



New Implementation Service Packages Offer Sheet

CMS/BCMR – New Installations

CMS

Avaya Global Services offers three comprehensive services packages to cover the level of service required to fully implement a CMS Solution.

The **Industry Standard Package** includes project management support and a site survey based on the specified deliverables. Avaya will perform software programming, including system programming, and provide hardware implementation.

The **Full Service Package** includes all of the activities listed in the Industry Standard package plus DNS, Network Printer and CMS and PBX Link Administration.

The **Premium Service Package** includes all of the activities listed in the Full Service package plus implementation for up to 8 ACDs, Work Force Management Real and Historical, and External Call History (ECH).

BCMR

Avaya Global Services offers three comprehensive services packages to cover the level of service required to fully implement a BCMR Solution.

The **Industry Standard Package** includes project management support and a site survey based on the specified deliverables. Avaya will perform software programming, including system programming, and provide hardware implementation.

The **Full Service Package** includes all of the activities listed in the Industry Standard package plus BCMR Client Installation, BCMR Wallboard Customization, and BCMR Reports Training.

See grid under Offer Package Comparison for a complete list of deliverables.

AVAYA DELIVERABLES

New CMS Implementation Packages

Below is a list of services for CMS Packages for New CMS Bundled Implementations.

Project Management

Avaya will designate an individual responsible for overseeing the project. Once the contract is signed, this individual will be the single point of contact (SPOC) for all issues related to system implementation. The SPOC will direct implementation to support installation and the scheduled in-service date.

The Avaya project manager will:

- Project plan and milestone schedule
- Environmental specifications provided to Customer
- Hardware delivery and inventory coordination

- ♦ Change request management
- ♦ Routine project status meetings
- ♦ Project closure meeting

Solution Preparation

Site Survey

Avaya will work with Customer's single point of contact (SPOC) to complete a site survey prior to hardware delivery.

Site survey activities may include, but are not limited to, the following:

- ♦ Inspecting equipment room
- ♦ Verifying power requirements
- ♦ Checking other environmental specifications
- ♦ Validating wiring/terminations/demarcations



Customer will receive a list of deficiencies, if any, and will be informed of the Avaya site-readiness decision (go/no go).

Solution Design & Development BCMR Integration/Provisioning

(required service)

Avaya will remotely:

- Verify BCMR server installation by checking software configuration, modem access, and BCMR/switch link.
- Verify system operation by pulling up real-time and historical reports via client application installed on BCMR server.

CMS Integration/Provisioning (required service)

Avaya will remotely install the operating system and CMS application on the specified CMS platform. This task includes:

- Automatic Call Distribution (ACD) setup
- Administration of customer-specific configuration
- Migrating admin data (upgrades only)
- Linking to PBX

LAN connectivity will be validated via "ping test" from the server to the default gateway assigned by Customer. Upon completion, the system will be released to Customer for site-specific administration and system setup.

Avaya will confirm and activate right-to-use (RTU) software licenses if applicable.

Activities may include, but are not limited to:

- Conduct discussion with Account Team regarding current contact center environment, and client goals and objectives for the Avaya solution.
- Gain a thorough understanding of the client's business strategy, goals, and expectations to maximize their investment.
- Review client prerequisites.
- Review any recent significant changes in traffic, staffing, or technology.
- Identify elements of existing contact center, contact center technology and operations to be evaluated.

CMS and PBX Link Administration

Avaya CSI offer a remote turnkey CMS and PBX link administration service from a Network interface (NIC) card in the Avaya CMS to the CLAN card (TN799 D) in the Avaya PBX. The Switch Processor Interface [SPI] Link is the literal link between the CMS & PBX.

For software only switches that do not require CLAN cards (such as the S8300 and S8500), the required link administration between the PBX and the CMS will be completed.

Note: Additional connections to other ACD's on the same CMS will incur an additional charge. The CMS interface supports up to 8 ACD's per CMS.

Avaya CSI Deliverables

Avaya will remotely:

- Provide a turnkey integration between the CMS and either local or Remote ACD's.
- Implement any necessary routing statements in the CMS and the PBX.
- Identify, in agreement with "customer", all specific requirements and schedule the dates for the CLAN Implementation.
- Configure the CLAN card in the PBX and the NIC card in the CMS per the customer's specifications.

Customer Pre-Qualifications

- Implementation is on CMS versions r3v9 and higher
- The PBX version must be R3V9 or higher
- The CLAN must be installed at the customer location by crossover cable or via the customers LAN. Connections to a remote customer locations must be via the customers internal WAN
- Remote access to CMS server and to each PBX must be provided.
- Signed Avaya CSI Statement of Work
- Customer IP Address(es) for CLAN Card(s) and for NIC card in CMS.
- CMS ACD Interface has been configured for each ACD added to the CMS.

Note: All data connections from the CMS server to the specific CLAN must be Ethernet. Serial connectivity is not available for these applications.

CMS Network Printer Interface



The CMS Network Printer Interface provides an application on the CMS to facilitate printing information from the CMS server to a TCP/IP network connected printers. Installation includes set-up of the interface and scripts to assist in administering the interface with TCP/IP network connected printers. At the time of software delivery, up to ten TCP/IP network connected printers may be administered at no additional cost.

NOTE: Purchase of these interfaces/packages includes the one time activation RTU cost. These applications are licensed and supported for the CMS hardware and CMS software version where originally installed. Upgrades or migrations to subsequent CMS versions will require re-authorization and are subject to a additional RTU cost. These interfaces are the intellectual property of Avaya and CSI and cannot be copied to other CMS servers by individuals outside of Avaya CSI.

Avaya CSI Deliverables

Avaya will remotely:

- ◆ Work with Customer to identify all requirements.
- ◆ Work with Customer to develop project schedule.
- ◆ Download NWP interfaces and support scripts to Customer's CMS server.
- ◆ Administer up to 10 printers or printer/server combinations.
- ◆ Provide Customer with instructions for using printer administration scripts.

CMS Dynamic Name Service (DNS)

Avaya CSI offer for administration on the CMS to turn up Dynamic Name Service [DNS].

Avaya CSI Deliverables

Activating DNS on the CMS allows the most common usage of administering printers on the Customer's Network without the need to have the printer assigned a static IP-address.

Avaya will remotely:

- ◆ Set up and administer Customer-provided node name and TCP/IP addresses on CMS platform.
- ◆ Test DNS to verify lookup capability.
- ◆ Activate DNS on Customer's CMS server.

Customer Pre-Qualifications

The Customer must furnish a minimum of two DNS Server's node name and IP-addresses.

CMS Work Force Management (WFM)

The CMS WFM interface allows for the CMS to offload real time and/or historical data from the CMS to the Workforce Management (WFM) System. Purchase of this interface includes pre-defined, formatted data to the specific vendor, per that vendor's requirements. Interface installation includes set-up for one ACD. Additional ACDs on the same CMS server will incur a nominal charge. The interfaces support up to 8 ACDs per CMS.

Avaya CSI consultants offer interfaces for the CMS to offload real time and historical data from the CMS to several different Workforce Management (WFM) Interfaces. These interfaces include, but are not limited to:

- Blue Pumpkin
- GMT Planet
- IEX
- RightForce
- TCS
- Calabrio
- Pipkins
- CenterBridge

Avaya CSI provides pre-defined, formatted data to the specific vendor, per that vendor's requirements. Interface installation includes set-up for one ACD. Additional ACDs on the same CMS server will incur a nominal charge. The interfaces support up to 8 ACDs per CMS.

Avaya CSI Deliverables

Avaya will remotely:

- Download via modem of the appropriate WFM to the customer Avaya CMS Server.
- Identify, in agreement with the customer, all specific requirements and schedule the dates for the WFM implementation.
- Configure the WFM software per customer provided input.
- Activate interface on the Avaya CMS to send data at regular intervals to the WFM server.



Solution Components/Configuration

All data connections from the CMS server to the specific WFM server must be a LAN connection. We do not use serial connectivity for these applications. FTP is used to deliver historical data from CMS server to WFM server

This application is licensed and supported for the CMS hardware and CMS software version where originally installed. These interfaces are the intellectual property of Avaya and CSI and cannot be copied to other CMS servers by individuals outside of Avaya CSI.

CMS External Call History (ECH) Configuration and Implementation

This offer provides the interfaces required for the Avaya CMS to offload External Call History (ECH) data from the CMS to a specific server defined by the customer. The offloaded ECH data can be in either binary format or ASCII format (additional charges apply for ASCII format). This feature and service is essential for the implementation of various solutions such as CentreVu Explorer and Nice Analyzer.

This application is licensed and supported for the CMS hardware and CMS software version where originally installed. These interfaces are the intellectual property of Avaya and CSI and cannot be copied to other CMS servers by individuals outside of Avaya CSI.

Note: ECH data in ASCII format is not included in the CMS New Implementation Package pricing.

Avaya CSI Deliverables

Avaya will remotely:

- Download via modem of the appropriate ECH package to the "customer" Avaya CMS Server.
- Identify, in agreement with customer, all specific requirements and schedule the dates for the ECH software and script installation.
- Install and configure the ECH interface with customer provided input.
- Activate the interface on the Avaya CMS to send data to the ECH server.
- Install an additional program to convert the binary file before the data is sent to the

appropriate server, if the extra cost ASCII version is purchased.

Customer Pre-Qualifications

- CMS versions r3v9 and higher with the ECH feature authorized by CMS Provisioning
- Remote access to the CMS Servers.
- A signed Avaya CSI statement of work.
- Details of the delivery server including IP address which must be accessible from the CMS server.
- FTP information including a username / password and directory.

Notes:

- The data specifications can be found in the ECH manual at <http://support.avaya.com> for the specific CMS version you are working with.
- Data collection must be stopped in order to install ECH. Usually the interruption will only be 15 minutes. If this it to be done out of hours, additional premium charges will apply.
- All data connections from the CMS server to the specific ECH server must be a LAN connection. We do not use serial connectivity for these applications. FTP is used to deliver ECH data from CMS server to ECH server

BCMR Client Installation Support

Avaya will cover the following topics in a knowledge transfer for Customer's LAN administrator:

- Loading BCMR client software and administering LAN for <X> Supervisor PCs
- Microsoft Windows 95, 98, NT 4.0 or 2000 implementation administration for BCMR client-server operation
- Isolating and resolving BCMR LAN problems

BCMR Wallboard Customization

Depending on the needs of Customer's contact center supervisors, Avaya is prepared to:

- Consult with Customer to select data items that will be used to highlight call center performance.
- Customize display reports to meet Customer's specifications.
- Train Customer's system administrators and/or contact center supervisors on customization procedures.

Solution Deployment

CMS Hardware Installation



Avaya will:

- Coordinate Customer installation of the pre-assembled and loaded CMS processor, associated peripherals, and link wiring from the switch to the processor.
- Unpack hardware and remove all packing materials.
- Place, test and connect all Avaya-provided systems.

BCMR Hardware Installation

Avaya will send BCMR checklist requirements to Customer when BCMR provisioning is scheduled. Once Customer has met these requirements, Avaya will coordinate Customer installation of the BCMR server and assist in establishing connectivity between the PBX and the PC.

Customer Responsibilities

Solution Design & Development

CMS

System Requirements

Prior to CMS installation, customer will be required to provide:

- ♦ Modem dial-up number for the CMS
- ♦ Installation of new version of CMS Supervisor on desktops.
- ♦ Provide IP address information and physical connectivity to LAN for CMS.
- ♦ Provide IP address information and physical connectivity to LAN for Clan Card (for each PBX the customer needs to connect to)

BCMR

System Requirements

Prior to BCMR installation, Customer will be required to provide:

- ♦ Analog station line from DEFINITY system, if using DID extensions, or central office line for remote maintenance and training using pcAnywhere software
- ♦ PCs
- ♦ Modems (14.4 Kbps or faster)
- ♦ TCP/IP LAN network

Note: If Customer purchases a single-user license, the BCMR client software may be loaded on the same PC used for the server. Instead of LAN connectivity, the TCP/IP protocol and Microsoft networking, using a Microsoft loopback adapter or a network interface card, will be required.

CMS and PBX Link Administration

Customer will be required to:

- ♦ Run CMS R3V9 or higher.
- ♦ Run PBX R3V9 or higher.
- ♦ Ensure that CLAN at local site is installed using crossover cable or LAN.
- ♦ Ensure that connections among remote sites use Customer's internal WAN.
- ♦ Ensure that all CMS/ACD interfaces are provisioned prior to start of engagement.
- ♦ Provide IP addresses for CLAN and NIC cards in Customer's CMS application.

Note: Serial connectivity is not available for these applications. Customer must use Ethernet data connections from Customer's CMS server to the CLAN.

Network Printer Interface

Customer will be required to:

- ♦ Run CMS R3V9 or higher on target Avaya CMS server.
- ♦ Ensure that static TCP/IP addresses are assigned to printers on TCP/IP network or their controlling print server **or** provide connectivity to DNS to resolve printer names to current TCP/IP addresses.
- ♦ Ensure that printers on TCP/IP network can print using HP Printer Control Language (PCL).
- ♦ Provide TCP/IP address and name for each printer or printer/server combination to be administered by Avaya.

Provide valid recognized printer host name for each DNS printer to be administered by Avaya.

Dynamic Name Service (DNS)

Customer will be required to provide a minimum of two node names and TCP/IP addresses to be administered by Avaya on Customer's CMS platform.

Work Force Management (WFM)



Customer will be required to:

- ♦ Run CMS R3V11 or higher.
- ♦ Arrange for installation of WFM server at Customer's local site **or** at remote site connected by Customer's internal WAN.
- ♦ Provide TCP/IP address for WFM server.
- ♦ Provide ACD number(s) to be configured.
- ♦ Provide ACD splits and skills to be configured.
- ♦ Provide time intervals used by Customer to define categories of historical data.
- ♦ Ensure that FTP is enabled on WFM server for use in transferring historical data files.
- ♦ Provide WFM server's FTP login ID and password so that delivery consultant can set up interface for historical data.

Note: Serial connectivity is not available for these applications. Customer must use a LAN connection to transmit historical data from Customer's CMS server to the WFM server.

External Call Handler (ECH)

Customer will be required to:

- ♦ Run CMS R3V11 or higher with ECH feature authorized by CMS Provisioning.
- ♦ Provide delivery server information including IP address, which must be accessible from Customer's CMS server.
- ♦ Provide FTP information including user name, password and directory.
- ♦ Ensure that Customer's CMS server and ECH server are connected by LAN.

BCMR Client Installation

Customer's LAN administrator will be required to load BCMR client software on any additional Supervisor PCs.

BCMR Wallboard Customization

Customer's LAN administrator will be required to load BCMR client software on any additional Supervisor PCs.

Solution Deployment

BCMR Hardware Installation

Customer will be responsible for:

- ♦ Meeting BCMR checklist requirements and returning signed checklist to Avaya
- ♦ Installing BCMR server
- ♦ Establishing connectivity between PBX and BCMR server

Key Benefits

Integrating and evaluating the application of new technology is our success proposition for our customers. Avaya ability to surround technology with global consulting services helps our customers achieve maximum performance from their Avaya Contact Center solution.

Our Contact Center offers are designed to meet customer needs and to help confirm business profitability by:

- ♦ Faster implementation of technology to match business objectives
- ♦ More informed and better educated staff, resulting in increased supervisor/agent productivity and technology acceptance
- ♦ Successful implementation of emerging technology and benchmark standards
- ♦ Ability to integrate various technology components into a solution
- ♦ Access new technology with cost effective systems integration and expert training

Project Management

Project Management services help speed network implementation – and thus, revenue flow – by monitoring critical time frames and effectively managing changes to help ensure timely deployment. Project Managers manage all your requirements and act as a single point-of-contact that coordinates all Avaya resources to meet your needs. By managing a comprehensive implementation project schedule and monitoring critical milestones, Project Management makes certain the solution is implemented according to plan and minimizes the risk of delays and additional costs.

Solution Design & Deployment

The Solution Design and Development services begin by identifying client expectations and helps define anticipated outcomes for the project. By gaining a thorough understanding of the client's business



strategy, goals, and expectations, Avaya is better positioned to maximize the outcome of the solution deployment.

Avaya associates design and deliver a solution tailored to meet client specific requirements.

- ♦ Providing an overview of what they purchased.
- ♦ Providing a detailed overview of the features and functionality of the newly implemented Contact Center.
- ♦ Providing business specific consulting customization.

Solution Deployment

Solution Deployment services deliver the complete physical hardware and/or software installation of the solution as well as the placement, testing, and verification of system operation. Avaya provides resources and expertise to manage the integration quickly and reliably so that your staff can focus on managing your business. Avaya minimizes the technical problems associated with integrating complex networks with new state-of-the-art technology to reduce solution integration intervals and minimize disruption to your new or existing networks.

- ♦ Customer receives assured completeness of the new working Contact Center Services.
- ♦ Customer has a live consultant On-Site during cutover to assure proper functioning of all features and functions.
- ♦ Customer receives assurance of any feature and or function errors.
- ♦ Customer receives proper signoff when job is complete.

Education & Knowledge Transfer Services

Our education and knowledge transfer services provide our clients 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 Avaya contact center solution into the standard operations of the client's environment.

Please refer to Customer/Business Partner's agreement with Avaya for Customer/Business Partner responsibilities as well as contractual obligations pertaining to Installation and Implementation Services.



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Package Comparison

Services and Deliverables	New Installation - CMS		
	Industry Standard	Full Service	Premium Service
A 1.1 Project Management			
Project Management	x	x	x
A 1.2 Solution Preparation			
Site Survey	x	x	x
A1.3 Solution Design and Development			
Integration/Provisioning (Up to 4 ACDs)	x	x	x
Provisioning Up To 8 ACDs			x
CMS and PBX Link		x	x
Network Printer Interface		x	x
DNS		x	x
Work Force Management Real-Time and Historical			x
External Call History (ECH)			x
A1.4 Solution Deployment			
CMS Hardware Installation	x	x	x
Initial Platform Installation and Configuration	x	x	x

Services and Deliverables	New Installation - BCMR	
	Industry Standard	Full Service
A 1.1 Project Management		
Project Management	x	x
A 1.2 Solution Preparation		
Site Survey	x	x
Pre-Install Review	x	x
A1.3 Solution Design and Development		
Integration/Provisioning (Up to 4 ACDs)	x	x
BCMR Client Installation		x
BCMR Reports Training		x
BCMR Wallboard Customization		x
A1.4 Solution Deployment		
CMS Hardware Installation	x	x
Initial Platform Installation and Configuration	x	x
A 1.5 Knowledge Transfer		
BCMR Reports Training		x

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Expires 11/03/08



Standard Service Hours

Work activities that do not affect service, excluding cutover support, will be performed and completed during Standard Service Hours, as defined under Standard Service Hours.

Pricing is based on the assumption that Services will be performed between 8:00 AM and 5:00 PM local site time, Monday-Friday, excluding Avaya-designated holidays (“Standard Service Hours”) unless otherwise stated. Work performed outside Standard Service Hours may be subject to overtime charges at the following rates:

Overtime (1.5 times)	Premium Overtime (2.0 times)
Evenings, Monday-Friday 5:00 PM-8:00 AM	Saturday 12:00 AM (midnight)–Monday 8:00 AM
Saturday, 8:00 AM–12:00 AM (midnight)	Avaya-designated holidays

Standard Delivery

The Avaya project manager and software resource will deliver services remotely.

Travel and Living Expenses

If on-site support is required, the cost of travel will be billed to the customer. Avaya will present an estimate of travel and living expenses for approval in advance if requested. Once approved, arrangements will be secured and actual charges will replace the estimated costs and billed to the customer.

Availability

This offer is available in the US through Avaya direct and indirect sales channels. For availability outside the US, check with Avaya Global Services in the appropriate country or region.

How to Engage Avaya Consulting and Systems Integration (CSI)

This Offer Sheet is not to be used for Contractual purposes. To engage the ATAC Design Central team, for pricing, please pursue the following steps for a quote.

For Direct requests: Go to Avaya Enterprise Portal, Tools, Sales Tools, Siebel Sales

For Indirect requests:

BusinessPartners can order these services by contacting their Distributor. Distributors will submit an ORS request on behalf of the BusinessPartner and provide pricing and due dates accordingly.

BusinessPartners/Distributors can order Incidental Services through the Incidental Tool.

Incidental Services are defined as noncomplex activities (material codes) based on fixed pricing, with clearly defined Avaya deliverables, and no associated customized SOW.

Utilizing the Incidental Process allows submitters to bypass the existing ORS process. The tool is posted on the Enterprise Portal and can be found by following the path outlined below:

Enterprise Portal>Under Manage select: Global Services Reference Library>Tools>Tools>Scroll Down to CSI>CSI Incidental/Transactional Job Aid

If you have any additional questions, please contact Diane Williams, CS&I Offer Manager, at 407-384-1328 or di@avaya.com.



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