edition User Guide	Small format booklet for Interaction Client Outlook Edition users.	\$7.00
DC-012-3.0-QR11	IC Interaction Mail Wallet Card - 10 Pack	Wallet size multi-fold quick reference card for Interaction Mail (TUI) - 10 Pack	\$7.00
DC-012-3.0-QR12	IC Phone Features Card - 10 Pack	Phone Features card for stand-alone phone/keypad commands - 10 Pack	\$5.00
DC-012-1.0-QRC1	Interaction SIP Station Quick Reference Card - 10 Pack	Interaction SIP Station Quick Reference Card	\$10.00
DC-012-3.0-QRP1	Polycom SoundPoint IP 301 SIP Quick Reference (10 Pack)	Phone Features card for Polycom 301 phone/keypad commands - 10 Pack	\$6.00
DC-012-3.0-QR17	Polycom Phone Quick Reference Card 320/330 (10 Pack)	User reference cards for Polycom IP 320/330 - 10 Pack	\$6.00
DC-012-3.0-QR02	Polycom Phone Quick Reference Card 430 (10 Pack)	User reference cards for Polycom IP 430 - 10 Pack	\$6.00
DC-012-3.0-QR19	Polycom SoundPoint IP 450 Quick Reference Card (10 Pack)	Polycom SoundPoint IP 450 Quick Reference Card - 10 pack	\$6.00
DC-012-3.0-QRP2	Polycom SoundPoint IP 500/501/550 and 601/650 SIP Quick Reference (10 Pack)	Phone Features card for Polycom 500/501/550 and 601/650 phone/keypad commands - 10 Pack	\$6.00

Table 31: Product Media

Part Number	Part Name	Short Description*	Retail Price
DC-012-3.0-MS14	IC 3.0 Software Media Set	Consists of one DVD that includes all IC software as well as telephony drivers.	\$25.00
DC-011-3.0-IPM1	Interaction Dialer 3.0 Product Media	Interaction Dialer 3.0 Product Media	\$25.00

Table 32: Technical Support and Product Maintenance

Part Number	Part Name	Short Description*	Retail Price
SUPSTMT	Support Statement	Please see Worldwide Service & Support Price Sheet for available support options in your region.	No Charge

Table 33: Education Courses and Packaged Curriculum

Education items do not follow standard software margins. Standard 30% margin applies; no additional discounts allowed. Version of training specified at time of registration.

All purchased classes must be used within 1 year from the date of purchase. Register for classes at <http://education.inin.com/> and enter the order number in the Notes section.

Part Number	Part Name	Short Description*	Retail Price
ED-012-NV-ILCE	ICCE - Interaction Center Certified Engineer	Packaged Curriculum: This program is required for any ININ Partner that requires certification to support CIC. Only those individuals that receive Level 1 Support from ININ should enroll in this program. This package includes the following courses: CIC Installation & Configuration and VoIP Deployment Bootcamp for CIC.	\$9,000.00
ED-012-NV-OLPP	Online Passport	Packaged Curriculum: Access to all online non-certification courses for unlimited individuals in your organization. Customer will receive one set of login credentials. One year online license.	\$3,000.00
ED-012-NV-ILIF	CIC Installation & Configuration	Instructor Led - 5 days	\$3,300.00

		The first in a series of courses required for ICCE certification. Students will learn the architecture of the Interaction Center product and apply that knowledge to the basic implementation of an Interaction Center system. ININ Network Exam is a mandatory pre-requisite for this course. Can purchase separately or through the ICCE Program package.	
ED-001-NV-ILVDB	VoIP Deployment Bootcamp for CIC	Instructor Led - 5-days (8:30 AM -10:00 PM) This is the second course in the series to obtain the Interaction Center Certified Engineer certification (ICCE). CIC Installation & Configuration is a mandatory pre-requisite for this course. Upon successful completion of this course, students will have completed the classroom requirements for the ICCE. This course provides the student with the knowledge and skills necessary to implement and support the Interaction Center product. The student will explore the SIP protocol, and use that knowledge to configure, deploy and troubleshoot an IC system using Interactive Intelligence and supported 3rd-party products.	\$6,600.00
ED-012-NV-ILVPB	IC VoIP Professional Bootcamp	Instructor Led - 5-days (8:30 AM -10:00 PM) This is the only course required for students to obtain the Interaction Center VoIP Professional certification (ICVP). The ICVP is required for direct customers of HMP-based CIC systems. This course provides the student with the knowledge and skills necessary to support the Interaction Center product. The student will explore the SIP protocol, and use that knowledge to configure, deploy and troubleshoot an IC system using Interactive Intelligence and supported 3rd-party products.	\$6,600.00
ED-012-NV-ILHD	IC Handler Development	Instructor Led - 5 days This course addresses the development environment for the IC Platform , preparing students to be successful in application development and platform customization.	\$3,300.00
ED-012-NV-ILAH	Advanced Handler Development	Instructor-led: 5 days The student will receive hands-on experience navigating and customizing the Interaction Center Platform software on a classroom server. The student will also gain experience utilizing a unified, customer-based implementation scenario throughout the week.	\$3,300.00
ED-015-NV-ILOD	Optimizer Deployment	Instructor Led - 5 days This course prepares students to be successful in the set-up, configuration, schedule creation and maintenance of the Interaction Optimizer.	\$3,300.00
ED-011-NV-ILDA4	Interaction Dialer for Administrators	Instructor-Led, 4 days In this course, students will get hands-on exposure to the Interaction Dialer containers in Interaction Administrator used for campaign creation and management.	\$2,640.00
ED-011-NV-ILID	Interaction Dialer Installation and	Instructor Led - 5 days	\$3,300.00

	Configuration	In this course the student will receive hands-on exposure to Interaction Dialer, the Interaction Center Platform tools for predictive dialing and campaign creation and management.	
ED-003-NV-ILCM	MIC Installation and Administration	Instructor Led - 5 days This course provides the student with the knowledge and skills necessary to successfully install and configure MIC.	\$3,300.00
ED-023-NV-ILBC	IPA Bootcamp	Instructor Led - 5 days (8:30 AM - 8:00 PM) This course is a roll up of IPA Consulting Methodology and IPA Implementation and Design, the two courses required to achieve the Interaction Process Automation Certified Engineer (IPACE) certification.	\$4,750.00
ED-023-NV-ILCM	IPA Consulting Methodology	Instructor Led - 4 days In this course the students will learn the consulting methodology for implementing Interaction Process Automation in enterprise environments.	\$2,640.00
ED-010-NV-ILRD	Interaction Recorder Deployment	Instructor Led - 4 days This course provides the knowledge and skills necessary to successfully implement and configure Interaction Recorder within customer organizations. Students will learn the components and architecture of the Interaction Recorder product and how specific features and concepts can be applied in business environments.	\$2,640.00
ED-010-NV-ILIR	Interaction Recorder Administration	Instructor Led - 2 days This course provides the knowledge and skills necessary to successfully administer Interaction Recorder® within customer organizations. Students will learn the components and architecture of the Interaction Recorder® product and how specific features and concepts can be applied in business environments using customer-based implementation scenarios.	\$1,320.00
ED-023-NV-ILID	IPA Implementation and Design	Instructor Led - 4 days In this course we will discuss best practice deployment methods for implementing Interaction Process Automation in enterprise environments. Students will learn the best practice methodology of a turnkey, start to finish deployment.	\$2,640.00
ED-012-NV-ILIL	ICELib Concepts	Instructor Led - 3 days This course provides the student with the knowledge and skills necessary to successfully utilize the Interaction Center Extension Library to interact with Interaction Center 3.0.	\$1,980.00
ED-012-NV-ILEB	Interaction EasyScripter Development	Instructor Led - 2 days This intermediate level course is targeted at the student who has working knowledge of Interaction Dialer and who will be using Interaction Dialer and EasyScripter to design and run predictive or preview dialing campaigns.	\$1,320.00
ED-012-NV-ILSD	Interaction Scripter Development	Instructor Led - 2 days Develop scripts using Interaction Scripter.	\$1,320.00
ED-012-NV-ILIA	Interaction Attendant Workshop	Instructor Led - 3 days Review attendant essentials and work with advanced attendant functions.	\$1,980.00
ED-012-NV-ILRW	IC Reporting Workshop	Instructor Led - 2 days This course provides the background architecture of reporting databases, and gives vision into commonly used fields and modifications	\$1,320.00

ED-012-NV-ILCR	Customizing CIC Reports with Crystal Reports	Instructor Led Web Based 1 Day - This course provides the student with the knowledge and skills necessary to customize IC's reporting features, including adding, changing, and deleting fields and formulas in existing reports. This class is designed for people who need to know the details involved in generating customized reports in IC, including the required steps to administer reports.	\$500.00
ED-012-NV-ILAO	IC Administration for Operations	Instructor Led - 5 days This course will focus on effective configuration of IC People containers, to create a solid platform for user management, interaction routing, and ROI through operational objectives.	\$3,300.00
ED-012-NV-ILEF	Essentials of Interaction Feedback	Instructor Led - 1 Day This course provides the knowledge and skills necessary to successfully incorporate post-call surveys within your specific organization using Interaction Feedback.	\$660.00
ED-012-NV-ILSP	Implementing Speech for the IC Platform	Instructor Led - 5 days This course provides the student with the knowledge and skills necessary to successfully implement basic Automatic Speech Recognition (ASR) and Text To Speech (TTS) functionality with the Interaction Center system. Voice User Interface design, grammar considerations, Mobile Office, Handler tools, MRCP, and sizing considerations will all be discussed. Students will install Nuance and Loquendo ASR engines and configure those engines to work with Interaction Center. Students will be given hands-on exercises to design speech interfaces via IC handlers.	\$3,300.00
ED-012-NV-OLBD	Books-on-Demand - 1 Set	Books-on-Demand end-user training materials (List Price is for one set - 5 topics)	\$1,000.00
ED-012-NV-OLBDC	Books-on-Demand Catalog	Books-on-Demand end-user training materials. (all 5 sets)	\$3,000.00
ED-012-NV-OLRW	IC Reporting Workshop - Web Based	Instructor Led Web Based - 4 days This course provides the background architecture of reporting databases, and gives vision into commonly used fields and modifications.	\$1,320.00
ED-012-NV-OLCP	CaaS Passport	1 year enterprise access for the following online courses: Interaction Attendant, .NET Client CBT, Outlook Client CBT, Web Admin, Dialer Admin.	\$1,500.00

Table 34: Third-Party Hardware - AudioCodes Media Pack Analog Gateways

Important Note: Power cords are sold separately!!

Important Note: When activating SRTP on these devices, the extra CPU overhead may reduce the usable capacity of the device.

Warranty - 3 year Advanced Replacement included. No additional fees.

Maintenance - 3 years included. No additional fees.

Support - 3 years included. Only supported with maintained ININ software. No additional fees.

Part Number	Part Name	Short Description*	Retail Price
TH-705-GWMP12FS	MP-112/FXS/AC/SIP (G.723, G.729)	2 channel analog, FXS, embedded SIP and LBR Coders	\$210.00
TH-705-GWMP14FS	MP-114/FXS/AC/SIP (G.723, G.729)	4 channel analog, FXS, embedded SIP and LBR Coders	\$408.00
TH-705-GWMP14FO	MP-114/FXO/AC/SIP (G.723, G.729)	4 channel analog, FXO, embedded SIP and LBR Coders	\$448.00
TH-705-GWMP14FSO	MP-114 /2FXS2FXO /AC	4 channels analog (2FXS/2FXO) VoIP Gateway	\$428.00

TH-705-GWMP18FS	MP-118/FXS/AC/SIP (G.723, G.729)	8 channel analog, FXS, embedded SIP and LBR Coders	\$727.00
TH-705-GWMP18FO	MP-118/FXO/AC/SIP (G.723, G.729)	8 channel analog, FXO, embedded SIP and LBR Coders	\$793.00
TH-705-GWMP18FSO	MP-118 /4FXS4FXO /AC	8 channels analog (4FXS/4FXO) VoIP Gateway	\$760.00
TH-705-GWMP24FS	MP-124/FXS/AC/SIP-3 - Analog 24FXS (G.723, G729)	24 channel analog, FXS, embedded SIP and LBR Coders. NOTE: Special cabling is typically required to properly install this device. You will need to procure a 25 pair cable terminated on each end with the correct gender RJ21 connector.	\$1,599.00

Table 35: Third-Party Hardware - AudioCodes Mediant Digital Gateways

Important note; when activating SRTP on these devices, the extra CPU overhead may reduce the usable capacity of the device. Warranty - 3 year Advanced Replacement included. No additional fees. Out of warranty repair options available on request. Maintenance - 3 years included. No additional fees. Support - 3 years included. Only supported with maintained ININ software. No additional fees.

Part Number	Part Name	Short Description*	Retail Price
TH-705-GWM101T1	Mediant 1000 1 Span	Mediant 1000 VoIP Gateway, Digital chassis, 1 E1/T1, SIP package. Includes single module of 1 span E1/T1, dual 10/100BaseT Ethernet, and single AC power supply. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP, including G.711/723.1/726/727/729AB Vocoders. 5 open modules.	\$3,565.00
TH-705-GWM102T1	Mediant 1000 2 Spans	Mediant 1000 VoIP Gateway, Digital chassis, 2 E1/T1, SIP package. Includes single module of 2 spans E1/T1, dual 10/100BaseT Ethernet, and single AC power supply. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP, including G.711/723.1/726/727/729AB Vocoders. 5 open modules.	\$4,878.00
TH-705-GWM104T1	Mediant 1000 4 spans	Mediant 1000 VoIP Gateway, Digital chassis, 4 E1/T1, SIP Package. Includes single module of 4 spans E1/T1, dual 10/100BaseT Ethernet, and single AC power supply. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP, including G.711/723.1/726/727/729AB Vocoders. 5 open modules.	\$8,486.00
TH-705-GWM208T1	Mediant 2000 8 Spans	Mediant 2000 VoIP Gateway, 8 spans E1/T1 including dual 10/100BaseT Ethernet interfaces, dual AC power supply (G.723,G.729). Not upgradable!	\$16,472.00
TH-705-GWM216T1	Mediant 2000 16 Spans	Mediant 2000 VoIP Gateway, 16 spans E1/T1 including dual 10/100BaseT Ethernet interfaces, dual AC power supply (G.723,G.729). Not upgradable! Important Note: This unit requires a telco connector to connect each interface. See "Mediant 2000 Dual Telco Connector" part on the Audiocodes Accessories table.	\$25,318.00

Table 36: Third-Party Hardware - AudioCodes Mediant 1000 Modular Options

Note: Modules may ship separately from Mediant 1000 chassis.

Warranty - 3 year Advanced Replacement included. No additional fees.

Maintenance - 3 years included. No additional fees.

Support - 3 years included. Only supported with maintained ININ software. No additional fees.

Part Number	Part Name	Short Description*	Retail Price
TH-705-MDM1KVM1S	M1K-M-VM-1SPAN	Mediant 1000 Digital Voice Module - Single span	\$2,126.00
TH-705-MDM1KVM2S	M1K-M-VM-2SPAN	Mediant 1000 Digital Voice Module - Dual Span	\$3,439.00
TH-705-MDM1KVM4S	M1K-M-VM-4SPAN	Mediant 1000 Digital Voice Module - Quad Span	\$7,046.00
TH-705-MDM1K4FXS	M1K-M-VM-4FXS	Mediant 1000 Analog Voice Module - Quad FXS	\$271.00
TH-705-MDM1K4FX0	M1K-M-VM-4FX0	Mediant 1000 Analog Voice Module - Quad FXO	\$287.00
TH-705-MDM1K2G80G	M1K-OSN2-2G-80G	Mediant 1000 OSN Server (V2) 2G/80G Kit	\$1,761.00
TH-705-M1K4BRI	M1K-VM-4BRI	Mediant 1000 BRI Module - Quad span	\$460.00
TH-705-ACM102PS	Mediant 1000 - 2nd Power Supply	All Mediant 1000 gateways are delivered with a single power supply. This unit is an additional option for any Mediant 1000 to have dual power supply.	\$330.00
TH-705-MDM1000CH	Mediant 1000 Chassis	Mediant 1000 VoIP Gateway, Bare chassis with no modules. It does include dual 10/100BaseT Ethernet, and single AC power supply. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP, including G.711/723.1/726/727/729AB Vocoders. 6 open modules.	\$1,350.00

Table 37: ININ Hardware Appliances - Interaction SIP Gateway

Manufacturer Warranty - 3 year Advanced Server Replacement

Standard 20% margin applies; no additional discounts allowed.

Gen2 gateway availability is limited to specific countries; once the Gen2 Gateway is GA a list of these countries will be available via <http://www.inin.com/ProductSolutions/Pages/Interaction-Gateway-Countries.aspx>.

Support calculated at 10%.

RMA Activity: Contact ININ support for RMA number; support will facilitate a conference call with manufacturer who will issue an RMA number.

A replacement unit will be shipped out priority overnight.

Part Number	Part Name	Short Description*	Retail Price
SY-504-2.0-AP04	Interaction Gateway (Gen2 - 4 span)	1U, rack mount, digital to SIP, 4-span transcoding gateway. Supports different coders and digital trunking protocols. Initial configuration via supplied USB key. Browser-based administration for additional configuration. Gold chassis.	\$9,000.00

Table 38: Third-Party Hardware - AudioCodes Accessories for Gateways

Warranty - 3 year Advanced Replacement included. No additional fees.

Part Number	Part Name	Short Description*	Retail Price
TH-705-ACL25PK	MP Lifeline Cables 25/Pk	Lifeline provides a wired analog POTS phone connection to any PSTN or PBX FXS port when there is no power or when the network connection fails. Users can therefore use the lifeline phone even when the MP1xx is not powered on or not connected to the network.	\$60.00

TH-705-ACLC100PK	MP Lifeline Cables 100/Pk	Lifeline provides a wired analog POTS phone connection to any PSTN or PBX FXS port when there is no power or when the network connection fails. Users can therefore use the lifeline phone even when the MP1xx is not powered on or not connected to the network.	\$139.00
TH-705-ACNBXMDPK	Connector Box for MediaPack-124D	Converts the telephony interface (Telco connector) to 25 RJ-11 connectors. The kit includes a plastic-made distribution box with 25 RJ-11 connectors + extension cable.	\$69.00
TH-705-ACM2KDTC	Mediant 2000 Dual Telco Connector	Mediant 2000 dual Telco connector 6XRJ-48c adaptor (for 16-span unit).	\$111.00
TH-705-ACPPKIT16	Mediant 2000 Patch Panel Kit for 16 Spans	Mediant 2000 Patch Panel kit for 16 spans including patch panel kit and two (2) cables.	\$530.00
TH-705-AC10RMSB	10 Rack Mounting Shelves - Bulk Pack for MP-11x	The new Rack Mounting Shelves were specially designed to hold the MP-11x. A shelf, mounted on a 19" rack, can hold one or two MP-11x gateways.	\$139.00

Table 39: ININ Hardware - Interaction SIP Station

Important Note: Lead times can be 2-3 weeks.

Warranty - 3 years Advanced Replacement included.

Maintenance and Support - 3 years with maintained ININ Software. No additional fees

DOA Policy - within 30-days of shipment replaced w/new unit. DOA after 30-days or Defective replaced w/refurbished unit.

Returns - 15% Restocking fee will be charged for the return of unopened Telephones. Telephones that have been opened will only be accepted for return if there is a warranty issue.

Part Number	Part Name	Short Description*	Retail Price
TH-900-SIPSTATION-S	Interaction SIP Station - Standalone	Desktop SIP Phone with integrated 2-port 10/100 Ethernet switch and one RJ-9 Headset port. PoE Only. Headset required and sold separately. 3 year warranty. Available in North America and the EU. Ask about availability outside of these regions.	\$75.00
TH-900-SIPSTATION	Interaction SIP Station	Desktop SIP Phone with integrated 2-port 10/100 Ethernet switch and one RJ-9 Headset port. PoE Only. Headset required and sold separately. 3 year warranty. Important Note: Must be purchased with CC1, CC2, CC3, or Outbound Only Dialer Client.	\$49.00
TH-600-NAPOEINJ	Single Port PoE Injector - North America	Single Port PoE Injector with North American power cord.	\$18.00
TH-600-EUPOEINJ	Single Port PoE Injector - European	Single Port PoE Injector with European power cord.	\$18.00
TH-600-UKPOEINJ	Single Port PoE Injector - UK	Single Port PoE Injector with UK power cord.	\$18.00

Table 40: Third-Party Hardware - Polycom Telephones

Important Note: Lead times can be 2-3 weeks.

Warranty - 3 years Advanced Replacement included.

Maintenance and Support - 3 years with maintained ININ Software. No additional fees

DOA Policy - within 30-days of shipment replaced w/new unit. DOA after 30-days or Defective replaced w/refurbished unit.

Returns - 15% Restocking fee will be charged for the return of unopened Telephones. Telephones that have been opened will only be accepted for return if there is a warranty issue.

Part Number	Part Name	Short Description*	Retail Price
-------------	-----------	--------------------	--------------

TH-508- PHS00321	Polycom SoundPoint IP 321 SIP 2-line Desktop Phone - Power Supply Not Included	SoundPoint IP 321, 2-line SIP Desktop Phone with Single 10/100 Ethernet Port and PoE Support. 2.5mm Headset Jack. Excludes Korea and Brazil. Does Not Include Universal Power Supply or Plug. This is identical to the IP-320 except it has additional memory.	\$85.00
TH-508- PHS00331	Polycom SoundPoint IP 331 SIP 2-line Desktop Phone - Power Supply Not Included	SoundPoint IP 331, 2-line SIP Desktop Phone with Integrated 2-port 10/100 Ethernet Switch and PoE Support. 2.5mm Headset Jack. Excludes Korea and Brazil. Does Not Include Universal Power Supply or Plug. This is identical to the IP-330 except it has additional memory.	\$109.00
TH-508- PHS00335	Polycom SoundPoint IP 335 SIP 2-line Desktop Phone - Power Supply Not Included	SoundPoint IP 335, 2-line SIP Desktop Phone with Integrated 2-port 10/100 Ethernet Switch and PoE Support. RJ-9 Headset Jack. Excludes Korea and Brazil. Does Not Include Universal Power Supply or Plug.	\$122.00
TH-508- PHS00450POE	Polycom SoundPoint IP 450 SIP 3-line Desktop Phone - Power Supply Not Included	SoundPoint IP 450, 3-line desktop IP Phone with two-way speakerphone. Backlit display. 2 port 10/100 Ethernet Switch. RJ-9 Headset port. PoE and AC power support. Does Not include Universal Power Supply or Plug.	\$189.00
TH-508- PHS550POE	Polycom SoundPoint IP 550 SIP 4-line Desktop Phone - Power Supply Not Included	SoundPoint IP 550, 4-line SIP Desktop Phone. PoE Support. Excludes Brazil. Does not include Universal Power Supply or Plug.	\$217.00
TH-508- PHS00560	Polycom SoundPoint IP 560 SIP 4-line Desktop Phone - Power Supply Not Included	SoundPoint IP 560, 4-line SIP Desktop Phone with 2-port 10/100/1000 (gigabit) Ethernet switch and PoE support. Full duplex speaker phone. Does Not Include Universal Power Supply or Power Plug.	\$274.00
TH-508- PHS650POE	Polycom SoundPoint IP 650 SIP 6-line Desktop Phone - Power Supply Not Included	SoundPoint IP 650, 6-line desktop IP Phone with 2-port 10/100 Ethernet switch and PoE support. Full duplex speaker phone. Does not include universal power supply or plug.	\$266.00
TH-508- PHSIP670	Polycom SoundPoint IP 670 6-line Desktop Phone - Power Supply Not Included	SoundPoint IP 670, 6-line color display IP Phone with HD Voice, 2-port 10/100/1000 Ethernet switch and PoE support. Full duplex speaker phone. Does Not Include Universal Power Supply or Plug.	\$366.00
TH-508- PHS500PE	Polycom SoundStation IP 5000 Conference Phone - Power Supply Not Included	SoundStation IP 5000 (SIP) conference phone. 802.3af Integrated Power over Ethernet. Expandable. Includes 25' (6 meter) Cat5 shielded Ethernet cable. Excludes Brazil, China, Korea, and New Zealand. Does Not Include Universal Power Supply or Plug.	\$366.00
TH-508- PHS600PE	Polycom SoundStation IP 6000 Conference Phone - Power Supply Not Included	SoundStation IP 6000 (SIP) conference phone. 802.3af Integrated Power over Ethernet. Expandable. Includes 25' (6 meter) Cat5 shielded Ethernet cable. Excludes Brazil, China, Korea, and New Zealand. Does Not Include Universal Power Supply or Plug.	\$568.00
TH-508- PHS700PE	Polycom SoundStation IP 7000 Conference Phone - Power Supply Not Included	SoundStation IP 7000 (SIP) conference phone. 802.3af Power over Ethernet. Expandable. Includes 25' (6 meter) Cat5 shielded Ethernet cable. Excludes Brazil. Does Not Include Universal Power Supply or Plug.	\$818.00

Table 41: Third-Party Hardware - Polycom Telephone Accessories**Important Note: Lead time can be 2-3 weeks.****Warranty - 3 years Advanced Replacement included.****Maintenance and Support - 3 years with maintained ININ Software. No additional fees.**

Part Number	Part Name	Short Description*	Retail Price
TH-508-AC24VUPB-122	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 650 - European. (5 Pack)	24V, 0.5 A, Universal Power Supply with European Plug. Good for IP 320,330,430,550,601,650. Sold in packs of 5.	\$61.00
TH-508-AC24VUPB	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 650 - North America. (5 Pack)	24V, 0.5 A, Universal Power Supply with NA Plug. Good for IP 320,330,430,550,601,650. Sold in packs of 5.	\$61.00
TH-508-AC24VUPB-015	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 650 - UK. (5 Pack)	24V, 0.5 A, Universal Power Supply with UK Plug. Good for IP 320,330,430,550,601,650. Sold in packs of 5.	\$61.00
TH-508-AC24VUPB-012	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 650 - Aus/NZ (5 Pack)	24V, 0.5 A, Universal Power Supply with Australian/New Zealand Plug. Good for IP 320,330,430,550,601,650. Sold in packs of 5.	\$61.00
TH-508-AC24V3PUPB	Universal Power Supply for SP IP 321, 331, 335, 450 - North America (5 Pack)	24V, 0.5 A 3-prong, Universal Power Supply with NA Plug. Good for IP 321,331,335,450. Solid in packs of 5.	\$85.00
TH-508-AC24V3PUPB-012	Universal Power Supply for SP IP 321, 331, 335, 450 - Aus/NZ (5 Pack)	24V, 0.5 A 3-prong, Universal Power Supply with Aus/NZ Plug. Good for IP 321,331,335,450. Solid in packs of 5.	\$85.00
TH-508-AC24V3PUPB-015	Universal Power Supply for SP IP 321, 331, 335, 450 - UK (5 Pack)	24V, 0.5 A 3-prong, Universal Power Supply with UK Plug. Good for IP 321,331,335,450. Solid in packs of 5.	\$85.00
TH-508-AC24V3PUPB-122	Universal Power Supply for SP IP 321, 331, 335, 450 - European (5 Pack)	24V, 0.5 A 3-prong, Universal Power Supply with European Plug. Good for IP 321,331,335,450. Solid in packs of 5.	\$85.00
TH-508-AC48VUPB-122	Universal Power Supply for IP 560 & 670 - European (5 Pack)	48V, 0.4A, Universal Power Supply with European Plug. Good for SP IP 560 & 670. Sold in packs of 5.	\$92.00
TH-508-AC48VUPB-012	Universal Power Supply for IP 560 & 670 - Aus/NZ (5 Pack)	48V, 0.4A, Universal Power Supply with Australian/New Zealand Plug. Good for SP IP 560 & 670. Sold in packs of 5.	\$92.00
TH-508-AC48VUPB	Universal Power Supply for IP 560 & 670 - North America (5 Pack)	48V, 0.4A, Universal Power Supply with NA Plug. Good for SP IP 560 & 670. Sold in packs of 5.	\$92.00
TH-508-AC48VUPB-015	Universal Power Supply for IP 560 & 670 - UK (5 Pack)	48V, 0.4A, Universal Power Supply with UK Plug. Good for SP IP 560 and 670. Sold in packs of 5.	\$92.00
TH-508-ACIP50PS	Universal Power Supply for IP 5000 - North America	100-240V, 0.4A, 48V/19W, Universal Power Supply with NA Plug. Good for SS IP 6000. Power Insertion Cable. Excludes Brazil.	\$94.00
TH-508-ACIP50PS-122	Universal Power Supply for IP 5000 - European	100-240V, 0.4A, 48V/19W, Universal Power Supply with European Plug. Good for SS IP 5000.	\$94.00
TH-508-ACIP50PS-015	Universal Power Supply for IP 5000 - UK	100-240V, 0.4A, 48V/19W, Universal Power Supply with UK Plug. Good for SS IP 5000.	\$94.00
TH-508-ACIP50PS-012	Universal Power Supply for IP 5000 - Aus/NZ	Universal Power Supply for SoundStation IP 5000. 100-240V, 0.4A, 48V/19W. AUS/NZ Power Insertion Cable.	\$94.00
TH-508-ACIP60PS	Universal Power Supply for IP 6000 - North America	100-240V, 0.4A, 48V/19W, Universal Power Supply with NA Plug. Good for SS IP 6000. Power Insertion Cable. Excludes Brazil.	\$94.00
TH-508-ACIP60PS-122	Universal Power Supply for IP 6000 - European	100-240V, 0.4A, 48V/19W, Universal Power Supply with European Plug. Good for SS IP 6000.	\$94.00
TH-508-ACIP60PS-015	Universal Power Supply for IP 6000 - UK	100-240V, 0.4A, 48V/19W, Universal Power Supply with UK Plug. Good for SS IP 6000.	\$94.00

TH-508-ACIP60PS-012	Universal Power Supply for IP 6000 - Aus/NZ	Universal Power Supply for SoundStation IP6000. 100-240V, 0.4A, 48V/19W. AUS/NZ Power Insertion Cable.	\$94.00
TH-508-ACIP70PS	Universal Power Supply for IP 7000 - NA	100-240V, 1.5A, 48V/50W, Universal Power Supply with NA Plug. Good for SS IP 7000. Power Insertion Cable. Excludes Brazil.	\$94.00
TH-508-ACIP70PS-122	Universal Power Supply for IP 7000 - European	100-240V, 1.5A, 48V/50W, Universal Power Supply with European Plug. Good for SS IP 7000.	\$94.00
TH-508-ACIP70PS-015	Universal Power Supply for IP 7000 - UK	100-240V, 1.5A, 48V/50W, Universal Power Supply with UK Plug. Good for SS IP 7000.	\$94.00
TH-508-PHS650EM	Polycom SoundPoint IP 650 Backlit Expansion Module	Polycom SoundPoint IP 650 Backlit Expansion Module. AC power required when using more than 1 module.	\$171.00
TH-508-PHS670EM	Polycom SoundPoint IP 670 Color Display Expansion Module	Polycom SoundPoint IP 670 Color Display Expansion Module. AC power required when using more than 1 module. Excludes Brazil, Mexico, New Zealand, China and Korea.	\$195.00
TH-508-ACIP60EM	Extension Microphone for IP 6000 (2 Pack)	Extension Microphone for SoundStation IP 6000. Includes two EX Mics and two 7 foot (2.3 meter) cables.	\$191.00
TH-508-ACIP60WEM	Wireless Extension Microphone for IP 6000 (2 Pack)	Wireless expansion microphones for SoundStation VTX 1000, SoundStation2 EX, and SoundStation IP6000. Includes two wireless mics.	\$308.00
TH-508-ACIP70EM	Extension Microphone for IP 7000 (2 Pack)	Extension Microphone for SoundStation IP 7000. Includes two EX Mics and two 7 foot (2.3 meter) cables.	\$172.00
TH-508-ACHD05WC	Handset HD Voice and Cords for IP 550 and 650. (5 Pack)	HD voice handset with cords for SP IP 550 and 650. Sold in packs of 5.	\$46.00
TH-508-ACHSAD5P	Headset Adapter for IP 321 and 331. 2.5mm to RJ-9. (5 Pack)	Headset interface adapters, 2.5 mm to RJ-9. This interface enables the attachment of an industry-standard RJ-9 headset to the 2.5 mm headset port of a SoundPoint IP 320/330 and IP 321/331 phones. It works with both wired and wireless headsets with a RJ-9 jack. Valid for use World Wide. Sold in packs of 5.	\$42.00
TH-555-NV-SAPPS	Pigtail Power Cord for South Africa and India	2.0M HO5 0.75mm2 B TO C7. Pigtail Power Cord for South Africa and India.	\$5.00

Table 42: Third-Party Hardware - Polycom Telephone G-Series

Important Note: Lead times can be 10-16 weeks.

Standard 1-Year Manufacturer Warranty

The G-Series phones are all TAA Compliant!

Part Number	Part Name	Short Description*	Retail Price
TH-508-PHS00450G	Polycom SoundPoint IP 450 G-Series	G-Series SoundPoint IP 450, 3-line desktop IP Phone with two-way speakerphone. Backlit display. 2 port 10/100 Ethernet Switch. RJ-9 Headset port. PoE and AC power support. Does Not include Universal Power Supply or Plug. TAA Compliant.	\$207.00
TH-508-PHS00550G	Polycom SoundPoint IP 550 G-Series	G-Series SoundPoint IP 550, 4-line SIP Desktop Phone. PoE Support. Does not include Universal Power Supply or Plug. TAA Compliant.	\$235.00

TH-508- PHS00560G	Polycom SoundPoint IP 560 G-Series	G-Series SoundPoint IP 560, 4-line SIP Desktop Phone with 2-port 10/100/1000 (gigabit) Ethernet switch and PoE support. Full duplex speaker phone. Does Not Include Universal Power Supply or Power Plug.	\$293.00
TH-508- PHS00650G	Polycom SoundPoint IP 650 G-Series	G-Series SoundPoint IP 650, 6-line desktop IP Phone with 2-port 10/100 Ethernet switch and PoE support. Full duplex speaker phone. Does not include universal power supply or plug. TAA Compliant.	\$284.00
TH-508- PHS00670G	Polycom SoundPoint IP 670 G-Series	G-Series SoundPoint IP 670, 6-line color display IP Phone with HD Voice, 2-port 10/100/1000 Ethernet switch and PoE support. Full duplex speaker phone. Does Not Include Universal Power Supply or Plug. TAA Compliant.	\$283.05

Table 43: Third Party Hardware - Headsets

Part Number	Part Name	Short Description*	Retail Price
TH-556- HDSBZ2400	BIZ 2400 3-in-1 NC - North America	Jabra BIZ 2400 3-in-1 NC with 3 monaural wearing styles and noise cancellation. 3-year manufacturer's warranty. Available in North America only at this time. (2406-820-105) Important Note: Comes bundled with required Quick Disconnect to RJ-9 cable.	\$124.00
TH-556- HDSBZ2425	BIZ 2425 NC - North America	Jabra BIZ 2425 NC Binaural with noise cancellation. 3-year manufacturer's warranty. Available in North America only at this time. (2409-820-105) Important Note: Comes bundled with required Quick Disconnect to RJ-9 cable.	\$130.00
TH-556- HDSGN2124	GN2124 NC - North America	Jabra GN 2124 FLEX NC 4-in-1 with 4 wearing styles and noise cancellation. 2-year manufacturer's warranty. Available in North America only at this time. (2104-820-105) Important Note: Comes bundled with required Quick Disconnect to RJ-9 cable.	\$105.00
TH-556- HDSGN2125	GN2125 NC - North America	Jabra GN 2125 NC Binaural with noise cancellation. 2-year manufacturer's warranty. Available in North America only at this time. (01-0247) Important Note: Comes bundled with required Quick Disconnect to RJ-9 cable.	\$113.00
TH-556- HDSGN9350E	GN9350e Wireless Headset - North America	Jabra 9350e wireless headset. Supports both RJ-9 and USB connections. Electronic Hook Switch (EHS) cable sold separately to provide pickup and disconnect control from the headset. 1 year manufacturer's warranty. Available in North America only at this time. (9326-607-405)	\$247.00
TH-600- HDSEHSPA	EHS Polycom Adapter	Electronic Hook Switch cable for use with Polycom phones only. This cable enables the ability to pickup/disconnect calls using a wireless headset such as the GN9350e. Available in North America only at this time. (14201-17)	\$24.50

Table 44: Third-Party Hardware - Polycom Spectralink WiFi

Important Note: These part are only available in North America currently. Lead times can be 3-4 weeks.

Polycom provides warranty, service and support for this product.

Part Number	Part Name	Short Description*	Retail Price
TH-508-SP8020HO	Spectralink 8020 - Handset Only	WTB150 - SpectraLink 8020 Wireless Telephone. Order Battery Pack (BPLx00) and charger separately.	\$410.00
TH-508-SP8020HB	Spectralink 8020 - Handset Bundle	HBB200 - SpectraLink 8020 Handset Bundle - Includes 1x 8020 Wireless Handset (WTB150), 2x Extended Battery Packs (BPL200)	\$460.00
TH-508-SP8020DB	Spectralink 8020 - Dual Bundle	CBD201 - SpectraLink 8020 Dual Charger Bundle. Includes 1x 8020 Wireless Handset (WTB150), 1x Dual Charger (DCD100), 2x Ultra Extended Battery Packs (BPL300), 1x Power Supply (2200-37278-020).	\$495.00
TH-508-SP8020QB	Spectralink 8020 - Quad Bundle	CBQ200 - SpectraLink 8020 Quad Charger Bundle. Includes 4x SpectraLink 8020 Wireless Telephones (WTB150), 8x Ultra-Extended Battery Packs (BPL300), 1x Quad Charger (GCQ100), 1x Power Supply (2200-37277-001).	\$1,920.00
TH-508-SP8030HO	Spectralink 8030 - Handset Only	WTE150 - SpectraLink 8030 Wireless Telephone. Order Battery Pack (BPLx00) and charger separately.	\$465.00
TH-508-SP8030HB	Spectralink 8030 - Handset Bundle	HBB300 - SpectraLink 8030 Handset Bundle - Includes 1x 8030 Wireless Handset (WTE150), 2x Extended Battery Packs (BPL200)	\$519.00
TH-508-SP8030DB	Spectralink 8030 - Dual Bundle	CBD301 - SpectraLink 8030 Dual Charger Bundle. Includes 1x 8030 Wireless Handset (WTE150), 1x Dual Charger (DCD100), 2x Ultra Extended Battery Packs (BPL300), 1x Power Supply (2200-37278-020).	\$535.00
TH-508-SP8030QB	Spectralink 8030 - Quad Bundle	CBQ300 - SpectraLink 8030 Quad Charger Bundle. Includes 4x SpectraLink 8030 Wireless Telephones (WTE150), 8x Ultra-Extended Battery Packs (BPL300), 1x Quad Charger (GCQ100), 1x Power Supply (2200-37277-001).	\$2,100.00
TH-508-SPBPL100	Standard Battery Pack	BPL100 - Standard Li-Ion Battery Pack for 60xx/802x/803x Wireless Telephones	\$39.00
TH-508-SPBPL200	Extended Battery Pack	BPL200 - Extended Li-Ion Battery Pack for 60xx/802x/803x Wireless Telephones	\$54.00
TH-508-SPBPL300	Ultra-Extended Battery Pack	PBL300 - Ultra-Extended Li-Ion Battery Pack for 60xx/802x/803x Wireless Telephones	\$66.00
TH-508-SPDCD100	Dual Charging Stand	DCD100 - Dual Charging Stand for SpectraLink 60xx/802x/803x Wireless Telephones. Order power supply separately.	\$66.00
TH-508-SPGCQ100	Quad Charger	GCQ100 - Quad Charger for 60xx/802x/803x Battery Packs. Order power supply (2200-37277-001) separately.	\$209.00
TH-508-SPBVC8020	Black Vinyl Case - 8020	WTO310 - Black Vinyl Case w/Swivel Belt Clip and Keypad Cover - SpectraLink 6020/8020	\$29.00
TH-508-SPBVC8030	Black Vinyl Case - 8030	WTO410 - Black Vinyl Case w/Swivel Belt Clip and Keypad Cover - SpectraLink 8030	\$29.00
TH-508-SPPS2030QC	Power Supply for Quad Charger	2200-37277-001 - Power Supply for 8020/8030 Quad Charger	\$20.00

TH-508-SPPS2030DC	Power Supply for Dual Charger	2200-37278-020 - Power Supply for 8020/8030 Dual Charger	\$8.00
TH-508-SP2030ADK	Administration Kit	MKA700 - SpectraLink 802x/803x Administration Kit. Includes Dual Charger (DCD101), USB Cable (MKC200) and Power Supply for DCD101.	\$119.00
TH-508-SPUSB100	USB Cable	MKC200 - USB Cable for DCD100	\$29.00
TH-508-SPOAIRMK	Rack Mount Kit	MKR151 - Rack Mount Kit for SVP Server or OAI Gateway	\$35.00
TH-508-SPSVOAPS	Infrastructure Power Supply	Power Supply for TGx2xx MOG7xx and SVPxxx. SVP Servers and OAI Gateways.	\$39.00
TH-508-SPSVP010	SpectraLink 8000 SVP Server - 10 Users	SVP011 - SpectraLink 8000 SVP Server, 10 Users. Order power supply separately (2200-37274-001).	\$349.00
TH-508-SPSVP020	SpectraLink 8000 SVP Server - 20 Users	SVP021 - SpectraLink 8000 SVP Server, 20 Users. Order power supply separately (2200-37274-001).	\$689.00
TH-508-SPSVP080	SpectraLink 8000 SVP Server - 80 Users	SVP101 - SpectraLink 8000 SVP Server, 80 Users. Order power supply separately (2200-37274-001).	\$1,370.00
TH-508-SPOAI064	SpectraLink 8000 OAI Gateway - 64 Users	MOG701 - SpectraLink 8000 OAI Gateway for up to 64 Users. Order power supply separately (2200-37274-001).	\$685.00
TH-508-SPOAI128	SpectraLink 8000 OAI Gateway - 128 Users	MOG711 - SpectraLink 8000 OAI Gateway for up to 128 Users. Order power supply separately (2200-37274-001).	\$1,200.00
TH-508-SPOAI256	SpectraLink 8000 OAI Gateway - 256 Users	MOG721 - SpectraLink 8000 OAI Gateway for up to 256 Users. Order power supply separately (2200-37274-001).	\$1,890.00
TH-508-SPOAI512	SpectraLink 8000 OAI Gateway - 512 Users	MOG731 - SpectraLink 8000 OAI Gateway for up to 512 Users. Order power supply separately (2200-37274-001).	\$3,400.00
TH-508-SPOAI1024	SpectraLink 8000 OAI Gateway - 1024 Users	MOG741 - SpectraLink 8000 OAI Gateway for up to 1,024 Users. Order power supply separately (2200-37274-001).	\$6,149.00
TH-508-SRC80001H	Spectralink Remote Certification - 1 Hour	INS315 - SpectraLink 6100/8000 Remote Certification (Up to 1 hour of remote implementation support and certification of system (up to 4 base stations and 8 handsets) conforms to manufactures specification. Valid for 1 year from date of purchase)	\$172.00
TH-508-SCR80002H	Spectralink Remote Certification - 2 Hours	INS600 - SpectraLink 8000 Remote Certification (Up to 2 hours of remote implementation support and certification of SpectraLink 8000 system (up to 64 handsets) conforms to manufactures specification. Valid for 1 year from date of purchase)	\$345.00
TH-508-SOI8000050	Spectralink On-Site Implementation - 50 Handsets	INS610 - SpectraLink 8000 On-Site Implementation Service (On-site system implementation/configuration and certification of SpectraLink System for up to 50 handsets - per system)	\$2,100.00
TH-508-SOI8000PH	Spectralink On-Site Implementation - per handset	INS615 - SpectraLink 8000 On-Site Additional Wireless Telephone Implementation for systems with greater than 50 Wireless Telephones, price per handset	\$10.00
TH-508-SPWUP110	Spectralink Priority Warranty	XUP110 - Priority Warranty Upgrade (price per handset) 1 day turnaround	\$14.00
TH-508-SAWUP120	Spectralink Advanced Warranty	XUP120 - Advance Warranty Upgrade (price per handset) Advanced Replacement	\$24.00
TH-508-SAPUP130	Spectralink Advanced Plus Warranty	XUP100 - Advanced Plus Warranty Upgrade (price per handset) Onsite Service	\$35.00

Table 45: Interaction Application Servers

Interaction Application Servers come with our recommended and tested hardware configuration - RAID configured and Windows OS installed.

Important Note: These servers have Microsoft® Windows Server 2003 R2 pre-installed. However, they will be shipped with a Windows 2008 license, which will need to be downgraded.

Warranty - Manufacturer 3 year parts, labor, service. Additional warranty service purchased separately. HP Care Packs available as part of Hardware Warranty Table. Maintenance & Support - No additional fees.

Part Number	Part Name	Short Description*	Retail Price
TH-900- HPSMGNPR-B02	Interaction Application Server 320	<p>Typical Uses:</p> <ul style="list-style-type: none"> - SIP Proxy - RAC - Media Server - Web Services - IVR Only <p>Includes internal USB recovery system to quickly and easily restore to factory image.</p> <p>**Power cord sold separately.**</p> <p>*See testlab.inin.com for server specs and application scalability</p>	\$3,000.00
TH-900- HPMDGNPR-B02	Interaction Application Server 360 (4 Drive)	<p>Typical Uses:</p> <ul style="list-style-type: none"> - CIC - SIP Proxy - RAC - Media Server - Session Manager - Director - ASR or TTS - Status Aggregator - Web Services - IVR Only <p>Includes internal USB recovery system to quickly and easily restore to factory image.</p> <p>**Power cord sold separately.**</p> <p>*See testlab.inin.com for server specs and application scalability</p>	\$4,444.00
TH-900- HPLGGNPR-B02	Interaction Application Server 360 XL (6 Drive)	<p>Typical Uses:</p> <ul style="list-style-type: none"> - CIC - Capture Server - Medium Database Server <p>Includes internal USB recovery system to quickly and easily restore to factory image.</p> <p>**Power cord sold separately.**</p> <p>This server has a dual power supply.</p> <p>*See testlab.inin.com for server specs and application scalability</p>	\$5,067.00
TH-900- HPGNPR380-B02	Interaction Application and Storage Server 380	<p>Typical Uses:</p> <ul style="list-style-type: none"> - RAC and Storage - Capture Server and Storage - Large Database Server - Storage Server 	\$7,825.00

		Includes internal USB recovery system to quickly and easily restore to factory image.	
		Power cord sold separately.	
		*See testlab.inin.com for server specs and application scalability	
TH-900-3.0-CICISRV-B01	IAS - CIC Imaged Server	Save time installing CIC. This IAS 360 XL Server comes pre-imaged with CIC 3.0 and prerequisites like Outlook 2007. Includes internal USB recovery system to quickly and easily restore to factory image. **Power cord sold separately.** *See testlab.inin.com for server specs and application scalability	\$5,210.00

Table 46: Third Party Hardware - Power Cords

Hardware will not ship with a power cord. Please make sure to select the proper cord for your equipment. The standard power cord applies to all HP Servers, ININ Gateways, and AudioCodes Mediant gateways.

Part Number	Part Name	Short Description*	Retail Price
TH-600-PCSTDNA	Standard Power Cord - North American	Standard North American Power Cord for servers and gateways.	\$4.25
TH-600-PCSTDEU	Standard Power Cord - Euro	Standard Euro Power Cord for servers and gateways.	\$4.25
TH-600-PCSTDUK	Standard Power Cord - UK	Standard UK Power Cord for servers and gateways.	\$4.25
TH-600-PCSTDAU	Standard Power Cord - Australian	Standard Australian Power Cord for servers and gateways.	\$4.25
TH-600-ACMPCNA	AudioCodes Media Pack Power Cord - North American Plug	Power Cord and North American Plug for AudioCodes Media Pack gateway.	\$3.00
TH-600-ACMPCEU	AudioCodes Media Pack Power Cord - Euro Plug	Power Cord and North American Plug for AudioCodes Media Pack gateway.	\$3.00
TH-600-ACMPCUK	AudioCodes Media Pack Power Cord - UK Plug	Power Cord and UK Plug for AudioCodes Media Pack gateway.	\$3.00
TH-600-ACMPCAU	AudioCodes Media Pack Power Cord - Australian Plug	Power Cord and Australian Plug for AudioCodes Media Pack gateway.	\$3.00

Table 47: Server Hardware Warranty

HP Care Packs are not available in all areas. Contact ININ Global Logistics for availability. Pricing may vary. Standard Manufacturer's Warranty without Care Pack consists of 3-years parts, labor, and support with next business day best effort on-site assistance with the exception of SATA drives and the DL160 at 1yr. Warranty Activity: Contact ININ support for RMA number. Support will facilitate a conference call with manufacturer who will dispatch HP service tech. Important Note: HP Care Pack ensures server hardware and OS will be functional. It does not ensure the ININ software will be configured as it was post service of the device.

Part Number	Part Name	Short Description*	Retail Price
SS-502-SVDL12G5	HP Care Pack (DL120) 3YR 24x7 4HR - US Pricing	For Small Media Server.	\$454.00

		<p>3-Year for DL120 4-hour onsite response 24x7x365 - For issues that cannot be resolved remotely, an authorized HP Services representative arrives at your site within 4 hours after your call has been logged with HP. Service is available around-the-clock every day, including all holidays. HP Services returns your covered hardware to operational condition, repairing or replacing components or entire units as necessary. Your coverage includes all required parts and materials.</p> <p>Coverage does not ensure the software application will be configured as it was before the hardware tech serviced the device. This part not available in Australia. Contact us for quote.</p>	
SS-502-SVDL12G55Y	HP Care Pack (DL120) 5YR 24x7 4HR - US Pricing	<p>For Small Media Server.</p> <p>5-Year for DL120 4-hour onsite response 24x7x365 - For issues that cannot be resolved remotely, an authorized HP Services representative arrives at your site within 4 hours after your call has been logged with HP. Service is available around-the-clock every day, including all holidays. HP Services returns your covered hardware to operational condition, repairing or replacing components or entire units as necessary. Your coverage includes all required parts and materials.</p> <p>Coverage does not ensure the software application will be configured as it was before the hardware tech serviced the device. This part not available in Australia. Contact us for quote.</p>	\$826.00
SS-502-SVDL16G5	HP Care Pack (DL160) 3YR 24x7 4HR - US Pricing	<p>For Medium Media Server</p> <p>3-Year for DL160 4-hour onsite response 24x7x365 - For issues that cannot be resolved remotely, an authorized HP Services representative arrives at your site within 4 hours after your call has been logged with HP. Service is available around-the-clock every day, including all holidays. HP Services returns your covered hardware to operational condition, repairing or replacing components or entire units as necessary. Your coverage includes all required parts and materials.</p> <p>Coverage does not ensure the software application will be configured as it was before the hardware tech serviced the device. This part not available in Australia. Contact us for quote.</p>	\$484.00
SS-502-SVDL16G55Y	HP Care Pack (DL160) 5YR 24x7 4HR - US Pricing	<p>For Medium Media Server</p> <p>5-Year for DL16x 4-hour onsite response 24x7x365 - For issues that cannot be resolved remotely, an authorized HP Services representative arrives at your site within 4 hours after your call has been logged with HP. Service is available around-the-clock every day, including all holidays. HP Services returns your covered hardware to operational condition, repairing or replacing components or entire units as necessary. Your coverage includes all required parts and materials. This pricing applies only to North America. Coverage does not ensure the software application will be configured as it was before the hardware tech serviced the device. This part not available in Australia. Contact us for quote.</p>	\$821.00

<p>SS-502-SVDL32G5</p>	<p>HP Care Pack (DL320) 3YR 24x7 4HR - US Pricing</p>	<p>3-Year for DL32x 4-hour onsite response 24x7x365 - For issues that cannot be resolved remotely, an authorized HP Services representative arrives at your site within 4 hours after your call has been logged with HP. Service is available around-the-clock every day, including all holidays. HP Services returns your covered hardware to operational condition, repairing or replacing components or entire units as necessary. Your coverage includes all required parts and materials.</p> <p>Coverage does not ensure the software application will be configured as it was before the hardware tech serviced the device. This part not available in Australia. Contact us for quote.</p>	<p>\$381.82</p>
<p>SS-502-SVDL32G55Y</p>	<p>HP Care Pack (DL320) 5YR 24x7 4HR - US Pricing</p>	<p>5-Year for DL32x 4-hour onsite response 24x7x365 - For issues that cannot be resolved remotely, an authorized HP Services representative arrives at your site within 4 hours after your call has been logged with HP. Service is available around-the-clock every day, including all holidays. HP Services returns your covered hardware to operational condition, repairing or replacing components or entire units as necessary. Your coverage includes all required parts and materials. This pricing applies only to North America. Coverage does not ensure the software application will be configured as it was before the hardware tech serviced the device. This part not available in Australia. Contact us for quote.</p>	<p>\$807.99</p>
<p>SS-502-SVDL36G5</p>	<p>HP Care Pack (DL360) 3YR 24x7 4HR - US Pricing</p>	<p>3-Year for DL36x 4-hour onsite response 24x7x365 - For issues that cannot be resolved remotely, an authorized HP Services representative arrives at your site within 4 hours after your call has been logged with HP. Service is available around-the-clock every day, including all holidays. HP Services returns your covered hardware to operational condition, repairing or replacing components or entire units as necessary. Your coverage includes all required parts and materials.</p> <p>Coverage does not ensure the software application will be configured as it was before the hardware tech serviced the device. This part not available in Australia. Contact us for quote.</p>	<p>\$574.07</p>
<p>SS-502-SVDL36G55Y</p>	<p>HP Care Pack (DL360) 5YR 24x7 4HR - US Pricing</p>	<p>5-Year for DL36x 4-hour onsite response 24x7x365 - For issues that cannot be resolved remotely, an authorized HP Services representative arrives at your site within 4 hours after your call has been logged with HP. Service is available around-the-clock every day, including all holidays. HP Services returns your covered hardware to operational condition, repairing or replacing components or entire units as necessary. Your coverage includes all required parts and materials. This pricing applies only to North America. Coverage does not ensure the software application will be configured as it was before the hardware tech serviced the device. This part not available in Australia. Contact us for quote.</p>	<p>\$1,398.06</p>

<p>TH-502-SVDL36EX2</p>	<p>2 Year Extension DL360 - US Pricing</p>	<p>Extend a 3 year Care Pack another 2 years on a DL360. DL360 4-hour onsite response 24x7x365 - For issues that cannot be resolved remotely, an authorized HP Services representative arrives at your site within 4 hours after your call has been logged with HP. Service is available around-the-clock every day, including all holidays. HP Services returns your covered hardware to operational condition, repairing or replacing components or entire units as necessary. Your coverage includes all required parts and materials. This pricing applies only to North America the EU. Contact for quotes outside NA and the EU.</p>	<p>\$699.00</p>
		<p>Note: Coverage does not ensure the software application will be configured as it was before the hardware tech serviced the device.</p>	
<p>SS-502-SVDL38G5</p>	<p>HP Care Pack (DL380) 3YR 24x7 4HR - US Pricing</p>	<p>3-Year for DL380 4-hour onsite response 24x7x365 - For issues that cannot be resolved remotely, an authorized HP Services representative arrives at your site within 4 hours after your call has been logged with HP. Service is available around-the-clock every day, including all holidays. HP Services returns your covered hardware to operational condition, repairing or replacing components or entire units as necessary. Your coverage includes all required parts and materials.</p> <p>Coverage does not ensure the software application will be configured as it was before the hardware tech serviced the device. This part not available in Australia. Contact us for quote.</p>	<p>\$957.29</p>
<p>SS-502-SVDL38G55Y</p>	<p>HP Care Pack (DL380) 5YR 24x7 4HR - US Pricing</p>	<p>5-Year for DL38x 4-hour onsite response 24x7x365 - For issues that cannot be resolved remotely, an authorized HP Services representative arrives at your site within 4 hours after your call has been logged with HP. Service is available around-the-clock every day, including all holidays. HP Services returns your covered hardware to operational condition, repairing or replacing components or entire units as necessary. Your coverage includes all required parts and materials. This pricing applies only to North America. Coverage does not ensure the software application will be configured as it was before the hardware tech serviced the device. This part not available in Australia. Contact us for quote.</p>	<p>\$2,099.00</p>
<p>TH-502-SVDL382EX</p>	<p>2 Year Extension DL380 - US Pricing</p>	<p>Extend a 3 year Care Pack another 2 years on a DL380. DL380 4-hour onsite response 24x7x365 - For issues that cannot be resolved remotely, an authorized HP Services representative arrives at your site within 4 hours after your call has been logged with HP. Service is available around-the-clock every day, including all holidays. HP Services returns your covered hardware to operational condition, repairing or replacing components or entire units as necessary. Your coverage includes all required parts and materials. This pricing applies only to North America the EU. Contact for quotes outside NA and the EU.</p> <p>Note: Coverage does not ensure the software application will be configured as it was before the hardware tech serviced the device.</p>	<p>\$1,429.99</p>

Table 48: Disaster Recovery (DR) - CIC Server Components

Part Number	Part Name	Short Description*	Retail Price
SW-001-3.0-ULS2-DR	Upgrade from Intermediate Server to Advanced Server - DR	Upgrade to an Advanced Server from an Intermediate Server.	\$4,400.00
SW-001-3.0-SL04-DR	Basic Server	Full ACD with skills-based routing, IVR, CTI, PBX, Fax Services, voice mail, auto attendant, unified messaging, locality look-up, small development license, access to free on-line CBT.	\$4,000.00
SW-001-3.0-SL03-DR	Intermediate Server	Basic Server plus graphical customization tool.	\$7,000.00
SW-001-3.0-SL02-DR	Advanced Server	Intermediate Server plus Web services, database access tools, Interaction multi-site, Interaction Recorder, Interaction Tracker, e-FAQ tools and large development license.	\$11,000.00
SW-001-3.0-SS01-DR	Switchover clone for CIC server	Must be configured identically to production server.	\$1,875.00
SW-001-3.0-SA10-DR	IceLib API	A programming API that allows developers to create custom applications that leverage the Interaction Center. The API provides telephony integration between an application and the IC system for commonly requested screen pops and/or embedded call controls. Also includes Tracker API functions.	\$2,500.00
SW-001-3.0-SA07-DR	COM Server API	Library to use COM programming interface with system; requires access license for Interaction Client.	\$1,875.00
SW-001-3.0-SA09-DR	Interaction multi-site	Multi-site services	\$1,175.00
SW-001-3.0-SA01-DR	Web services	All server components for web chat, collaboration, and other web events.	\$1,875.00
SW-001-3.0-SA06-DR	Web Services Encryption	Adds AES-level (advanced encryption standard) encryption to interaction-based communication between web servers and the IC server.	\$2,125.00
SW-001-3.0-SA03-DR	Database access tools	ODBC (open database connectivity) database tools, TCP/IP tools, and MQ Series tools.	\$2,850.00
SW-001-3.0-SA05-DR	Text processing tools	XML (extensible markup language) tools, SOAP (simple object access protocol) tools, e-FAQ tools, and text classification tools.	\$3,750.00
SW-001-3.0-SA19-DR	Interaction Attendant Remote Data Query	Required to use the Remote Data Query action to call a web service within Interaction Attendant.	\$1,250.00
SW-001-3.0-SA04-DR	Speech Recognition Services	Server components to connect to speech recognition engines	\$1,875.00
SW-001-3.0-VXML-DR	Voice XML Interpreter	Provides Voice XML interpretation when using a Voice XML application only. Licensed per port.	\$47.50
PK-510-3.0-SWIM-DR	Interaction Marquee	Interaction Marquee can deliver any workgroup operational statistics to multiple destinations - as a web page on any type of PC display device - projected onto a wall and on the supervisor's desktop as a heads-up executive information display - hand-held computers - external applications - even E-Mail! Interaction Marquee collects statistics information and packages the information using its unique "plug-in" architecture. That means you can display any statistic available from the Interaction Center Platform anytime and anywhere you want.	\$3,750.00

PK-510-3.0-SWSR-DR	Scheduled Reports	Scheduled Reports allows users of the Interaction Center software to schedule reports configured in the Interaction Center Platform on a daily, weekly or monthly basis.	\$1,750.00
SW-001-3.0-SA15-DR	Host access tools, 10 sessions	Tools to process mainframe screen sessions - up to 10 simultaneous	\$1,175.00
SW-001-3.0-SA16-DR	Host access tools, 24 sessions	Tools to process mainframe screen sessions - up to 24 simultaneous	\$2,350.00
SW-001-3.0-SA17-DR	Host access tools, 50 sessions	Tools to process mainframe screen sessions - up to 50 simultaneous	\$4,725.00
SW-012-3.0-SASS-DR	Advanced SIP Security	Enables the server to configure and use TLS and SRTP.	No Charge

Table 49: DR - CIC Add Ons

Part Number	Part Name	Short Description*	Retail Price
SW-001-3.0-AL01-DR	Basic Station	Audio connection to any internal party or device (phone, fax machine, or modem). Also required for remote station connections.	No Charge
SW-001-3.0-AL02-DR	Business Client	Basic Station, Interaction Client for use with the Interaction Client .Net Edition or Interaction Client Web Edition.	No Charge
SW-001-3.0-AL03-DR	Phone-only Call Center	Basic Station, ACD with complete skills-based routing for calls.	No Charge
SW-001-3.0-AL04-DR	Contact Center Level 1	Basic Station, Interaction Client, and ACD with complete skills-based routing for one media type for use with the Interaction Client .Net Edition or Interaction Client Web Edition.	No Charge
SW-001-3.0-AL05-DR	Contact Center Level 2	Basic Station, Interaction Client, and ACD with complete skills-based routing for two media types for use with the Interaction Client .Net Edition.	No Charge
SW-001-3.0-AL06-DR	Contact Center Level 3	Basic Station, Interaction Client, and ACD with complete skills-based routing for unlimited media types for use with the Interaction Client .Net Edition.	No Charge
SW-001-3.0-AA01-DR	Interaction Supervisor add-on	Advanced supervision; includes Interaction Supervisor License with Workgroup, Historical Reports, Workgroup Queue and Dialer Plug-in modules. This license requires at least a Basic Station.	No Charge
SW-001-3.0-AASM-DR	Interaction Supervisor - System Status Monitoring	Additional System Status Monitoring Plug-in for Interaction Supervisor. 10 Licenses provided with each server component. Provides ability to view and monitor interaction statistics, IC performance, IC system status, telephony resources, and statistics for recording, Interaction Tracker, Email, Faxes, Speech, PMQ and Telephony Services.	No Charge
SW-001-3.0-AA12-DR	Reports Page Add-on	Adds ability to view and run historical reports from Interaction Supervisor to a Business Client or a Basic contact center license.	No Charge
SW-001-3.0-AA17-DR	Interaction Report Assistant	Wizard driven application to quickly generate simple custom reports from selected IC tables within the IC database. This license requires an 'Interaction Supervisor add-on' or 'Reports Page Add-on' license to be available for each report assistance license.	No Charge

SW-001-3.0-AA15-DR	Interaction Client Operator Console Add-on	Adds Operator Console feature set to an existing Business Client license. Designed specifically for use by receptionists, company operators, and other personnel who direct the flow of a large number of calls. Unique call processing features such as: Fast Transfer, Enhanced Speed Dial Page with Busy Lamp Field (BLF), Additional Keyboard Shortcuts, Quick Keys- customizable page shortcut keys, Whisper Button in Call Control tool bar. Requires Interaction Client .NET Edition.	No Charge
SW-001-3.0-AAF1-DR	Interaction Client for Outlook Edition Add-on	Adds ability for Interaction Client to run in Outlook. Does not include a basic station audio license.	No Charge
SW-001-3.0-AA08-DR	Unified Messaging add-on	Adds ability for Unified Messaging (voicemails/faxes) delivered to an email inbox or Interaction Message Store. This item can also be ordered in UM only environments.	No Charge
SW-001-3.0-AA09-DR	Voice Mail only user	Voice mail without UM (unified messaging) -- TUI only (telephone user interface only). This license is required when a user does not have a basic station license and requires voice mail.	No Charge
SW-001-3.0-AA10-DR	Desktop Faxing add-on	Provides ability to send and/or view faxes with the Interaction Fax.	No Charge
SW-001-3.0-AA07-DR	Interaction Client Mobile Edition - Add on	Available in a future service update, refer to Product Management for release dates. License to run the Interaction Client Mobile Edition. Requires a minimum basic station audio license.	No Charge
SW-001-3.0-AL08-DR	Workforce Optimization Access License	Combines the Interaction Recorder, Interaction Optimizer and Interaction Feedback access licenses for a single user. Must be assigned to a user, not a workstation. Requires the licensing of the Interaction Recorder Server, the Interaction Optimizer Server, and the Interaction Feedback Server.	No Charge

Table 50: DR - CIC Session Licenses

Part Number	Part Name	Short Description*	Retail Price
SW-001-3.0-PL03-DR	Basic Session	A basic session is required for every external connected call. A basic session may be used without any other session type for selected enterprise functionality, including manual outbound calls; inbound DID calls; using the voicemail TUI or Interaction Mobile Office; and non-ACD workgroup calls. Basic sessions will allow the following Attendant Voice Actions without requiring an advanced session: 'Dial by Name', 'Dial Extension', 'Remote Access' and 'Play a Menu'. All other actions (such Database lookups, use of custom handlers, and Remote Data Queries) will require an advanced session in addition to the basic session. Configured remote stations will not require a session. "Dynamic" stations will require a session. See the Session Licensing.doc for more details on session licensing, and specific information on the functions enabled by basic vs. advanced sessions.	\$75.00

SW-001-3.0-PL04-DR	Advanced Session	An advanced session is "layered" on a basic session for external connected calls requiring the following advanced functionality: transfers to ACD workgroups, database lookups, use of custom handlers, remote data queries, Interaction Feedback surveys, and recording calls via Interaction Recorder. Once an external call uses an advanced session, it will retain the license for the duration of the connected call. See the Session Licensing.doc for more details on session licensing, and specific information on the functions enabled by basic vs. advanced sessions.	\$187.50
SW-001-3.0-PL07-DR	Fax Session	A fax session is "layered" on a basic session for every external connected fax call. It enables the use of faxing on the Interaction Media Server. Note: This will be able in a future CIC Service Update. Please contact Product Management for availability.	\$50.00
SW-001-3.0-PL08-DR	Interaction Dialer Session	An Interaction Dialer session is "layered" on a basic session for outbound calls generated by Interaction Dialer. Only Interaction Dialer can utilize these sessions. In addition to enabling the outbound functionality, Interaction Dialer sessions enable the optional use of Call Analysis on the Interaction Media Server. Should all Interaction Dialer sessions be in use, Interaction Dialer will fall back and use advanced sessions until those sessions are all in use. Interaction Dialer Sessions can only be used when a call is initiated by Interaction Dialer. They may be used for agentless campaigns as well as those with agents. If Interaction Dialer initiates the call, you may use Interaction Recorder to record the call with a basic session and an Interaction Dialer session. See the Session Licensing.doc for more details on session licensing, and specific information on the functions enabled by basic vs. advanced sessions.	\$25.00

Table 51: DR - Interaction Recorder

Part Number	Part Name	Short Description*	Retail Price
SW-010-3.0-IP03-DR	Interaction Recorder Server	Automatic recording and archival of agent calls and other interactions; agents workstations whose interactions are to be recorded require Interaction Recorder add-on access license.	\$1,875.00
Requires Interaction Recorder access add-on licenses.			
SW-010-3.0-AA07-DR	Interaction Recorder add-on	Required to record agent interactions or anyone playing back interaction recordings via the Interaction Recorder Client. Also requires Interaction Recorder server product.	No Charge
Requires Interaction Recorder server add-on.			
SW-010-3.0-IP04-DR	Interaction Screen Recorder Server	Automatic recording and archival of agent desktop activity; agents workstations whose desktop activities are to be recorded and those who will access the play back of screen recordings require Interaction Recorder Screen Recording add-on access license.	No Charge
Prerequisite Interaction Recorder Server add-on; requires a separate hardware server for compression services and user add-ons.			

SW-010-3.0-AA11-DR	Screen Recorder add-on	Required to record agent desktop screen activity or anyone playing back desktop screen recordings via the Interaction Recorder Client. Also requires Interaction Recorder server product and must be added to an Interaction Recorder Add-on license.	No Charge
Prerequisite is Interaction Recorder. Requires Interaction Recorder server add-on.			
SW-010-3.0-IP05-DR	Interaction Recorder Extreme Query Server	Interaction Recorder Extreme Query Server is a separate searchable recording database enabling lightning fast searches and graphical drill down on 10 of the most common search attributes and an optional 5 custom attributes.	\$2,500.00
Prerequisite Interaction Recorder Server add-on; requires a separate hardware server.			
SW-010-3.0-AA12-DR	Interaction Recorder Extreme Query Client	Interaction Recorder Extreme Query Client provides lightning fast searches and graphical drill down on 10 of the most common search attributes and an optional 5 custom attributes.	No Charge
Requires Interaction Recorder access add-on licenses.			

Table 52: DR - Interaction Dialer

Part Number	Part Name	Short Description*	Retail Price
SW-011-3.0-IP01-DR	Interaction Dialer Server	Complete campaign management product for predictive, power, and preview dialing	\$1,875.00
SW-011-3.0-AA06-DR	Interaction Dialer add-on	Predictive, power, and preview dialing; includes Interaction Scripiter add-on. Requires either a CC1, CC2, or CC3 license for blended dialing. Requires an Outbound Only Dialer Client for outbound-only dialing.	No Charge
SW-011-3.0-AL11-DR	Outbound Only Dialer Client	Basic Station, Interaction Client, and ACD access needed to complete transactions. Requires Interaction Dialer add-on access license.	No Charge
SW-001-3.0-AA02-DR	Interaction Scripiter add-on	Interaction Scripiter add-on - Advanced desktop scripting; required only if Interaction Scripiter is being used as a part of an inbound-only application. Note: The Interaction Dialer add-on license includes an Interaction Scripiter add-on license.	No Charge
SW-001-3.0-AA04-DR	Interaction EasyScripiter - Executor (Agent Interface)	Agent based add-on application executes the scripts develop through the Editor interface. The script execution is based on an incoming ACD interaction or outbound Dialer interaction. The client application also manages CIC server connection, interaction management, and user presence management. The client was modeled from the Interaction Scripiter client so that agents who use both clients would have consistent experiences. Request Microsoft .NET 2.0 Framework and Internet Explorer (IE) to be installed on the desktop. This client does not require any other Interactive Intelligence clients to be installed on the agent's desktop.	No Charge

SW-001-3.0-AA05-DR	Interaction EasyScripter - Editor (Developer Interface)	EasyScripter Editor is a web-based interface for creating and modifying agent scripts. Contact center supervisors or others responsible for script building can use this easy-to-use interface to create any kind of script - from simple to complex. Build and amend campaigns in minutes using the point & click Visual Designer environment. Simplify the scripting process with built-in templates, style sheets and numerous predefined controls. Incorporate color, graphics, sound, hyperlinks and Web content. Interaction EasyScripter is only available using Microsoft SQL Server 2000 or SQL Server 2005. Interaction EasyScripter can support Interaction Dialer using Microsoft SQL Server or Oracle database backend, though the Interaction EasyScripter backend still requires Microsoft SQL Server. Interaction EasyScripter requires Internet Explorer (IE) 6.0. Interaction EasyScripter is available in Inbound Only environments and does not require Interaction Dialer.	No Charge
SW-001-3.0-AA18-DR	Interaction EasyScripter - Reporting	EasyScripter Reporting module allows Contact Center Supervisors or other users to create reports using familiar drag & drop controls and allows reports to be scheduled to run at specific times. This module allows for multiple report templates and allows the user to filter reports based on script values. Interaction EasyScripter is only available using Microsoft SQL Server 2000 or SQL Server 2005. Interaction EasyScripter can support Interaction Dialer using Microsoft SQL Server or Oracle database back end, though the Interaction EasyScripter backed still requires Microsoft SQL Server. Interaction EasyScripter requires Internet Explorer (IE) 6.0. Interaction EasyScripter is available in Inbound Only environments and does not require Interaction Dialer.	No Charge
SW-011-3.0-IP02-DR	Interaction Dialer API	Includes library for desktop integration and campaign administration to Interaction Dialer (includes IceLib.Dialer, Predictive Dial COM, and Interaction Campaign COM API). Requires IceLib API license and appropriate Dialer access licenses. This item was previously known as "Interaction Dialer COM API".	\$1,875.00

Table 53: DR - Interaction Optimizer

Part Number	Part Name	Short Description*	Retail Price
SW-015-3.0-IP01-DR	Interaction Optimizer and RTA Server	Enables basic optimizer feature set as well as ability to generate RTA data. Required for all Optimizer deployments, collection of 'historical' data, and RTA data to be displayed in the Optimizer Supervisor plug-in. Includes three supervisor plug-in licenses.	\$6,250.00
Requires access add-on licenses . NOTE: Certification requirement enforced for Optimizer; check our Education website for more details.			
SW-015-3.0-AA01-DR	Interaction Optimizer add-on	Adds ability for; an Interaction Client .NET Edition user to access the Optimizer plug-in, an agent to be scheduled by Optimizer, and the ability for agent RTA data to be captured. This license is required for all scheduled agents and supervisors using Interaction Optimizer. This license can be assigned to users only, not stations.	No Charge
Requires Interaction Optimizer server add-on.			

SW-015-3.0-AA02-DR	Interaction Optimizer Supervisor Plug-in	Adds access to Optimizer plug-in for Supervisor user. Note: three supervisor plug-in licenses included with each Interaction Optimizer server add-on license.	No Charge
Requires Interaction Optimizer server add-on.			

Table 54: DR - Interaction Feedback

Part Number	Part Name	Short Description*	Retail Price
SW-019-3.0-SA01-DR	Interaction Feedback Server	Delivery of automated surveys; agents whose interactions are to be survey-able require Interaction Feedback add-on access license. Note: The server component enables post-call surveys by default. Also enables Feedback Supervisor plug-in.	\$1,875.00
Requires Interaction Feedback access add-on			
SW-019-3.0-AA01-DR	Interaction Feedback add-on	Required to enable a user to have a survey applied to an interaction in which they were a participant, or to launch the Interaction Feedback Survey Client. Also requires Interaction Feedback Server license.	No Charge
Requires Interaction Feedback server add-on			

Table 55: DR - Interaction Tracker

Part Number	Part Name	Short Description*	Retail Price
SW-013-3.0-IP04-DR	Interaction Tracker Server	Enables comprehensive tracking of interactions.	No Charge
Requires Tracker access add-on licenses.			
SW-013-3.0-AA03-DR	Interaction Tracker add-on	Comprehensive tracking of all contacts and their interactions	No Charge
Requires Interaction Tracker server add-on.			

Table 56: DR - Interaction Conference

Part Number	Part Name	Short Description*	Retail Price
SW-001-3.0-EA01-DR	Interaction Conference Server License	Conference bridge software add-on application. It requires HMP resources and Basic Sessions. Please refer to the posted document on the product page.	\$7,500.00

Table 57: DR - CIC Interaction Mobile Office Add-ons

Part Number	Part Name	Short Description*	Retail Price
SW-016-3.0-SA13-DR	Interaction Mobile Office Server	Server component to provide speech enabled Mobile access for retrieval and use of email, voice mail, and fax, status updates, and access to personal company directory. Requires speech ports, Speech Recognition Services server add-on, and Mobile Office access add-on license.	No Charge
SW-016-3.0-PMSO-DR	Interaction Mobile Office - MS Outlook Module	Voice interface that provides speech-enabled access to Microsoft Outlook calendar information and Outlook Personal Contacts. This module requires the Speech Enabled TUI module. Pricing is listed per port.	\$125.00
SW-016-3.0-PTUI-DR	Interaction Mobile Office - Speech Enabled TUI Module	Voice interface that provides speech-enabled access to messaging, presence management, call recording and personal numbers in the company directory. Pricing is per port.	\$125.00

Table 58: DR - Third-Party Server Add-ons - HMP Media Resources

Third Party products are not standard Interactive Intelligence software products and do not follow Interactive Intelligence software margins.
Support for third-party products calculated at 18% in year one and for ongoing renewal regardless of Support Option elected.
Requires HMP version 3.0; please consider this with your upgrade requests.

Part Number	Part Name	Short Description*	Retail Price
TS-515-3.0-MRV2-DR	HMP Voice-Disaster Recovery	This is the Disaster Recovery version of Intel HMP Voice. This item is for Disaster Recovery systems only for use on the second server.	\$6.00
TS-515-3.0-MRC2-DR	HMP Conference-Disaster Recovery	This is the Disaster Recovery version of Intel HMP Conference. This item is for Disaster Recovery systems only for use on the second server.	\$24.00
TS-515-3.0-MRF2-DR	HMP Fax-Disaster Recovery	This is the Switchover version of Intel HMP Fax This item is for switchover systems only for use on the second server.	\$45.00
TS-515-3.0-MRA2-DR	HMP RTP Audio G.711 only-Disaster Recovery	This is the Disaster Recovery version of Intel HMP RTP Audio G.711. This item is for Disaster Recovery systems only for use on the second server.	\$5.00
TS-515-3.0-MRE2-DR	HMP Enhanced G.729/723-Disaster Recovery	This is the Disaster Recovery version of Intel HMP Enhanced G/729/723. This item is for Disaster Recovery systems only for use on the second server.	\$24.00
TS-515-3.0-MRR2-DR	HMP CSP Resource-Disaster Recovery	This is the Disaster Recovery version of CSP Resource. This item is for Disaster Recovery systems only for use on the second server.	\$12.00

Table 59: DR - Third Party Integrations

Part Number	Part Name	Short Description*	Retail Price
SW-012-3.0-SA01-DR	Microsoft Office Communications Server (OCS) 2007 Integration - add on	Provides Microsoft OCS 2007 integration enabling users of the .Net Interaction Client to initiate an OCS instant message or video call as well as provides synchronized presence, a common directory and direct SIP calling between OCS and Interaction Center users.	No Charge
PK-510-3.0-SMTM-DR	IBM Lotus Sametime Server	The integration with IBM Lotus Sametime provides status synchronization between IC and Sametime users with predefined mappings. Contact center agents can enjoy the rich functionality of IC's Interaction Client .NET Edition, plus capabilities such as being able to initiate Lotus Sametime instant messaging and voice chats with employees throughout the enterprise.	\$1,000.00

For additional information about release date please contact ProductManagement@inin.com.

PK-510-3.0-RNSR-DR	RightNow Server	Provides call control within the RightNow interface. This allows for agents to make and take calls without ever leaving the application that they are working from. Some of the features available from the RightNow interface: click to dial, call pickup, disconnect, hold, transfer & conference. This integration also provides screen pops for phone interactions.	\$8,450.00
PK-510-3.0-SFFL-DR	Salesforce.com Server	The Salesforce.com Connector will provide call control including: click to dial, call pickup, disconnect, hold, transfer, and conference, from within the Salesforce.com user interface. This is the server piece that will need to be ordered along with the user licenses.	\$1,500.00

PK-510-3.0-SFAL-DR	Salesforce.com Access License (ACD)	The Salesforce.com Connector will provide call control including: click to dial, call pickup, disconnect, hold, transfer, and conference, from within the Salesforce.com user interface.	No Charge
PK-510-3.0-SFNA-DR	Salesforce.com Access License (non ACD)	The Salesforce.com Connector will provide call control including: click to dial, call pickup, disconnect, hold, transfer, and conference, from within the Salesforce.com user interface. This version will not pop incoming calls from the ACD.	No Charge
PK-510-3.0-WMHM-DR	Workforce Management - Historical Module - Supports Blue Pumpkin, IEX, GMT, Aspect	The Workforce Management (WFM) Historical module is a windows-based service designed to send workgroup/agent queue statistical data for forecasting and scheduling purposes to 3rd party WFM vendors. The data is sent via a flat file to the Workforce Management server. This product supports multiple WFM vendors and there is a specific section detailing the configuration setup for that respective vendor.	\$3,750.00
PK-510-3.0-WMRM-DR	Workforce Management - Real Time Adherence - Supports Blue Pumpkin, IEX, GMT, Aspect eWFM, Pipkins	The Workforce Management Real Time Adherence (RTA) module is a windows-based service designed to deliver user status, user login and user log-out information to a workforce management system for tracking schedule adherence in real time.	\$1,500.00
PK-510-3.0-SAPC-DR	SAPphone (Screen pop and call controls)	This integrates the functionality of the Interaction Center's Interaction Client into SAP's Client using a combination of Interactive Intelligence's ClientCOM API and SAP's SAPphone CTI API. This integration allows the SAP Agent to perform all typical phone operations while providing a powerful "screen pop" using SAP's call attached data collected through handlers. The architecture makes deployment virtually effortless because the application runs at the server level instead of each client workstation. Requires SAP IC Win Client	\$16,000.00
PK-510-3.0-SICI-DR	SAP ICI (Screen pop and call controls)	This integrates the functionality of the Interaction Center's Interaction Client into SAP's Client. The seamless integration allows the SAP Agent to perform all typical phone operations while providing a powerful "screen pop" using SAP's call attached data collected through handlers. This ICI version now allows multimedia handling (Calls, E-mails, Faxes, and Web chats). The SAP ICI Integrations architecture makes deployment virtually effortless because the application runs at the server level instead of each client workstation. Requires SAP IC Web Client	\$17,500.00
PK-510-3.0-SCSA-DR	Siebel (Screen pop and call control)	This integrates the functionality of the Interaction Center's Client into the Siebel Web or Thin Client using a combination of Interactive Intelligence's ClientCOM API and Siebel's Adaptive Communications API. The seamless integration allows the Siebel Agent to do all phone operations while providing a powerful "screen pop" to virtually any Siebel view based on data collected in the phone system. The Siebel Integration's architecture makes deployment virtually effortless because the application runs at the server level instead of each client workstation. Supports versions 7.x - 8.x	\$17,500.00

PK-510-3.0-SIVR-DR	Siebel IVR (Handler integration with Siebel's repository)	This allows handler developers to manipulate Siebel's Business Object schemas within Interaction Center's IVR Handlers. The integration utilizes Siebel's COM Data Control for EAI. The seamless integration allows the IVR developer to manipulate any Siebel Business Object/Component to provide agentless services within the IVR. Using this in combination with the Siebel Integration (refer to PK-510-3.0-SCSA), a call center can shave numerous seconds off each call and potentially reduce the overall call volume delivered to the call center agent.	\$10,950.00
		Supports versions 7.x - 8.x	
PK-510-3.0-OCSA-DR	Onyx Enterprise Portal 4.x, 5.x and 6.x Application Connector (SA)	The Interaction Center Application Connector for OEP provides Computer Telephony Integration (CTI) between the Interactive Intelligence Interaction Center and Onyx Employee Portal Version 4.X, 5.X and 6.x. The integration will provide potential clients with numerous benefits and opportunities to expand the vision and capabilities of their Customer Relationship Management (CRM) strategies, while in many cases, reducing operating costs at the same time. The integration points include custom handler implementations that provide the greatest amount of flexibility for the customer.	\$8,450.00
PK-510-3.0-HCSA-DR	HEAT	This provides "screen pop" integration between the Interaction Center Platform and HEAT product line.	\$4,950.00
		Supports versions 7.x - 8.x	
PK-510-3.0-RCSA-DR	Remedy (Screen Pop Only)	This provides "screen pop" integration between the Interaction Center Platform and the Remedy user application. Requires use of Remedy User Win32 client. This does not support the web client.	\$4,950.00
		Supports versions 4.x - 7.x	
PK-510-3.0-RIVR-DR	Remedy IVR (Handler integrations with Remedy's repository)	This can connect to any Remedy repository. The integration allows handler developers to interact with Remedy in a way that is not possible through the use of an ODBC connection. Traditionally ODBC connections to CRM products only allow for query based transactions because of the complicated relationships in the database layer. Through the use of the Remedy Integration Automation Objects for I3 handler developers can not only query the Remedy database, but also Insert, Update, and Delete entries within a Remedy Form.	\$8,450.00
		Supports versions 4.x - 7.x	
SW-001-3.0-SA14-DR	CIC Exchange UM Connector	Provides ability to pass calls over to Exchange 2007 for UM processing. This is not needed if you are just using Exchange as the message store.	\$750.00
SW-001-3.0-SAF2-DR	Microsoft CRM Connector	Per server connector for Microsoft CRM Integration.	\$1,000.00
Requires Microsoft CRM Integration add-on.			
SW-001-3.0-AAF2-DR	Microsoft CRM Integration add-on	Interaction Client telephony control toolbar and screen pop add-on in Microsoft CRM Client. Requires that the Interaction Client .NET or Outlook Edition be running on the desktop as well.	No Charge
Requires Microsoft CRM connector.			
SW-001-3.0-SAF1-DR	Great Plains Connector	Per server connector for Microsoft Great Plains Integration.	\$1,000.00

Requires Great Plains Integration add-on.			
SW-001-3.0-AAF3-DR	Great Plains Integration add-on	Interaction Client telephony control toolbar and screen pop add-on in Microsoft Great Plains. Requires that the Interaction Client .NET or Outlook Edition be running on the desktop as well.	No Charge
Requires Great Plains connector.			

Table 60: DR - CIC Product Localization Add-ons

Part Number	Part Name	Short Description*	Retail Price
SW-001-3.0-BL23-DR	Base Language - US English	Default localization set.	No Charge
SW-001-3.0-BL33-DR	Base Language - UK English	English Localization Pack which includes UK Voice Prompts. All Applications and Documentation is based on the US English version.	No Charge
SW-001-3.0-BL34-DR	Base Language - German	German Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Fax Cover Page Editor, Interaction Web Client.	No Charge
SW-001-3.0-BL30-DR	Base Language - Spanish - Latin America	Spanish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Fax Cover Page Editor, Interaction Web Client.	No Charge
SW-001-3.0-BL35-DR	Base Language - Dutch	Dutch Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Web Client.	No Charge

<p>SW-001-3.0- BL39-DR</p>	<p>Base Language - Japanese</p>	<p>Japanese Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Reporting Guide, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, Interaction Web Client.</p>	<p>No Charge</p>
<p>SW-001-3.0- BL36-DR</p>	<p>Base Language - Swedish</p>	<p>Swedish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Web Client.</p>	<p>No Charge</p>
<p>SW-001-3.0- BL37-DR</p>	<p>Base Language - Norwegian</p>	<p>Norwegian Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client.</p>	<p>No Charge</p>
<p>SW-001-3.0- BL31-DR</p>	<p>Base Language - French</p>	<p>French Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Reporting Guide, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, Interaction Web Client.</p>	<p>No Charge</p>

<p>SW-001-3.0-BL49-DR</p>	<p>Base Language - French Canadian</p>	<p>French Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Reporting Guide, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, Interaction Web Client.</p>	<p>No Charge</p>
<p>SW-001-3.0-BL32-DR</p>	<p>Base Language - Brazilian Portuguese</p>	<p>Brazilian Portuguese Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Interaction Web Client.</p>	<p>No Charge</p>
<p>SW-001-3.0-BL40-DR</p>	<p>Base Language - Chinese Simplified</p>	<p>Simplified Chinese Localization Pack which includes Voice Prompts (Mandarin), Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Web Client.</p>	<p>No Charge</p>
<p>SW-001-3.0-BL53-DR</p>	<p>Base Language - Chinese Traditional</p>	<p>Traditional Chinese Localization Pack which includes Voice Prompts (Mandarin), Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Web Client.</p>	<p>No Charge</p>
<p>SW-001-3.0-BL42-DR</p>	<p>Base Language - Korean</p>	<p>Korean Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client.</p>	<p>No Charge</p>
<p>SW-001-3.0-BL47-DR</p>	<p>Base Language - Polish</p>	<p>Polish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Web Client.</p>	<p>No Charge</p>

SW-001-3.0-BL48-DR	Base Language - Serbian	Release scheduled for localization update. For questions on time line contact Product Management. Serbian Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, IUpdate Client Application, Interaction Web Client.	No Charge
SW-001-3.0-BL50-DR	Base Language - Italian	Italian Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Web Client.	No Charge
SW-001-3.0-BL51-DR	Base Language - Arabic	Arabic Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, IUpdate Client Application. Release scheduled for localization update. For questions on time line contact Product Management.	No Charge
SW-001-3.0-BL52-DR	Base Language - Turkish	Turkish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client.	No Charge
SW-001-3.0-BL54-DR	Base Language - Hebrew	Hebrew Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, IUpdate Client Application. Release scheduled for localization update. For questions on time line contact Product Management.	No Charge
SW-001-3.0-BL55-DR	Base Language - Australian English	English Localization Pack which includes Australian Voice Prompts. All Applications and Documentation is based on US English Version	No Charge
SW-001-3.0-BL56-DR	Base Language - New Zealand English	English Localization Pack which includes New Zealand Voice Prompts. All Applications and Documentation is based on US English Version.	No Charge

<p>SW-001-3.0- BL57-DR</p>	<p>Base Language - Spanish - Spain</p>	<p>Spanish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Fax Cover Page Editor, Interaction Web Client.</p>	<p>No Charge</p>
<p>SW-001-3.0- AL23-DR</p>	<p>Additional Language - US English</p>	<p>Default localization set.</p>	<p>\$525.00</p>
<p>SW-001-3.0- AL33-DR</p>	<p>Additional Language - UK English</p>	<p>English Localization Pack which includes UK Voice Prompts. All Applications and Documentation is based on the US English version.</p>	<p>\$525.00</p>
<p>SW-001-3.0- AL34-DR</p>	<p>Additional Language - German</p>	<p>German Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Fax Cover Page Editor, Interaction Web Client.</p>	<p>\$525.00</p>
<p>SW-001-3.0- AL30-DR</p>	<p>Additional Language - Spanish - Latin America</p>	<p>Spanish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Fax Cover Page Editor, Interaction Web Client.</p>	<p>\$525.00</p>
<p>SW-001-3.0- AL35-DR</p>	<p>Additional Language - Dutch</p>	<p>Dutch Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Web Client.</p>	<p>\$525.00</p>

<p>SW-001-3.0-AL39-DR</p>	<p>Additional Language - Japanese</p>	<p>Japanese Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Reporting Guide, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, Interaction Web Client.</p>	<p>\$525.00</p>
<p>SW-001-3.0-AL36-DR</p>	<p>Additional Language - Swedish</p>	<p>Swedish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Web Client.</p>	<p>\$525.00</p>
<p>SW-001-3.0-AL37-DR</p>	<p>Additional Language - Norwegian</p>	<p>Norwegian Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client.</p>	<p>\$525.00</p>
<p>SW-001-3.0-AL31-DR</p>	<p>Additional Language - French</p>	<p>French Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Reporting Guide, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, Interaction Web Client.</p>	<p>\$525.00</p>
<p>SW-001-3.0-AL49-DR</p>	<p>Additional Language - French Canadian</p>	<p>French Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Reporting Guide, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, Interaction Web Client.</p>	<p>\$525.00</p>

<p>SW-001-3.0-AL32-DR</p>	<p>Additional Language - Brazilian Portuguese</p>	<p>Release scheduled for localization update. For questions on time line contact Product Management.</p>	<p>\$525.00</p>
<p>SW-001-3.0-AL40-DR</p>	<p>Additional Language - Chinese Simplified</p>	<p>Brazilian Portuguese Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Interaction Web Client.</p>	<p>\$525.00</p>
<p>SW-001-3.0-AL53-DR</p>	<p>Additional Language - Chinese Traditional</p>	<p>Simplified Chinese Localization Pack which includes Voice Prompts (Mandarin), Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Web Client.</p>	<p>\$525.00</p>
<p>SW-001-3.0-AL42-DR</p>	<p>Additional Language - Korean</p>	<p>Traditional Chinese Localization Pack which includes Voice Prompts (Mandarin), Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Web Client.</p>	<p>\$525.00</p>
<p>SW-001-3.0-AL47-DR</p>	<p>Additional Language - Polish</p>	<p>Korean Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client.</p>	<p>\$525.00</p>
<p>SW-001-3.0-AL48-DR</p>	<p>Additional Language - Serbian</p>	<p>Polish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Web Client.</p>	<p>\$525.00</p>

SW-001-3.0-AL50-DR	Additional Language - Italian	Italian Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition), Interaction Web Client. Edition), Interaction Voicemail Player, Interaction Web Client.	\$525.00
SW-001-3.0-AL51-DR	Additional Language - Arabic	Arabic Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, IUpdate Client Application. Release scheduled for localization update. For questions on time line contact Product Management.	\$525.00
SW-001-3.0-AL52-DR	Additional Language - Turkish	Turkish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client.	\$525.00
SW-001-3.0-AL54-DR	Additional Language - Hebrew	Hebrew Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, IUpdate Client Application. Release scheduled for localization update. For questions on time line contact Product Management.	\$525.00
SW-001-3.0-AL55-DR	Additional Language - Australian English	English Localization Pack which includes Australian Voice Prompts. All Applications and Documentation is based on US English Version	\$525.00
SW-001-3.0-AL56-DR	Additional Language - New Zealand English	English Localization Pack which includes New Zealand Voice Prompts. All Applications and Documentation is based on US English Version.	\$525.00
SW-001-3.0-AL57-DR	Additional Language - Spanish - Spain	Spanish Localization Pack which includes Voice Prompts, Applications: Interaction Client (.Net and Outlook Editions), Windows Call Control, Outlook Dialing, Internet Explorer Integration, MS Great Plains, Interaction Voicemail, Interaction Fax, SIP Soft Phone, Optimizer Plug-in, Interaction Supervisor, Report Assistant, Historical Reports, Optimizer Plug-in, Recorder Client, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, IC System Manager, Screen Recorder Capture Client, IUpdate Client Application, Interaction Web Client, Documentation: Interaction Client (.Net and Outlook Edition) Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Fax Cover Page Editor, Interaction Web Client.	\$525.00

Table 61: DR - Interaction Process Automation

Part Number	Part Name	Short Description*	Retail Price
SW-023-3.0-SL01-DR	Interaction Process Automation Server	Enables Interaction Process Automation (IPA) feature set for management and routing of IPA components placed on the IC server. Required for all IPA deployments.	\$5,000.00
Interaction Process Automation is available with perpetual licenses only.			
SW-023-3.0-AA01-DR	Interaction Process Automation Designer Add On	Interaction Process Automation process authoring interface. Enables the configuration, modification, testing, publishing, importing/exporting of process flows. Also allows users to launch any process to which they have rights, regardless of IA launch rights and to perform available debugging options for any process they have rights to design. Allows users to receive group-routed and direct-routed ACD items in the Interaction Client Work Item Inbox. Allows user to view processes in the IPA Process Monitor.	No Charge
Interaction Process Automation is available with perpetual licenses only.			
SW-023-3.0-AL01-DR	Interaction Process Automation Direct-Routed Add On	Enables IPA Work Item Inbox in the Interaction Client and enables user to receive Direct-Routed work items. Also allows user to launch/search any process to which they have rights.	No Charge
Interaction Process Automation is available with perpetual licenses only.			
SW-023-3.0-AL02-DR	Interaction Process Automation Group-Routed Add On	Enables IPA Work Item Inbox in the Interaction Client and enables user to receive both Group-Routed and Direct-Routed work items. Also allows user to launch/search any process to which they have rights.	No Charge
Interaction Process Automation is available with perpetual licenses only.			
SW-023-3.0-AL03-DR	Interaction Process Automation Process Monitor	Ability to access IPA Process Monitor in IC Business Manager. For processes to which they have rights, users can view status of running processes, perform available process recovery actions and view process information detail. Also enables user to launch any process to which they have rights, and to receive Group-Routed and Direct-Routed work items.	No Charge
Interaction Process Automation is available with perpetual licenses only.			

Table 62: Dialer Localization Add-ons

Localization language choices reflect availability; for additional information about language support please contact ProductManagement@nin.com.

Part Number	Part Name	Short Description*	Retail Price
SW-011-3.0-BL34	Dialer Base Language - German	German Localization pack for Interaction Dialer.	No Charge
SW-011-3.0-BL35	Dialer Base Language - Dutch	Dutch Localization pack for Interaction Dialer.	No Charge
SW-011-3.0-BL39	Dialer Base Language - Japanese	Japanese Localization pack for Interaction Dialer.	No Charge
SW-011-3.0-BL40	Dialer Base Language - Simplified Chinese	Simplified Chinese Localization pack for Interaction Dialer.	No Charge
SW-011-3.0-BL47	Dialer Base Language - Polish	Polish Localization pack for Interaction Dialer.	No Charge
SW-011-3.0-AL34	Dialer Additional Language - German	German Localization pack for Interaction Dialer.	\$1,050.00
SW-011-3.0-AL35	Dialer Additional Language - Dutch	Dutch Localization pack for Interaction Dialer.	\$1,050.00
SW-011-3.0-AL39	Dialer Additional Language - Japanese	Japanese Localization pack for Interaction Dialer.	\$1,050.00
SW-011-3.0-AL40	Dialer Additional Language - Simplified Chinese	Simplified Chinese Localization pack for Interaction Dialer.	\$1,050.00
SW-011-3.0-AL47	Dialer Additional Language - Polish	Polish Localization pack for Interaction Dialer.	\$1,050.00

Table 63: DR - Dialer Localization Add-ons

Localization language choices reflect availability; for additional information about language support please contact ProductManagement@inin.com.

Part Number	Part Name	Short Description*	Retail Price
SW-011-3.0-BL34-DR	Dialer Base Language - German	German Localization pack for Interaction Dialer.	No Charge
SW-011-3.0-BL35-DR	Dialer Base Language - Dutch	Dutch Localization pack for Interaction Dialer.	No Charge
SW-011-3.0-BL39-DR	Dialer Base Language - Japanese	Japanese Localization pack for Interaction Dialer.	No Charge
SW-011-3.0-BL40-DR	Dialer Base Language - Simplified Chinese	Simplified Chinese Localization pack for Interaction Dialer.	No Charge
SW-011-3.0-BL47-DR	Dialer Base Language - Polish	Polish Localization pack for Interaction Dialer.	No Charge
SW-011-3.0-AL34-DR	Dialer Additional Language - German	German Localization pack for Interaction Dialer.	\$525.00
SW-011-3.0-AL35-DR	Dialer Additional Language - Dutch	Dutch Localization pack for Interaction Dialer.	\$525.00
SW-011-3.0-AL39-DR	Dialer Additional Language - Japanese	Japanese Localization pack for Interaction Dialer.	\$525.00
SW-011-3.0-AL40-DR	Dialer Additional Language - Simplified Chinese	Simplified Chinese Localization pack for Interaction Dialer.	\$525.00
SW-011-3.0-AL47-DR	Dialer Additional Language - Polish	Polish Localization pack for Interaction Dialer.	\$525.00

Platronics Headsets

Name / Model	Plantronics Part #	Description	Price
EncorePro HW291N	78712-01	Designed with comfort and business-class performance in mind, the EncorePro Headset brings style and advanced calling features to the desks of call center and office professionals. Noise-canceling microphone with sliding boom that easily slides out of the way when not in use	\$126.00
EncorePro HW301N	78714-01	Blending comfort with superior audio clarity and sleek, polished looks, the Plantronics® EncorePro™ headset delivers unprecedented style and performance to contact center professionals.	\$145.00
SupraPlus Wideband HW251N (Monaural)	64338-31	Working with the latest in wideband VoIP technology, the Plantronics SupraPlus Wideband headset delivers the highest level of audio performance even in noisy environments.	\$95.00
SupraPlus Wideband HW261N (Binaural)	64339-31	Contact center and office professionals who rely on VoIP softphone communications will appreciate the increased clarity and comfort level of the HW261N SupraPlus Wideband Headset	\$110.00
Name / Model	Plantronics Part #	Description	Price
Vista M22 Audio Processor with Clearline audio	43596-40	Communicate more clearly and experience a higher level of listening comfort	\$110.00

Name / Model	Plantronics Part #	Description	Price
Savi Office Convertible WO100	79956-01	Cross device. Cross platforms. Cross applications. That's Savi Office, the next-generation headset system that lets users connect to multiple communication applications and devices--desk phones, PC softphones, and PC audio--with a single headset	\$370.00
Savi Office Convertible WO200	79957-01	Cross device. Cross platforms. Cross applications. That's Savi Office, the next-generation headset system that lets users connect to multiple communication applications and devices--desk phones, PC softphones, and PC audio--with a single headset. With a touch of a button, professionals can connect a softphone call on a PC with a desk phone call and then attend a Webinar	\$370.00

Name / Model	Plantronics Part #	Description	Price
Savi EHS Cable APP-50 (Polycom)	38439-01	Electronic Hook Switch- communicates electronically with the phone enabling remote call control	\$80.00

CRM Software/Services				
Description	Comments	Unit of Measure	SKU	List Price \$
<u>RightNow Desktop</u>				
RightNow Standard Desktop	The entire Organization must be on the same desktop license package (Stand-alone Chat, Standard, Enterprise and ECC cannot be mixed within an organization).	Seat Month	ST-SM	\$110.00
RightNow Enterprise Desktop		Seat Month	ENT-SM	\$140.00
RightNow Enterprise Contact Center Desktop		Seat Month	ECC-CM	\$250.00
RightNow Stand-Alone Chat Desktop		Seat Month	SACHAT-SM	\$90.00
<u>Add-Ons to RightNow Desktop</u>				
Chat	RightNow Chat is available as an add-on to the Standard and Enterprise license and is included in the Stand-Alone Chat and Enterprise Contact Center license.	Seat Month	CHAT-SM	\$40.00
Co-Browse		Seat Month	COB-SM	\$20.00
Contextual Workspaces	RightNow Contextual Workspaces is available as an add-on to the RightNow Standalone Chat Desktop and Included in all other seat licenses.	Seat Month	CTW-SM	\$10.00
Guided Assistance	Guided Assistance is available as an add-on with a Standalone Chat and Standard license and included in the Enterprise and Enterprise Contact Center license.	Seat Month	GA-SM	\$20.00
Agent Scripting	Agent Scripting is N/A in a Standard License, available as an add-on with an Enterprise license and included in the Enterprise Contact Center license.	Seat Month	ASC-SM	\$30.00
Desktop Workflow	Desktop Workflow is N/A in the Standard License and Stand-alone Chat license, available as an add-on for the Enterprise license, and included in the ECC license.	Seat Month	DWF-SM	\$40.00
Agent Scripting & Desktop Workflow Package	Desktop Workflow is N/A in the Standard License and Stand-alone Chat license, available as an add-on for the Enterprise license, and included in the ECC license.	Seat Month	ASCDWF-SM	\$50.00

Cloud Monitor	RightNow Cloud Monitor is an add-on for Standard, included in both Enterprise and Enterprise Contact Center.	Seat Month	CM-SM	\$40.00
Agent Knowledge Base		Seat Month	AKB-SM	\$60.00
<u>Web Portal Sessions</u>				
Per Session Per Year (50,000 minimum purchase)	Sessions allow consumers to access web self-service, feedback and marketing capabilities delivered through a web page.	Per Session	WPSES-ANPL	\$0.06
<u>Per Email Sent per Year</u>				
0 - 750,000 per year	Emails Sent capacity is sold on a per email sent price against ten tiered volume bands. Emails sent must be purchased for all outbound emails (either broadcast or transactional) sent through Marketing or Feedback. Customer can	Per Email Sent	EMST-ANPL-BAND	\$0.01
750 - 2,000,000 per year		Per Email Sent	EMST-ANPL-BAND	\$0.01
2,000,000 - 5,000,000 per year		Per Email Sent	EMST-ANPL-BAND	\$0.01
5,000,000 - 10,000,000 per year		Per Email Sent	EMST-ANPL-BAND	\$0.01
<u>Web Portal Interfaces</u>				
Web Portal (External) Interface	No additional Web Portal page view or session capacity is included with the WPI purchase, and would have to be purchased separately.	Per Interface/month	WPI	\$500.00
<u>RightNow Software Add-Ons</u>				
RightNow Instance (1 included w/1st User)		Per Instance/month	INS	\$833.33
Add: Application Test Site		Per Instance/month	TS	\$690.00
Add: Internal Interface		Per Instance/month	ISB	\$53.33
Add: Customer Portal Open Login		Per Interface/month	PTA	\$375.00
<u>RightNow Social Media Communities</u>				
RightNow Support Community	1.5M Annual Pool of Community Sessions included	Per Community Instance/month	SCOM	\$8,000.00
RightNow Innovation Community	1.5M Annual Pool of Community Sessions included	Per Community Instance/month	ICOM	\$8,000.00
RightNow Support 7 Innovation Community	2.2M Annual Pool of Community Sessions included	Per Community Instance/month	SICOM	\$12,000.00
RightNow Social Designer	500K Annual Pool of Community Sessions included	Per Community Instance/month	COMPL	Scope

EXHIBIT B**Scope of Work and Product Detail****1.0 Intent:**

The purpose of this Exhibit is to describe the scope of work and service deliverables associated with the implementation of the new Enterprise Call/Contact Center Telecommunications System, with Contact Center/Automatic Call Distribution (ACD), and IVR (Interactive Voice Response) capabilities, to various departments throughout the County.

2.0 General Deliverables:

2.1 Contractor is the selected "Supplier" to deliver all the new system hardware components with the latest releases of hardware and software, with the related quantities as detailed in the purchase agreement schedule. The supplier shall provide complete call center installation to service all of Maricopa County departments as listed in this document. These departments currently use other call center systems and require minimum disruption to their services, therefore the Supplier shall install the new system in parallel with the old system, for a seamless transition and cutover of the carrier services to the new system.

3.0 Services:

3.1 **Implementation Schedule:** Contractor and Maricopa County staff shall develop an implementation schedule to roll out the new system installation to each department. The implementation schedule shall be completed by February 28th, 2011. The installation schedule shall be coordinated and approved by each department's management and can be modified with both parties agreement.

3.2 **Implementation Deadline:** Both parties shall agree on a date for completion of the work.

3.3 **System testing, cutover to the new system;** Testing and acceptance with related payment for deliverables according to Maricopa payment terms schedule.

3.4 **Department Implementation Needs Assessment:** Contractor shall meet with each department, present the deployment templates (see 3.7) and assist the department in the selection of the template best suited to their requirements. Some departments (in addition to those mentioned in 3.5 below) may require advanced contact center functionality. If advanced functionality is required, this shall be considered a "new project", beyond the scope of this project. Contractor shall provide required discovery and shall gather and document user needs and deployment requirements, including the following prior to developing and presenting a proposal for the additional work:

3.4.1 Auto Attendant /IVR call flows and call prompting

3.4.2 Call Center Reporting requirements

3.4.3 Business process requirements and work flow related to call processing requirements.

3.5 **Department Installation Requirements:** Contractor shall install the system according to each department requirements. Some departments STAR (Treasurer, Assessor, Records Office, Switchboard, and Family Courts), Courts, Planning and Development, an Animal Care and Control have submitted detailed requirements and customization or interfaces with other systems and database, which were included in the RFP documents. For those departments Contractor shall review with each department their requirements, complete a departmental design document and confirm these requirements for implementation design. Development and Implementation is included in the price in Exhibit A

3.6 **Departments with no call center customization requirements:** To adequately meet the functional needs of each department, those departments who have not submitted and do not have

special requirements, shall receive a level of installation correspondent to their current system configuration environment, and in accordance with 3.7 benefiting from the new capabilities and new features as well.

- 3.7 **Deployment Models:** To establish a set level of installation and deliverables for those departments with no custom requirements defined, Contractor and the County shall create various deployment templates. Create (8) eight various ACD/Contact Center customer profiles to be used as templates for departments with basic ACD/Contact Center requirements. These shall be designed together with Maricopa County staff. Departmental profiles that are pre-defined and include a maximum of 4 agent queues, 4 announcements and 2 overflow call treatment (including English and Spanish language support, or any combination thereof). These can be tailored for each department within the scope of the profile for any department(s).
- 3.8 **Business Process Automation and Special Requirements:** Any system customization requests from any County departments that are identified to be outside of this scope of work shall be treated separately and must follow an administrative approval process. The request must first be identified and scoped in detail with associated tasks, timelines, deliverables and fixed costs before presented for approval. Funding must be identified prior to other administrative approvals.
- 3.9 **System Administration Training:** Train and support MC staff in programming IVR call flows with and without database applications and be self sufficient post implementation..
 - 3.9.1 Train Maricopa Staff on how to add additional agents
- 3.10 **User Training:** All system users in each department shall be trained by the Supplier using a “train the trainer” approach on the use and functions of the system to perform their work related tasks. The County will be responsible for scheduling any type of user training throughout the life of the contract. Training schedule will be incorporated into the project plan.
- 3.11 Complete integration to the AVST for 864 agents
- 3.12 Provide complete documentation for the integration to the AVST
- 3.13 Document all contact center processes (Word) and call flows (Visio) once system implementation is complete
- 3.14 Turn key- Due to limited resources within Maricopa County, Contractor is expected to do all the work and implementation. As staff becomes available they shall work with Contractor. Contractor shall be responsible for implementing at the department level (as per 3.7), not just activate the ACD licenses on the service.

Dept. Name	Auto Attd	IVR	# of Agents	Notes	ACD Group Location/Address
Animal Care & Control-506-7387		X	27	SONET ACD & IVR	222 N. Central, Security Bld. 5th Fl
Air Quality-506-6010	X		3	Octel	1001 N. Central Ave. 5th Fl.
Northeast Courts-		X	22	MPS-500	18380 N. 40th St. Phx.
STAR Center		X	91	MPS-500	701 W. Jefferson
Daise / Jury (372-5879)		X	24	DAISE IVR	111 S. 3rd Ave/West Ct. Bld.
Benefits - 506-1010	X		16	Octel	301 S. 4th Ave., LL
Civil Courts - 506-1497	X		8	Octel	125 W. Washington, LL
Environmental Serv - 506-6616	X		8	Octel	1001 N. Central, Rm720
Facilities Management - 506-3277	X		2	Octel	401 W. Jefferson
Downtown Justice Crt -	X		69	Octel	620 W. Jackson
Family Court-506-3602	X		12	Octel	101 W. Jefferson, 4th Floor
Northwest Court - 372-2000	X		44	Octel	14264 W. Tierra Buena LN

SERIAL 10065-RFP

Public Defender -506-7711	X		114	Octel	620 W. Jackson 5th Floor
Santan Court-372-3400	X		55	Octel	201 E Chicago Street
Adult Probation	X		8	Octel	201 W. Jefferson
Public Health (Community Health)	X		5	Octel	1845 E. Roosevelt St.
Clerk of the Court Help Desk			3	Octel	ITG Help Desk, LL
Clerk of the Court Billing	X		7	Octel	201 W. Jefferson
Clerk of the Criminal Financial Ob	X		10	Octel	111 S. 3rd. Ave.
Clerk of the Court Customer Service	X		6	Octel	601 W. Jackson St.
Clerk of the Court Finance	X		3	Octel	111 S. 3rd Ave.
Desert Ridge Justice Court	X		9	Octel	18380 N. 40th St.
Adult Probation – Dispatch			12	Octel	3125 W. Durango
Dreamy Draw		X	13	MPS-500	18380 N. 40th St.
Court of the Court File Desk	X		5	Octel	601 W. Jackson St.
Flood Control	X		5	Octel	2801 W. Durango
Human Resources	X		4	Octel	301 W. Jefferson, 2nd Fl
Finance Dept	X		4	Octel	301 W. Jefferson, 9th Fl
Legal Defender	X		5	Octel	222 N. Central, 7th Fl
Legal Defender Nite MBX	X		1	Octel	222 N. Central, 7th Fl
County Attorney Help Desk	X		8	Octel	301 W. Jefferson, LL B-50
County Attorney Help Desk	X		5	Octel	301 W. Jefferson, LL B-50
Radio Dispatcher Phones	X		2	Octel	2222 S. 27th Ave.
McDot's Help Desk	X		2	Octel	2901 W. Durango
Nutrsrv	X		4	Octel	4041 N. Central Ave.
Planning & Development	X		2	Octel	501 N.44th St.
Telecommunications Dept. help desk	X		7	Octel	301 S. 4th Ave. 2nd. Fl
Public Health all applications	X		1	Octel	1645 E. Roosevelt St.
WIC	X	X	52	Octel	Multiple locations
Telecom - OET Inventory			30		
New Remote Agents			100		
<u>TOTAL AGENTS</u>			784		
Quantity Requirements					
ACD Phones - Multi Button	684				
Supervisor Phone - Multi Button	78				
ACD Licenses (100 remotes)	864				
Trunks - T-1 PRI	10				
TIE (T-1)Trunks to SL-100	10				
Remotes Survivability T-1	28				
Approximate Departments	39				
Approximate Locations	28				
Assume 10% increase per year					

- 3.15 Marquee shall be provided to the departments that currently use reader boards. Marquee produces dynamic web pages that include real time statistics and performance data. Contractor shall provide templates and training for the web pages. Maricopa County is responsible for the display devices and connectivity of those devices to the County's intranet.

4.0 STAR Contact Center

- 4.1 **STAR Solution:** The system has been design with multiple levels of redundancy (elimination of single points of failure) and a full DR solution to support all applications (not just ACD), including IVR, multi-media, recording, etc.

4.2 Addressing Challenges & Goals

- 4.2.1 **One Stop Shop** – utilizing CIC call segmentation logic and skills based routing, which operates on a “proficiency” and “desire to use” scaling method would allow STAR to staff the cross functional needs at lower cost and with much greater efficiency. Improved, cradle to grave reporting (historical and real-time), shall allow STAR management to optimize this function (tuning of skills and routing).

- 4.2.1.1 The Interaction Client provides status and full visibility of all other agents further supporting the team and cross training concept. Other features of the Interaction Client that shall be included are:

4.2.1.1.1 Help request button

4.2.1.1.2 Internal Instant Messaging (IM) within team to get assistance on a call without need to transfer or hold for an extended period.

4.2.1.1.3 Ease of transfer (knowing status/presence) when required

4.2.1.1.4 Conference transfer into a queue

4.2.1.1.5 Integrated call log with notes that transfer with call (into queue) when conference transfer is not an option.

- 4.2.2 **Call Spikes** – CIC's integrated IVR and it's easy to use interface for day-to-day administrative changes will enable STAR to adapt to spikes (seasonal or otherwise) quickly and efficiently.

4.2.2.1 **Call back requests** – can be used to handle peak demands that would otherwise block all incoming lines.

4.2.2.2 **Self Service** – CIC supports the development of multi-media and complex IVR self-service applications including speech, text-to-speech, database calls, web services, and multi-media notification services such as texting or email.

- 4.2.3 **Agility** – STAR must respond to seasonal demands as well as unplanned events, such as a news story. CIC and Interaction Administrator provide that power.

- 4.2.4 **Remote Agents** is inherent with the CIC system and does not require special licenses or additional equipment. The Interaction Client is essentially Location Independent with no major loss of functionality including supervision or recording. Screen recording is the only feature limited for remote agents due to typical network bandwidth.

- 4.2.5 **Screen POP** – when agents are using web screen (thin client) tools to service the caller's needs. CIC can submit the proper URL (based upon call attributes such as number called) and a variable to append the URL such as parcel # to POP the proper web application as well as the caller's specific data.

- 4.2.6 **Training** – addressed in SOW
- 4.2.7 **Headsets** – Plantronics Headsets are preferred. Models are listed in exhibit A-3. Fifty-seven (57) Jabra headsets are included as replacements in the bid price. The contractor has agreed that sixty (60) existing headsets (as listed in the RFP) are compliant for use with the Polycom IP335 and IP450 phone sets.
- 4.2.8 **Desktop** - Interaction Marque’ allows for web pages to be pushed based upon system stats. It also allows for streamed information to the agents desktop. Softphone is supported and included with Interaction Client, no additional license required.

5.0 **Response to STAR Requirements**

- 5.1 **GENERAL REQUIRMENTS:** The Star Center needs a telecommunications platform that is specifically designed for a call center environment based on:
 - 5.1.1 a single operating system with Full Redundancy **COMPLY**
 - 5.1.2 non-proprietary hardware and open architecture **COMPLY**
 - 5.1.3 a single point of management and single point of administration **COMPLY, CIC has a single point of management and administration for all media types and all applications.**
 - 5.1.4 the ability to make business rule modifications at the call center level without a contracted third party – providing the ability real-time response to the dynamic call center environment **COMPLY**
 - 5.1.5 the inclusion of Advanced Software Development Kit (SDK) for creation of business rules and communication flow **COMPLY, Interaction Designer**
 - 5.1.6 a reporting package providing ‘cradle-to-grave’ call treatment **COMPLY, includes data from IVR, menus, queue, agent discussions, transfers through to disconnect all in one system.**
 - 5.1.7 being able to provide ‘remote agent’ functionality to work from home or other remote locations. **COMPLY, this is inherent in the CIC architecture and does not require a separate license. Remote agent configurations are explained later in this section, under a section titled Remote Agents.**
 - 5.1.8 Agent recording and screen capture – integrated call monitoring/recording and call scoring into a retrievable wave file. **COMPLY, Interaction Recorder is included in our proposal. Screen capture is an optional add-on.**
 - 5.1.9 **VoIP** ready using Industry Standard – Session Internet Protocol (SIP) **COMPLY**
 - 5.1.10 on-hold messages unique to each available skill set **COMPLY, this can be configured as a standard feature of CIC.**
 - 5.1.11 Supervisor whisper and coaching **COMPLY, standard features**
 - 5.1.12 Social Networking interface **COMPLY, this is an area where CIC can contribute today and more in the near future. Text and email are support media types thus enabling contact centers to monitor internet traffic (on selected sites or services) and screen for key words or references particular to the companies interest or needs. Agents can then respond with outgoing texts or email messages.**
 - 5.1.13 All – in –one system with one point of administration for STAR Call Center administration. **COMPLY, there is a single point of administration for all**

users/agents and all applications, e.g. recording, skills, multi-media, quality, workforce management (scheduling), surveys, etc.

- 5.1.14 Skill set level on-hold messages. Department level ability to dynamically update and change on-hold messages through a variety of methods, WAV files, Text-to-Speech. **COMPLY, this can be configured as a standard feature of CIC. IVR, data lookups, call attributes, and other logic can be used to play specific or customized messages to the caller. Changes to messages are extremely simple to accomplish.**
- 5.1.15 Department level ability to record their own voice prompts at any part of the auto attendant, English or Spanish. **COMPLY, this can be configured as a standard feature of CIC.**
- 5.1.16 Ability to update voice prompts without having to take the system off-line. **COMPLY**
- 5.1.17 Department level ability to add their new skillsets if required. **COMPLY**
- 5.1.18 The ability to share telephone resources with the Research and Reporting Department (currently 20 staff maximum). **CIC shall allow agents to log into the system and utilize any voice path. While VoIP SIP will be used for full-time, premised based agents, it is not required. If you examine our remote agent methods, you can see how Contractor would allow an agent (or user) to establish a talk path by using their Nortel phone and a DID (their unique number) to join and participate in ACD queues. A user license is required, but no special equipment.**
- 5.1.19 Provide a platform to meet the growing language demographic and Spanish constituents' requirements of Elections as mandated by the US Department of Justice and the County Assessor's Office. **COMPLY, the CIC platform supports multiple languages.**
- 5.1.20 Provide a functional platform designed to meet the growing demands of the Maricopa County including integration to existing web applications and social networking. Social networking is addressed in our response to item 3.1.13. There are many areas where CIC can assist with web applications, such as:
 - 5.1.20.1 **Integrated web chat for agent assistance for a web visitor/County**
 - 5.1.20.2 **Web call me – where visitor request a call (outbound from center)**
 - 5.1.20.3 **Web Services – CIC support IVR or custom development web services calls for data lookups or procedural data**
 - 5.1.20.4 **Screen POP – when agents are using web screen (thin client) tools to service the caller's needs. CIC can submit the proper URL (based upon call attributes such as number called) and a variable to append the URL such as parcel # to POP the proper web application as well as the caller's specific data.**
- 5.1.21 IVR equipment that is capable of handling DTMF functionality and Speech Recognition. **COMPLY, Speech recognition is an additional add-on (see exhibit A)**
- 5.1.22 Integrate to the County's AVST voice mail/unified messaging. Currently Research and Development is co-located within the same call center as the STAR Call Center. The STAR Call Center would like the ability to leverage those agent positions in an emergency or during high call volume. **Comply AVST supports TDM and SIP integrations at the same time.**

6.0 **Court Call Center**

6.1 **Court Solution**

Contractor recognizes that The Court may elect to use the DAISI IVR solution. If so, callers needing live assistance, can be transfer to the CIC system for delivery to an agent. All of the advanced ACD capabilities provided by CIC shall be available for these calls. The only functionality that would be lost are:

6.1.1 Integrated Cradle to grave reporting. CIC would be unaware of caller actions with the DAISI IVR unless some County report/data integration was performed (which is an option but would require profession services, scope not defined at this time).

6.1.2 Leverage of business, automation and routing rules to other media types. For example, should the court desire to manage email interactions (within CIC), those routing rules can be established in CIC, however could not be automatically shared with DAISI IVR rules. In queue routing (once transferred from DAISI) rules could be shared.

6.2 Please also refer to the Project Plan section for schedule and a Statement of Work for the implementation and customization services for the Court.

6.3 **Addressing Challenges & Goals**

6.3.1 **Reporting** – CIC’s integrated reporting shall address and solve this current challenge.

6.3.2 **Call back requests** – can be used to handle peak demands that would otherwise block all incoming lines.

6.3.3 **Self Service** – CIC supports the development of multi-media and complex IVR self-service applications including speech, text-to-speech, database calls, web services, and multi-media notification services such as texting or email. The additional self-service applications listed in the RFP can be developed without extending system capabilities, i.e. functionality is supported.

6.3.4 **Screen POP** – could be added to save agent transaction time.

6.3.5 **Speech recognition** – available

6.3.6 **Training** – addressed in SOW

6.3.7 **Headsets** – Plantronics Headsets are preferred. Models are listed in exhibit A-3. Fifty-seven (57) Jabra headsets are included as replacements in the bid price. The contractor has agreed that sixty (60) existing headsets (as listed in the RFP) are compliant for use with the Polycom IP335 and IP450 phone sets.

6.3.8 **Desktop** - Interaction Marque’ allows for web pages to be pushed based upon system stats. It also allows for streamed information to the agents desktop. Softphone is supported and included with Interaction Client, no additional license required.

Response to Court Requirements

6.4 **GENERAL REQUIRMENTS**

The Court needs:

6.4.1 a operating system with Full Redundancy **Comply**

6.4.2 Interface to the Jury Court application **Using Web Services, XML, SQL, ODBC connections, or other industry standard data exchange protocols – Comply**

- 6.4.3 Provide information to the agents regarding call disposition i.e. transfer from the IVR, outside caller, internal caller, transferred caller...**Comply. CIC includes and integrated call log (viewable from Interaction Client) that provides “cradle to grave” (life of call) log of exactly what the caller did since the system answered the call. This information is also available to the historical reports.**
- 6.4.4 The IVR component of the log would only be available if CIC was used for IVR, and would not be available in the CIC call log if the DAISI IVR was used.
- 6.4.5 non-proprietary hardware and open architecture **Comply**
- 6.4.6 a single point of management and single point of administration **Comply**
- 6.4.7 the ability to make business rule modifications at the call center level without a contracted third party – providing the ability real-time response to the dynamic call center environment **Comply, easy to use graphical interface tool, Interaction Administrator. Training is provided.**
- 6.4.8 the inclusion of Advanced Software Development Kit (SDK) for creation of business rules and communication flow **Comply, Interaction Designer**
- 6.4.9 a reporting package providing ‘cradle-to-grave’ call treatment **Comply, includes data from IVR, menus, queue, agent discussions, transfers through to disconnect all in one system.**
- 6.4.10 being able to provide ‘remote agent’ functionality to work from home or other remote locations. **COMPLY, this is inherent in the CIC architecture and does not require a separate license. Remote agent configurations are explained later in this section, under a section titled Remote Agents.**
- 6.4.11 VoIP ready using Industry Standard – Session Internet Protocol (SIP) **COMPLY**
- 6.4.12 on-hold messages unique to each available skill set **COMPLY, this can be configured as a standard feature of CIC.**
- 6.4.13 Supervisor whisper and coaching **Comply, this is standard.**
- 6.4.14 Skill set level on-hold messages. Department level ability to dynamically update and change on-hold messages through a variety of methods, WAV files, Text-to-Speech. **COMPLY, this can be configured as a standard feature of CIC. IVR, data lookups, call attributes, and other logic can be used to play specific or customized messages to the caller.**
- 6.4.15 Department level ability to record their own voice prompts at any part of the auto attendant, English or Spanish. **COMPLY, this can be configured as a standard feature of CIC.**
- 6.4.16 Ability to update voice prompts without having to take the system off-line. **COMPLY**
- 6.4.17 Department level ability to add their new skillsets if required. **Comply**
- 6.4.18 Provide a functional platform designed to meet the growing demands of the Maricopa County including integration to existing web applications. **Comply. There are many areas where CIC can assist with web applications, such as:**
 - 6.4.18.1 Integrated web chat for agent assistance for a web visitor/County
 - 6.4.18.2 Web call me – where visitor request a call (outbound from center)

6.4.18.3 Web Services – CIC support IVR or custom development web services calls for data lookups or procedural data

6.4.18.4 Screen POP – when agents are using web screen (thin client) tools to service the caller’s needs. CIC can submit the proper URL (based upon call attributes such as number called) and a variable to append the URL such as parcel # to POP the proper web application as well as the caller’s specific data.

6.4.19 IVR equipment that is capable of handling DTMF functionality and Speech Recognition. **Comply**

6.4.20 Integrate to the County’s AVST voice mail/unified messaging. **Comply AVST supports TDM and SIP integrations at the same time. The CIC would integrate to AVST, treating AVST as a Station Side SIP Based Voicemail System.**

6.4.21 Cradle to grave reporting is required. **Comply, includes data from IVR, menus, queue, agent discussions, transfers through to disconnect all in one system.**

6.4.22 Report statistics should include everything the caller enters and indications when the caller ops out. This needs to be available at a summary level as well as detail level. **Comply**

7.0 Planning & Development (P&D)

7.1 P&D Solution

The features and functions support within the IVR capabilities of the system are very robust and match up against those of standalone IVR solutions, while maintaining the critical cradle to grave reporting feature. Please refer to the IVR subsection later in this section of our proposal, under the “ACD and Multi-media ACD capability overview” section.

Please also refer to the Project Plan section for schedule and a Statement of Work for the implementation and customization services for P&D.

7.2 Training – addressed in SOW

7.2.1 **Headsets** – Plantronics Headsets are preferred. Models are listed in exhibit A-3. Fifty-seven (57) Jabra headsets are included as replacements in the bid price. The contractor has agreed that sixty (60) existing headsets (as listed in the RFP) are compliant for use with the Polycom IP335 and IP450 phone sets.

8.0 Response to P&D Requirements

8.1 GENERAL REQUIRMENTS

8.2 a operating system with Full Redundancy **Comply**

8.3 Interface to Accela Automation GovXML 6.4.0 application **using Web Services, XML, SQL, ODBC connections, or other industry standard data exchange protocols – Comply**

8.4 If this department wants to provide agents the system must provide information to the agents regarding call disposition i.e. transfer from the IVR, outside caller, internal caller, transferred caller.... **Comply, the system provides cradle to grave call reporting, including data from IVR, menus, queue, agent discussions, transfers through to disconnect all in one system.**

8.5 non-proprietary hardware and open architecture **Comply**

8.6 a single point of management and single point of administration **Comply, CIC has a single point of management and administration for all media types and all applications.**

- 8.7 the ability to make business rule modifications at the call center level without a contracted third party – providing the ability real-time response to the dynamic call center environment **Comply, easy to use graphical interface tool, Interaction Administrator. Training is provided.**
- 8.8 the inclusion of Advanced Software Development Kit (SDK) for creation of business rules and communication flow **Comply, Interaction Designer**
- 8.9 a reporting package providing ‘cradle-to-grave’ call treatment **Comply, the system provides cradle to grave call reporting, including data from IVR, menus, queue, agent discussions, transfers through to disconnect all in one system.**
- 8.10 Provide a functional platform designed to meet the growing demands of the Maricopa County including integration to existing web applications. **Comply There are many areas where CIC can assist with web applications, such as:**
 - 8.10.1 Integrated web chat for agent assistance for a web visitor/County
 - 8.10.2 Web call me – where visitor request a call (outbound from center)
 - 8.10.3 Web Services – CIC support IVR or custom development web services calls for data lookups or procedural data
 - 8.10.4 Screen POP – when agents are using web screen (thin client) tools to service the caller’s needs. CIC can submit the proper URL (based upon call attributes such as number called) and a variable to append the URL such as parcel # to POP the proper web application as well as the caller’s specific data.
- 8.11 IVR equipment that is capable of handling DTMF functionality and Speech Recognition. **Comply**
- 8.12 Integrate to the County’s AVST voice mail/unified messaging. **Comply AVST supports TDM and SIP integrations at the same time. The CIC would integrate to AVST, treating AVST as a Station Side SIP Based Voicemail System.**
- 8.13 Cradle to grave reporting is required. **Comply, the system provides cradle to grave call reporting, including data from IVR, menus, queue, agent discussions, transfers through to disconnect all in one system.**
- 8.14 Report statistics should include everything the caller enters and indications when the caller ops out. This needs to be available at a summary level as well as detail level. **Comply, the system provides cradle to grave call reporting, including data from IVR, menus, queue, agent discussions, transfers through to disconnect all in one system.**
- 9.0 Animal Care and Control Call Center
 - 9.1 Solution - Animal Care & Control

Please also refer to the Project Plan section for schedule and a Statement of Work for the implementation and customization services for AC&C.
 - 9.2 Addressing Challenges & Goals
 - 9.2.1 **Agility** – AC&C needs to respond quickly to changes without requiring outside, technical assistance. CIC and Interaction Administrator provide that power.
 - 9.2.2 **Business Continuity and DR (failover)** The system has been design with multiple levels of redundancy (elimination of single points of failure) and a full DR solution to support all applications (not just ACD), including IVR, multi-media, recording, etc. Failover to a hosted DR facility is also an option.

- 9.2.3 **Remote Agents** is inherent with the CIC system and does not require special licenses or additional gear. The Interaction Client is essentially Location Independent with no major loss of functionality including supervision or recording. Screen recording is the only feature limited for remote agents due to typical network bandwidth.
- 9.2.4 **Desktop** - Interaction Marque' allows for web pages to be pushed based upon system stats. It also allows for streamed information to the agents desktop. Softphone is supported and included with Interaction Client, no additional license required.
- 9.2.5 **Skills and agent management** - – utilizing CIC call segmentation logic and skills based routing, which operates on a “proficiency” and “desire to use” scaling method would allow STAR to staff the cross functional needs at lower cost and with much greater efficiency. Improved, cradle to grave reporting (historical and real-time), shall allow STAR management to optimize this function (tuning of skills and routing).
- 9.2.6 The Interaction Client provides status and full visibility of all other agents further supporting the team and cross training concept. Other features of the Interaction Client that would be of great value to STAR are:
 - 9.2.6.1 Help request button
 - 9.2.6.2 Internal Instant Messaging (IM) within team to get assistance on a call without need to transfer or hold for an extended period.
 - 9.2.6.3 Ease of transfer (knowing status/presence) when required
 - 9.2.6.4 Conference transfer into a queue
 - 9.2.6.5 Integrated call log with notes that transfer with call (into queue) when conference transfer is not an option.
- 9.2.7 **Training** – addressed in SOW
- 9.2.8 **Headsets** – Plantronics Headsets are preferred. Models are listed in exhibit A-3. Fifty-seven (57) Jabra headsets are included as replacements in the bid price. The contractor has agreed that sixty (60) existing headsets (as listed in the RFP) are compliant for use with the Polycom IP335 and IP450 phone sets.

10.0 Response to Animal Care & Control Requirements

10.1 GENERAL REQUIRMENTS

- 10.2 Licensing of pets, animal adoptions and Animal Care & Control (AC&C) public programs. System must also provide general information about events, programs, and doing business with AC&C. System must include flexible message recording that allows AC&C administrator to update messages at shall on upcoming events or programs. **Understood and comply**
- 10.3 IVR system must have outbound calling capability that can be made when specified by the AC&C administrator. System must also have an option to allow fees to be paid over the phone using credit cards or electronic checks. For example, if the system determines that payment is overdue, a call can be initiated to remind an individual to pay and also provide that individual with the option to pay by phone. These fees are deposited directly into an account specified by AC&C. **Comply, outbound calling is supported in the integrated IVR module (Interaction Designer). Credit card processing is also supported (inbound or outbound)**
- 10.4 **Also, Outbound calls may be made via point and click from the desktop, Interaction Client application. An automated dialer add-on solution is also available as an add-on. The dialer**

features predictive, power, preview and agent-less campaign modes. All of the requirements listed here are supported on the system.

- 10.5 IVR system must provide standard reports specifying detailed information on calls. Vendor will also build custom reports and provide email notification on status of individual accounts if necessary. Users must have the ability to access standard reports from a remote PC. **Comply**
The current IVR system interface's with 3rd party "System Monitoring" Symon 2000 software.
Understood, system shall comply
- 10.6 Installation of the IVR shall include all necessary hardware, operating software, application software, interface software and cards, voice prompts (as directed by AC&C), system speech, cables and connectors. **Comply, the IVR system is seamlessly integrated into the ACD. Other than to the telephony sources and the host database and system, no other cables or integrations are required.**
- 10.7 IVR platform (hardware) (Server to reside in Telecom Switch area) must consist of a complete, turnkey installation including one rack mount, passive backplane, Pentium CPU, 256 Meg RAM, Equipment supplied must fit in 19" rack, voice ports, all controllers, cables, and connectors, RAID Level 1, 2 hard drives and power supply, Win 2000 OS. Remote Software (PC Anywhere) or better. **Comply, the gateway will/can reside in the Telecom switch are, however with SIP VoIP, location is somewhat irrelevant. The CIC server is suggested to reside in the data center (or hosted). Please refer to technical diagrams.**
- 10.8 Vendor shall provide interface programming and hardware to the data server. The IVR must poll the system for individual records, accept those records and speak the information to the caller. Where applicable, the IVR will offer an electronic payment option. At the termination of the call, the IVR must log the transaction as described by AC&C. **Comply**
- 10.9 IVR software shall perform all functions necessary to:
- 10.9.1 Prompt callers to identify a language. **Comply**
- 10.9.2 Respond in the language of choice. **Comply**
- 10.9.3 Prompt the caller to select various touch-tones to guide the caller to an area of interest. **Comply**
- 10.9.4 Identify the caller by a personal ID number, license number, or other identifier. **Comply**
- 10.9.5 Speak the information obtained from the database (amount due, date due and other relative information). **Comply**
- 10.9.6 Prompt the caller for payment (optional). **Comply**
- 10.9.7 Process payment through the Internet (optional). **Comply, web services is an option.**
- 10.9.8 Retrieve the appropriate information messages, voice prompt or system speech as required by the position of the caller in the application. **Comply**
- 10.9.9 Custom reporting utility. **Comply**
- 10.9.10 Where appropriate, transfer a caller to a live operator. **Comply**
- 10.9.11 Flexible message recording – records informational messages, schedules activation/deletion in the future. **Comply**
- 10.9.12 Emergency override message utility **Comply**
- 10.9.13 Vendor shall provide high quality voice recordings for the IVR system as follows:

- 10.9.13.1 Information messages shall be reviewed and approved. These messages shall include but not be limited to procedures, requirements, and directions. **Comply, Contractor encourage you to provide your own recordings so that changes and editions are easy and match previous recordings. Contractor can provide recording services for a fee.**
 - 10.9.13.2 Voice prompts. Messages that guide or instruct a caller in the actions to be taken to achieve a particular result. **Comply, the system is capable. While our design team is happy to assist, the County is responsible for scripting.**
 - 10.9.13.3 System speech. Dates, time numbers and so on. **Comply, the system can speak this date. Speech recognition of these items is an available add-on software license.**
- 10.10 The Animal Care and Control needs a telecommunications platform that is specifically designed for a call center environment based on:
- 10.10.1 a single operating system with Full Redundancy **Comply**
 - 10.10.2 non-proprietary hardware and open architecture **Comply**
 - 10.10.3 a single point of management and single point of administration **Comply**
 - 10.10.4 the ability to make business rule modifications at the call center level without a contracted third party – providing the ability real-time response to the dynamic call center environment **Comply, easy to use graphical interface tool, Interaction Administrator. Training is provided.**
 - 10.10.5 the inclusion of Advanced Software Development Kit (SDK) for creation of business rules and communication flow **Comply, Interaction Designer**
 - 10.10.6 a reporting package providing ‘cradle-to-grave’ call treatment **Comply, the system provides cradle to grave call reporting, including data from IVR, menus, queue, agent discussions, transfers through to disconnect all in one system.**
 - 10.10.7 being able to provide ‘remote agent’ functionality to work from home or other remote locations. **COMPLY, this is inherent in the CIC architecture and does not require a separate license. Remote agent configurations are explained later in this section, under a section titled Remote Agents.**
 - 10.10.8 the provision of Hosted Disaster Recovery (DR) on a 24/7 basis **COMPLY**
 - 10.10.9 Agent recording, integrated call monitoring/recording, and call scoring into a retrievable wave file. **Comply. Screen recording/capture is an optional add-on determined by the department or user.**
 - 10.10.10 VoIP ready using Industry Standard – Session Internet Protocol (SIP) **COMPLY**
 - 10.10.11 on-hold messages unique to each available skill set **COMPLY**
 - 10.10.12 Supervisor whisper and coaching **COMPLY**
 - 10.10.13 All – in –one system with one point of administration for Animal Care and Control administration. **COMPLY, there is a single point of administration for all users/agents and all applications, e.g. recording, skills, multi-media, quality, workforce management (scheduling), surveys, etc.**
 - 10.10.14 Skill set level on-hold messages. Department level ability to dynamically update and change on-hold messages through a variety of methods, WAV files, Text-to-Speech. **COMPLY, this can be configured as a standard feature of CIC. IVR, data**

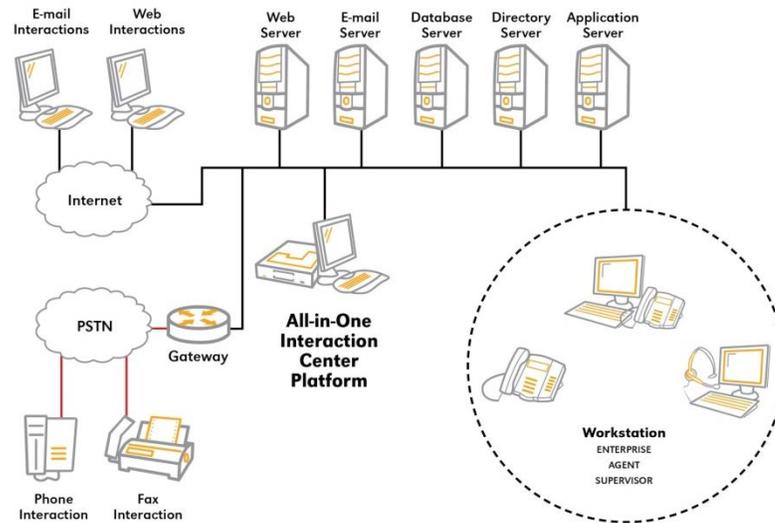
lookups, call attributes, and other logic can be used to play specific or customized messages to the caller.

- 10.10.15 Department level ability to record their own voice prompts at any part of the auto attendant, English or Spanish. **Comply**
- 10.10.16 that is capable of handling DTMF functionality and Speech Recognition. **COMPLY, DTMF is standard and speech recognition can be enabled via software license.**
- 10.10.17 Ability to update voice prompts without having to take the system off-line. **COMPLY**
- 10.10.18 Department level ability to add their new skillsets if required. **COMPLY**
- 10.10.19 Provide a functional platform designed to meet the growing demands of the Maricopa County including integration to existing web applications and social networking. Comply **There are many areas where CIC can assist with web applications, such as:**
 - **Integrated web chat for agent assistance for a web visitor/County**
 - **Web call me – where visitor request a call (outbound from center)**
 - **Web Services – CIC support IVR or custom development web services calls for data lookups or procedural data**
 - **Screen POP – when agents are using web screen (thin client) tools to service the caller’s needs. CIC can submit the proper URL (based upon call attributes such as number called) and a variable to append the URL such as parcel # to POP the proper web application as well as the caller’s specific data.**
- 10.10.20 IVR equipment Integrate to the County’s AVST voice mail/unified messaging. **Comply** AVST supports TDM and SIP integrations at the same time. The CIC would integrate to AVST, treating AVST as a Station Side SIP Based Voicemail System.

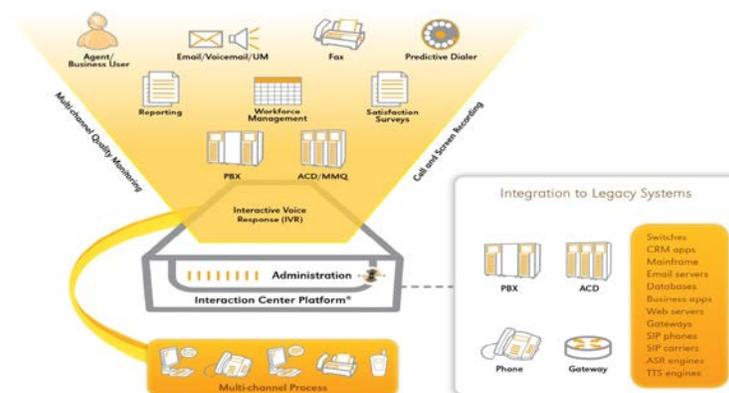
11.0 **ACD and Multi-media ACD capability overview**

- 11.1 The CIC system is a multi-media, multi-channel, County interaction management solution. CIC serves as a flexible automatic communication distributor capable of handling any number of queues and routing strategies. Phone calls, web chats, e-mails, callbacks, SMS, generic objects and other events can be queued and distributed to agents and workgroups. Agents may process more than one interaction simultaneously; for instance they may be allowed to be active with two web chats. Utilization settings include media type (call, e-mail, web chat, callback, and generic object), and percentage utilized, which allows administrators to stipulate how many simultaneous interactions can be handled. Mixed interaction types may be handled by the same agent simultaneously, depending on skills. For instance, the agent may handle a web chat and an e-mail.
- 11.2 Because CIC is a true “All-in-one” software solution a single reporting system, a single point of administration, a common set of business rules (such as skills) support all ACD functions and media types. Furthermore a single integrated recording and quality tool transcends all interaction types. And a single workforce management tool (Optimizer) is used to schedule all staff across all media and skill types.
- 11.3 The Interaction Client is the common agent interface to manage and process all interactions of all media types (voice, call back, email, chat, SMS, etc).

12.0 The All-in-one Difference



- 12.1 The Interaction Center (IC) solution is a software solution (which uses software that runs on an industry standard server and operating system, rather than a proprietary firmware/hardware “box”), shown to the right. The “All-in-One” software solution includes integrated contact center applications and features. IC leverages the County’s existing IT infrastructure, such as web servers, database servers, and email servers and can even integrates with your legacy PBX to allow a gradual or partial migration and protection for your existing investments. Forklift upgrades do not apply.
- 12.2 Because IC is a software solution, the County can add elite contact center functionality as you grow, one license at a time. IC is a standards-based open platform that supports multiple media types and multiple interaction channels on a single platform, and a single point of administration and reporting.
- 12.3 IC’s architecture and tool kits enable low cost, high performance, integrations to third-party applications such as CRM , ERP and Sales Automation tools.
- 12.4 The diagram below emphasizes several additional advantages of the All-in-one platform.



13.0 **Advantages:**

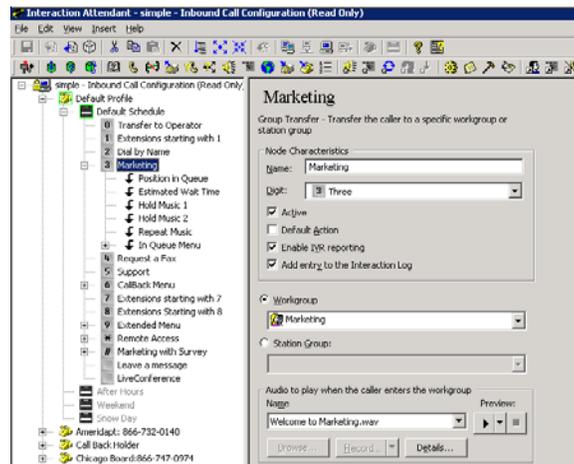
- 13.1 Single point of administration for all applications
- 13.2 Single reporting system for all applications
- 13.3 Cradle to grave interaction logging to analyze and assess the County experience
- 13.4 Multi-channel Quality Monitoring and Call/Screen Recording available across all applications/media types/interactions
- 13.5 Multi-channel queuing for all media types – calls, faxes, emails, chats, business tasks, call backs....
- 13.6 Blended inbound and outbound agents for significant agent productivity and County service gains

14.0 **Auto Attendant – Interaction Attendant**

Auto attendant is a standard and inherent feature completely integrated into CIC. This is illustrated in that the auto attendant utilizes the same ports (or sessions, as Contractor refer to them) as do live connected calls. And, callers can interact with menus while holding their place in queue to speak with an agent, as well as hear information such as place in queue and estimated wait time.

15.0 **Interaction Attendant**

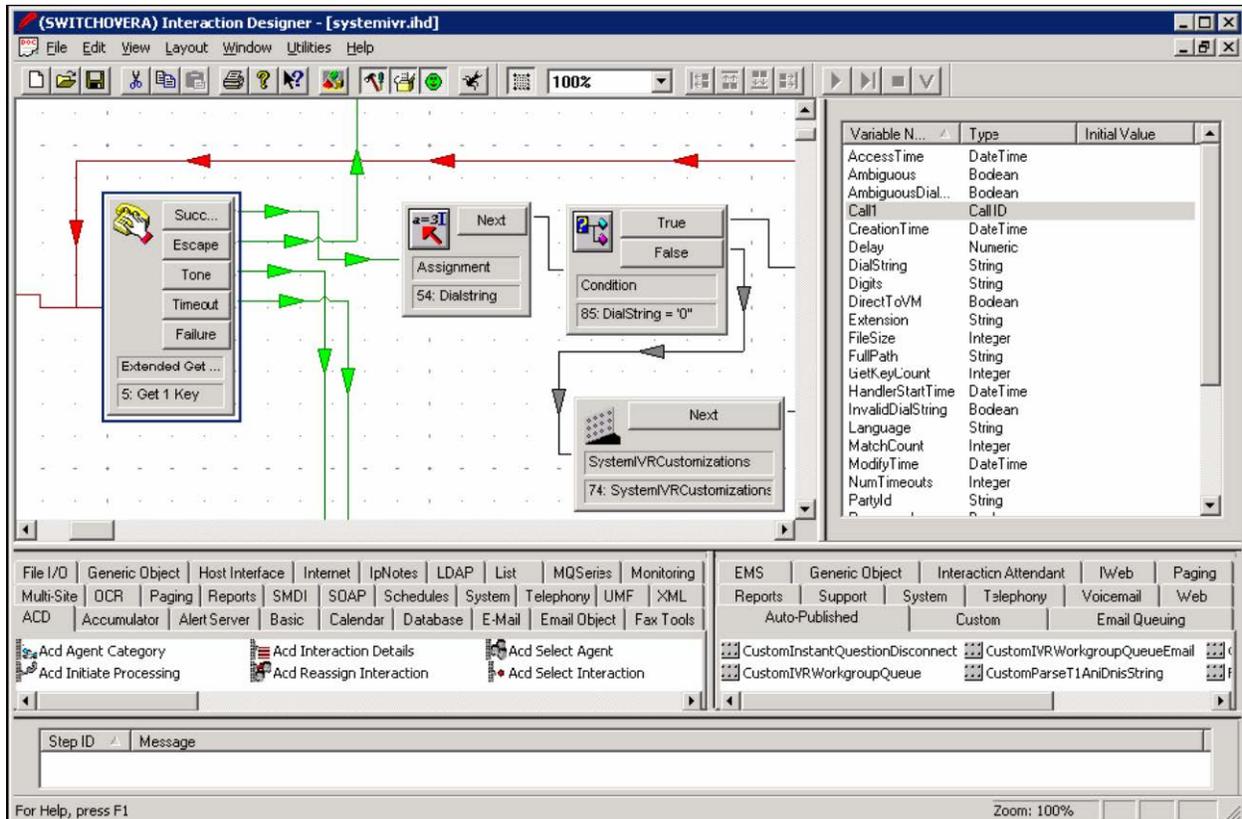
Interaction Attendant is a graphical administration interface for system administration of menus from the desktop. It allows non-technical personnel to administer their incoming call flows as well as e-mail flows.



16.0 **Interactive Voice Response**

CIC includes a programmable interactive voice response system with all the capabilities of the most expensive dedicated systems. Like Auto Attendant, IVR is an inherent feature, completely integrated into CIC utilizing the same ports (sessions) as live calls and other functions. Customized IVR flows are an extension of the auto attendant capabilities.

17.0 IVR Feature Overview



- 17.1 Fully Customizable
- 17.2 No Limits on Menus
- 17.3 Built-in Database and Web Services Access
- 17.4 Built in Host Mainframe access
- 17.5 Built-in E-mail integration to MS Exchange, Lotus Notes and supported SMTP/IMAP4 compliant mail platforms (including certain iPlanet and Novell Groupwise versions)
- 17.6 Full Power of CIC Application Generator – the Interaction Designer (See the Interaction Designer section of this feature list for more details)
- 17.7 TTS & Speech recognition support
- 17.8 Graphical Application Design Tool
- 17.9 Detailed and Summary Reporting
 - 17.9.1 level call records
 - 17.9.2 Easily enable IVR reporting in Interaction Attendant
 - 17.9.3 Alternative customized reporting per IVR application
- 17.10 Support for TTS (Text to speech) Engines - The following TTS engines have been certified:
 - 17.10.1 Microsoft SAPI 5

17.10.2 Loquendo TTS Engine

17.10.3 Nuance Vocalizer

17.10.4 Nuance Realspeak

17.10.5 Please see our support documentation for versions of certified TTS engines

17.11 Support for Speech Recognition Engines – A rich set of Speech tools is included in Interaction Designer which allows you to create a full speech enabled IVR. The following Speech Recognition Engines have been certified so far:

17.11.1 Nuance ASR Engine

17.11.2 Loquendo ASR Engine

17.12 VoiceXML Interpreter

17.12.1 The VoiceXML Interpreter server interprets VoiceXML applications.

18.0 Interactive Speech Solutions

Combined with the market leading Advanced Speech Recognition (ASR) engines such as Nuance Communications or Loquendo, the Interactive Speech Solution provides businesses the opportunity to build custom applications with their xIC platform. Using an engine agnostic interface, the xIC servers connect to ASR servers in an N+1 architecture facilitating redundancy and scalability. This architecture performs custom IVR applications written in VoiceXML or Interaction Designer and also connects to pre-built applications such as an auto-attendant and out Interaction Mobile Office suite. Working together the speech-enabled platform allows Countys the ability to extend their applications beyond touch-tone applications and provide extended self service applications to the contact center and enterprise environments.

19.0 Interaction Dialer

Interaction Dialer is an automated dialing add-on to the County Interaction Center (CIC) which greatly increases the efficiency of outbound call centers. Interaction Dialer manages the retrieval of telephone numbers from a supplied list, places calls on configured lines, and determines the result of each call – no answer conditions, busy signals, invalid numbers, fax tones, answering machines, live speakers, etc. Because agents only deal with telephone calls that reach targeted parties, agent productivity increases dramatically – where manual dialing may produce 15 minutes of on-phone time in an hour, automated dialing can produce 50 minutes of on-phone time. Interaction Dialer can also conduct “agentless campaigns” that automate outbound messaging and can optionally give called parties the option to talk to an agent – optimizing agent time.

Interaction Dialer does more than automate the dialing process. Its patented predictive algorithm forecasts when agents will become available. It uses real-time statistical averaging to calculate when each agent will finish the current call and return to an available status. The system queues and places multiple outbound calls while agents are busy, to ensure that a targeted party is answering when an agent becomes available, while providing tight control over pace and abandonment rates. Interaction Dialer’s patented staging algorithm provides more accurate predictions by tracking and using call segment time by agent. Options for less aggressive dialing, such as preview dialing, are also available.

Regulatory compliance options for telemarketing, collections, and other types of campaigns are fully supported. These options include flexible time zone management, abandoned rate definition and control, DNC scrubbing, caller ID and name specification at the campaign and call level, call and screen recording, call time out controls, legislative message handling, opt-out controls, and more.

Interaction Dialer offers advanced administration and automation capability. Outbound campaigns can be grouped together into workflows that automatically execute in accordance with logical rules defined by the

Call Center administrator. Campaigns can run simultaneously at multiple sites while being administered centrally.

Leveraging the CIC platform, Interaction Dialer provides inherent blending of inbound and outbound calls to agents if desired. All or only certain calls as well as agent screens can be recorded using Interaction Recorder. Outbound IVR and messaging – from simple messages to complex interactions – can be configured using Interaction Attendant, the same powerful, yet easy-to-use tool employed for inbound IVR and auto-attendant configuration. Administration and configuration of all aspects of Interaction Dialer and CIC are handled in Interaction Administrator, the common administrative interface used to manage inbound, recording, workforce management, and all other aspects of the system – agents, lines, stations, security, etc. Real-time statistics on campaigns and agents as well as real-time monitoring and coaching of calls and agents are done in Interaction Supervisor, the system-wide supervisory monitoring interface also used for inbound ACD, workforce management, resource tracking, etc. To streamline agent interactions with contacts, Interaction Dialer provides multiple agent interface options from simple scripts to APIs to provide tight integration with in-house or 3rd-party applications. These options include Interaction Scripter for basic or advanced, web browser-based call scripting, Interaction Easy Scripter for a more packaged script authoring and execution environment, and the Interaction Center Extension Library (ICELib), a public API using the .NET Framework, for direct programmatic integration with existing or developed 3rd-party agent interfaces.

All historic data gathered during Interaction Dialer campaigns are written to database tables managed by Interaction Dialer. Both Microsoft SQL Server and Oracle relational database systems are supported.

20.0 **Interaction Recorder / Quality**

Interaction Recorder is a call recording add-on product to Interactive Intelligence’s County Interaction Center™ (CIC) for contact centers and enterprises. Interaction Recorder provides organizations an easy and cost-effective way to record, store and manage interactions and further allows for Screen Recording to further enhance the training of agents and the effectiveness of supervisors.

The complete integration and testing assurance of Interaction Recorder within CIC ensures its success and removes integration issues that exist when using other 3rd party products. This also eliminates the expense and time of having to do other integration testing required when using a 3rd party solution. Interaction Screen Recorder option is available to track the agent’s screens for better training and scoring.

Use Interaction Recorder to:

- 20.1 Build business-driven recording rules to record phone calls and all other media-types such as; e-mail, faxes and Web chats.
- 20.2 Initiate recording using custom attributes created by the IC Server, such as recording all interactions conducted with strategic Countys.
- 20.3 Cost-effectively store and manage digital recordings to meet legal requirements and verify interaction content when challenged.
- 20.4 Provide secure access to recordings for County-specific areas, reducing the chances of tampering and enabling the reselling of hosted recording services to internal or external groups.
- 20.5 Categorize and group recordings based on County-specific, configured hierarchies for distributed or large organizations.
- 20.6 Quickly search and retrieve recordings to resolve disputes, verify sales, or mentor employees to improve performance.
- 20.7 Score interactions based on County-specific questionnaires to measure the quality of the interaction, measure County satisfaction with current products and services, and verify sales.
- 20.8 Review interaction scores based on out-of-the-box reports to quickly determine performance levels.

20.9 Perform centralized system administration from the same graphical interface as your IC Server, reducing IT time and maintenance as well as costs.

20.10 Archive older recordings to comply with legal requirements.

21.0 Interaction Optimizer

Workforce management application that provides the high-level functions of Interaction Forecasting, Headcount Forecasting, Agent Scheduling, and Schedule Adherence Management. Real Time Adherence is provided through Interaction Supervisor which allows configurable alerts and notifications to be set on the numerous available adherence statistics. Interaction Optimizer is tightly integrated with CIC, which provides significant benefit in terms of ease-of-use and lower total cost of ownership by eliminating costly integration projects.

22.0 CRM Integration

Automatically pop any application when a call arrives and pre-fill it with any and all information already collected, such as phone number, account number, etc.

In addition to be able to provide such custom integrations, Contractor shall be able to offer a number of “out of the box” integrations with leading CRM packages such as RightNow, Salesforce.com, Sieble, Heat, Astute, Onyx, Remedy, and others.

23.0 Notification

The system shall be able to provide a significant amount of notification to Countys; late notice, disconnect notice, outage notice, restoration of service notice, collections (or accounts receivable) notice, are such examples. Automation of these notifications is critical in order to manage operational costs and provide requisite services and notifications.

The multi-media capabilities of the CIC platform coupled with its openness and customization capabilities make it an excellent, integrated solution to these notification applications.

24.0 County Feedback Surveys

Interaction Feedback lets you create and manage post-call surveys that invite a County’s view of your organization and service as a whole. By merging survey results with operational data from your contact center, information becomes a more powerful tool to measure satisfaction and pinpoint key satisfaction drivers for improvement at the same time.

Create and activate surveys using Interaction Feedback’s wizard-guided approach, which eliminates the need for technical expertise and complex programming. Then automate survey invitations and let Countys “opt-in” for simple, cost-effective survey delivery following an interaction. No agent involvement is ever required.

Access survey results quickly. Review completed survey results immediately to assess the impact of an interaction on a survey score. To listen to the interaction itself, access and play call recordings just as quickly via the integrated Interaction Recorder® application. No need to mine data and recording files from different systems.

Compare external/internal service perceptions. Identify service gaps and formulate improvements to ensure County retention. Interaction Feedback allows the user to better determine the cause of a high or low satisfaction score, support consistent ranking calibration between performance improvement and County satisfaction, and align quality management and coaching to the County perspective.

25.0 Interaction Process Automation – Business Process Automation

Interaction Process Automation (IPA), the CBPA (Communications-Based Process Automation) solution from Interactive Intelligence, moves beyond just “enabling” communications within applications or

business process management suites. IPA becomes the process automation platform for the company, orchestrating processes across people, departments, and your existing core business applications.

26.0 Knowledge Base - e-FAQ

e-FAQ is a simplified e-mail and web response management solution. e-FAQ employs advanced linguistic analysis and artificial intelligence techniques to examine inquiries, search for matches in a selected FAQ, and automatically respond when an appropriate match is found, thus turning static FAQs into interactive FAQs. e-FAQ also simplifies the FAQ management process with a browser-based e-FAQ Knowledge Manager (EKM) application. e-FAQ and CIC work together to provide Web site visitors an efficient "selfservice" environment with escalation to live help.

27.0 IP – PBX

CIC is also a fully-integrated IP PBX telephony solution that can manage phone calls and faxes and support various unified business applications such as unified messaging, mobile access, find-me-follow-me, and other unified communications applications

28.0 Remote Agents

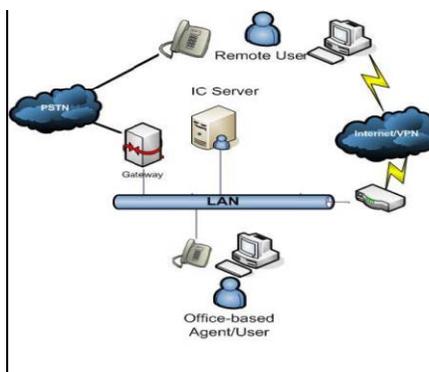
Agents and Business Users can easily work from a remote or home office location and retain the full functionality of the Interaction Client and the CIC system including; call recording, conferencing, statistics and report tracking.

Users log into their client using an internet access, call control via the client is performed through that data connection. Voice can either be routed over the PSTN (dial up) or via VoIP over the internet or private data network.

Remote access is a standard feature, no additional license is required.

Softphone, where the client is the telephone (SIP end point) is a standard feature of the client and can be used remotely.

28.1 Remote options



28.1.1 Use another provider's phone

28.1.2 Home phone or dedicated home business line

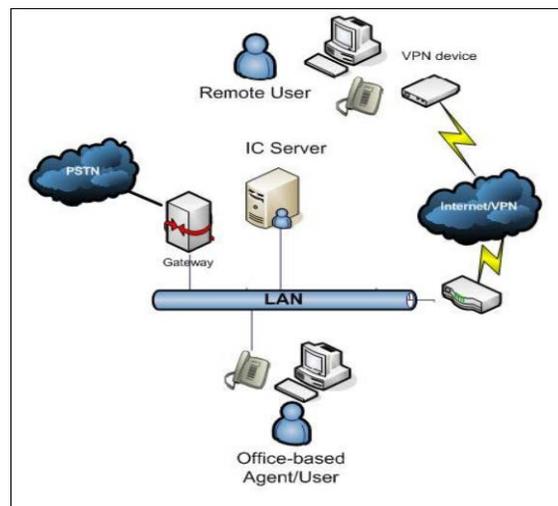
28.1.3 Cell/mobile phone

28.1.4 Hotel phone

28.1.5 Any analog/digital voice network accessible device

28.2 Dynamically configured phone number (remote number)

- 28.2.1 **Flexible** (use any number the system can call)
- 28.2.2 **Dynamic** allocation of station license
- 28.2.3 User must select Pickup to initiate the call to the phone
- 28.3 Static phone number (configured remote station)
 - 28.3.1 Set by an administrator
 - 28.3.2 Fixed station license assignment (station license required)
 - 28.3.3 Call delivery to the phone is automatic
- 28.4 Advantages
 - 28.4.1 External phone line is proven
 - 28.4.2 No reliance on Internet for call quality or uptime
 - 28.4.3 Allows work anywhere there's a phone/Internet
 - 28.4.4 **Does** not require really high-speed Internet
- 28.5 Disadvantages
 - 28.5.1 **Home** phone – others using it/personal calls
 - 28.5.2 **Cell** phone quality/connection issues
 - 28.5.3 Potential long distance or cell phone charges
- 28.6 Use Softphone Setup



- 28.7 SIP Softphone (PC based)
 - 28.7.1 Use USB (preferred) or Analog headset
 - 28.7.2 Fixed station setup (station license required)
 - 28.7.3 Runs from within the Interaction Client (soft phone license included)

28.8 Advantages

28.8.1 No need for physical phone

28.8.2 Portable (just a headset and adapter)

28.8.3 Allows work anywhere you have Internet access

28.9 Disadvantages

28.9.1 Quality of Service (QoS)

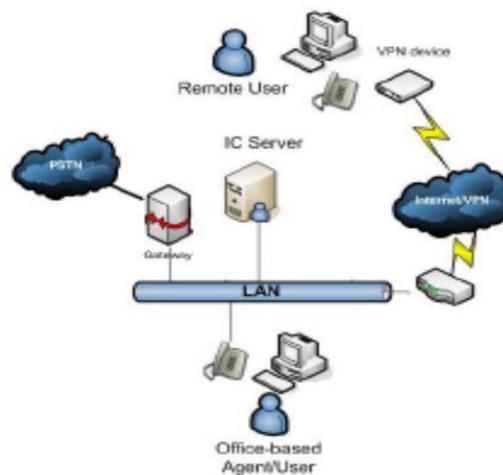
28.9.2 Reliance on Internet/VPN access/uptime

28.9.3 Requires high-speed Internet connection

28.9.4 Requires configuration on the user's workstation/computer

28.10 Use Any IP phone (SIP compatible end-point)

28.11 Use IP phone



28.11.1 Physical IP phone

28.11.2 Connected to home network

28.12 Advantages

28.12.1 Physical phone (separate from home phone)

28.13 Disadvantages

28.13.1 Quality of Service (QoS)

28.13.2 Reliance on Internet access/uptime

28.13.3 Requires access to company network (No VPN)

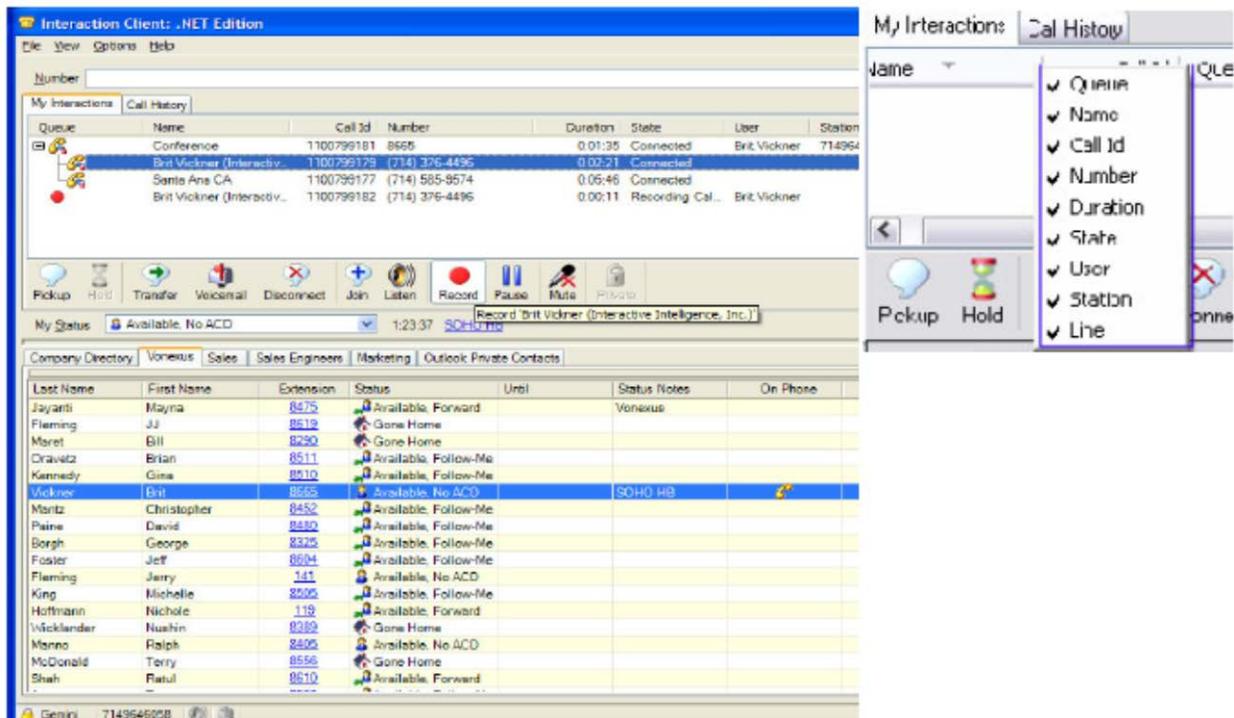
28.13.4 Connection challenges in the home

28.13.5 Requires high-speed Internet connection

29.0 Agent Interface – Interaction Client

Contact Center agents will be licensed to participate in ACD groups, workgroups, and to be able to take queued interactions (calls, etc.). Two clients are offered; a .net client for contact center agents and others who use Windows-based PCs. A web client is also available for those who prefer to work from a browser, i.e. MAC users.

Interaction Client[®] is the application that serves as the user/agent interface. A user will manage interactions using this client as well as for tasks such as configuring personal options (such as prompts, follow-me routing, and status management). Interaction types such as phone calls, chats, emails may be managed in this interface. This interface allows to agent to graphically control such activities as answering calls, conferencing, recording on demand, transfers, requests for assistance, etc. Features in this client may be ported to third party applications (such as CRM) using optional API's. This interface may serve as a standalone SIP soft phone, using a USB headset, or work in conjunction with a direct connected or remote telephone set. This application requires the use of the .NET infrastructure. An optional version of the client is available for MAC users that runs in a browser such as Firefox.



The standard *Interaction Client*[®] interface:

29.1 Making a Call:

There are three different ways users can make a call:

29.1.1 Phone Keypad- Located on the CIC station to which the user is logged in.

29.1.2 Keyboard- By using a keyboard with the Interaction Client, users are able to translate letters to numbers, use 9 for an outside line (optional), or use 1 for long distance (optional).

29.1.3 Mouse- By using a mouse with Interaction Client, users may select a directory entry, select from recently called numbers, select from numbers in call history, call a recent caller back, or cut and paste from another application.

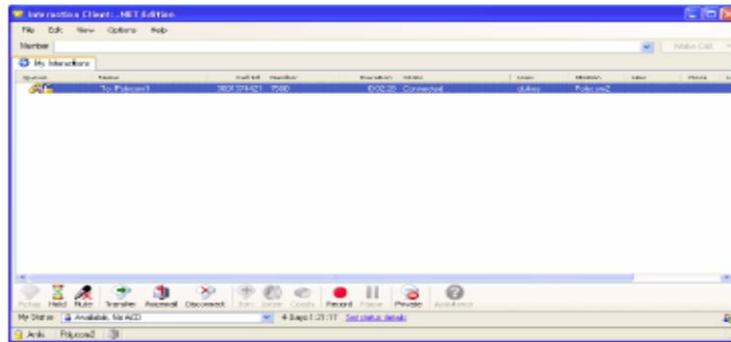
29.2 **“My Interactions” Window**

The “My Interactions” window displays all active calls for the user of the Interaction Client. The user may toggle from an active call, to a holding call, for desktop call control.

29.3 **“My Interactions” Window**

Call details are displayed in the “My Interactions” window. Calls displayed in the window will show the incoming/outgoing phone number, as well as the status of the call from start to finish, the duration of the call, current user/station, trunk line used and the name of the calling party.

The columns to view and control the user’s interactions are customizable, where the user can change which columns to display. By right-clicking on a column label, a menu with entries will appear, showing each available column that can be added or removed. The columns can also be rearranged by clicking and dragging the desired entry to be moved.



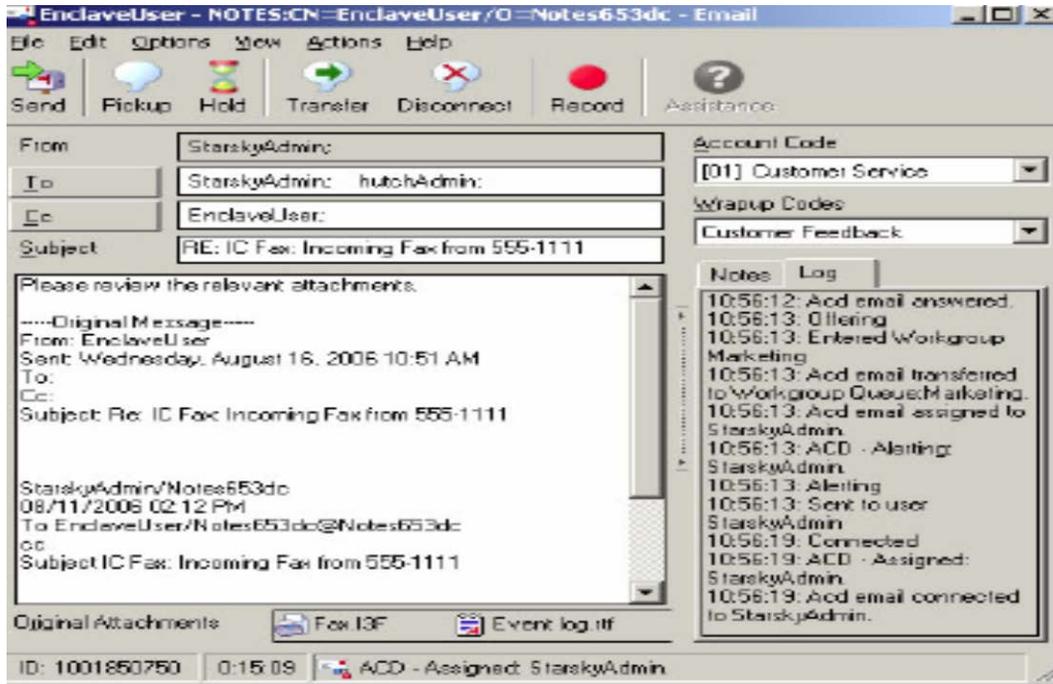
29.4 **Menu of Column Entries to be Added or Removed**

Benefit: The user can view important information about the caller and/or the phone call, all in one single, intuitive view.

29.5 **Call Information Dialog**

A call window may be opened by right-clicking on any active call. The call information dialog contains the following features:

- 29.5.1 Call Log – Every event that is logged to the call may be read in the call log section (such as IVR options selected, time call entered the queue, etc.)
- 29.5.2 Notes that Travel with Call



29.6 **Incoming Call Alert**

The Interaction Client .NET Edition uses alerts for incoming calls that pop up on the user’s desktop. Users can easily identify who is contacting them, and quickly pick up the interaction or send the caller to voicemail.

29.7 **Incoming Call Alert “Pop-up”**

Benefit: The user does not need to be in Interaction Client to see incoming calls; a visual alert will appear, while users are working in other applications.

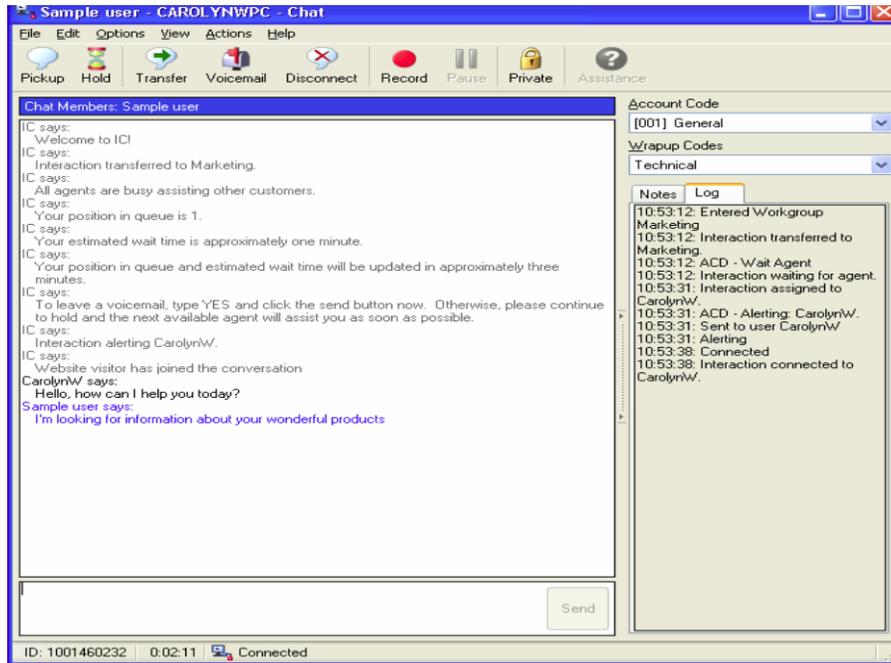
29.8 **Call Control Toolbar**

Interaction Client’s button bar helps the user manage telephone calls. Each directory page has a call control toolbar. The user can change the appearance of the call control toolbar buttons by right clicking on the toolbar and selecting one of the options:



29.9 **ACD routed Web Chat, Voicemail and E-mail**

ACD routed web chat and e-mail are supported in Interaction Client .NET and Outlook Editions. ACD routed voicemail are routed as e-mail. The following illustration shows an ACD routed e-mail. When an email response is sent, the e-mail window automatically closes.



29.10 **Web Chats**

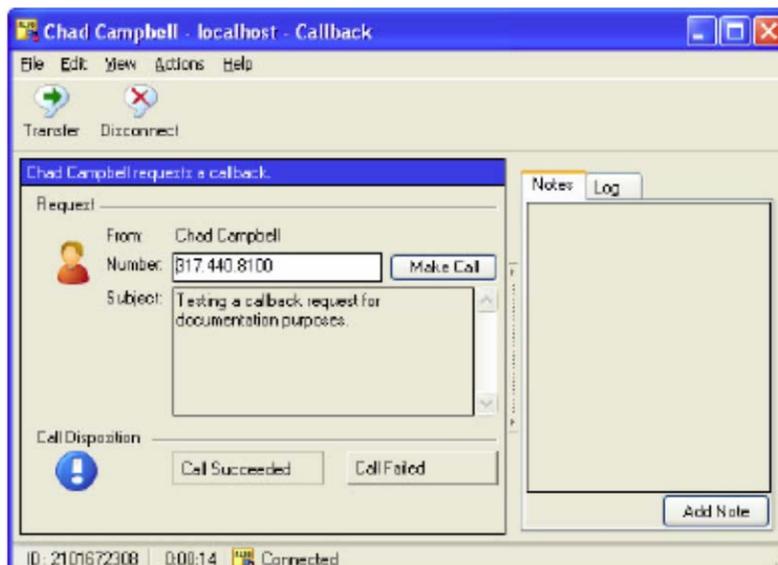
29.11 **Generic Objects**

Choose to send work objects via ACD queue to groups of users. Whether the objects are loan applications to process, CRM tickets to handle, or other items, they may be sent to users as Generic Objects.

29.12 **Callback Objects**

The purpose of the Callback Object is to allow Countys to request that an agent/employee to call them back. The agent is presented with a form containing the name of the person requesting the callback and the number at which an agent can contact them. The agent can then place a call directly from the form and confirm the callback as a successful or failure.

29.13 **Intercom Chat**



Within Intercom Chat, an individual user may initiate a web chat with a fellow employee or group of fellow employees. Intercom chats may be used to quickly obtain an answer to a question from a fellow employee, or to pull a remote group together for a quick “discussion”, fostering team collaboration. Intercom chats may be recorded. Please note that in the Interaction Client .NET and Outlook Editions the user shall be able to create an Intercom chat only with other internal users that reside on the same server.

29.14 Presence Management – A Virtual In/Out Board

Core to the Interaction Center Platform’s functionality is the concept of presence. Users all have an active status. Time in status is reported on, which can assist managers to determine on which tasks team members are focusing their time. To provide more granular reporting, statuses can be filtered and be unique to a team or even to an individual user.

Users can set their status from:

29.14.1 The Interaction Client interface

29.14.2 Phone prompts using key presses

29.15 Time in Status View



Users may also want to see how long they’ve been in a particular status to remind them when they’ve run long on a break or on their lunch period. The Interaction Client .NET Edition shall show the duration of time a user has been in their status immediately next to the “My Status” section of the screen.

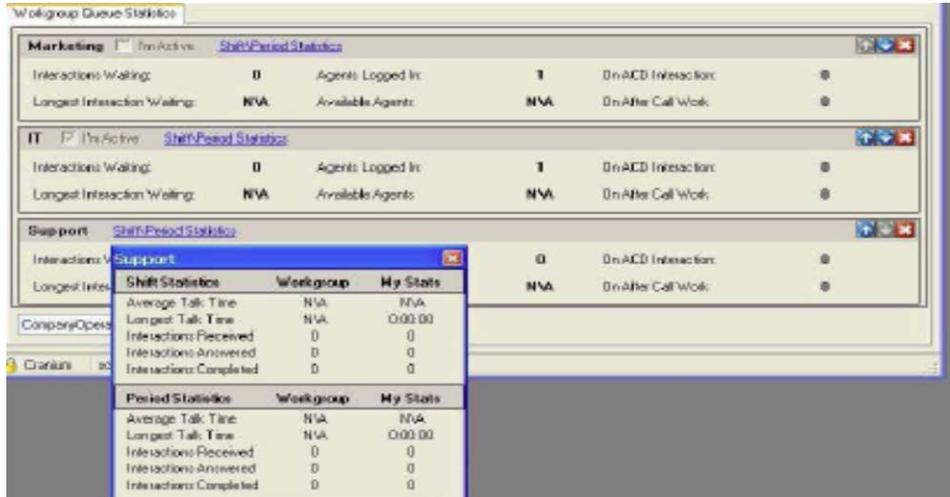
29.16 Auto Status Change



There is also an auto status changer, as an optional plug-in, which users can enable on the Configuration dialog in the Interaction Client. When enabled, users shall see an “Auto Status Changer,” which can be disabled or activated when the users screen saver turns on or off. This is particularly helpful if a user forgets to change their status when they step away from their desk. The user may select the default status to automatically activate when their screen saver turns on or off.

Benefit: User status allows others, including the supervisor, to know who is available. There is no need to run down the hall or call a person, if they are working in a remote location, to see if he or she is available.

29.17 Agent Statistical View

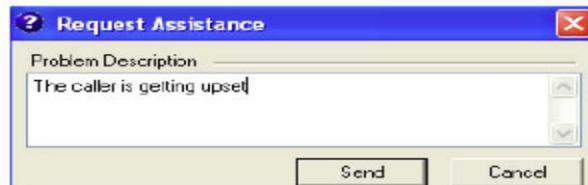


The.NET Client Edition provides a simplified view of critical statistics for agents with the ability to toggle between individual vs. workgroup performance. This allows agents to self-monitor their own performance via their real time statistics, as well as to view basic queue statistics of the workgroups to which they belong.

29.18 Agent Statistical View

Benefit: Agents will be able to take greater ownership for team service levels and make informed decisions regarding break and lunch scheduling. They will also be able to tell when their individual numbers lag behind the group, and can work with their supervisors to improve their performance.

29.19 Assistance Dialog



In order for agents to notify Supervisors that they require assistance, Interaction Client provides the Agent Assistance Button. Agents can request real-time supervisor assistance with point-and-click efficiency during the course of an interaction. At the point where an agent needs assistance, he or she can simply click on the "Assistance" button in their Interaction Client to open the "Request Assistance" dialog in which they can quickly enter a problem description and send the request. All available Supervisors associated with the workgroup for that interaction shall be notified of the assistance request by a toast message. A supervisor can choose to respond to the request, and confirm with the agent that they intend to help. By "accepting," the request, the supervisor takes responsibility for the assistance request and all other supervisors are alerted to this. ("Declining" the request still enters a supervisor's response, but the assistance request is left in the "Waiting" state.)

30.0 Solution – Maintenance & Support

AltCare provides you with a service plan that gives you peace of mind by leaving full support and servicing responsibilities to Contractor's County Care Center. Contractor's County Care Center provides industry-leading engineering, technical, administrative, management, training, and consulting services to maintain and support your mission-critical applications and systems. Of course, standing behind AltCare

are the deep second and third level support/engineering resources from Interactive Intelligence and our other partner manufacturers, when and if needed.

31.0 Manufacturer Maintenance

All Interactive Intelligence Countys are required to contract for manufacturer “Maintenance” for the first year. Contractor is the delivery channel for these services. Below is a list of services included in the Manufacturer Maintenance package (annual subscription):

- 31.1 Access to all incremental software releases (major or minor), service updates, engineering specials, etc.
- 31.2 24x7x365 Access to the County Care Center & Online County Portal
- 31.3 Single Point of Contact for All Service & Support Requests
- 31.4 Guaranteed Response Time - 1 Hour Guaranteed Response for All Service & Support Requests
- 31.5 System Registration & License Management
- 31.6 Warranty Management
- 31.7 Software Release Subscription & Management Services
- 31.8 Manufacturer Materials Returns Management
- 31.9 Equipment Repair or Replacement Labor (Includes After Hours Labor)
- 31.10 Replacement Equipment Installation Labor (Includes After Hours Labor)
- 31.11 Server Repair or Replacement - 24x7x365, 4-Hour Onsite for Contractor Provided IC Servers
- 31.12 Gateway Replacement - Next Business Day for Contractor Provided Gateways
- 31.13 IP Phone Replacement - Advance Replacement During 3 Year Warranty Period for Contractor Provided IP Phones
- 31.14 County is encouraged to maintain certified CIC engineers on staff

32.0 Assumptions & Dependencies

Contractor has used the following assumptions and dependencies in preparing this Scope of Work. These assumptions are inextricably related to the estimate Contractor has made for these services.

- 32.1 At any time during the project, changes in the scope, assumptions, deliverables, or project plan will follow Contractor’s standard change control procedures as outlined in the Change Orders & Change Management section of this Scope of Work.
- 32.2 As the Project Plan requires acceptance, any change to scheduled dates and tasks after acceptance of the plan will follow Contractor’s Change Order procedure as outlined in the Change Orders & Change Management section of this Scope of Work.
- 32.3 Contractor resources will not be reserved until acceptance of the Project Plan by County.
- 32.4 Resources are available for the requested installation date given by County.
- 32.5 All equipment is available upon order date.
- 32.6 All servers shall be an HP product that meets County minimum operative requirements.

- 32.7 Contractor may require after-hours access and weekend access to the project sites where system equipment is to be installed. Administration-level system access to CIC system servers will also be required. Note that Contractor's Project Manager will coordinate any needed after hours or weekend access with County in advance.
- 32.8 County will have access to all necessary equipment during the agreed upon date and time of installation.
- 32.9 Third Party software or hardware defects remaining at the time of support transition (that are not related to implementation) will be transitioned to the support team of the responsible vendor.
- 32.10 Clerk of the Courts – County Service, Family Support, and Child Support applications are excluded from this SOW.

33.0 Out of Scope Assumptions

The following items are considered outside this Scope of Work and not included:

- 33.1 Integration with any third party software or system unless identified within this Scope of Work or the Statement of Requirements.
- 33.2 Addition of any hardware and/or software outside of this Contract, unless otherwise identified in the Statement of Requirements.
- 33.3 Changes to County's other legacy systems are not included with this Scope of Work.
- 33.4 Integration to County's overhead paging system is not included.
- 33.5 Custom report development and custom reporting not explicitly identified in this Scope of Work, unless otherwise identified in the Statement of Requirements and Solution Design Document.
- 33.6 The makeup of the data points that will be coming from an external data source for Dialer campaigns is unknown. These data points may need additional manipulation which will require custom database development. Custom database development to support Interaction Dialer data and campaign requirements is not included in this Scope of Work, unless otherwise identified in the Statement of Requirements.

34.0 Scope of Work Constraints

The following items are not the responsibility of Contractor and considered constraints on Contractor's ability to execute this Scope of Work:

- 34.1 Contractor will not be responsible for delays in the delivery of any phase of the project that are outside of their control and/or the responsibility of any external provider, including Telco, PBX Provider, Carrier, or Cabling Provider. This includes provisioning and turn-up of voice and/or data circuits.
- 34.2 Contractor will not be responsible for any delays due to Local and/or Wide Area Network configurations.
- 34.3 Contractor will not be responsible for any unrelated County projects or system rollouts that are scheduled in conjunction with this project. These projects may have detrimental impact to the project timeline and may possibly cause significant delays in scheduled cutover dates. Any delays due to these endeavors may result in Change Orders.

If County or County's external providers requests or causes delays, unless mutually agreed to in advance, in the delivery of Contractor's services as agreed to by the accepted Project Plan:

- 34.4 For County initiated delays with more than seven (7) calendar days notification prior to the previously agreed onsite or remote start date, County shall notify Contractor of its need for a delay. Contractor will respond and inform the County that the project will be placed on hold, indicating the lead time associated with restarting the project on the re-start date. The Contractor's resources may then be reassigned to other work.

Project Management Approach

35.0 Change Orders & Change Management

35.1 Additions, deletions, changes or reconfigurations of the Proposed Solution after the execution of this Agreement and before Installation Date, may be made only pursuant to a Change Order signed by both parties. The net price or charge for the hardware, software and/or services ("Items") included in a Change Order shall be as listed in Contractor's then current price list at the time the Change Order, signed by Maricopa County, is received by Contractor. The amount of credit for deletions shall be equal to the net price or charge at which the deleted Items were ordered originally. The parties shall agree on the price or charge for Items not on such list before Contractor performs the Change Order. Any Change Order may delay the Installation Date.

35.2 As the Project Plan is a deliverable requiring acceptance, any change to scheduled dates and tasks after acceptance of the plan will follow this Change Order process.

35.3 Any additional services that are requested by Maricopa County from Contractor that is not detailed in Scope of Work will be considered out of scope and require a Change Order. Change Management will be consistent with the Contractor's project management methodology and consist of the following processes:

- A Change Request Log will be established and maintained by the Contractor's Project Manager to track all changes associated with the project effort and their status.
- Any changes requested may be subject to fees outside of this Scope of Work and agreement.
- All requested changes will be assessed to determine possible alternatives and costs.
- Contractor will estimate the time and cost needed to implement change and the impact it may have on execution of this Scope of Work.
- Contractor will perform the requested work once the Change Order has been reviewed and approved by the Customer.
- Any change in price due to a Change Order will be due in as indicated on Change Order.
- The effects of approved Change Orders on the scope and schedule of the project will be documented in updates to the Project Plan.

36.0 Issue Management

Project-related issues shall be tracked, prioritized, assigned, resolved, and communicated in accordance with Contractor's standard project management methodologies, which have been developed and adapted based on Project Management Institute standards.

36.1 Issues shall be reported using an Issue Report Form. Issue descriptions, owners, resolution and status shall be maintained in an Issues Log.

36.2 Issues shall be addressed with the appropriate project team resource and communicated in the project status meetings and reports.

37.0 Communication Management

The following strategies have been established to promote effective communication about this project and between the County and Contractor's project teams:

- 37.1 The County and Contractor's project teams shall have *weekly* status meetings to review completed tasks and determine current work priorities.
 - 37.1.1 Minutes shall be produced by Contractor's Project Manager and reviewed and confirmed by County.
 - 37.1.2 Ad hoc meetings shall be established at the Contractor's Project Manager's or County's discretion as issues or change control items arise.
- 37.2 The Project Manager shall provide a written status report to the County's designated point of contact on a *weekly* basis and distribute the project status meeting minutes.
- 37.3 The County's designated point of contact shall be notified via email of all urgent issues.
 - 37.3.1 Issue notification shall include time constraints, and impacts, which will identify the urgency of the request for service.

38.0 Standard Delivery & Service Hours

The Contractor's project manager and technical resources shall deliver services onsite and/or remotely.

Services pricing is based on the assumption that services shall be performed between 8:00 AM and 5:00 PM local site time, Monday-Friday, excluding Contractor-designated holidays.

39.0 Architecture

CIC Servers

The CIC server manages the CIC contact center. It is the traffic cop and manages the processing of all interactions and the various integrated features of the CIC platform (IVR, Unified Messaging, Multi-media ACD, Dialing, Recording, Workforce Management, etc). Because it is software solution, Contractor is able to mirror it on a standby or automatic switchover server. In the event of planned or unplanned server outages, the switchover server takes control without losing a call. This is enabled by the system architecture and the use of SIP call control where call control and management of the voice (or RTP) stream are separated.

40.0 Interaction Media Servers

Audio recording and processing is moved to a dedicated Interaction Media Server for the Interactive Intelligence County Interaction Center® (CIC). With the media servers, performance increases considerably for the SIP-based CIC system.

In the case of MARICOPA COUNTY multiple Media Servers are included in a NxM configuration to afford growth and reliability, no single point of failure.

The media server is also a SIP proxy and can provide local survivability in the event that communications are lost to the CIC server it will manage basic call processing activities.

41.0 Business Continuity and Disaster Recovery

The solution includes a comprehensive Business Continuity and Disaster Recovery design including:

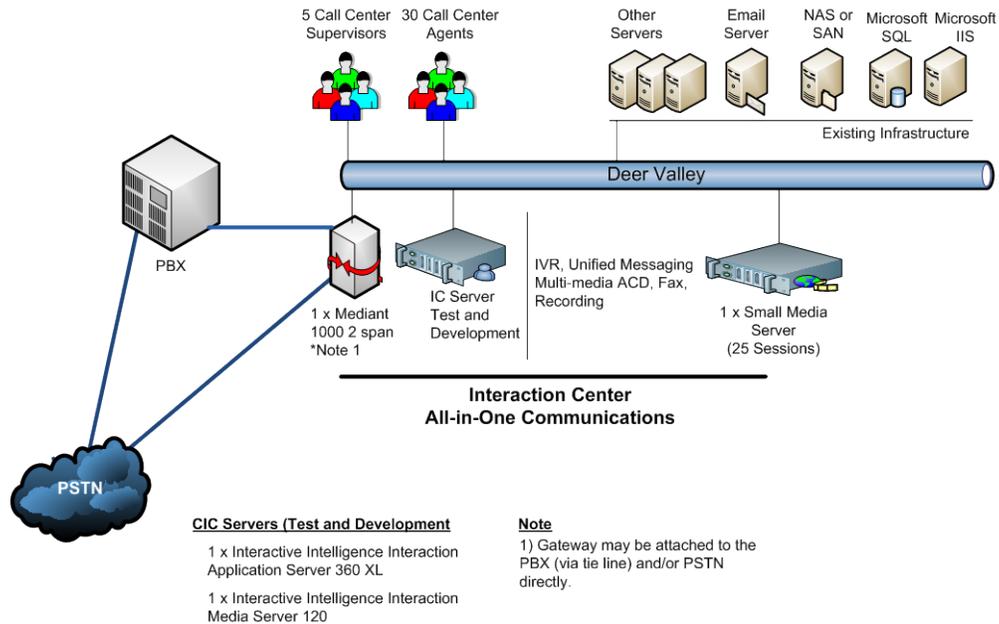
- 41.1 First redundant CIC servers with automatic failover are included. The servers mirror each other and in the event of a server failure, the backup server takes over without losing a call.

- 41.2 Industrial-grade servers have many fault-tolerance and redundancy features built in to them today. While a server may look like a single computer from the outside, its redundant subsystems actually make it the equivalent of two computers inside one chassis.
- 41.3 A full function standby or Disaster Recovery (DR) system is included in our design and pricing proposal. The software-based architecture of the CIC system allows us to do this in a very cost effective manner. The configuration and data tables are updated at schedule to be determined by MARICOPA COUNTY so that in the event that the production site is not useable for whatever reason, the DRR site is brought into production. MARICOPA COUNTY would redirect the various phone numbers to gateways located at the DR facility. Agents would log off the primary system and onto the DR system and start taking interactions. Should agents not be able work from the contact center facility, they could log into the system as remote or work at home agents.
- 41.4 Finally, if desired, Interactive Intelligence, Inc. offers a Hosted Disaster Recovery Solution. For a low monthly fee, MARICOPA COUNTY can mirror all of its applications in ININ's Data Center, providing another level of redundancy.

42.0 **Development and Test System**

The contractor shall be responsible for setting up a test lab within Maricopa County's facilities. Hardware shall be included in the system price. Professional services shall be paid as an optional service.

A full feature test and development system shall be included. It supports all of the features and functions provided in the production system. Below is an illustration of a typical test environment.



43.0 **TEST PLAN**

The contractor and Maricopa County shall develop a mutually agreed upon test plan that in a minimum includes:

- 43.1 Load balancing
- 43.2 Load Testing
- 43.3 Programming Logic
- 43.4 Network Connectivity
- 43.5 IVR Scripts
- 43.6 User testing
- 43.7 Final acceptance testing

44.0 MAINTENANCE:

The Contractor shall provide for maintenance under this Contract upon acceptance of materials by the Using Agency.

Technicians certified on products and software being proposed and installed must be available and live in the Phoenix, Arizona metropolitan area.

45.0 FACTORY AUTHORIZED SERVICE AVAILABILITY:

The Contractor shall have and maintain a local factory authorized service facility within the Phoenix, Arizona metropolitan area. The facility shall be capable of supplying and installing component parts, troubleshooting, repairing and maintaining the material(s). Minimum service hours shall be from 8:00 A.M. through 5:00 P.M., Arizona Time, Monday through Friday.

46.0 FACILITIES:

During the course of this Contract, the County shall provide the Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its obligation enumerated herein.

47.0 TRAINING:

The Contractor shall provide adequate user training to all County call center users, supervisors and admin staff. Admin and technical staff shall be completely trained in the use and care of the equipment to support the end users.

48.0 **Training, Education, & Knowledge Transfer**

Our training services provide Countys the tools and understanding needed to continue to monitor, gather, interpret, troubleshoot, and utilize Contact Center performance results after integration. These services help to integrate the IC solution into the standard operations of the County's environment.

All training sessions shall be held at the TBD site. County is responsible for providing the appropriate training room setup.

Soft copy documentation (as PDF files), including "Quick Start" guides, user guides and reference guide, shall be provided by Altivon. Additional customized or County-specific training materials, handouts and other documentation is the County's responsibility, unless otherwise contracted with Altivon. County is also responsible for the printing of any hard copy documentation required.

49.0 **System Training**

Altivon shall cover the following System Administration topics in interactive, informal knowledge transfer sessions for *up to four (4) Administrators*. This includes *one (1) session*. The training sessions shall be conducted prior to system production operation or cutover. The County will be responsible for scheduling any type of system training throughout the life of the contract. Training schedule will be incorporated into the project plan.

Each System Administrator is required to attend both a Supervisor and End User training session.

- 49.1 System configuration options;
- 49.2 User and Station Administration;
- 49.3 Managed Phone configuration and settings;
- 49.4 DID and DNIS routing and configuration;

- 49.5 Agent/Workgroup/Call Center/ACD Administration;
- 49.6 Interaction Client configuration options;
- 49.7 Interaction Supervisor configuration options;
- 49.8 Remote User configuration and login options;
- 49.9 Real Time system performance monitoring and alerting;
- 49.10 System Report generation and interpretation;
- 49.11 Interaction Recorder configuration and administration (Quality monitoring);
- 49.12 Switchover administration;
- 49.13 Media & Proxy server configuration and administration;
- 49.14 Gateway configuration and administration;
- 49.15 Auto Attendant and IVR administration;
- 49.16 Auto Attendant schedule administration;
- 49.17 CTI administration, as applicable;
- 49.18 Interaction Marquee administration;
- 49.19 User license administration;
- 49.20 System and database collection , storage, and retention principles;
- 49.21 System and database backup requirements and recommendations;
- 49.22 Anti-virus configuration, settings, and scanning on IC system servers; and
- 49.23 Best practices for system operation and maintenance.

Client Installation Training, including Interaction Client, Interaction Supervisor, Supervisor Plug-ins, and Administrative applications shall be performed as part of the system installation and deployment.

50.0 Supervisor & QM (Recorder) Training

Altivon shall cover the following topics in structured classroom training sessions for up to 14 Supervisors. This includes as many as four (4) *sessions*. The first two of the four training sessions shall be conducted prior to production system operation or cutover. The second two sessions shall be conducted after the first week of production system operation. The County will be responsible for scheduling any type of supervisory and/or QM (Recorder) training throughout the life of the contract. Training schedule will be incorporated into the project plan.

Each Supervisor is required to attend an Agent or end user training session.

- 50.1 Review of contact center operation and terminology;
- 50.2 Instruction on Automatic Call Distribution (ACD) report generation;
- 50.3 Interpretation of ACD report data;

- 50.4 Consultation on use of ACD reports to maximize the contact center operation;
- 50.5 Administration of Alerts and Thresholds and notifications;
- 50.6 Supervisor client operation and features;
- 50.7 Supervisory message creation and management;
- 50.8 User and workgroup monitoring;
- 50.9 Supervisor Agent-Assist functions;
- 50.10 User and workgroup administration and changes (e.g., skill changes, name changes);

51.0 Train-The-Trainer & End User Training

Train the trainer for Interaction Client shall include up to five (5) x 2 hour session for up to 10 trainers. The topics covered shall include the following: The County will be responsible for scheduling any type of train-the-trainer and end user training throughout the life of the contract. Training schedule will be incorporated into the project plan.

- 51.1 Basic phone features;
- 51.2 Phone Feature specific buttons;
- 51.3 Phone Display features, uses and programming;
- 51.4 Phone System specific features as requested;
- 51.5 Headset usage with IP phones;
- 51.6 Interaction Client Software Use;
- 51.7 Interaction Client Software Configuration;
- 51.8 Presence Management;
- 51.9 Queue call processing, as applicable;
- 51.10 Callback request processing, as applicable;
- 51.11 Email and Web Chat processing, as applicable;
- 51.12 Viewing queue and agent status and statistics, as applicable;
- 51.13 TUI access and options;
- 51.14 Voice mail access & message retrieval;
- 51.15 Initial setup of password and name;
- 51.16 Personal and Agent greetings/personal prompts recording and activation;
- 51.17 Personal Rules setup and use;
- 51.18 Remote login options.

52.0 **Cutover Support**

This activity provides onsite administrator, supervisor, and end user support for the initial production system operation for *a single Monday to Thursday cutover or go-live*. Cutover support includes:

- 52.1 Onsite Administrator and troubleshooting support for the first *two (2) days* of initial production system operation.
- 52.2 Onsite End-User Floor Support to assist supervisors and end users for the first *two (2) days* of initial production system operation. Contractor shall provide resources throughout the entire implementation to departments on cutover to ACD.
- 52.3 Confirming that the system design is operating according to County requirements and making system configuration changes as necessary.
- 52.4 Troubleshooting any design, operational, monitoring and/or reporting issues not uncovered during testing.

53.0 TAX: (SERVICES)

No tax shall be levied against labor. It is the responsibility of the Contractor to determine any and all taxes and include the same in proposal price.

54.0 TAX: (COMMODITIES)

Tax shall not be levied against labor. Sales/use tax will be determined by County. Tax will not be used in determine low price.

55.0 DELIVERY:

It shall be the Contractor's responsibility to meet the proposed delivery requirements. Maricopa County reserves the right to obtain services on the open market in the event the Contractor fails to make delivery and any price differential will be charged against the Contractor.

56.0 STRATEGIC ALLIANCE for VOLUME EXPENDITURES (\$AVE):

The County is a member of the \$AVE cooperative purchasing group. \$AVE includes the State of Arizona, many Phoenix metropolitan area municipalities, and many K-12 unified school districts. Under the \$AVE Cooperative Purchasing Agreement, and with the concurrence of the successful Respondent under this solicitation, a member of \$AVE may access a contract resulting from a solicitation issued by the County. If you **do not** want to grant such access to a member of \$AVE, **please so state** in your proposal. In the absence of a statement to the contrary, the County will assume that you do wish to grant access to any contract that may result from this Request for Proposal.

10065 EXHIBIT B-1

**TO BE REVISED AFTER BUSINESS ANALYSIS IS COMPLETE FEBRUARY 20, 2011
Implementation Project Plan**

1.0 Project Plan

Project Management: Altivon’s Project Manager shall manage all requirements and act as a single point-of-contact that coordinates all Altivon’s resources. By managing a comprehensive implementation project schedule and monitoring critical milestones, Project Management makes certain the solution is implemented according to plan and requirements, which minimizes the risk of delays and additional costs.

Altivon shall designate a Project Manager responsible for overseeing and tracking all aspects of this project as defined by this Scope of Work and the Statement of Requirements. The Project Manager shall be the single point of contact for all issues related to system implementation and shall direct implementation to support installation and the scheduled in-service date.

Phase	Milestone Name	Milestone Description
Phase 0	Project Kickoff Meeting and Delivery of Agenda	Commencement of the Project Kickoff Meeting and Delivery of Agenda
Phase 1	Solution Design - Base deployment	Completion of the solution design and specification phase, deployment, configuration and installation of the development system. Deliverables to include first version design document including items such as call routing, dial plan, extensions defined, auto attendant call flows, IVR call flows, database integration, queue workgroup design, dialer design, web/ chat design, reporting, and configuration of a fully functional development system.
Phase 1	User Acceptance Testing Completion - Base deployment	Completion of User Acceptance (defined Acceptance Test criteria), Regression, Failover testing, and cut-over plan documentation.
Phase 2	Solution Design - STAR Call Center	Completion of the solution design and specification phase, deployment, configuration and installation of the development system. Deliverables to include first version design document including items such as call routing, dial plan, extensions defined, auto attendant call flows, IVR call flows, database integration, queue workgroup design, dialer design, web/ chat design, reporting, and configuration of a fully functional development system.
Phase 2	User Acceptance Testing Completion - STAR Call Center	Completion of User Acceptance (defined Acceptance Test criteria), Regression, Failover testing, and cut-over plan documentation.
Phase 3	Solution Design - Court Call Center and Jury IVR Application	Completion of the solution design and specification phase, deployment, configuration and installation of the development system. Deliverables to include first version design document including items such as call routing, dial plan, extensions defined, auto attendant call

		flows, IVR call flows, database integration, queue workgroup design, dialer design, web/ chat design, reporting, and configuration of a fully functional development system.
Phase 3	User Acceptance Testing Completion - Court Call Center and Jury IVR Application	Completion of User Acceptance (defined Acceptance Test criteria), Regression, Failover testing, and cut-over plan documentation.
Phase 4	Solution Design - Planning and Development IVR	Completion of the solution design and specification phase, deployment, configuration and installation of the development system. Deliverables to include first version design document including items such as call routing, dial plan, extensions defined, auto attendant call flows, IVR call flows, database integration, queue workgroup design, dialer design, web/ chat design, reporting, and configuration of a fully functional development system.
Phase 4	User Acceptance Testing Completion - Planning and Development IVR	Completion of User Acceptance (defined Acceptance Test criteria), Regression, Failover testing, and cut-over plan documentation.
Phase 5	Solution Design - Animal Care and Control	Completion of the solution design and specification phase, deployment, configuration and installation of the development system. Deliverables to include first version design document including items such as call routing, dial plan, extensions defined, auto attendant call flows, IVR call flows, database integration, queue workgroup design, dialer design, web/ chat design, reporting, and configuration of a fully functional development system.
Phase 5	User Acceptance Testing Completion - Animal Care and Control	Completion of User Acceptance (defined Acceptance Test criteria), Regression, Failover testing, and cut-over plan documentation.
	Implementation Complete	Implementation and support sign-off.

The following table maps the work categories to hours which are associated with this Statement of Work.

Categories	Estimated Work Effort
Development Services	546
Engineering Services	1275
Training Services	264
Project Management Services	397
Total Professional Services	2482

Altivon shall provide regular updates on the agreed upon Professional Services Delivery Milestones, as part of the normal Project Management, but at a minimum on a Monthly basis. Altivon or Customer may recommend processing of a change request to decrease or increase the budget based on the size and impact of the change. For additional information on the process of changes please review the ‘Change Orders & Change Management’ section.

Altivon's project manager shall:

- 1.1 Conduct project kick-off meeting;
- 1.2 **Conduct project planning meeting;**
- 1.3 Conduct design meetings, coordinate project definition and Statement of Requirements meetings and discovery;
 - 1.3.1 Conduct additional meetings to determine and finalize the following:
 - 1.3.2 County Acceptance Test Plan;
 - 1.3.3 Training Plan; and
 - 1.3.4 Cutover & Contingency Plan.
- 1.4 Create and maintain project plan and milestone schedule;
- 1.5 **Finalize** details, dates, and roles and responsibilities associated with final project plan;
- 1.6 Provide estimated amount of time and work performed by Altivon's team during implementation on and offsite;
- 1.7 Provide environmental and hardware specifications and requirements to County;
- 1.8 Provide County with Pre-Installation, User, and Site Readiness checklists and worksheets;
- 1.9 Manage County site readiness;
- 1.10 Coordinate equipment delivery and inventory management;
- 1.11 Manage change request process;
- 1.12 Manage project issues;
- 1.13 Manage project risk;
- 1.14 Schedule and oversee all Altivon resources, including design, installation, configuration, training, testing;
- 1.15 Coordinate overall project schedule, tasks, and milestone completion with County's Project Manager;
- 1.16 Conduct and or participate in routine weekly project status meetings through TBD (subject to periods without status meetings with mutual agreement);
 - 1.16.1 Includes Altivon's Project Manager and Lead Engineering resources (two resources)
 - 1.16.2 Includes meeting minutes and documentation
 - 1.16.3 NOTE: Ad Hoc meetings shall be called and scheduled as needed throughout the course of the project.
- 1.17 Provide weekly (subject to periods without status reports with mutual agreement) project status reports as stated in Communication Management;
- 1.18 Provide County with list of County deliverables;

- 1.19 The single point of contact for all issues related to system implementation and shall direct implementation to support installation and the scheduled in-service date;
- 1.20 Provide the following Altivon deliverables:
 - 1.20.1 Kick-Off Agenda;
 - 1.20.2 Planning Meeting Agenda;
 - 1.20.3 Design, requirements, and discovery meeting agendas;
 - 1.20.4 Statement of Requirements document;
 - 1.20.5 Project Plan;
 - 1.20.6 Status Reports;
 - 1.20.7 Pre-Installation, User, and Site Readiness checklists and worksheets;
 - 1.20.8 System Test Plan for County Acceptance Testing;
 - 1.20.9 Training Plan; and
 - 1.20.10 Cutover & Contingency Plan.
- 1.21 Conduct project closure meeting; and
- 1.22 Transition project to Altivon's County Care Center for post implementation support.

2.0 Altivon Implementation Diagram

P_Maricopa_CIC_08062010_v02							
ID	% Complete	Task Name	Duration	Start	Finish	Predecessors	Resource Names
0	0%	P Maricopa CIC 08062010 v02	511.5 days	Mon 1/3/11	Thu 1/3/13		
1	0%	Planning Phase	14.5 days	Mon 1/3/11	Fri 1/21/11		
2	0%	Contract signed	1 day	Mon 1/3/11	Mon 1/3/11		Altivon, Maricopa
3	0%	Project Team assigned	2 days	Tue 1/4/11	Wed 1/5/11	2	Altivon
4	0%	Internal Kick-off Meeting	1 hr	Thu 1/6/11	Thu 1/6/11	3	Altivon
5	0%	Customer Kickoff Meeting	3 hrs	Thu 1/6/11	Thu 1/6/11	4	Altivon, Maricopa
6	0%	Timeline	8 days	Thu 1/13/11	Fri 1/21/11		
10	0%	Phase 1 - Base Deployment	105.75 days	Thu 1/20/11	Mon 6/20/11		
11	0%	Design Phase	20 days	Thu 1/20/11	Thu 2/17/11		
22	0%	Preparation	35.53 days	Wed 2/2/11	Fri 3/25/11		
98	0%	Development	53.75 days	Thu 2/17/11	Wed 5/18/11		
125	0%	Testing	70.25 days	Thu 2/17/11	Thu 5/26/11		
136	0%	Training	5.5 days	Thu 5/26/11	Mon 6/6/11		
141	0%	System Go-Live/Cutover	10 days	Mon 6/6/11	Mon 6/20/11		
144	0%	Phase 2 - STAR Call Center	121 days	Mon 6/27/11	Mon 12/19/11		
146	0%	Design Phase	34 days	Mon 6/27/11	Mon 8/15/11		
193	0%	Development	55.5 days	Tue 7/25/11	Wed 10/12/11		
214	0%	Testing	7 days	Wed 10/13/11	Fri 10/21/11		
221	0%	Training	7 days	Fri 10/21/11	Tue 11/1/11		
224	0%	Optimizer - Follow-up Consulting	2 days	Thu 12/15/11	Mon 12/19/11	227FS-20 days	Altivon
225	0%	System Go-Live/Cutover	10 days	Tue 11/1/11	Tue 11/15/11		
228	0%	Phase 3 - Court CC and Jury VR Application	75.5 days	Tue 11/22/11	Fri 3/9/12		
229	0%	Design Phase	20 days	Tue 11/22/11	Thu 12/22/11		
240	0%	Preparation	28.5 days	Wed 12/7/11	Mon 1/16/12		
274	0%	Development	35 days	Thu 12/23/11	Thu 2/9/12		
285	0%	Testing	7 days	Wed 2/8/12	Fri 2/17/12		
296	0%	Training	5 days	Fri 2/17/12	Fri 2/24/12		
298	0%	System Go-Live/Cutover	10 days	Fri 2/24/12	Fri 3/9/12		
301	0%	Phase 4 - Planning and Development	87.53 days	Fri 3/16/12	Fri 7/20/12		
302	0%	Design Phase	20 days	Fri 3/16/12	Fri 4/13/12		
313	0%	Preparation	27.13 days	Thu 3/29/12	Mon 5/7/12		
332	0%	Installation	2.5 days	Mon 5/7/12	Thu 5/10/12		
340	0%	Development	45.13 days	Fri 4/13/12	Tue 6/19/12		
364	0%	Testing	7 days	Tue 5/19/12	Thu 6/28/12		
371	0%	Training	5 days	Thu 6/28/12	Fri 7/6/12		
373	0%	System Go-Live/Cutover	10 days	Fri 7/6/12	Fri 7/20/12		
376	0%	Phase 5 - Animal Care and Control	107.53 days	Fri 7/27/12	Mon 12/31/12		
377	0%	Design Phase	20 days	Fri 7/27/12	Fri 8/24/12		
388	0%	Preparation	29.53 days	Thu 8/9/12	Thu 9/20/12		
424	0%	Development	55.13 days	Fri 8/24/12	Tue 11/27/12		
430	0%	Testing	7 days	Tue 11/27/12	Fri 12/7/12		
446	0%	Training	5 days	Mon 12/10/12	Fri 12/14/12		
448	0%	System Go-Live/Cutover	10 days	Fri 12/14/12	Mon 12/31/12		
451	0%	Transition to Support	1.5 days	Wed 1/2/13	Thu 1/3/13		
456	0%	Project Complete	0 days	Thu 1/3/13	Thu 1/3/13	455	

3.0 Infrastructure Readiness and Site Survey

Altivon shall publish a set of infrastructure requirements documenting what is required for successful operation of the CIC environment, including network performance documentation required to support a VOIP network across multiple locations.

Once the infrastructure requirements have been deployed by Maricopa County, the site survey shall be developed which identifies discrepancies and deficiencies that need to be rectified prior to installation, so risk is mitigated and the installation is not delayed or postponed due to unacceptable environmental and network conditions. By proactively identifying any issues, Altivon minimizes risk of potentially costly delays in solution deployment. This service ultimately saves time and money by ensuring the communications solution is implemented successfully and on schedule.

Altivon shall work with County's designated point of contact to complete a site survey at all locations where server equipment required for this solution shall be installed prior to hardware delivery. County is responsible for correcting any issues or deficiencies noted by Altivon.

3.1 Site survey activities shall include:

- 3.1.1 Inspecting equipment and server rooms;
- 3.1.2 Verifying power requirements;
- 3.1.3 Checking other environmental specifications; and

- 3.1.4 Validating wiring/terminations/demarcations.
- 3.2 Altivon Deliverables:
 - 3.2.1 Infrastructure Requirements Documentation;
 - 3.2.2 Site Readiness Checklist and Worksheet;
 - 3.2.3 Network Readiness Checklist (for information only) ;
 - 3.2.4 Remediation Items for County Action;

4.0 Base Deployment - Solution Design & Development

Altivon provides highly skilled solution designers, engineers, and developers to consult and provision the solution ensuring proper implementation. Altivon shall work with County to design a solution tailored to meet County specific business requirements. To that end, Altivon shall perform the following services:

- 4.1 Conduct discovery and design meetings to determine functional requirements:
- 4.2 Complete Statement of Requirements and Functional Requirements documents for County approval based on discovery and design meeting topics, which include the following:
 - 4.2.1 System configuration requirements:
 - 4.2.1.1 PSTN/Carrier connectivity and trunking;
 - 4.2.1.2 Dial Plan;
 - 4.2.1.3 Least Cost routing;
 - 4.2.1.4 Trunk and line configuration;
 - 4.2.1.4.1 SIP Trunking;
 - 4.2.1.4.2 AudioCodes PSTN integration.
 - 4.2.1.5 Stations and endpoints;
 - 4.2.1.6 SIP Proxy configuration; and
 - 4.2.1.7 License allocation.
 - 4.2.2 PBX integration requirements
 - 4.2.2.1 Nortel PBX integration via SIP AudioCodes Gateways
 - 4.2.3 Agent, Supervisor, Business User and Administrator (end user)user and client configuration requirements;
 - 4.2.3.1 Includes roles for CSRs, Supervisors, Managers, Administrators, Quality Managers and others as appropriate.
 - 4.2.4 Agent, Supervisor, and Administrator (end user) security and access requirements and restrictions;
 - 4.2.5 Interaction Supervisor real time monitoring requirements and metrics;

- 4.2.6 Interaction Supervisor alerting and notification requirements for System and Workgroups;
- 4.2.7 Reporting requirements;
- 4.2.8 System integration requirements for the following:
 - 4.2.8.1 Email server integration for alerting and notification; and
 - 4.2.8.2 Database server integration and requirements.
 - 4.2.8.3 Web server integration and requirements.
- 4.2.9 Interaction Recorder (Quality Monitoring) configuration and requirements, including questionnaires or scorecards/evaluations.
- 4.2.10 Scheduled Reports configuration and requirements.
- 4.2.11 System failover and disaster recovery configuration and requirements:
 - 4.2.11.1 Switchover to hot standby backup IC server.

5.0 Altivon deliverables include:

- 5.1 Statement of Requirements document; and
- 5.2 Functional Requirements Document based on County's acceptance and approval of Statement of Requirements.

6.0 Site Survey & VoIP Network Readiness Assessment

The site survey and network readiness assessment identifies discrepancies and deficiencies that need to be rectified prior to installation, so risk is mitigated and the installation is not delayed or postponed due to unacceptable environmental and network conditions. By proactively identifying any issues, Altivon minimizes risk of potentially costly delays in solution deployment. This service ultimately saves time and money by ensuring the communications solution is implemented successfully and on schedule.

Altivon shall work with County's designated point of contact to complete a site survey and network assessment prior to hardware delivery.

- 6.1 Site survey activities may include:
 - 6.1.1 Inspecting equipment and server rooms;
 - 6.1.2 Verifying power requirements;
 - 6.1.3 Checking other environmental specifications; and
 - 6.1.4 Validating wiring/terminations/demarcations.
- 6.2 Altivon shall provide consulting services to assess County's current network environment. Based up this assessment, Altivon shall make recommendations for configuration changes, additional and/or replacement hardware, software, and technical services in order to make the County network ready for VoIP traffic. This includes network QoS (Quality of Service) validation for all sites evaluating components relevant to the CIC deployment including:
 - 6.2.1 chassis switches;
 - 6.2.2 switches;

6.2.3 routers; and

6.2.4 phones.

6.3 The Network Readiness Assessment includes:

6.3.1 Traffic Analysis

6.3.1.1 Review physical and logical network diagrams

6.3.1.2 Review expected call volumes

6.3.1.3 Review traffic aggregation points

6.3.1.4 Determine voice path using the following criteria

6.3.1.4.1 Device is directly connected to a voice device (phone, server, gateway)

6.3.1.4.2 Device is in the physical path between any two voice devices

6.3.1.5 Review existing data traffic flows

6.3.1.6 Determine needs for other critical non-voice traffic

6.3.1.7 Review County provided packet captures

6.3.2 Hardware/Software Review

6.3.2.1 Review physical and logical network diagrams

6.3.2.2 Determine locations of core services, including voice

6.3.2.3 Review all network hardware (chassis, modules, memory) in the voice path

6.3.2.4 Review all device software in the voice path

6.3.2.4.1 IOS version and load

6.3.2.4.2 CATOS version and load

6.3.2.5 Review device logs and interfaces for interface and hardware errors

6.3.3 Configuration Review

6.3.3.1 Review QOS configuration on all network devices, including

6.3.3.1.1 Classification and marking

6.3.3.1.2 Policing and shaping utilized

6.3.3.1.3 Congestion avoidance tools

6.3.3.1.4 Queuing tools

6.3.4 Recommendations

- 6.3.4.1 Provide recommendations for configuration changes to be performed by the County;
- 6.3.4.2 Provide recommendations for new and/or revised hardware to be implemented by the County;
- 6.3.4.3 Provide recommendations for new and/or revised software to be implemented by the County; and
- 6.3.4.4 Provide recommendations for any applicable technical or engineering services to make County network VoIP ready.

7.0 **Base Deployment - Solution Installation & Deployment:**

Altivon shall install, configure, program, and administer the IC system, which includes:

7.1 Server installation per the table below:

- 7.1.1 Includes adding server to County's domain and configuring TCP/IP networking;
- 7.1.2 Installation of IC system software, including:
 - 7.1.2.1 CIC 3;
 - 7.1.2.2 Scheduled Reports;
 - 7.1.2.3 Interaction SIP Proxy;
 - 7.1.2.4 Dialogic HMP;
 - 7.1.2.5 Switchover Server Software;
 - 7.1.2.6 Disaster Recovery CIC Server
 - 7.1.2.7 Media Server Additional Session bundles;
 - 7.1.2.8 Text-to-Speech
- 7.1.3 Installation of all required IC and other patches and/or Service Updates as necessary;
- 7.1.4 Activation of all purchased software options and licenses and verify licenses reflect purchased options;
- 7.1.5 Assisting County with loading of recorded voice prompts;
- 7.1.6 Assisting County with installation of County provided back-up and anti-virus software clients.
 - 7.1.6.1 *It is the County's responsibility to provide any virus protection and backup software, and advice on exclusions. It is not recommended by Altivon that the IC server host virus scanning software but can be a client of such. It is also the County's responsibility to provide the backup destination (SAN/NAS) where the backups shall be created and stored.*
 - 7.1.7 *For additional Details on Servers and overall architecture please see the technical diagrams in Attachment G of this proposal.*

7.2 Trunk/Gateway setup and administration:

7.2.1 PRI/T1 installation and configuration of:

7.2.1.1 Primary Data Centre PRI Connectivity:

- ✦ 2 x 4 Span Mediant 1000 Audiocodes Gateways
- ✦ 1 x 2 Span Mediant 1000 Audiocodes Gateway
- ✦ 1 x 24 Analog Port Audiocodes Gateway

7.2.1.2 Primary Data Centre Nortel Connectivity:

- ✦ 2 x 4 Span Mediant 1000 Audiocodes Gateways
- ✦ 1 x 2 Span Mediant 1000 Audiocodes Gateway

7.2.1.3 Disaster Recovery Primary Data Centre:

- ✦ 2 x 4 Span Mediant 1000 Audiocodes Gateways
- ✦ 1 x 2 Span Mediant 1000 Audiocodes Gateway

7.2.2 Includes time needed for new circuit turn-up testing and troubleshooting of protocol issues, if applicable;

7.3 Dial plan setup;

7.4 Fax setup and configuration of fax resources to support default DID fax processing to appropriately licensed users;

7.5 Report log setup;

7.6 Persistent Message Queuing (PMQ) setup, which includes integration with County's existing SQL database server;

7.7 Test application, including solution components, component integration, call processing and assure configuration is correct and working to County specifications.

8.0 **Base Deployment - County Acceptance Testing Support**

Altivon shall provide functional and technical support for County user acceptance test activities based on the County approved, jointly developed test plan. Altivon and County shall develop and agree on an appropriate Test Plan for the system. County will be required to approve the Test Plan and then upon execution of said Test Plan, accept the system.

8.1 Includes up to two weeks or of onsite assistance provided by one (1) Altivon resources for the following: (to be determined)

8.1.1 County project/testing team training;

8.1.2 Test execution; and

8.1.3 System monitoring and tuning

8.1.4 Resolution of identified issues.

- 8.2 County Acceptance Testing and system acceptance is required prior to the commencement of Training and cutover activities.

Altivon Deliverables include:

- 8.2.1 Test Plan; and
- 8.2.2 Launch/Cutover Actions Log for issues identified during testing.

9.0 STAR Call Center - Solution Design & Development

Altivon provides highly skilled solution designers, engineers, and developers to consult and provision the solution ensuring proper implementation. Altivon shall work with County to design a solution tailored to meet County specific business requirements. To that end, Altivon shall perform the following services:

- 9.1 Conduct discovery and design meetings to determine functional requirements:
- 9.2 Complete Statement of Requirements and Functional Requirements documents for County approval based on discovery and design meeting topics, which include the following:
 - 9.2.1 Agent, Supervisor, and Administrator (end user) and client configuration requirements;
 - 9.2.1.1 Includes roles for CSRs, Supervisors, Managers, Administrators, Quality Managers, and others as appropriate.
 - 9.2.2 Agent, Supervisor, and Administrator (end user) security and access requirements and restrictions;
 - 9.2.3 IVR & Auto Attendant configuration requirements, including the following:
 - 9.2.3.1 Business Hours, After Hours, and Holiday IVR & Auto Attendant schedules
 - 9.2.3.2 Applications for call steering and routing, including callbacks (virtual hold), in queue options and messages, and priority routing.
 - 9.2.3.3 Call flow design and IVR/Attendant applications, including, but not limited to (subject to the statement of requirements and hours allocated):
 - 9.2.3.3.1 Treasurer IVR Application:
 - Callers are greeted by an automated greeting, “press 1 for English or 2 for Spanish.” Provide both English and Spanish menu options.
 - IVR provides a message for callers to please use Internet for information on hours of operation, office location, how to make payments, and payment schedule.
 - IVR available for both English and Spanish. Both provide information on the current tax due.
 - Credit card option allows for caller to enter parcel, 1st half or 2nd half payment option, telephone and zip code. Caller is then transferred to the Official Payments IVR and payment amount with caller data is downloaded to Official Payments via DTMF tones (15 second pause). Official Payments then asks for credit card info and verifies payment information.

Official Payments IVR then provides caller with a confirmation number. Only one transaction allowed per call.

- Callers who “0” out for an agent are transferred to the Treasurer queue (STAR_Treas_DIR) for the next available agent based on skills based routing.

9.2.3.3.2 Assessor Application:

- Callers are greeted by an automated greeting, press 1 for English or 2 for Spanish. English and Spanish callers shall be given further menu options.
- IVR states hours of operation, office location, please use Internet info, satellite office locations, and other miscellaneous information. There is no database lookup.
- Callers who “0” out for an agent are transferred to the Assessor queue (STAR_Assr_DIR) for the next available agent per skills based routing.

9.2.3.3.3 Elections Application:

- Callers are greeted by an automated greeting, press 1 for English or 2 for Spanish. .
- IVR states please use internet information, hours of operation, office locations, and election schedule. At election time Altivon specify’s early satellite voting locations for the public.
- Callers who “0” out for an agent are transferred to the Elections queue (STAR_Elecs_DIR) for the next available agent per skills based routing.
- Basic Screen Pop

9.2.3.3.4 Recorder Applications:

- Callers are greeted by an automated greeting, press 1 for English or 2 for Spanish. English and Spanish callers shall be given further menu options.
- IVR states information is available on the internet, hours of operation, office location, satellite office locations, and other miscellaneous info. There is no database lookup.
- Callers who “0” out for an agent are transferred to the Recorder queue (STAR_Record_DIR) for the next available agent per skills based routing.

9.2.3.3.5 SwitchBoard Application:

- An English and Spanish auto attendant shall be included with the Switchboard.

9.2.3.3.6 Clerk of the Courts – County Service

- Callers will be greeted by an automated greeting in the, press 1 for English or 2 for Spanish. An additional menu option will be also included Electronic Court Records. English and Spanish will be given further menu options on office locations, forms, and office hours.
- Callers who “0” out for an agent are transferred to the Clerk County Services queue (STAR_Cstsvc_DIR) for the next available agent per skills based routing.

9.2.3.3.7 Clerk of the Court –

- Callers will be greeted by an automated greeting in the, press 1 for English or 2 for Spanish. English and Spanish callers shall be given further menu options.
- Callers who “0” out for an agent are transferred to the Family Support queue (STAR_FamSpt_DIR) for the next available agent per skills based routing.

9.2.3.3.8 Clerk of Court - Child Support

- Callers are greeted by an automated greeting which will access the State’s ATLAS system on child support. If there is a problem (or the caller does not have an ATLAS number) the call will be routed to the STAR Call Center.
- IVR shall state callers can expect a longer than normal wait time. There is no database lookup available for the IVR.
- Callers who “0” out for an agent are transferred to the child support queue (STAR_ChdSpt_DIR) for the next available agent per skills based routing.

9.2.3.3.9 Call flows, conditional call routing, skills-based routing, and overflow routing requirements.

9.2.4 Workgroup or queue configuration and requirements, including:

9.2.4.1 ACD;

9.2.4.2 Multi-media;

9.2.4.3 Skills-based routing and agent skill assignments;

9.2.4.4 Period and shift intervals;

9.2.4.5 Service Levels;

9.2.4.6 Agent utilization;

9.2.4.7 Wrap-up or After Call Work;

- 9.2.4.8 Wrap-Up Codes;
- 9.2.4.9 Workgroup specific on hold messages and music;
- 9.2.4.10 Workgroup mailbox;
- 9.2.4.11 Agent statuses (status messages); and
- 9.2.4.12 Supervisor assignments.
- 9.2.5 Interaction Supervisor real time monitoring requirements and metrics;
- 9.2.6 Interaction Supervisor alerting and notification requirements for System and Workgroups;
- 9.2.7 Reporting requirements;
- 9.2.8 CTI applications configuration and requirements, which includes the following:
 - 9.2.8.1 Interaction .Net Client configuration for system end users, including soft phone.

Altivon deliverables include:

- 9.3 Statement of Requirements document; and
- 9.4 Functional Requirements Document based on County's acceptance and approval of Statement of Requirements:
 - 9.4.1 Call Flows;
 - 9.4.2 Custom application documentation; and
 - 9.4.3 Feature/function mapping and system configuration specifics.

County shall provide final approval of Statement of Requirements and Functional Requirements Document prior to Altivon's commencement of installation, development, and system configuration activities.

10.0 STAR Call Center - Solution Installation & Deployment

Altivon shall install, configure, program, and administer the IC system, which includes:

- 10.1 Workstation software installation:
 - 10.1.1 Includes the following client installations and configurations:
 - 10.1.1.1 Interaction Client
 - 10.1.1.2 Interaction Recorder;
 - 10.1.1.3 Interaction Supervisor;
 - 10.1.1.4 Interaction Business Manager;
 - 10.1.1.5 Interaction Report Assistant;
 - 10.1.1.6 Interaction Attendant;
 - 10.1.1.7 Interaction Administrator;

- 10.2 User and Workgroup (queue) configuration:
 - 10.2.1 User setup for department contact center agents and supervisors including:
 - 10.2.1.1 User extension and station setup;
 - 10.2.1.2 User security roles for permissions and feature availability per County requirements; and
 - 10.2.1.3 Configuration and/or migration of user and station information required for setup;
 - 10.2.1.4 Unified Messaging and Fax;
 - 10.2.2 Unified Messaging including fax configured for department users, which includes integration to County's existing mail server;
 - 10.2.3 Workgroup setup for ACD queues, which includes ACD workgroup and call routing requirements as defined in the Statement of Requirements and Functional Requirements Document; and
 - 10.2.4 DID/DNIS setup for all stations and users listed above;
 - 10.2.5 Speed dial training;
 - 10.2.6 Assisting County with loading of recorded voice prompts;
- 10.3 Custom applications:
 - 10.3.1 Configure and develop custom applications as listed above in Solution Design & Development;
- 10.4 Test application, including solution components, component integration, call processing and assure configuration is correct and working to County specifications.

11.0 STAR Call Center - County Acceptance Testing Support

Altivon shall provide functional and technical support for County user acceptance test activities based on the County approved, jointly developed test plan. Altivon and County shall develop and agree on an appropriate Test Plan for the system. County shall be required to approve the Test Plan and then upon execution of said Test Plan, accept the system.

- 11.1 Includes onsite assistance provided by one (1) Altivon resources for the following: (to be determined)
 - 11.1.1 County project/testing team training;
 - 11.1.2 Test execution; and
 - 11.1.3 System monitoring and tuning
 - 11.1.4 Resolution of identified issues.

County Acceptance Testing and system acceptance is required prior to the commencement of Training and cutover activities.

- 11.2 Altivon Deliverables include:

11.2.1 Test Plan; and

11.2.2 Launch/Cutover Actions Log for issues identified during testing.

12.0 Court Call Center and Jury IVR Application - Solution Design & Development

Altivon provides highly skilled solution designers, engineers, and developers to consult and provision the solution ensuring proper implementation. Altivon shall work with County to design a solution tailored to meet County specific business requirements. To that end, Altivon shall perform the following services:

12.1 Conduct discovery and design meetings to determine functional requirements:

12.2 Complete Statement of Requirements and Functional Requirements documents for County approval based on discovery and design meeting topics, which include the following:

12.2.1 Agent, Supervisor, and Administrator (end user)user and client configuration requirements;

12.2.1.1 Includes roles for CSRs, Supervisors, Managers, Administrators, Quality Managers, and others as appropriate.

12.2.2 Agent, Supervisor, Business User and Administrator (end user) security and access requirements and restrictions;

12.2.3 IVR & Auto Attendant configuration requirements, including the following:

12.2.3.1 Business Hours, After Hours, and Holiday IVR & Auto Attendant schedules

12.2.3.2 Applications for call steering and routing, including callbacks (virtual hold), in queue options and messages, and priority routing, and callbacks.

12.2.3.3 Call flow design and IVR/Attendant applications, including, but not limited to (subject to the statement of requirements and hours allocated):

12.2.3.3.1 Jury Application:

○ IVR application shall be touch tone base. It shall be based on entries of the prospective jurors:

- Juror ID (found on the Jury Summons mailed to them),
- Date of Birth

○ Information shall be retrieved from the Jury for Windows application database which includes:

- Location of Service (which court they were summoned to)
- Date of expected service
- Current status

▪ This information is utilized to support the following 4 functions:

- Respond as Qualified for jury services stating they will attend

- Postpone (defer) their jury service for the 1st time (2nd times are allowed but have to go to a jury manager for approval)
 - Hear information about their jury service or jury service in general
 - Transfer to a live operator for further assistance
- Callers are greeted by an automated greeting, “press 1 for English or 2 for Spanish.” English and Spanish callers shall be given further menu options.

Callers who “0” out for an agent are transferred to the corresponding queue for the next available agent based on skills based routing.

- Utilize voice recognition to perform Jury IVR Functions. Including multiple language support for English and Spanish

12.2.3.4 Call flows, conditional call routing, skills-based routing, and overflow routing requirements.

12.3 Workgroup or queue configuration and requirements, including:

12.3.1.1 ACD;

12.3.1.2 Multi-media;

12.3.1.3 Skills-based routing and agent skill assignments;

12.3.1.4 Period and shift intervals;

12.3.1.5 Service Levels;

12.3.1.6 Agent utilization;

12.3.1.7 Wrap-up or After Call Work;

12.3.1.8 Wrap-Up Codes;

12.3.1.9 Workgroup specific on hold messages and music;

12.3.1.10 Workgroup mailbox;

12.3.1.11 Agent statuses (status messages); and

12.3.1.12 Supervisor assignments.

12.3.2 Interaction Supervisor real time monitoring requirements and metrics;

12.3.3 Interaction Supervisor alerting and notification requirements for System and Workgroups;

12.3.4 Reporting requirements;

12.4 Workstation software installation:

12.4.1 Includes the following client installations and configurations:

- 12.4.1.1 Interaction Client
- 12.4.1.2 Interaction Recorder;
- 12.4.1.3 Interaction Supervisor;
- 12.4.1.4 Interaction Business Manager;
- 12.4.1.5 Interaction Report Assistant;
- 12.4.1.6 Interaction Attendant;
- 12.4.1.7 Interaction Administrator;
- 12.4.2 User and Workgroup (queue) configuration:
- 12.4.3 User setup for department contact center agents and supervisors including:
 - 12.4.3.1 User extension and station setup;
 - 12.4.3.2 User security roles for permissions and feature availability per County requirements; and
 - 12.4.3.3 Configuration and/or migration of user and station information required for setup;
 - 12.4.3.4 Unified Messaging and Fax;
- 12.4.4 Unified Messaging including fax configured for department users, which includes integration to County's existing mail server;
- 12.4.5 Workgroup setup for ACD queues, which includes ACD workgroup and call routing requirements as defined in the Statement of Requirements and Functional Requirements Document; and
- 12.4.6 DID/DNIS setup for all stations and users listed above;
- 12.4.7 Speed dial training;

Altivon deliverables include:

- 12.5 Statement of Requirements document; and
- 12.6 Functional Requirements Document based on County's acceptance and approval of Statement of Requirements:
 - 12.6.1 Call Flows;
 - 12.6.2 Custom application documentation; and
 - 12.6.3 Feature/function mapping and system configuration specifics.

County shall provide final approval of Statement of Requirements and Functional Requirements Document prior to Altivon's commencement of installation, development, and system configuration activities.

13.0 Court Call Center and Jury IVR Application - Solution Installation & Deployment

Altivon shall install, configure, program, and administer the IC system, which includes:

- 13.1 Workstation software installation:
 - 13.1.1 Includes the following client installations and configurations:
 - 13.1.1.1 Interaction Client
 - 13.1.1.2 Interaction Recorder;
 - 13.1.1.3 Interaction Supervisor;
 - 13.1.1.4 Interaction Business Manager;
 - 13.1.1.5 Interaction Report Assistant;
 - 13.1.1.6 Interaction Attendant;
 - 13.1.1.7 Interaction Administrator;
- 13.2 User and Workgroup (queue) configuration:
 - 13.2.1 User setup for department contact center agents and supervisors including:
 - 13.2.1.1 User extension and station setup;
 - 13.2.1.2 User security roles for permissions and feature availability per County requirements; and
 - 13.2.1.3 Configuration and/or migration of user and station information required for setup;
 - 13.2.1.4 Unified Messaging and Fax;
 - 13.2.2 Unified Messaging including fax configured for department users, which includes integration to County's existing mail server;
 - 13.2.3 Workgroup setup for ACD queues, which includes ACD workgroup and call routing requirements as defined in the Statement of Requirements and Functional Requirements Document; and
 - 13.2.4 DID/DNIS setup for all stations and users listed above;
 - 13.2.5 Speed dial training;
 - 13.2.6 Assisting County with loading of recorded voice prompts;
- 13.3 Custom applications:
 - 13.3.1 Configure and develop custom applications as listed above in Solution Design & Development;
- 13.4 Test application, including solution components, component integration, call processing and assure configuration is correct and working to County specifications.

14.0 Court Call Center and Jury IVR Application - County Acceptance Testing Support

Altivon shall provide functional and technical support for County user acceptance test activities based on the County approved, jointly developed test plan. Altivon and County shall develop and agree on an

appropriate Test Plan for the system. County shall be required to approve the Test Plan and then upon execution of said Test Plan, accept the system.

- 14.1 Includes onsite assistance provided by one (1) Altivon resources for the following: (to be determined)
 - 14.1.1 County project/testing team training;
 - 14.1.2 Test execution; and
 - 14.1.3 System monitoring and tuning
 - 14.1.4 Resolution of identified issues.

County Acceptance Testing and system acceptance is required prior to the commencement of Training and cutover activities.

Altivon Deliverables include:

- 14.2 Test Plan; and
- 14.3 Launch/Cutover Actions Log for issues identified during testing.

15.0 Planning and Development IVR- Solution Design & Development

Altivon provides highly skilled solution designers, engineers, and developers to consult and provision the solution ensuring proper implementation. Altivon shall work with County to design a solution tailored to meet County specific business requirements. To that end, Altivon shall perform the following services:

- 15.1 Conduct discovery and design meetings to determine functional requirements:
- 15.2 Complete Statement of Requirements and Functional Requirements documents for County approval based on discovery and design meeting topics, which include the following:
 - 15.2.1 Agent, Supervisor, Business User and Administrator (end user)user and client configuration requirements;
 - 15.2.1.1 Includes roles for CSRs, Supervisors, Managers, Administrators, Quality Managers, and others as appropriate.
 - 15.2.2 Agent, Supervisor, and Administrator (end user) security and access requirements and restrictions;
 - 15.2.3 IVR & Auto Attendant configuration requirements, including the following:
 - 15.2.3.1 Business Hours, After Hours, and Holiday IVR & Auto Attendant schedules
 - 15.2.3.2 Applications for call steering and routing, including callbacks (virtual hold), in queue options and messages, and priority routing.
 - 15.2.3.3 Call flow design and IVR/Attendant applications, including, but not limited to (subject to the statement of requirements and hours allocated):
 - 15.2.3.3.1 The IVR application shall be touch tone base and callers will be prompted for permit numbers.
 - 15.2.3.3.2 Information is retrieved from the Accela Automation application database which includes:

- Status of permits
- Scheduling of Inspections
- Inspection Results
- Payments
- General Information

15.2.3.3.3 Callers are greeted by an automated greeting, “press 1 for English or 2 for Spanish.” Currently English callers are given further menu options. The new system shall provide both English and Spanish menu options.

15.2.3.3.4 Callers who “0” out for must be transferred to the corresponding staff and/or department. Call flows, conditional call routing, skills-based routing, and overflow routing requirements.

15.2.4 Workgroup or queue configuration and requirements, including:

15.2.4.1 ACD;

15.2.4.2 Multi-media;

15.2.4.3 Skills-based routing and agent skill assignments;

15.2.4.4 Period and shift intervals;

15.2.4.5 Service Levels;

15.2.4.6 Agent utilization;

15.2.4.7 Wrap-up or After Call Work;

15.2.4.8 Wrap-Up Codes;

15.2.4.9 Workgroup specific on hold messages and music;

15.2.4.10 Workgroup mailbox;

15.2.4.11 Agent statuses (status messages); and

15.2.4.12 Supervisor assignments.

15.2.5 Interaction Supervisor real time monitoring requirements and metrics;

15.2.6 Interaction Supervisor alerting and notification requirements for System and Workgroups;

15.2.7 Reporting requirements;

15.2.8 CTI applications configuration and requirements, which includes the following:

15.2.8.1 Interaction .Net Client configuration for system end users, including soft phone.

15.3 Workstation software installation:

15.3.1 Includes the following client installations and configurations:

- 15.3.1.1 Interaction Client
- 15.3.1.2 Interaction Recorder;
- 15.3.1.3 Interaction Supervisor;
- 15.3.1.4 Interaction Business Manager;
- 15.3.1.5 Interaction Report Assistant;
- 15.3.1.6 Interaction Attendant;
- 15.3.1.7 Interaction Administrator;

15.4 User and Workgroup (queue) configuration:

- 15.4.1 User setup for department contact center agents and supervisors including:
 - 15.4.1.1 User extension and station setup;
 - 15.4.1.2 User security roles for permissions and feature availability per County requirements; and
 - 15.4.1.3 Configuration and/or migration of user and station information required for setup;
 - 15.4.1.4 Unified Messaging and Fax;
- 15.4.2 Unified Messaging including fax configured for department users, which includes integration to County's existing mail server;
- 15.4.3 Workgroup setup for ACD queues, which includes ACD workgroup and call routing requirements as defined in the Statement of Requirements and Functional Requirements Document; and
- 15.4.4 DID/DNIS setup for all stations and users listed above;
- 15.4.5 Speed dial training;

Altivon deliverables include:

- 15.5 Statement of Requirements document; and
- 15.6 Functional Requirements Document based on County's acceptance and approval of Statement of Requirements:
 - 15.6.1 Call Flows;
 - 15.6.2 Custom application documentation; and
 - 15.6.3 Feature/function mapping and system configuration specifics.

County will provide final approval of Statement of Requirements and Functional Requirements Document prior to Altivon's commencement of installation, development, and system configuration activities.

16.0 Planning and Development IVR- Solution Installation & Deployment

Altivon shall install, configure, program, and administer the IC system, which includes:

- 16.1 Workstation software installation:
 - 16.1.1 Includes the following client installations and configurations:
 - 16.1.1.1 Interaction Client
 - 16.1.1.2 Interaction Recorder;
 - 16.1.1.3 Interaction Supervisor;
 - 16.1.1.4 Interaction Business Manager;
 - 16.1.1.5 Interaction Report Assistant;
 - 16.1.1.6 Interaction Attendant;
 - 16.1.1.7 Interaction Administrator;
- 16.2 User and Workgroup (queue) configuration:
 - 16.2.1 User setup for department contact center agents and supervisors including:
 - 16.2.1.1 User extension and station setup;
 - 16.2.1.2 User security roles for permissions and feature availability per County requirements; and
 - 16.2.1.3 Configuration and/or migration of user and station information required for setup;
 - 16.2.1.4 Unified Messaging and Fax;
 - 16.2.2 Unified Messaging including fax configured for department users, which includes integration to County's existing mail server;
 - 16.2.3 Workgroup setup for ACD queues, which includes ACD workgroup and call routing requirements as defined in the Statement of Requirements and Functional Requirements Document; and
 - 16.2.4 DID/DNIS setup for all stations and users listed above;
 - 16.2.5 Speed dial training;
 - 16.2.6 Assisting County with loading of recorded voice prompts;
- 16.3 Custom applications:
 - 16.3.1 Configure and develop custom applications as listed above in Solution Design & Development;
- 16.4 Test application, including solution components, component integration, call processing and assure configuration is correct and working to County specifications.

17.0 Planning and Development IVR- County Acceptance Testing Support

Altivon shall provide functional and technical support for County user acceptance test activities based on the County approved, jointly developed test plan. Altivon and County shall develop and agree on an

appropriate Test Plan for the system. County will be required to approve the Test Plan and then upon execution of said Test Plan, accept the system.

- 17.1 Includes onsite assistance provided by one (1) Altivon resources for the following: (to be determined)
 - 17.1.1 County project/testing team training;
 - 17.1.2 Test execution; and
 - 17.1.3 System monitoring and tuning
 - 17.1.4 Resolution of identified issues.

County Acceptance Testing and system acceptance is required prior to the commencement of Training and cutover activities.

Altivon Deliverables include:

- 17.2 Test Plan; and
- 17.3 Launch/Cutover Actions Log for issues identified during testing.

18.0 Animal Care and Control- Solution Design & Development

Altivon provides highly skilled solution designers, engineers, and developers to consult and provision the solution ensuring proper implementation. Altivon shall work with County to design a solution tailored to meet County specific business requirements. To that end, Altivon shall perform the following services:

- 18.1 Conduct discovery and design meetings to determine functional requirements:
- 18.2 Complete Statement of Requirements and Functional Requirements documents for County approval based on discovery and design meeting topics, which include the following:
 - 18.2.1 Agent, Supervisor, and Administrator (end user)user and client configuration requirements;
 - 18.2.1.1 Includes roles for CSRs, Supervisors, Managers, Administrators, Quality Managers, and others as appropriate.
 - 18.2.2 Agent, Supervisor, Business User and Administrator (end user) security and access requirements and restrictions;
 - 18.2.3 IVR & Auto Attendant configuration requirements, including the following:
 - 18.2.3.1 Business Hours, After Hours, and Holiday IVR & Auto Attendant schedules
 - 18.2.3.2 Applications for call steering and routing, including callbacks (virtual hold), in queue options and messages, and priority routing.
 - 18.2.3.3 Call flow design and IVR/Attendant applications, including, but not limited to (subject to the statement of requirements and hours allocated):

Description
Greeting and Language Selection
Optional Greeting
Main Menu
Bite <i>[MainMenu pick 1, MainMenuClosed pick 1]</i>
Stray Menu <i>[MainMenu pick 2, MainMenuClosed pick 2]</i>
Found or Lost <i>[MainMenu pick 3, MainMenuClosed pick 3]</i>
Found Pet
Lost Pet
Licensed Pet In Shelter <i>[Entry of Tag Number and Person ID]</i>
Pet In Shelter Messages
Animal Cruelty or Inured or Dead <i>[MainMenuClosed pick 4]</i>
License Renewal Information
License Status Information
License Payment
Shelter Locations
Services <i>[MainMenu picks 4 and 5, MainMenuClosed picks 5 and 6]</i>
Surrender
Pets In Media
Spay Day Information
Spay or Neuter Information
Vaccination and Educational Opportunities Information
Outdoor/Ferral Cats and TNR Information
Donations and Volunteering
Outbound Calls
Add To Cart
Authorize <i>[Get credit card info]</i>
Transaction Authorized

18.2.3.4 Call flows, conditional call routing, skills-based routing, and overflow routing requirements.

18.2.4 Workgroup or queue configuration and requirements, including:

18.2.4.1 ACD;

18.2.4.2 Multi-media;

18.2.4.3 Skills-based routing and agent skill assignments;

18.2.4.4 Period and shift intervals;

18.2.4.5 Service Levels;

- 18.2.4.6 Agent utilization;
- 18.2.4.7 Wrap-up or After Call Work;
- 18.2.4.8 Wrap-Up Codes;
- 18.2.4.9 Workgroup specific on hold messages and music;
- 18.2.4.10 Workgroup mailbox;
- 18.2.4.11 Agent statuses (status messages); and
- 18.2.4.12 Supervisor assignments.

18.2.5 Interaction Supervisor real time monitoring requirements and metrics;

18.2.6 Interaction Supervisor alerting and notification requirements for System and Workgroups;

18.2.7 Reporting requirements;

Altivon deliverables include:

18.3 Statement of Requirements document; and

18.4 Functional Requirements Document based on County's acceptance and approval of Statement of Requirements:

18.4.1 Call Flows;

18.4.2 Custom application documentation; and

18.4.3 Feature/function mapping and system configuration specifics.

County shall provide final approval of Statement of Requirements and Functional Requirements Document prior to Altivon's commencement of installation, development, and system configuration activities.

19.0 Animal Care and Control- Solution Installation & Deployment

Altivon shall install, configure, program, and administer the IC system, which includes:

19.1 Workstation software installation:

19.1.1 Includes the following client installations and configurations:

19.1.1.1 Interaction Client

19.1.1.2 Interaction Recorder;

19.1.1.3 Interaction Supervisor;

19.1.1.4 Interaction Business Manager;

19.1.1.5 Interaction Report Assistant;

19.1.1.6 Interaction Attendant;

19.1.1.7 Interaction Administrator;

- 19.2 User and Workgroup (queue) configuration:
 - 19.2.1 User setup for department contact center agents and supervisors including:
 - 19.2.1.1 User extension and station setup;
 - 19.2.1.2 User security roles for permissions and feature availability per County requirements; and
 - 19.2.1.3 Configuration and/or migration of user and station information required for setup;
 - 19.2.1.4 Unified Messaging and Fax;
 - 19.2.2 Unified Messaging including fax configured for department users, which includes integration to County's existing mail server;
 - 19.2.3 Workgroup setup for ACD queues, which includes ACD workgroup and call routing requirements as defined in the Statement of Requirements and Functional Requirements Document; and
 - 19.2.4 DID/DNIS setup for all stations and users listed above;
 - 19.2.5 Speed dial training;
 - 19.2.6 Assisting County with loading of recorded voice prompts;
- 19.3 Custom applications:
 - 19.3.1 Configure and develop custom applications as listed above in Solution Design & Development;
- 19.4 Test application, including solution components, component integration, call processing and assure configuration is correct and working to County specifications.

20.0 Animal Care and Control- County Acceptance Testing Support

Altivon shall provide functional and technical support for County user acceptance test activities based on the County approved, jointly developed test plan. Altivon and County shall develop and agree on an appropriate Test Plan for the system. County shall be required to approve the Test Plan and then upon execution of said Test Plan, accept the system.

- 20.1 Includes onsite assistance provided by one (1) Altivon resources for the following: (to be determined)
 - 20.1.1 County project/testing team training;
 - 20.1.2 Test execution; and
 - 20.1.3 System monitoring and tuning
 - 20.1.4 Resolution of identified issues.

County Acceptance Testing and system acceptance is required prior to the commencement of Training and cutover activities.

Altivon Deliverables include:

20.2 Test Plan; and

20.3 Launch/Cutover Actions Log for issues identified during testing.

21.0 **Training, Education, & Knowledge Transfer**

Our training services provide Countys the tools and understanding needed to continue to monitor, gather, interpret, troubleshoot, and utilize Contact Center performance results after integration. These services help to integrate the IC solution into the standard operations of the County’s environment.

All training sessions shall be held at the TBD site. County is responsible for providing the appropriate training room setup.

Soft copy documentation (as PDF files), including “Quick Start” guides, user guides and reference guide, shall be provided by Altivon. Additional customized or County-specific training materials, handouts and other documentation is the County’s responsibility, unless otherwise contracted with Altivon. County is also responsible for the printing of any hard copy documentation required.

22.0 **System Training**

Altivon shall cover the following System Administration topics in interactive, informal knowledge transfer sessions for *up to four (4) Administrators*. This includes *one (1) session*. The training sessions shall be conducted prior to system production operation or cutover.

Each System Administrator is required to attend both a Supervisor and End User training session.

22.1 System configuration options;

22.2 User and Station Administration;

22.3 Managed Phone configuration and settings;

22.4 DID and DNIS routing and configuration;

22.5 Agent/Workgroup/Call Center/ACD Administration;

22.6 Interaction Client configuration options;

22.7 Interaction Supervisor configuration options;

22.8 Remote User configuration and login options;

22.9 Real Time system performance monitoring and alerting;

22.10 System Report generation and interpretation;

22.11 Interaction Recorder configuration and administration (Quality monitoring);

22.12 Switchover administration;

22.13 Media & Proxy server configuration and administration;

22.14 Gateway configuration and administration;

22.15 Auto Attendant and IVR administration;

22.16 Auto Attendant schedule administration;

22.17 CTI administration, as applicable;

- 22.18 Interaction Marquee administration;
- 22.19 User license administration;
- 22.20 System and database collection , storage, and retention principles;
- 22.21 System and database backup requirements and recommendations;
- 22.22 Anti-virus configuration, settings, and scanning on IC system servers; and
- 22.23 Best practices for system operation and maintenance.

Client Installation Training, including Interaction Client, Interaction Supervisor, Supervisor Plug-ins, and Administrative applications shall be performed as part of the system installation and deployment.

23.0 **Supervisor & QM (Recorder) Training**

Altivon shall cover the following topics in structured classroom training sessions for up to 14 Supervisors. This includes as many as four (4) *sessions*. The first two of the four training sessions shall be conducted prior to production system operation or cutover. The second two sessions shall be conducted after the first week of production system operation.

Each Supervisor is required to attend an Agent or end user training session.

- 23.1 Review of contact center operation and terminology;
- 23.2 Instruction on Automatic Call Distribution (ACD) report generation;
- 23.3 Interpretation of ACD report data;
- 23.4 Consultation on use of ACD reports to maximize the contact center operation;
- 23.5 Administration of Alerts and Thresholds and notifications;
- 23.6 Supervisor client operation and features;
- 23.7 Supervisory message creation and management;
- 23.8 User and workgroup monitoring;
- 23.9 Supervisor Agent-Assist functions;
- 23.10 User and workgroup administration and changes (e.g., skill changes, name changes);

24.0 **Train-The-Trainer & End User Training**

Train the trainer for Interaction Client shall include up to five (3) x 2 hour session for up to 10 trainers. The topics covered shall include the following:

- 24.1 Basic phone features;
- 24.2 Phone Feature specific buttons;
- 24.3 Phone Display features, uses and programming;
- 24.4 Phone System specific features as requested;
- 24.5 Headset usage with IP phones;

- 24.6 Interaction Client Software Use;
- 24.7 Interaction Client Software Configuration;
- 24.8 Presence Management;
- 24.9 Queue call processing, as applicable;
- 24.10 Callback request processing, as applicable;
- 24.11 Email and Web Chat processing, as applicable;
- 24.12 Viewing queue and agent status and statistics, as applicable;
- 24.13 TUI access and options;
- 24.14 Voice mail access & message retrieval;
- 24.15 Initial setup of password and name;
- 24.16 Personal and Agent greetings/personal prompts recording and activation;
- 24.17 Personal Rules setup and use;
- 24.18 Remote login options.

25.0 **Cutover Support**

This activity provides onsite administrator, supervisor, and end user support for the initial production system operation for *a single Monday to Thursday cutover or go-live*. Cutover support includes:

- 25.1 Onsite Administrator and troubleshooting support for the first *two (2) days* of initial production system operation.
- 25.2 Onsite End-User Floor Support to assist supervisors and end users for the first *two (2) days* of initial production system operation. Altivon shall provide resources in the two call centre locations.
- 25.3 Confirming that the system design is operating according to County requirements and making system configuration changes as necessary.
- 25.4 Troubleshooting any design, operational, monitoring and/or reporting issues not uncovered during testing.

26.0 **County Responsibilities**

The following are explicitly the County's responsibility prior to and during the installation and implementation of the IC system.

27.0 **Site Readiness**

- 27.1 It is the County's responsibility to review and complete the Site Readiness Checklist(s) and to confirm that each site is ready for arrival of the Altivon's implementation team. The completed Site Readiness Checklist(s) must be returned by the agreed date as indicated on the Project Plan, or at least seven (7) days prior to the scheduled onsite installation.
 - 27.1.1 All preparation work associated with the Site Readiness Checklist(s) must be completed by the same agreed upon date.

- 27.1.2 Failure to complete the checklist within this timeframe, inaccurate signoff on items, or items not in place by the agreed upon date of the installation, will hinder the ability of Altivon to adhere to the schedule and project plan and will result in re-scheduling of the installation, requiring a Change Order with its associated fees and additional costs.
- 27.2 Complete system data-configuration survey provided by Altivon, which may include but is not limited to the following: Matching extensions and DID numbers with users; Defining user and station classes of service (COS); Determining button features; Defining call coverage; ACD workgroups; and call restrictions for stations.
 - 27.2.1 Any administrative user/workgroup changes not provided in the User Worksheets or at time of original import will be the responsibility of the County. Once Administrator Training has been completed, County will be responsible for all Administration type changes. Any changes to Call Flow or IVR/Attendant applications not provided on the County's original approved Call Flow, will be the responsibility of the County.
- 27.3 Provide station layout floor plan including: Extension, Jack number, User name, and computer name.

28.0 Hardware

- 28.1 County provided equipment must conform to the minimum specifications as provided by Altivon's Project Manager. County must review equipment and configuration with Altivon and obtain Altivon's approval before purchase.
- 28.2 It is the County's responsibility to inform Altivon of any changes in County acquired hardware prior to commencement of this Project.
- 28.3 County is responsible for the installation and configuration of any hardware (servers, gateways, IP phones, headsets, etc) purchased by County through a 3rd party vendor. This includes the hardware, hardware support, and troubleshooting of any issues related to this hardware. Altivon may provide Technical Services for troubleshooting 3rd party vendor hardware issues according to current billable rates and terms.
- 28.4 County is responsible for any headset compatibility, testing, and troubleshooting for any headsets not purchased from Altivon. Altivon shall assist County in troubleshooting issues with headsets included on the Testlab compatibility list if used with a soft phone application. Altivon may provide Technical Services for troubleshooting 3rd party vendor hardware issues according to current billable rates and terms.
- 28.5 County is responsible for providing all required hardware and software not explicitly identified in this agreement. Altivon has made best efforts at identifying all required hardware (servers and workstations) to be provided by County for the system to operate to desired scale and functionality. Occasionally minor equipment requirements are not specifically identified (e.g. cables, monitors, etc) in this document but are essential or recommended to be a part of the overall system. In such event, Altivon shall notify County as soon as it is a known requirement.
- 28.6 County is required to provide and fulfill all network, server, and workstation requirements according to current system manufacturer documentation.

29.0 Environment

- 29.1 County agrees to provide and maintain a proper physical environment for all IC system hardware and equipment, which includes:
 - 29.1.1 Standard 19-inch, 4-post rack or cabinet for mounting IC system equipment;
 - 29.1.2 Monitor, keyboard, and mouse connections via a KVM switch to all IC system servers;

- 29.1.3 Sufficient Uninterruptible Power Supply (“UPS”); and
 - 29.1.4 A ventilated server room that will maintain a temperature of 70°F/21°C or less.
 - 29.2 Cables and cabling (outside of patching IC servers and equipment with County provided patch cables) and connection of stations/channel banks to “house” wiring. “House” frame must be in place and near IC server installation location. It is the County’s responsibility to guarantee the house wiring has been tested and is fully certified to function.
 - 29.3 County is responsible for ensuring all IP phone stations are cabled with CAT5 or better cabling and that all such cabling is connected to network patch panels and network data switches.
 - 29.4 County is responsible for the repair or replacement of any wiring and/or cabling that does not meet Altivon requirements. Deficiencies shall be documented and provided by Altivon to County after the Site Survey.
 - 29.5 County ensures the proper training facility and environment is provided and ready before onsite training commences;
 - 29.6 County will provide a safe and secure work environment;
- 30.0 Data & Voice Network**
- 30.1 County will provide the necessary voice and data network infrastructure to implement and utilize the system.
 - 30.2 County is responsible for providing and documenting an infrastructure (gateways, switches, routers, data/voice lines) that supports VoIP (Voice over IP) and proper QoS (Quality of Service) across all sites. County will provide Altivon with QoS validation from a VoIP/SIP network readiness assessment and certification from a reputable third party unless otherwise contracted with Altivon to provide such service. The infrastructure and assessment documentation must be provided to Altivon’s Project Manager as specified in the mutually agreed upon and County approved project plan.
 - 30.3 County is responsible for coordinating and providing all local utilities, local and long-distance services, and data or network services. This includes the coordination and management of the installation and activation of any new data and/or voice trunks or circuits in conformance to provisioning standards provided by Altivon. County is responsible for managing all Telecom/Data communication line orders, installations, changes, and their associated vendors.
 - 30.4 County is responsible for ensuring that any circuits connecting the IC system to the PSTN conform to IC provisioning standards as documented by the manufacturer.
 - 30.5 County is responsible for providing the persistent availability of a TCP/IP network and WAN (as applicable).
 - 30.6 County is responsible for providing the persistent availability of the following:
 - 30.6.1 Microsoft Windows 2000/2003/2008 Active Directory.
 - 30.6.2 Microsoft Exchange or Lotus Notes or GroupWise messaging server configured according to requirements provided by Altivon and current system manufacturer documentation.
 - 30.6.3 Microsoft SQL database servers to serve as the IC system data repository configured according to requirements provided by Altivon and current system manufacturer documentation. The following SQL databases/database instances are required and expected to be provided by County:

30.6.3.1 CIC Production SQL Database

30.6.3.2 Test CIC SQL Database

- 30.7 For any IP hard phone deployment, County assumes responsibility of defining, standardizing, documenting, and implementing IP hard telephones for deployment to all intended stations. This may include configuring DHCP servers to automatically update DNS host and pointer resource records when a device requests an IP address, and deployment of phone configuration files via FTP or TFTP server.
- 30.8 County is responsible for ensuring County network is virus free. It is the County's responsibility to install any virus protection software, setup exclusions, and scan the server for viruses per County's schedule and method. It is not recommended by Altivon that the IC server host virus scanning software but can be a client of such.
- 30.9 General network troubleshooting and optimization is considered to be the County responsibility.
- 30.10 Desktop set-up, connectivity and optimization are considered to be the County responsibility.

31.0 Access

- 31.1 County will provide Altivon with unencumbered access to servers and workstations for the installation of software.
- 31.2 County is required to provide Altivon a domain user account with administrative permissions to all IC system servers and components.
- 31.3 County is required to provide Altivon an unrestricted and always available method of remote access to the IC system through Citrix or Microsoft Remote Desktop via County's VPN.

32.0 Project, Project Management, & Resource Responsibilities

- 32.1 County agrees to recognize Altivon's Project Manager as the primary point of contact for this project. All issues or concerns must be directly communicated to Altivon's Project Manager who shall address all issues and then forward to the appropriate resource for resolution.
- 32.2 Altivon's Project Manager shall communicate with the appointed Project Lead for County on this project. County's designated point of contact will be responsible for all project management associated with Project Plan tasks assigned to County's internal staff, vendors, and/or consultants. County is responsible for all hardware, software, and services provided by other consultants or third party vendors that may also be involved with the project.
- 32.3 The participation and commitment of the County project team during the project is critical to its success. County will assign appropriate staff and resources to participate fully throughout this project. This participation and involvement will include assigned tasks to team members as outlined in the Project Plan. County resource requirements and responsibilities include:
 - 32.3.1 Designating technical contact(s) with understanding of County's voice and data network and ensure that technical contact(s) is/are available to Altivon's consultants and Project Manager throughout the course of the project.
 - 32.3.2 Providing PBX technical support, programming, and configuration for any integration with County's PBX or 3rd Party voice system.
 - 32.3.3 Providing a qualified development engineer/programmer versed in the County's application(s) during any screen pop, custom application development, and third party systems/application integration portion of this implementation. The timing of this portion of the project shall be defined in the kickoff meeting and part of the project plan.

- 32.3.4 Managing County's own help desk process (or similar function) during the Cutover/Go Live. County will be responsible for scheduling County resources to staff the help desk, unless otherwise contracted with Altivon.
- 32.3.5 Jointly develop and execute a User Acceptance Test plan with Altivon and provide feedback to Altivon within a mutually agreed to time frame per the Project Plan.
- 32.3.6 Providing resources to test the hardware and software for full functionality and configuration.
- 32.3.7 Participating in Training per the Training and Project Plans.
- 32.3.8 County's network administrator, infrastructure administrator, database administrator, telephony system administrator, and help desk team are expected to be available onsite during Go Live/Cutover.
- 32.3.9 Providing resources for recording voice announcements and auto attendant prompts not included in the base software.
- 32.4 Provide Altivon, in writing, with any network and/or facility security requirements, procedures, and/or guidelines that Altivon's resources are expected to follow and/or adhere to.
- 32.5 Provide a list of authorized representatives for post-implementation support.
- 33.0 **Other**
 - 33.1 County is responsible for licensing compliance for all software programs, including but not limited to, any new or pre-existing software program to which the IC system may make use or connect.
 - 33.2 On-going maintenance and adhering to manufacturer and Altivon recommended Best Practices is the County's responsibility, unless otherwise contracted with Altivon.

EXHIBIT B-2**SERVICE LEVEL AGREEMENT**

The Customer Support Services contained in this Exhibit B-2 are a part of the Contract number 10065-RFP dated December 1, 2010 (“Agreement”) between **Maricopa County** (“Customer”) and **Altivon LP** doing business as **Altivon** (“Seller”). The following services apply to Interactive Intelligence, Inc Products purchased as listed in Exhibit B – Statement of Work (SOW), Exhibit B-3 and detailed in Pricing Exhibit A and A1,

- 1.0 **First Level Support:** Seller will provide First Level Support services as may be reasonably necessary to keep the Customer Interaction Center (CIC) (“System”) operating in good working order. Seller will provide the single point of contact for Customer. Seller (Customer Care Center) should be notified immediately when a problem is identified as a System problem.
- 1.1 **Service Level Priorities:** The following are the minimum service level priorities that Seller will assign as First Level Support:
- 1.1.1 **Severity 1 (System Down):** Emergency – System down/unable to run. Customer has a total system failure. Customer cannot conduct normal business operations, they have a high sense of urgency with respect to resolving the issue and they cannot circumvent the issue.
- 1.1.2 **Severity 2 (Severe Production Issue):** Severe impact on the application. Customer is able to run the system, but the incident being reported severely impacts the “usability” of the system. Customer’s ability to conduct normal business operations is severely impeded, they have a high sense of urgency with respect to resolving the issue and they cannot circumvent the issue.
- 1.1.3 **Severity 3 (Modest Impact):** Modest impact on the application. Customer’s reported issue is a cause for concern, however the application is largely functional. These issues impact Customer’s operation and should be corrected in a timely manner.
- 1.1.4 **Severity 4 (System Inquiry):** Customer’s reported incident is actually an inquiry, a documentation error or minimal defect in the system. These issues barely impact Customer’s operation.
- 1.2 **Response:** Response is defined as confirmation to Customer of Seller’s receipt of a problem report or service request and establishment of a trouble ticket. Customer shall designate an authorized contact for confirmation of problem reports and service requests. Severity Level of the problem report or service request will be discussed and acknowledged by both the assigned Seller support personnel and Customer’s authorized contact.
- 1.2.1 **Business Hours Response:** Seller will acknowledge the receipt of a problem report to Customer’s authorized contact within one (1) hour of the initial report, regardless of Severity Level.
- 1.2.2 **Non-Business Hours Response:** Seller will acknowledge the receipt of a problem report to Customer’s authorized contact within one (1) hour of the initial report for problems designated by Customer as Severity Level 1 and 2.
- Problem reports for problems designated by Customer as Severity Level 3 and 4 will be acknowledged to Customer’s authorized contact within one (1) hour of the start of the next business day.
- 1.3 **Problem Resolution:** Seller will take all necessary steps to resolve all System problems in a timely manner based on the Severity Level of the problem. Problem resolution is defined as:
- 1.3.1 The problem is corrected; or
- 1.3.2 When a work-around has been identified and agreed to by Customer.

- 1.4 **1.4 Problem Escalation:** Seller will escalate technical issues to Interactive Intelligence’s Support Services for Level 2 support on all issues that Seller is not able to readily resolve. Seller will manage the priority level within Interactive Intelligence’s Support Services Group based on the Severity Level. Seller is responsible for CIC problem resolution and will remain Customer’s first point of contact for all issues including those escalated to Interactive Intelligence.

2.0 Support and Maintenance Definitions:

- 2.1 **Maintenance Services:** Service and repairs as may be reasonably necessary to keep the System operating in good working order. Maintenance shall include the labor, software recoding, supported hardware and parts required to repair or replace equipment that has become defective through normal wear and usage. Maintenance services are available during business hours and non-business hours.
- 2.2 **Remote Control Access/Monitoring:** Remote Control Access to provide a means to enable Seller support personnel to remotely access or monitor Customer’s server(s) via Virtual Private Network (VPN) to Customer’s network on which the System(s) reside. This diagnosis includes support up to the point that it is determined that the problem is hardware or custom software related. Any support beyond that point for hardware repair/replacement or custom software problem resolution is covered as defined in Section 3.0.
- 2.3 **Support of Prior Releases and Versions:** Subject to Coverage Period, Seller will provide software support for prior release or version for 4 years from the date of last ship of such software as determined by manufacturer. After which, support for prior release or version will be available solely at Seller’s discretion which may be billed on a time and materials basis at Seller’s then current labor rates and such support excludes escalation of reported problems to manufacturer

3.0 Penalties for Non Performance

Penalties for Non-Performance, this attachment sets forth the specific service levels required for performance measurement and the agreed penalties. Altivon “Vendor” shall make monthly reports to the Maricopa County for all service levels and performance measures during the previous thirty (30) days. Exhibit B– Statement of Work (SOW), Exhibit B-3 Response Matrix, and detailed in Pricing Exhibit A and A1, Altivon is required to implement and monitor metrics associated with the SLA and meet customer service performance standards; specifically those that define service and response times. Unless otherwise specified and agreed in writing between Altivon and Maricopa County, the reporting period for each of these areas will be thirty (30) days.

- 3.1 **Penalties for Non-Performance:** As the service levels stated below are critical to customer satisfaction, non-performance to the service levels expected which are defined as certain delays or failures to meet the standards set under this agreement, will result in specific penalties for non-performance. The penalties for non-performance of the service levels specified will constitute a pro-rated credit and/or refund as described in section 3.5 of this document. Exhibit B Statement of Work (SOW), Exhibit B-1 Project Plan, Exhibit B-2 Service Level Agreement, Exhibit B-3 Response Matrix, Altivon Proposal and detailed in Pricing Exhibit A and A-1, A-2, and A-3; or of the cost of ad-hoc MAC requests, whichever is applicable according to the details below.

3.2 Response Requirement Metric

- 3.3 Definition: This measures the percentage of maintenance and repair service calls where the response requirement matches the actual response times.

- 3.1.1 In accordance with the requirements of Exhibit B – Statement of Work (SOW), Exhibit B-3 Response Matrix, and detailed in Pricing Exhibit A and A1, Response Requirements, the requirements below will be monitored and documented continuously by Altivon and reported to Maricopa County in a format suitable for mutual review every thirty (30) days in order to calculate and assess Altivon/Interactive Intelligence (InIn) service level achievement for the previous thirty (30) days:

- 1) Within one (1) hour for any “Severity 1 & 2” disruption in the core
- 2) Within two (2) hours for any “Severity 1 & 2” disruption in any department Countywide
- 3) Within twenty-four (24) hours, starting on the next business day, for “Severity 3 & 4” disruption or for disruptions defined by Maricopa County other than major. Severity 3 & 4 incidents are to be reported to Contractor via the Contractor’s Customer Care Web Portal only. Other methods used to open a Severity 3 & 4 ticket, such as phone call, fax or email is not acceptable.

3.4 Method of Calculation:

Monthly Response Requirements Average =
--

Total number of responses during the previous thirty (30) days where Response Requirements were met.
 -----Divided by -----
 Total number of responses during the Previous thirty (30) day period.

3.5 Service Level: Meet 99% of requirements by department.

3.6 Penalty for Non-Performance: Percentage below 99% will be used to calculate the Discounted rate for the next monthly billing period.

Yearly Examples:

Altivon met 98% Performance for the 30 day period = \$1,000 credit of the Yearly Base Price

Altivon met 97% Performance for the 30 day period = \$2,000 credit of the Yearly Base Price

Altivon met 96% Performance for the 30 day period = \$3,000 credit of the Yearly Base Price

- *Equals section 3.0.1 of Exhibit A divided by 12*

3.7 Penalty for Non-Performance continued

Discounted rate will be capped at a "Not to Exceed" five percent (5%) unless performance metrics fall below 96% of requirements for three (3) consecutive months. *See Section 3. "Cap and Trigger" below.*

3.8 Source of Data: Altivon’s trouble ticket system. County may provide Data to validate out of their Help Desk monitoring system.

4.0 Cap and Trigger

4.1 Though the penalty for non-performance of Response Requirements will be capped at a "Not to Exceed" percentage of \$3,000 for the credit applicable to the annual price for Support of the systems proposed and installed as described in Exhibit B – Statement of Work (SOW), Exhibit B-3 Response Matrix and detailed in Pricing Exhibit A and A1 of this SLA "Penalty for Non-Performance": If Altivon fails to perform required service levels up to the capped percentage of 5% below the Service Level Requirement of 99%, where service levels have fallen below 96% for three (3) consecutive thirty (30) day periods, this will Trigger an automatic and permanent credit to the County of an additional \$1,000 off of the Annual Base Price of the per year price the County pays for the rest of the contract term. This will result in a New Annual Base Price for Maintenance, Repair and Customer Service of the systems proposed and implemented as described in Exhibit B – Statement of Work (SOW), Exhibit B-3 Response Matrix, and detailed in Pricing Exhibit A and A1. Notwithstanding the foregoing, in no event shall the \$1,000 automatic and permanent credit to the County be triggered more than two (2) times in any given calendar year.

4.2 This New Annual Base Price will be in effect from the fourth month onward for the duration of the term of the contract. This New Annual Base Price will become the New Annual Base Price for

SERIAL 10065-RFP

Maintenance, Repair and Customer Service from which the monthly price of service for the next annual period is calculated. The monthly price during the next annual period shall equal the New Annual Base Price plus 5% or CPI, whichever is less.

- 5.0 Any MAC (Move/Add/Change) quote requests shall be turned in within five (5) business days. Reasonable requests for additional time shall be permitted based on size and complexity of the MAC being requested. After request for additional time, Maricopa County shall provide a five (5) day warning prior to invoking a penalty.
- 6.0 If there are any Altivon provided hardware and/or software failures which causes a "Severity 1" service disruption greater than 60 minutes accumulative within any given 12 month period; the above stated service level penalties in section 3.5 will apply.

EXHIBIT B-3
RESPONSE MATRIX



10065-EXHIBIT B-3
.pdf

EXHIBIT C

SOFTWARE LICENSE AND MAINTENANCE AGREEMENT



10065-Exhibit C.pdf

10065 EXHIBIT C-1

MARICOPA COUNTY SUPPORT PROCESS DIAGRAM

Insert workflow- (to be created post implementation)

ALTIVON L.P., PMB 166, 4570 AVERY LANE SE, SUITE C, LACEY, WA 98503

PRICING SHEET: 9068401, 90684

Terms: NET 30

Vendor Number: W000017668 X

Telephone Number: 602/797-4000 **1760**

Fax Number: 602/797-1001

Contact Person: ~~Bob Van Peursem~~ **Jami Fiorito**

E-mail Address: bob.vanpeursem@altivon.com jami.fiorito@altivon.com

Certificates of Insurance Required

Contract Period: To cover the period ending **December 31, 2015 2020.**