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New Implementation Services Packages Offer Sheet

Call Center – New Implementations & Upgrades

Part of the Avaya Global Services organization, Consulting & Systems Integration (CSI) offers comprehensive services packages to cover the level of service required to fully implement or upgrade a Call Center solution.

The **Industry Standard Package** includes project management, call center solution assessment, data gathering and design, and design testing during business hours.

The **Full Service Package** includes all of the activities listed in the Industry Standard package plus cutover support and education and knowledge transfer services (including first day of business contact center support and training for CMS or BCMR-D).

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

DELIVERABLES

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.

Project management activities may include, but are not limited to, the following:

- 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

Call Center SOW Review

Prior to the start of work, an Avaya consultant will conduct a conference call with Customer and the Avaya account team in order to:

- Review SOW.
- Review schedule to confirm critical activities and associated dates.
- Discuss Customers expectations.
- Review key deliverables.
- Discuss each party's responsibilities.

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Solution Design and Development

Call Center Data Gathering & Design Analysis

- Presentation of Avaya contact center solutions and available contact center options
- Gathering of design requirements, through in-depth client discussions, interviews, and analysis of existing call flows and call center design components
- Review of agent productivity/performance measurements and potential impact of the contact center's integration on individual agent results
- Discuss impacts on day-to-day results, such as marketing campaigns, staffing issues, etc.
- Creation of a comprehensive, fully documented Contact Center design package to provide a detailed record of the client's Contact Center configuration
- Review of design with customer to confirm that it customer's requirements and makes any necessary changes

Call Center Design Testing

The consultant provides remote guidance to the customer and account team to test the design and make minor changes to the design when necessary. The contact center design testing should be scheduled during business hours prior to the cutover. If significant changes are required the consultant can schedule additional time to make additional changes. Additional charges may apply.

Call Center Design Completion

Avaya will remotely:

- Complete and document call center design.
- Review design with Customer, modify design as needed, and obtain Customer approval.
- Distribute final design package.
- Input call center design into switch

Solution Deployment

Call Center Cut Over Support

Creation and execution of a cutover test plan for the contact center design, and provide remote support during the actual cutover.

Weekend Cut Over Support

Cutover support can be provided outside of Avaya business hours and on weekends.



BCMR Client Installation Support

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

- Loading BCMR client software for Supervisor PCs
- Register all remote clients on BCMR server.
- Work with Customer to establish real-time and historical data connectivity.

CMS Supervisor Installation, Configuration and Testing Support

Avaya will provide software installation, configuration and testing support following a new installation or upgrade.

This support may include, but is not limited to, the following:

- Work with Customer' s system administrator to perform connectivity testing to Reports server.
- Verify that reporting software has been activated.
- Confirm connectivity between CMS and client PCs; resolve integration problems as needed.
- Install and verify directories, paths, etc. on client PCs.
- Load client software on client PCs or assist and train Customer system administrators on installing software.
- Work with Customer's system administrators to test software on client PCs.
- Provide informal knowledge transfer for Customer system administrators. Topics will include general application issues, procedure for loading software, and identifying and differentiating between software- and LAN-related problems.



Education & Knowledge Transfer

First Day of Business Support

Avaya will provide call center consultative support on the first day of business following a new installation or upgrade.

This support may include, but is not limited to, the following:

- Assist supervisors in confirming that agents are properly using correct call-handling features and following established procedures.
- Confirm that call center design is operating according to Customer' s requirements; make minor design changes as needed.
- Advise supervisors on effective use of switch call center features. Avaya will provide call center consultative support on the first day of business following a new installation or upgrade.

BCMR TRAINING

BCMR System Administrator Training

Avaya will cover the following topics in a knowledge transfer for Customer system administrators:

- BCMR configuration options
- BCMR administration set-up
- Data collection and storage principles
- Data backup procedures

A maximum of two training classes can be scheduled per day with up to 12 participants per class. Training will be delivered on consecutive business days during Standard Service Hours.

BCMR Supervisor Standard Reports Training

The activities provided for the customer's contact center supervisors include review of contact center operation and terminology, instruction on BCMR report creation, interpretation of BCMR report data, consultation on use of BCMR reports to maximize the contact center operation, administration of alerts and thresholds, and report scheduling.

CMS TRAINING

CMS System Administrator Training

Avaya will cover the following topics in a knowledge transfer for Customer system administrators:

- Explanation of Call Management System (CMS) configuration options
- Adding CMS clients
- Data collection and storage principles
- Data backup procedures
- Dictionary administration
- Administration of Exceptions
- Agent Administration
- Agent Tracing
- Contact center Administration
- User administration

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- CMS Maintenance
- CMS System Setup
- Explain and demonstrate running Backups
- Reports administration and interpretation
- Administration of Shortcuts
- Explain use and administration of Timetables
- Explain use and administration of Holiday Tables (if applicable)

CMS Supervisor Standard Reports Training

The following activities are provided for the contact center supervisors:

- Review of contact center operation and terminology
- Instruction on Automatic Call Distribution (ACD) report creation
- Interpretation of ACD report data
- Consultation on use of ACD reports to maximize the contact center operation
- Administration of Alerts and Thresholds
- Report scheduling

IP Agent Training

Avaya will cover the following topics in a knowledge transfer for Customer call center agents:

Using Call Center buttons

- Renaming buttons
- Importing and exporting main settings and directories
- Transferring, conferencing, holding and releasing calls
- Making outbound calls
- Viewing incoming and outgoing calls
- Setting up shortcut and VuStats windows
- Updating main face plate
- Automatically launch Voice Mail Message Manager, if applicable
- Adjusting audio settings

Note: IP Agent training does not include custom set up of IP Agent software or the resolution of desk top or network issues. In the event the customer is having connection issues using the IP Agent product and would like support, the request will be escalated to the Project Manager. Additional charges will be applied.



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Package Comparison

NOTE: The Full Service and Premium Service Packages are the same. They are displayed because a Call Center solution is sold with IP Telephony (IPT) and the IPT offer has three levels of packages.

Call Center – New Design With BCMR-D or CMS			
Services and Deliverables	Industry Standard	Full Service	
PROJECT MANAGEMENT			
Project Management	●	●	
SOLUTION PREPARATION			
Call Center SOW Review	●	●	
SOLUTION DESIGN AND DEVELOPMENT			
Call Center Data Gathering and Design Analysis	●	●	
Call Center Design Testing	●	●	
Call Center Design Completion	●	●	
SOLUTION DEPLOYMENT			
Call Center Cutover Support		●	
Weekend Cutover Support		Optional	
BCMR or CMS Client Installation Support		●	
KNOWLEDGE TRANSFER			
Call Center First Day of Business Support		●	
BCMR or CMS System Administrator Training		●	
BCMR or CMS Supervisor Standard Reports Training		●	
IP Agent Training			
1 day of training - Remote	Optional	Optional	
2 days of training – On Site	Optional	Optional	
3 days of training On Site	Optional	Optional	
Call Center Engagement Wrap-Up	●	●	

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Call Center – Upgrade Design With BCMR-D or CMS

<u>Services and Deliverables (Applicable if design : are required)</u>	<u>Industry Standard</u>	<u>Full Service</u>
PROJECT MANAGEMENT		
Project Management	●	●
SOLUTION PREPARATION		
Call Center SOW Review	●	●
SOLUTION DESIGN AND DEVELOPMENT		
Call Center Data Gathering and Design Analysis	●	●
Call Center Design Testing	●	●
Call Center Design Completion	●	●
SOLUTION DEPLOYMENT		
Call Center Cutover Support		●
Weekend Cutover Support		Optional
BCMR or CMS Client Installation Support		●
KNOWLEDGE TRANSFER		
Call Center First Day of Business Support		●
BCMR or CMS System Administrator Training		●
BCMR or CMS Supervisor Standard Reports Training		●
IP Agent Training		
1 day of training - Remote	Optional	Optional
2 days of training – On Site	Optional	Optional
3 days of training – On Site	Optional	Optional
Call Center Engagement Wrap-Up		●

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Out of Scope for MBP

The following are not included in Market Based Packages for Call Center:

- Greater the 1000 Agents
- Business Advocate or Virtual Routing
- Performance Evaluations
- Call Center Refresh
- Multi-site call center designs
- FCE's – Flatten, Consolidate and Extend

Offer sheet:

This offer sheet can be found on the Avaya Enterprise Portal under “ Offer Definition/C&SI/Market Based Packaging” : <https://portal.avaya.com/ptlWeb/so/CS2005125161635945060>

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 unless otherwise purchased.

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 NAR Region through Avaya direct and indirect sales channels. For availability outside NAR, check with Avaya Global Services in the appropriate country or region.



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How to Engage Avaya Consulting and Systems Integration (CSI)

This Offer Sheet is not to be used for Contractual purposes. Final pricing **MUST** be reviewed by CSI. To engage CSI, contact the (ATAC) Design Central team.

To engage the ATAC Design Central team, following the steps below for a quote.

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

For Indirect requests:

- Log into the Enterprise portal enterpriseportal.avaya.com Select: Support > Installation & Registration > Operations Resource System (ORS) > Access the ORS System or bpcc.avaya.com directly.
- New ORS users must complete an online ORS registration requesting an ORS login ID and password. Questions regarding ORS may be referred to the ORS helpdesk on 800-229-5006 prompt 2.

If you have any questions on the offer, please contact Mary Andretta, at 727-217-1009 or mandretta@avaya.com.

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