



**AUTHORIZED FEDERAL SUPPLY SERVICE INFORMATION
TECHNOLOGY SCHEDULE**

PRICELIST

As Amended

September 15, 2015

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Contract Number: GS-35F-5174H

Period Covered by Contract: 2/24/1998 through 2/23/2018

General Services Administration
Federal Supply Service

Products and ordering information in this Authorized IT Schedule Pricelist is also available on the *GSA Advantage!* system. Agencies can browse *GSA Advantage!* by accessing GSA's Home Page via Internet at www.gsa.gov.

**FEDERAL SUPPLY SERVICE AUTHORIZED GROUP 70 INFORMATION TECHNOLOGY SCHEDULE
PRICELIST**

SIN 132-8 PURCHASE OF EQUIPMENT (including product Maintenance)

FSC Class 7010 IT System Configuration

SIN 132-33 PERPETUAL SOFTWARE LICENSES (including product Maintenance)

FSC Class 7030 IT Software

SIN 132-34 MAINTENANCE OF SOFTWARE

SIN 132-50 TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE

FSC Class U012 IT Software, Equipment, and Telecommunications Training

SIN 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

FSC Class D301 IT Facility Operation and Maintenance
 FSC Class D302 IT Systems Development Services
 FSC Class D306 IT Systems Analysis Services
 FSC Class D307 Automated Information Systems Design and Integration Services
 FSC Class D308 Programming Services
 FSC Code D310 IT Backup and Security Services
 FSC Class D311 IT Data Conversion Services
 FSC Class D316 IT Network Management Services
 FSC Class D399 Other Information Technology Services, Not Elsewhere Classified

SIN 132-52 ELECTRONIC COMMERCE SERVICES

FSC Class D304 IT Telecommunications and Transmission Services
 FSC Code D399 Other Information Technology Services, Not Elsewhere Classified

Note 1: Any non-professional services proposed must be incidental to and used solely to support hardware, software, and/or professional services, and cannot be purchased separately.

Note 2: Electronic Commerce Services are not intended to supersede or be substitute for any voice requirements of FTS2001.

HOW TO USE THIS SCHEDULE PRICELIST:

Systems Integration, Inc. (SII) offers to provide professional and non-professional personnel services at Government rates to those ordering activities authorized to purchase from the GSA Schedule. This pricelist is organized to make finding the desired labor skills, by category (Item Number), as easy as possible.

This pricelist is divided into the following parts:

- Section A. Services Hourly Rate Table, by Item Number *
- Section B. Services Description, by Item Number
- Section C. Call Processing & Management Systems (CPMS) Catalog *
- Section D. Information for Ordering Offices
- Section E. Terms and Conditions – SINs 132-51 and 132-52
- Section F. Terms and Conditions – SIN 132-8
- Section G. Terms and Conditions – SIN 132-33 and 132-34
- Section H. Terms and Conditions – SIN 132-50

Most buyers can find the desired Job Title (Item Number) by going to the Services Hourly Rate Table (Rate Table) in Section A. The Rate Table lists the Item Number, Job Title, Government Rate Per Hour, and description Page Number for each services item. Section A Item Numbers are assigned to job titles which are listed in alphabetic order. The item number in the table is to be used to order the services of personnel for a particular job title.

The page number included in the Rate Table in Section A indicates the page where detailed information on the duties and required qualifications for each item/job title are located in Section B.

Section C contains the Call Processing & Management Systems (CPMS) Catalog which provides GSA prices for SII offered contact center hosting services (Sections C.1), Interactive Intelligence, Inc. CIC Version 3.0 products (Section C.2), and Interactive Intelligence, Inc. CIC Version 4.0 products (Section C.3).

Section D contains detailed "Information For Ordering Offices" and Sections E through H contain Terms and Conditions applicable to this pricelist. Please note Section G contains the Interactive Intelligence, Inc. Indirect License Agreement for GSA Schedule Customers, which must be agreed to prior to purchase of the associated products.

*** IMPORTANT SERVICES HOURLY RATE TABLE PRICING NOTES:**

Section A, Services Hourly Rate Table, hourly rates shall not vary by virtue of the Contractor having worked hours in excess of 40 hours in a work week (Sunday through Saturday), except as otherwise identified. For services which may be applicable to the Service Contract Act, the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the hourly labor rate). Except for Item numbers 28 through 30 and 39, which shall not be used for SII's local area, the Wage Determination covered by this Rate Table is for the District of Columbia and the States of Maryland and Virginia (SII's local area). Item numbers 28 through 30 and 39 would only be appropriate for a Wage Determination geographic area requiring base wages lower than SII's local area. CPMS weekend and expediting premiums may apply, see Item Description.

Sections A and C do not include non-local (outside a 75 mile radius of SII facilities in Landover, Maryland) travel. Additional costs for required travel, transportation, meals, lodging and incidentals are reimbursable by the ordering agency. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency.

For a complete quote, which may consider discounts, full project specifications shall be supplied by ordering activity.

TABLE OF CONTENT

SECTION A. SERVICES HOURLY RATE TABLE, BY ITEM NUMBER (SIN 132-51) 1

SECTION B. SERVICES DESCRIPTIONS, BY ITEM NUMBER (SIN 132-51) 4

SECTION C. CALL PROCESSING & MANAGEMENT SYSTEMS (CPMS) CATALOG 31

SECTION D. INFORMATION FOR ORDERING OFFICES 171

SECTION E. TERMS AND CONDITIONS – SIN(s) 132-51 AND 132-52 179

SECTION G. TERMS AND CONDITIONS – SIN 132-33 AND SIN 132-34..... 184

SECTION H. TERMS AND CONDITIONS – SIN 132-50 191

Section A. Services Hourly Rate Table, by Item Number (SIN 132-51)*See pricing notes on Introduction page i.*

Item No.	Title	2/24/13 - 2/23/14	2/24/14 - 2/23/15	2/24/15 - 2/23/16	2/24/16 - 2/23/17	2/24/17 - 2/23/18	Pg No.
1	Applications Programmer I	\$ 68.25	\$ 69.55	\$ 70.87	\$ 72.22	\$ 73.59	4
2	Applications Programmer II	\$ 75.90	\$ 77.34	\$ 78.81	\$ 80.30	\$ 81.83	4
3	Applications Programmer III	\$ 83.41	\$ 84.99	\$ 86.60	\$ 88.25	\$ 89.93	4
4	Applications Programmer IV	\$ 89.47	\$ 91.17	\$ 92.90	\$ 94.67	\$ 96.46	4
5	Applications Programmer V	\$ 98.58	\$100.45	\$ 102.36	\$ 104.30	\$106.29	4
6	Business Systems Analyst I	\$ 58.83	\$ 59.94	\$ 61.08	\$ 62.24	\$ 63.43	5
7	Business Systems Analyst II	\$ 70.59	\$ 71.93	\$ 73.29	\$ 74.69	\$ 76.11	5
8	Business Systems Analyst V	\$ 117.64	\$119.88	\$ 122.16	\$ 124.48	\$126.84	5
9	Computer Operator I	\$ 34.62	\$ 35.27	\$ 35.94	\$ 36.63	\$ 37.32	5
10	Computer Operator II	\$ 41.53	\$ 42.32	\$ 43.13	\$ 43.95	\$ 44.78	5
11	Computer Operator III	\$ 48.45	\$ 49.37	\$ 50.31	\$ 51.27	\$ 52.24	6
12	Computer Operator IV	\$ 55.36	\$ 56.41	\$ 57.49	\$ 58.58	\$ 59.69	6
13	Computer Operator V	\$ 62.30	\$ 63.49	\$ 64.69	\$ 65.92	\$ 67.17	6
14	Computer Systems Analyst I	\$ 90.99	\$ 92.72	\$ 94.48	\$ 96.27	\$ 98.10	6
15	Computer Systems Analyst II	\$ 98.58	\$100.45	\$ 102.36	\$ 104.30	\$106.29	7
16	Computer Systems Analyst III	\$ 106.18	\$108.20	\$ 110.25	\$ 112.35	\$114.48	7
17	Computer Systems Analyst IV	\$ 113.73	\$115.89	\$ 118.09	\$ 120.34	\$122.62	7
18	Computer Systems Analyst V	\$ 121.33	\$123.64	\$ 125.99	\$ 128.38	\$130.82	7
19	CPMS Analyst/Designer	\$ 149.31	\$152.15	\$ 155.04	\$ 157.99	\$160.99	8
20	CPMS Analyst/Developer I	\$ 101.94	\$103.88	\$ 105.85	\$ 107.86	\$109.91	8
21	CPMS Analyst/Developer III	\$ 145.63	\$148.39	\$ 151.21	\$ 154.08	\$157.01	8
22	CPMS Applications Programmer	\$ 85.33	\$ 86.95	\$ 88.60	\$ 90.29	\$ 92.00	9
23	CPMS Installation and/or Post-installation Support	\$ 145.63	\$148.39	\$ 151.21	\$ 154.08	\$157.01	9
24	CPMS Network Engineer	\$ 170.64	\$173.88	\$ 177.19	\$ 180.55	\$183.98	9
25	CPMS Network Engineer Senior	\$ 213.31	\$217.36	\$ 221.49	\$ 225.70	\$229.99	10
26	CPMS Project Manager	\$ 190.25	\$193.86	\$ 197.55	\$ 201.30	\$205.12	10
27	CPMS Trainer	\$ 138.12	\$140.74	\$ 143.41	\$ 146.14	\$148.91	10
28	Customer Service Representative I	\$ 31.93	\$ 32.53	\$ 33.15	\$ 33.78	\$ 34.42	10
29	Customer Service Representative II	\$ 40.61	\$ 41.38	\$ 42.16	\$ 42.97	\$ 43.78	11
30	Customer Service Representative III	\$ 47.45	\$ 48.36	\$ 49.28	\$ 50.21	\$ 51.17	11
31	Customer Service Representative IV	\$ 55.61	\$ 56.66	\$ 57.74	\$ 58.84	\$ 59.95	11
32	Database Administrator I	\$ 58.83	\$ 59.94	\$ 61.08	\$ 62.24	\$ 63.43	12
33	Database Administrator II	\$ 71.89	\$ 73.26	\$ 74.65	\$ 76.07	\$ 77.51	12
34	Database Administrator IV	\$ 124.18	\$126.53	\$ 128.94	\$ 131.39	\$133.89	12
35	General Clerk I	\$ 40.67	\$ 41.44	\$ 42.23	\$ 43.03	\$ 43.85	12
36	General Clerk II	\$ 44.85	\$ 45.70	\$ 46.57	\$ 47.45	\$ 48.35	12
37	General Clerk III	\$ 53.78	\$ 54.80	\$ 55.85	\$ 56.91	\$ 57.99	13
38	Graphics Designer	\$ 79.17	\$ 80.67	\$ 82.20	\$ 83.76	\$ 85.36	13

Item No.	Title	2/24/13 - 2/23/14	2/24/14 - 2/23/15	2/24/15 - 2/23/16	2/24/16 - 2/23/17	2/24/17 - 2/23/18	Pg No.
39	Hardware/Software Technician I	\$ 48.45	\$ 49.37	\$ 50.31	\$ 51.27	\$ 52.24	13
40	Hardware/Software Technician II	\$ 55.36	\$ 56.41	\$ 57.49	\$ 58.58	\$ 59.69	13
41	Hardware/Software Technician III	\$ 62.30	\$ 63.49	\$ 64.69	\$ 65.92	\$ 67.17	14
42	Hardware/Software Technician IV	\$ 69.22	\$ 70.54	\$ 71.88	\$ 73.24	\$ 74.63	14
43	Hardware/Software Technician V	\$ 76.13	\$ 77.58	\$ 79.05	\$ 80.55	\$ 82.08	14
44	Help Desk Specialist I	\$ 62.30	\$ 63.49	\$ 64.69	\$ 65.92	\$ 67.17	14
45	Help Desk Specialist II	\$ 69.22	\$ 70.54	\$ 71.88	\$ 73.24	\$ 74.63	15
46	Help Desk Specialist III	\$ 79.57	\$ 81.09	\$ 82.63	\$ 84.20	\$ 85.80	15
47	Help Desk Specialist IV	\$ 87.16	\$ 88.81	\$ 90.50	\$ 92.22	\$ 93.97	15
48	Help Desk Specialist V	\$ 96.89	\$ 98.73	\$ 100.60	\$ 102.51	\$ 104.46	15
49	Network Administrator I	\$ 65.36	\$ 66.60	\$ 67.87	\$ 69.16	\$ 70.47	15
50	Network Administrator II	\$ 75.84	\$ 77.29	\$ 78.75	\$ 80.25	\$ 81.77	16
51	Network Administrator III	\$ 83.07	\$ 84.65	\$ 86.26	\$ 87.89	\$ 89.56	16
52	Network Administrator IV	\$ 89.99	\$ 91.70	\$ 93.44	\$ 95.22	\$ 97.02	16
53	Network Administrator V	\$ 96.10	\$ 97.93	\$ 99.79	\$ 101.68	\$ 103.62	16
54	Network Engineer I	\$ 58.83	\$ 59.94	\$ 61.08	\$ 62.24	\$ 63.43	17
55	Network Engineer II	\$ 78.43	\$ 79.92	\$ 81.44	\$ 82.99	\$ 84.57	17
56	Network Engineer V	\$ 117.64	\$ 119.88	\$ 122.16	\$ 124.48	\$ 126.84	17
57	Program Manager	\$ 111.13	\$ 113.24	\$ 115.40	\$ 117.59	\$ 119.82	17
58	Program Manager II	\$ 128.10	\$ 130.53	\$ 133.01	\$ 135.54	\$ 138.11	18
59	Programmer/Analyst I	\$ 55.36	\$ 56.41	\$ 57.49	\$ 58.58	\$ 59.69	18
60	Programmer/Analyst II	\$ 62.30	\$ 63.49	\$ 64.69	\$ 65.92	\$ 67.17	18
61	Programmer/Analyst III	\$ 69.22	\$ 70.54	\$ 71.88	\$ 73.24	\$ 74.63	18
62	Programmer/Analyst IV	\$ 76.13	\$ 77.58	\$ 79.05	\$ 80.55	\$ 82.08	18
63	Programmer/Analyst V	\$ 83.07	\$ 84.65	\$ 86.26	\$ 87.89	\$ 89.56	19
64	Project Manager I	\$ 95.63	\$ 97.45	\$ 99.30	\$ 101.19	\$ 103.11	19
65	Project Manager II	\$ 96.72	\$ 98.56	\$ 100.43	\$ 102.34	\$ 104.29	19
66	Project Manager III	\$ 105.19	\$ 107.19	\$ 109.23	\$ 111.30	\$ 113.42	19
67	Project Manager IV	\$ 112.20	\$ 114.33	\$ 116.51	\$ 118.72	\$ 120.98	20
68	Project Manager V	\$ 144.10	\$ 146.83	\$ 149.62	\$ 152.47	\$ 155.36	20
69	Project Supervisor I	\$ 57.51	\$ 58.61	\$ 59.72	\$ 60.85	\$ 62.01	20
70	Project Supervisor II	\$ 70.59	\$ 71.93	\$ 73.29	\$ 74.69	\$ 76.11	20
71	Quality Assurance Technician I	\$ 48.45	\$ 49.37	\$ 50.31	\$ 51.27	\$ 52.24	20
72	Quality Assurance Technician II	\$ 55.36	\$ 56.41	\$ 57.49	\$ 58.58	\$ 59.69	21
73	Quality Assurance Technician III	\$ 62.30	\$ 63.49	\$ 64.69	\$ 65.92	\$ 67.17	21
74	Quality Assurance Technician IV	\$ 69.22	\$ 70.54	\$ 71.88	\$ 73.24	\$ 74.63	21
75	Quality Assurance Technician V	\$ 76.13	\$ 77.58	\$ 79.05	\$ 80.55	\$ 82.08	21
76	Security Analyst III	\$ 113.20	\$ 115.35	\$ 117.54	\$ 119.78	\$ 122.05	21
77	Security Analyst IV	\$ 135.94	\$ 138.53	\$ 141.16	\$ 143.84	\$ 146.57	22
78	Software Engineer I	\$ 52.28	\$ 53.28	\$ 54.29	\$ 55.32	\$ 56.37	22
79	Software Engineer II	\$ 67.97	\$ 69.26	\$ 70.57	\$ 71.92	\$ 73.28	22

Item No.	Title	2/24/13 - 2/23/14	2/24/14 - 2/23/15	2/24/15 - 2/23/16	2/24/16 - 2/23/17	2/24/17 - 2/23/18	Pg No.
80	Software Engineer IV	\$ 104.57	\$106.56	\$ 108.58	\$ 110.64	\$112.75	23
81	Software Engineer V	\$ 130.72	\$133.20	\$ 135.73	\$ 138.31	\$140.94	23
82	Software Quality Assurance I	\$ 52.28	\$ 53.28	\$ 54.29	\$ 55.32	\$ 56.37	23
83	Software Quality Assurance II	\$ 65.36	\$ 66.60	\$ 67.87	\$ 69.16	\$ 70.47	23
84	Software Quality Assurance IV	\$ 98.06	\$ 99.92	\$ 101.82	\$ 103.75	\$105.73	24
85	Strategic Planning and Analysis I	\$ 71.92	\$ 73.29	\$ 74.68	\$ 76.10	\$ 77.54	24
86	Strategic Planning and Analysis II	\$ 84.99	\$ 86.61	\$ 88.26	\$ 89.93	\$ 91.64	24
87	Strategic Planning and Analysis III	\$ 111.11	\$113.22	\$ 115.37	\$ 117.57	\$119.80	24
88	Subject Matter Specialist I	\$ 76.50	\$ 77.95	\$ 79.43	\$ 80.94	\$ 82.48	24
89	Subject Matter Specialist II	\$ 102.00	\$103.94	\$ 105.91	\$ 107.93	\$109.98	25
90	Subject Matter Specialist III	\$ 127.50	\$129.92	\$ 132.39	\$ 134.90	\$137.47	25
91	Subject Matter Specialist IV	\$ 152.99	\$155.90	\$ 158.86	\$ 161.88	\$164.96	25
92	Subject Matter Specialist V	\$ 178.50	\$181.89	\$ 185.35	\$ 188.87	\$192.46	25
93	Systems Engineer I	\$ 52.28	\$ 53.28	\$ 54.29	\$ 55.32	\$ 56.37	25
94	Systems Engineer II	\$ 65.36	\$ 66.60	\$ 67.87	\$ 69.16	\$ 70.47	26
95	Systems Engineer IV	\$ 84.99	\$ 86.61	\$ 88.26	\$ 89.93	\$ 91.64	26
96	Systems Engineer V	\$ 111.13	\$113.24	\$ 115.40	\$ 117.59	\$119.82	26
97	Technical Matter Specialist I	\$ 54.81	\$ 55.85	\$ 56.91	\$ 58.00	\$ 59.10	26
98	Technical Matter Specialist II	\$ 64.80	\$ 66.03	\$ 67.28	\$ 68.56	\$ 69.87	26
99	Technical Matter Specialist III	\$ 68.57	\$ 69.87	\$ 71.20	\$ 72.55	\$ 73.93	27
100	Technical Matter Specialist IV	\$ 72.93	\$ 74.32	\$ 75.73	\$ 77.17	\$ 78.63	27
101	Technical Matter Specialist V	\$ 86.39	\$ 88.03	\$ 89.70	\$ 91.41	\$ 93.15	28
102	Technical Writer/Documentation Specialist I	\$ 50.42	\$ 51.38	\$ 52.35	\$ 53.35	\$ 54.36	28
103	Technical Writer/Documentation Specialist II	\$ 56.01	\$ 57.08	\$ 58.16	\$ 59.27	\$ 60.39	28
104	Technical Writer/Documentation Specialist III	\$ 61.62	\$ 62.79	\$ 63.98	\$ 65.20	\$ 66.44	29
105	Technical Writer/Documentation Specialist IV	\$ 67.21	\$ 68.49	\$ 69.79	\$ 71.12	\$ 72.47	29
106	Technical Writer/Documentation Specialist V	\$ 72.83	\$ 74.21	\$ 75.62	\$ 77.06	\$ 78.52	29
107	Trainer I	\$ 58.83	\$ 59.94	\$ 61.08	\$ 62.24	\$ 63.43	29
108	Trainer II	\$ 71.89	\$ 73.26	\$ 74.65	\$ 76.07	\$ 77.51	29
109	Trainer III	\$ 84.96	\$ 86.58	\$ 88.22	\$ 89.90	\$ 91.61	30

Section B. Services Descriptions, by Item Number (SIN 132-51)

1. Applications Programmer I

Functional Responsibility: Assists in design and coding of software product components, units, and modules according to detailed specifications. Participates in analysis and development of test plans. Tests assigned components and units. Provides test results and recommends corrections to senior developers.

Experience Requirements: Entry level – Less than a year relevant experience. Requires familiarity with one or more systems architectures such as client/server and distributed processing. Requires practical knowledge of one or more platforms and operating systems, and of programming languages.

Education Requirements: Bachelor's degree in computer science, electrical/electronic engineering, math, physics, or an equivalent discipline. Requires knowledge of one or more systems architectures such as client/server and distributed processing.

2. Applications Programmer II

Functional Responsibility: Assists in design and coding of software products. Prepares comprehensive test plans. Conducts tests. Identifies and debugs relatively simple problems. Provides test results and recommends more complex corrections to senior developers. Codes enhancement and supports features. Participates in writing products and user documentation.

Experience Requirements: Two to four years software development experience. Requires familiarity with one or more systems architectures such as client/server and distributed processing.

Education Requirements: Bachelor's degree in computer science, electrical/electronic engineering, math, physics, or an equivalent discipline. Requires knowledge of one or more systems architectures such as client/server and distributed processing. Requires extensive knowledge of one or more platforms and operating systems, and of programming languages

3. Applications Programmer III

Functional Responsibility: Designs and codes software components, units, and modules that meet product specification and development schedules. Tests and debugs assigned components and units. Participates in large system and subsystem planning. Adheres to products and release schedules and strategies. Acts as a technical resource for lower-level developers.

Experience Requirements: Five to seven years software development experience. Requires familiarity with one or more systems architectures such as client/server and distributed processing.

Education Requirements: Bachelor's degree in computer science, electrical engineering, math, or an equivalent field. Requires comprehensive knowledge of one or more platforms and operating systems, and of programming languages. Requires knowledge of one or more systems architectures such as client/server and distributed processing.

4. Applications Programmer IV

Functional Responsibility: Develops technical designs and specifications for software products. Researches and integrates design strategies, product specifications, development schedules, and user expectations into product capabilities. Uses software development technologies and tools to build, test, and maintain product modules, components, and subsystems. Provides technical leadership to lower-level developers. Require interaction with customers, vendors, and external development partners. May provide product demonstrations and participate in trade shows and seminars.

Experience Requirements: Seven to ten years software product development experience. Experience in providing product demonstrations and participating in trade shows and seminars.

Education Requirements: Degree in Engineering or Computer Science. Masters degree desirable.

5. Applications Programmer V

Functional Responsibility: Oversees technical design, development, and implementation of large projects and/or major software products and systems. Assists in defining architecture requirements and establishing standards for design and development. Consults with management and customers regarding product feasibility and viability of product plans and designs. Factors emerging technologies and product

supportability into design and implementation. Provides product demonstrations and participates in trade shows, seminars, industry panels, and user group meetings. Interacts with customers regarding strategies, requirements, problem solving, and support. This is normally the senior non-management developer level. Serves as primary technical resource to development team. May act as a team leader in prioritizing group tasks, determining individual assignments, and reviewing work of lower-level developers. Require interaction with customers, vendors, and external development partners.

Experience Requirements: Ten plus year's software product development experience.

Education Requirements: Degree in Engineering or Computer Science. Masters degree desirable. Requires expert knowledge of specific products, systems, and lines of business.

6. Business Systems Analyst I

Functional Responsibility: Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Works under immediate supervision. Typically reports to a manager.

Experience Requirements: None to two years of experience in the field or in a related area. Requires familiarity with commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in a related area. Requires knowledge of commonly used concepts, practices, and procedures within a particular field.

7. Business Systems Analyst II

Functional Responsibility: Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Works under immediate supervision. Typically reports to a manager.

Experience Requirements: Three to five years experience in the field or in a related area. Requires knowledge of and familiarity with commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in a related area.

8. Business Systems Analyst V

Functional Responsibility:

Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. May report directly to a project lead or manager.

Experience Requirements: Ten plus years experience in the field or in a related area. Requires familiarity with relational database concepts, and client-server concepts.

Education Requirements: Bachelor's degree in a related area. Requires knowledge of relational database concepts, and client-server concepts.

9. Computer Operator I

Functional Responsibility: Responsible for the correct and timely operation of the computer system. Monitors computer and peripheral equipment and responds to operator requests and messages as required. Performs backups. Assists senior operators in running complex programs.

Experience Requirements: One year operating and/or programming data processing equipment.

Education Requirements: High School Diploma. Technical School Certificate, or equivalent work experience.

10. Computer Operator II

Functional Responsibility: Responsible for the correct and timely operation of the computer system, including resolving error conditions, acting on machine stoppages and/or error conditions not fully covered

by existing procedures. Operation tasks include production work, troubleshooting, and equipment maintenance, calling the proper personnel for equipment repair, accurate maintenance of tape and disk libraries, and correct completion of system backups. May assist in modifying systems, or in programming or LAN support.

Experience Requirements: Two years operating and/or programming data processing equipment.

Education Requirements: Associate's degree or Technical School Certificate, or equivalent work experience.

11. Computer Operator III

Functional Responsibility: Responsible for the operation of the Windows class servers and peripheral equipment according to operating instructions. Shall be responsible for output and distribution services. Able to track and control servers using remote console controls. Use of unattended installation scripts to load Windows 2000 and 2003 operating system with little to no manual intervention. Works under supervision of the Computer Operator V, the Computer Operator III.

Experience Requirements: Four years experience in computer and related service operations, installing and configuring Microsoft Windows 2000 and 2003 operating systems on mainstream server class hardware. Requires experienced in producing documents, charts, and drawings using Word, Visio, and PowerPoint.

Education Requirements: High School Diploma and Associates degree or Technical School Certificate.

12. Computer Operator IV

Functional Responsibility: Shall be responsible for the operation of Windows class servers. Shall be responsible for the processing of production and housekeeping jobs. Shall ensure that all sub-systems are available to system users during scheduled times. Shall be responsible for output and distribution services. Able to track and control servers using remote console controls. Use of unattended installation scripts to load Windows 2000 and 2003 operating system with little to no manual intervention. Shall be able to perform the duties assigned with minimal supervision. Capable of working together with other support organizations to maintain continuity of service for client.

Experience Requirements: Six years of increasing responsibility. Two years experience in remote system management and troubleshooting of client server outages. Requires experience analyzing and resolving incidents within the client infrastructure. Experienced in managing small projects.

Education Requirements: High School Diploma and Associates degree or Technical School Certificate. Must have a working knowledge of general system administration, server configuration, installation procedures, hardware components, and user and disk permissions.

13. Computer Operator V

Functional Responsibility: Under general supervision of an Operations or Program Manager, the Computer Operator V will be responsible for the operation of data center mainframes, servers, output and distribution services, and production control functions. The shift supervisor shall have supervisory responsibility over all levels of computer operators and be responsible for notifying management of any problems that may occur.

Experience Requirements: Eight years of increasing responsibility, with minimum two years as a shift supervisor or lead operator. Four years experience in computer and related service operations, including cluster and blade servers, new server rollouts, hardware configuration, operating system installation, UNIX, LINUX, configuration, and security hardening.

Education Requirements: High School Diploma and Associates degree or Technical School Certificate with addition training in computer systems and management. Requires advanced working knowledge of tape management, serving patching, troubleshooting, vendor coordination, inventory management, configuration management, documentation management, and daily schedule shift jobs.

14. Computer Systems Analyst I

Functional Responsibility: Analyzes information requirements. Evaluates analytical, and systematically problems of workflow. Organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Help develop plans for automated

information systems from project inception to conclusion. Defines the problem, and develops system requirements and program specifications from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst, coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Experience Requirements: None to three years of applicable experience.

Education Requirements: Associates Degree.

15. Computer Systems Analyst II

Functional Responsibility: Analyzes and develops computer software possessing a wide range of capabilities, including numerous Engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Experience Requirements: One to four years experience, of which at least three years must be specialized.

Education Requirements: Bachelor's degree, or equivalent, in computer science, information systems, engineering, business, or other related discipline.

16. Computer Systems Analyst III

Functional Responsibility: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

Experience Requirements: Five years experience, of which at least three years must be specialized.

Education Requirements: Bachelor's degree, or equivalent, in computer science, information systems, engineering, business, or other related discipline.

17. Computer Systems Analyst IV

Functional Responsibility: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

Experience Requirements: Minimum of eight years experience, of which at least five years must be specialized.

Education Requirements: Bachelor's degree, or equivalent in Computer Science, Information Systems, Engineering, Business, or other related discipline.

18. Computer Systems Analyst V

Functional Responsibility:

Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program

Manager to ensure problem solution and user satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

Experience Requirements: Minimum of ten years experience, of which at least seven years must be specialized.

Education Requirements: Bachelor's degree, or equivalent in Computer Science, Information Systems, Engineering, Business, or other related discipline.

19. CPMS Analyst/Designer

Functional Responsibility: Works with the customer to define the requirements for the CPMS implementation and documents the requirements in a requirements document. Develops the system design for the CPMS system and documents the design in a system design document. Works with the CPMS Network Engineer(s) to ensure network readiness. May also develop following CPMS deliverables: Detail Call Flows; System Test Plan; Training Plan; Acceptance Test Plan; Cutover Plan; Operations Manual; and Maintenance Plan and Agreement. Every customer will not require all deliverables described above. Customer required deliverables shall be specified in the request for quote and subsequent order document. When required as back up for the CPMS Project Manager, conducts project review meetings and interfaces to the customer. Further, may assist the installation team in the installation of the CPMS hardware and software systems. Understands the customer's requirements and ensures the CPMS to be installed meets the customer's technical requirements and business needs.

Experience Requirements: Ten years of experience in the field or a related area and at least six years of systems analysis experience. Requires familiarity with customer relationship management (CRM) software. Must have an in-depth understanding of CPMS hardware and software features and functionality and ability to work with end users to understand the customer's business environment, problems and needs.

Education Requirements: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. Requires knowledge of customer relationship management (CRM) software.

20. CPMS Analyst/Developer I

Functional Responsibility: Implements the hardware and software configurations for the CPMS, including the station configuration, user configuration, user privileges, ACD configuration, server configuration, call notification, e-mail configuration, fax configuration, reports configuration, and logging and tracing. Assists installation of CPMS hardware. May maintain the CPMS hardware. Integrates the CPMS systems into the customer's voice and data networks. Works with the customer to develop back-up and restore procedures, security procedures, and procedures to monitor system performance. Uses Interaction Attendant to administer the CPMS system as required. Troubleshoot and resolve problems to ensure minimal disruption of mission-critical applications. Requires configuration and system design of high-availability hardware servers and software.

Experience Requirements: Four years of experience in the field or a related area. Requires familiarity with Dialogic and Aculab voice processing boards including T1 boards, analog trunk boards, fax boards, conference boards, station boards, and software emulation equivalent for support of Voice-Over IP.

Education Requirements: Technical training in the field. Requires certification by Interactive Intelligence, Inc. in CPMS Installation and Troubleshooting and Systems Administration.

Requires knowledge of Dialogic and Aculab voice processing boards including T1 boards, analog trunk boards, fax boards, conference boards, station boards, and software emulation equivalent for support of Voice-Over IP. Requires knowledge of Microsoft Windows operating systems including Vista, XP, Windows 2000, TCP/IP, and CPMS supported database products including Microsoft SQL Server and Oracle. Requires knowledge of Web Servers including Microsoft IIS.

21. CPMS Analyst/Developer III

Functional Responsibility: Assists the CPMS Analyst/Designer in defining the customer's requirements and designing CPMS software applications. Prototype, develop, test and debug CPMS applications using software development tools. Uses CPMS design tools to customize dial plans, IVR scripts, ACD rules, fax-on-demand applications, Web services, etc. Use database tools to access any ODBC-compliant database

from within IVR scripts or other CIC server applications. Uses system recorder tools to develop recorded call management applications. Uses CPMS interface components to develop external program functionality using Visual Basic and other programming languages. Works with users to identify current operating procedures and clarify program objectives. Outlines steps required for software program development, including diagrams and charts. Writes software program documentation and user operations guidelines. Provides technical guidance to CPMS application programmers.

Experience Requirements: Six years of experience in the field or a related area and at least three years of software development experience. Requires familiarity with CPMS tool and techniques, and Microsoft Windows operating systems.

Education Requirements: Technical training in the field. Requires knowledge of CPMS tool and techniques, and Microsoft Windows operating systems.

22. CPMS Applications Programmer

Functional Responsibility: Develop, test and debug software applications for the CPMS system using development tools. Uses tools to customize every aspect of, dial plans, IVR scripts, ACD rules, fax-on-demand applications, Web services, etc. Use Database Tools to access any ODBC-compliant database from within IVR scripts or other EIC server applications. Setup unified messaging and voice mail. Use CPMS's Computer Telephony Integration (CTI) tools/capabilities to develop "screen pop" applications for the customer. Develop custom reports for the customer. Provide documentation including diagrams and charts.

Experience Requirements: Two years of experience in the field or in a related area and at least one year of programming experience.

Education Requirements: Technical training in the field.

23. CPMS Installation and/or Post-Installation Support

Functional Responsibility:

CPMS Installation: CPMS Installations Engineers are responsible for the installation of hardware servers, including operating systems, DBMS, application modules as well as, integrating with local and wide area networks and telecommunication circuits. CPMS Installation Engineers are responsible for components and full system testing, and customer acceptance demonstrations.

CPMS Post-installation: Support may be provided by CPMS personnel either on-site or remotely. Post-installation support typically includes activities such as logging into the CPMS system to make user moves adds, deletes, and changes; system back-up and restore, resolving statistical server and/or network issues, and assisting with standard report generation.

Installation and Post-installation service hours may require a premium rate for evening and/or weekend and/or expedited requests. Should this premium rate be required, the premium hourly rate is one and one-half (1.5) times the hourly rate then in effect for this Item No. 23.

Experience Requirements: At least 2 years of experience in the field or in a related field.

Education Requirements: Technical training in the field.

24. CPMS Network Engineer

Functional Responsibility: Works with CPMS senior staff to provide network analysis necessary for implementation of a CPMS . Determines network requirements and performs network readiness assessments. Provides network design documentation. Manages all phases of system implementation including network needs analysis, system requirements, system and network design, software development, testing, documentation, training, cutover and maintenance. Provides network design documents for network cabling and switches, routers and gateway components. Interfaces with the telephony subcontractors for coordinated requirements. Works with the customer to define the requirements for the CPMS components and develops requirements documents. Develops the system design for the system and documents the design in a system design document. Develops a network maintenance plan and documents in a maintenance agreement.

Experience Requirements: Six years of experience in the field or in a related area and at least three years of network engineering experience.

Education Requirements: Technical training in the field.

25. CPMS Network Engineer Senior

Functional Responsibility: Provides network analysis necessary for implementation of a CPMS. Determines network requirements and performs network readiness assessments. Provides network design documentation. Manages all phases of system implementation including network capacity planning and analysis, system requirements, system and network design, software development, testing, documentation, training, cutover and maintenance. Provides network design documents for network cabling and switches, routers and gateway components. Interfaces with the telephony subcontractors for coordinated requirements. Works with the customer to define the requirements for the Call Processing and Management System components and develops requirements documents. Develops the system design for the project and documents the design in a system design document. Develops a network maintenance plan and documents in a maintenance agreement. Works with the customer and Local Exchange Carrier to configure, order and install telephone trunk lines. Work with the customer to configure, order and install station cabling. Performs site surveys. Works with the customer to identify and prepare a suitable server room or telephone closet for the CPMS servers and to connect to the telephone trunk lines and station cabling to the CPMS servers. Works with the customer to interface to the customer's network-based database servers, e-mail servers, and Web servers.

Experience Requirements: Ten years of experience in the field or in a related area and at least six years of network engineering experience.

Education Requirements: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

26. CPMS Project Manager

Functional Responsibility: The CPMS Project Manager is the principal interface to the customer and works with the customer to define the project scope, project transition plans, statement of work, and schedules for CPMS projects. Implements change control, deliverable acceptance, and project reporting procedures. Conducts kick-off meetings and project status meetings. Develops project status reports and presentations to customer and SII management. Coordinates orders for appropriate software, hardware and network components from vendors. Manages all aspects of projects to ensure successful delivery of project within the budget, schedule and to the customer's satisfaction. Ensures project outcomes that conform to SII's proposal. Coordinates with the Manager of SII PSO for technical resources necessary for successful project completion. Manages the team of Professional Services technicians assigned to each project. Manages the technical aspects of projects by instructing, directing, and checking the work of other team members. Verifies that maintenance costs are correct, based on the actual hardware and software purchased and installed.

Experience Requirements: Ten years of experience in the field or a related area and at least six years of project management experience.

Education Requirements: Bachelor's degree in computer science, information systems, engineering, business, or other related discipline.

27. CPMS Trainer

Functional Responsibility: CPMS Trainers are high skilled in the use and instruction in the use of the Call Processing and Management System for both Management operational tools, as well as, the use of the desktop Graphic User Interface by call and/or contact center agents to manage call activity. Trainers have audio visual support presentations and instruct using live, operational systems as teaching aids. Leave-behind tutorials and reference materials are supplied to all students. CPMS personnel are responsible and work with minimal, if any, supervision.

Experience Requirements: Three to five years of experience in the CPMS application with 1 to 2 years of training experience.

Education Requirements: Technical certification by the CPMS application manufacturer.

28. Customer Service Representative I

Functional Responsibility: Serve as the primary point of contact in a customer contact center (also referred to as a customer interaction center or e-contact center). Must be able to interact with customers

utilizing all channels of communications including voice, e-mail, Web and fax. Must be able to utilize the IT and telecommunications tools in the contact center including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Web collaborative browsing, Web chats, CRM software, fax-on-demand, and fax-back. Must be able to answer detail questions and solve problems utilizing the knowledgebase, CRM database, and other online tools. Must be able to manage the customer interaction by navigating a Web site, searching online databases, and transferring/conferencing the call utilizing the features of the TDM or VoIP telephone instrument.

Experience Requirements: None to one years of contact center representative experience. Requires keyboarding skills, knowledge and skills in computer workstations and software (e.g., Microsoft Windows and Internet Explorer), and customer interaction skills utilizing multiple channels of communication.

Education Requirements: High School diploma.

29. Customer Service Representative II

Functional Responsibility: Serve as the primary point of contact in a customer contact center (also referred to as a customer interaction center or e-contact center). Must be able to interact with customers utilizing all channels of communications including voice, e-mail, Web and fax. Must be able to utilize the IT and telecommunications tools in the contact center including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Web collaborative browsing, Web chats, CRM software, fax-on-demand, and fax-back. Must be able to answer detail questions and solve problems utilizing the knowledgebase, CRM database, and other online tools. Must be able to manage the customer interaction by navigating a Web site, searching online databases, and transferring/conferencing the call utilizing the features of the TDM or VoIP telephone instrument.

Experience Requirements: Two to three years of contact center representative experience. Requires keyboarding skills, knowledge and skills in computer workstations and software (e.g., Microsoft Windows and Internet Explorer), and customer interaction skills utilizing multiple channels of communication.

Education Requirements: High School diploma.

30. Customer Service Representative III

Functional Responsibility: Serve as the primary point of contact in a customer contact center (also referred to as a customer interaction center or e-contact center). Must be able to interact with customers utilizing all channels of communications including voice, e-mail, Web and fax. Must be able to utilize the IT and telecommunications tools in the contact center including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Web collaborative browsing, Web chats, CRM software, fax-on-demand, and fax-back. Must be able to answer detail questions and solve problems utilizing the knowledgebase, CRM database, and other online tools. Must be able to manage the customer interaction by navigating a Web site, searching online databases, and transferring/conferencing the call utilizing the features of the TDM or VoIP telephone instrument.

Experience Requirements: Four to six years of contact center representative experience. Requires keyboarding skills, knowledge and skills in computer workstations and software (e.g., Microsoft Windows and Internet Explorer), and customer interaction skills utilizing multiple channels of communication.

Education Requirements: High School diploma.

31. Customer Service Representative IV

Functional Responsibility: Serve as the primary point of contact in a customer contact center (also referred to as a customer interaction center or e-contact center). Must be able to interact with customers utilizing all channels of communications including voice, e-mail, Web and fax. Must be able to utilize the IT and telecommunications tools in the contact center including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Web collaborative browsing, Web chats, CRM software, fax-on-demand, and fax-back. Must be able to answer detail questions and solve problems utilizing the knowledgebase, CRM database, and other online tools. Must be able to manage the customer interaction by navigating a Web site, searching online databases, and transferring/conferencing the call utilizing the features of the TDM or VoIP telephone instrument.

Experience Requirements: Seven plus years of contact center representative experience. Requires keyboarding skills, knowledge and skills in computer workstations and software (e.g., Microsoft Windows and Internet Explorer), and customer interaction skills utilizing multiple channels of communication.

Education Requirements: High School diploma.

32. Database Administrator I

Functional Responsibility: Plans and coordinates administration of one or larger, centralized databases. Reviews database design and integration of host systems and makes recommendations for enhancements and improvements. Ensures accurate, appropriate, and effective use of data, including database structure, documentation, and operational guidelines. Performs audits to ensure accuracy and proper use of data in tables, applications, and supporting dictionaries. Trains users and responds to requests for assistance. Monitors utilization and transaction activity. Prepares and/or reviews activity and performance reports. May establish maintain security and integrity controls. Serves as liaison between users and technical staff.

Experience Requirements: Two to four years related experience.

Education Requirements: Bachelor's degree in related field or equivalent experience. Requires demonstrated expertise in the use of relational database management systems and related products such as Microsoft Access, IBM DB2, Oracle, SAP, SAS, Sybase, and SQL.

33. Database Administrator II

Functional Responsibility: Provides technical direction for database design, maintenance, and administration. Evaluates and recommends available DBMS products after matching user requirements with system capabilities. Develops and formulates standards, procedures, and convention for database use. Determines file organization, indexing methods, and security procedures for specific user applications. Works with technical/programming staff to ensure database security from accidental or intentional loss or damage.

Experience Requirements: Four to six years related experience.

Education Requirements: Bachelor's degree in related field or equivalent experience. Requires demonstrated expertise in the use of relational database management systems and related products such as Microsoft Access, IBM DB2, Oracle, SAP, SAS, Sybase, and SQL.

34. Database Administrator IV

Functional Responsibility: Provides technical direction for database design, maintenance, and administration. Evaluates and recommends available DBMS products after matching user requirements with system capabilities. Develops and formulates standards, procedures, and convention for database use. Determines file organization, indexing methods, and security procedures for specific user applications. Works with technical/programming staff to ensure database security from accidental or intentional loss or damage.

Experience Requirements: Eight to ten years related experience.

Education Requirements: Bachelor's degree in related field or equivalent experience. Requires demonstrated expertise in the use of relational database management systems and related products such as Microsoft Access, IBM DB2, Oracle, SAP, SAS, Sybase, and SQL.

35. General Clerk I

Functional Responsibility: Performs routine office or clerical duties such as filing, coding, simple posting, and completing forms. May operate basic office equipment, e.g. photocopier, facsimile, multi-line phone/voicemail systems, and mailing machines. Works under close supervision. Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task.

Experience Requirements: Experience operating basic office equipment, e.g. photocopier, facsimile, multi-line phone/voicemail systems, and mailing machines.

Education Requirements: Little or no subject-matter knowledge is required.

36. Clerical Clerk II

Functional Responsibility: Performs a variety of complex Clerical tasks. Clerical steps vary in type or sequence, depending on the task. Selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. Typically requires typing skills sufficient to complete forms, prepare reports, letters, and other materials in

which terms are clear and formats follow a standard patter. Routinely uses a personal computer or terminal to carry out assigned activities. Works under general direction. Recognized problems are referred to others.

Experience Requirements: Requires typing skills sufficient to complete forms, prepare reports, letters, and other materials in which terms are clear and formats follow a standard patter. Ability to use a personal computer or terminal. Experience operating basic office equipment, e.g. photocopier, facsimile, multi-line phone/voicemail systems, and mailing machines.

Education Requirements: Little or no subject-matter knowledge is required.

37. Clerical Clerk III

Functional Responsibility: Performs complex clerical and administrative tasks, including processing orders, maintaining computer-based records, completing forms, preparing reports, and responding in person or by phone to customer and client requests and inquiries. Requires typing skills sufficient to meet production and quality standards using a computer keyboard. Requires language skills sufficient to interact effectively with both internal an external clients and customers. Works independently or under general direction on activities that typically require subject-matter knowledge and judgment to complete assignments. May also direct lower level Clerks.

Experience Requirements: Requires typing skills sufficient to meet production and quality standards using a computer keyboard. Requires language skills sufficient to interact effectively with both internal and external clients and customers.

Education Requirements: Require subject-matter knowledge.

38. Graphics Designer

Functional Responsibility: Designs art and copy layouts for material to be presented visually in magazines, books, and newspapers, on product packaging, via television, computer monitor, website, and CD-ROM, and by other visual communications media. Plans presentations that typically include illustrations, photographs, and text. Selects styles and sizes of type. Draws or prepares samples of proposed designs. Prepares illustrations and rough sketches. May develop style-sheets, logotypes, and graphic standards for printed and published materials. May prepare series of drawings to illustrate sequence and timing of story development for video or computer presentation. Prepares notes and instructions for desktop publishing specialists or workers who assemble layouts for printing. Typically reviews final layout and suggests improvements as necessary.

Experience Requirements: Two to five years experience in a related field.

Education Requirements: Bachelor's degree in commercial art or fine art or equivalent experience.

39. Hardware/Software Technician I

Functional Responsibility: Provides technical assistance and training to system users. Responds to users' requests for assistance by phone and in person. May staff a help desk or information center. Installs and modifies personal computer and network hardware and software. Diagnoses hardware, software and operator problems and takes remedial actions or recommends procedural changes. May install and configure peripheral equipment such as monitors, keyboards, printers, and disk drives. May load and configure operating systems and applications such as word processing, database, and spreadsheet programs.

Experience Requirements: None to two years related experience.

Education Requirements: High School diploma. Requires knowledge of and familiarity with operating systems such as Windows NT or UNIX. Requires comprehensive knowledge of employer's stand-alone and networked personal computers and related peripheral equipment, and of commonly used stand alone and networked applications.

40. Hardware/Software Technician II

Functional Responsibility: Provides technical assistance and training to system users. Responds to users' requests for assistance by phone and in person. May staff a help desk or information center. Installs and modifies personal computer and network hardware and software. Diagnoses hardware, software and operator problems and takes remedial actions or recommends procedural changes. May install and

configure peripheral equipment such as monitors, keyboards, printers, and disk drives. May load and configure operating systems and applications such as word processing, database, and spreadsheet programs.

Experience Requirements: Three to five years related experience.

Education Requirements: High School diploma. Requires knowledge of and familiarity with operating systems such as Windows NT or UNIX. Requires comprehensive knowledge of employer's stand-alone and networked personal computers and related peripheral equipment, and of commonly used stand alone and networked applications.

41. Hardware/Software Technician III

Functional Responsibility: Evaluates, tests, installs, and modifies networked and stand-alone personal computer and workstation systems and applications. Evaluates and tests vendor-supplied software packages to determine compatibility with existing systems, ease of use and maintenance, and suitability for organization's needs. Consults with users to determine best hardware and software configurations to meet requirements. Enters commands into computer or network to place new programs in production status and upgrade existing programs. May direct the workflow of others.

Experience Requirements: One to three years of experience with network operating systems such as Windows NT or UNIX.

Education Requirements: Bachelor's degree in related field or equivalent experience. Requires knowledge of and familiarity with programming languages that support major systems running on servers and workstations.

42. Hardware/Software Technician IV

Functional Responsibility: Evaluates, tests, installs, and modifies networked and stand-alone personal computer and workstation systems and applications. Evaluates and tests vendor-supplied software packages to determine compatibility with existing systems, ease of use and maintenance, and suitability for organization's needs. Consults with users to determine best hardware and software configurations to meet requirements. Enters commands into computer or network to place new programs in production status and upgrade existing programs. May supervise a department.

Experience Requirements: Four to six years of experience with network operating systems such as Windows NT or UNIX.

Education Requirements: Bachelor's degree in related field or equivalent experience. Requires knowledge of and familiarity with programming languages that support major systems running on servers and workstations.

43. Hardware/Software Technician V

Functional Responsibility: Supervises PC/Network Support Specialists in support of employer's networked and stand-alone computer users and systems. May supervise a "help desk" or call center. Plans and implements operating system and applications software upgrades and modifications. Supervises testing, installation, and setup of new hardware and software. Ensures employer's compliance with contracts and copyrights. Maintains logs and records. Periodically analyzes user requests for service, breakdowns, and malfunctions and recommends appropriate changes in procedures and operations. Recommends new computers and equipment. May analyze user need for training and carry out or secure training as appropriate.

Experience Requirements: Seven plus years qualifying experience.

Education Requirements: Bachelor's degree in related field or equivalent experience.

44. Help Desk Specialist I

Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Works under immediate supervision. Typically reports to a supervisor or manager.

Experience Requirements: None to one years experience in the field or in a related area. Requires familiarity with commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Associate's degree in a related area. Requires knowledge of commonly used concepts, practices, and procedures within a particular field.

45. Help Desk Specialist II

Functional Responsibility:

Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Works under immediate supervision. Typically reports to a supervisor or manager.

Experience Requirements: Two to four years experience in the field or in a related area. Requires familiarity with commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Associate's degree in a related area. Requires knowledge of commonly used concepts, practices, and procedures within a particular field.

46. Help Desk Specialist III

Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Works under immediate supervision. Typically reports to a supervisor or manager.

Experience Requirements: Five to seven years experience in the field or in a related area.

Education Requirements: Associate's degree in a related area. Have knowledge of commonly used concepts, practices, and procedures within a particular field.

47. Help Desk Specialist IV

Functional Responsibility: Provide support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. Typically reports to a supervisor or manager.

Experience Requirements: Seven to nine years experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures.

Education Requirements: Associate's degree in a related area.

48. Help Desk Specialist V

Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. Typically reports to a supervisor or manager.

Experience Requirements: Ten plus years experience in the field or in a related area. Requires familiarity with a variety of the field's concepts, practices, and procedures.

Education Requirements: Associate's degree in a related area. Requires knowledge of a variety of the field's concepts, practices, and procedures.

49. Network Administrator I

Functional Responsibility: Maintains data files and control procedures for a simple system of networked personal computers or for a group of desktop computers linked to a host server. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management requests for information. Although the incumbent may be a resident expert for

applications running on department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors.

Experience Requirements: One to Two years on-the-job experience.

Education Requirements: Vendor-supplied training. May require extensive knowledge of software such as Microsoft Office and similar suites of business applications.

50. Network Administrator II

Functional Responsibility: Maintains data files and control procedures for a simple system of networked personal computers or for a group of desktop computers linked to a host server. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management requests for information. Although the incumbent may be a resident expert for applications running on department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors.

Experience Requirements: Three to four years on-the-job experience.

Education Requirements: Vendor-supplied training. May require extensive knowledge of software such as Microsoft Office and similar suites of business applications.

51. Network Administrator III

Functional Responsibility: Maintains data files and control procedures for a simple system of networked personal computers or for a group of desktop computers linked to a host server. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management requests for information. Although the incumbent may be a resident expert for applications running on department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors. Usually is supervising or leading junior Network Administrators in these areas of responsibility.

Experience Requirements: Five to six years of experience.

Education Requirements: Bachelor's degree in related field plus vendor supplied training. May require extensive knowledge of software such as Microsoft Office and similar suites of business applications.

52. Network Administrator IV

Functional Responsibility: Maintains data files and control procedures for a system of networked personal computers or for a group of desktop computers linked to a host server of greater complexity than the type of network maintained by Network Administrator III. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management requests for information. Although the incumbent may be a resident expert for applications running on department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors. Usually is supervising or leading junior Network Administrators in these areas of responsibility.

Experience Requirements: Seven to nine years of on-the-job experience.

Education Requirements: Bachelor's degree in a related field, supplemented by industry certifications and vendor-supplied training. May require extensive knowledge of software such as Microsoft Office and similar suites of business applications.

53. Network Administrator V

Functional Responsibility: Maintains data files and control procedures for a system of networked personal computers or for a group of desktop computers linked to a host server of greater complexity than the type of network maintained by Network Administrator III. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent

management requests for information. Although the incumbent may be a resident expert for applications running on department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors. Usually is supervising or leading junior Network Administrators in these areas of responsibility..

Experience Requirements: Ten plus years on-the-job experience.

Education Requirements: Bachelor's degree in a related field, supplemented by industry certifications and vendor-supplied training. May require extensive knowledge of software such as Microsoft Office and similar suites of business applications.

54. Network Engineer I

Functional Responsibility: Provides technical support in the installation and maintenance of employer or customer's Local Area Network (LAN). Assist in the evaluation of hardware and software, including peripheral, output, and telecommunications equipment. Installs network hardware and software, including network operating systems. Monitors data communications to ensure that network is available to all users. Troubleshoots and resolves routine problems. May assist higher-level network engineers to perform site surveys, schedule conversions, and cutovers. Assists in planning installations, transitions, and cutovers of network components and capabilities. Generally responsible for maintaining a simple network of 25 or fewer nodes, or for a section of a larger network.

Experience Requirements: One to Two years related experience.

Education Requirements: Bachelor's degree in a related area.

55. Network Engineer II

Functional Responsibility: Installs, maintains, and coordinates the use of employer's or customer's Local Area or Wide Area Network (LAN/WAN). Evaluates hardware and software, including peripheral, output, and telecommunications equipment. Enforces security procedures, installs network software, and manages network, and manages network performance. Troubleshoots and resolves complex problems. Implements and coordinates network policies, procedures, and standards. Trains users. May assist higher-level network engineers to perform site surveys, schedule conversions, and cutovers. Assists in planning installations, transitions, and cutovers of network components and capabilities. Generally responsible for maintaining moderately complex networks of 25 to 100 nodes.

Experience Requirements: Three to five years related experience.

Education Requirements: Technical training and certification as a network engineer.

56. Network Engineer V

Functional Responsibility: Designs, configures, and supports one or more local and wide area networks that include hubs, router, dial-up access, cabling, and file servers. Manages connectivity between internal and external systems. Manages internetworking of various operating systems that may include Windows NT/95 and one or more versions of UNIX, across both LANs and WANs. Monitors performance and stability of networks. Prepares reports for management. Uses network management tools to test and ensure functionality and security. Uses TCP/IP configuration and troubleshooting skills to develop and maintain an infrastructure that includes intranets and extranets. May performs site surveys, schedule conversions and cutovers.

Experience Requirements: Six plus years LAN/WAN experience.

Education Requirements: Bachelor's degree in a related area.

57. Program Manager

Functional Responsibility: Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance.

Experience Requirements: Seven years must be specialized experience in program management.

Education Requirements: Bachelor's degree, or equivalent, in computer science, information systems, engineering, business, or other related discipline.

58. Program Manager II

Functional Responsibility: Handles larger, and complex programs. Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance.

Experience Requirements: Twelve years must be specialized experience in program management.

Education Requirements: Bachelor's degree, or equivalent, in computer science, information systems, engineering, business, or other related discipline.

59. Programmer/Analyst I

Functional Responsibility: Performs routine assignments that require following project specifications and statements of problems and procedures to create or modify computer programs. May confer with end users to analyze specified methods and procedures, identify problems, and document specific input and output requirements. May use software tools to design detailed flowcharts and generate standardized code.

Experience Requirements: None to one year analyst/programmer experience.

Education Requirements: Bachelor's degree in a related area. Requires knowledge of one or more programming languages.

60. Programmer/Analyst II

Functional Responsibility: Plans, develops, tests and documents mainframe-resident and client/server computer applications programs, generally working from source data provided by senior analyst programmers. May review system capabilities and scheduling limitations to determine if requested application or modification is possible within existing system. Applies standard programming procedures, including graphical user interface (GUI) development.. Prepares program documentation and materials for users. May provide work direction to entry-level analyst/programmers.

Experience Requirements: Two to three years programming experience.

Education Requirements: Bachelor's degree in a related area. Requires proficiency in programming languages and a detailed knowledge of the application being programmed

61. Programmer/Analyst III

Functional Responsibility: Designs, develops, implements, and maintains complex business, accounting, and management information systems in both centralized and networked environments. Typically works on more complex assignments that require nonstandard programming techniques and/or extensive knowledge of specific development tools. Evaluates user requests for new or modified programs to determine feasibility, cost, and time requirements, and the compatibility with existing systems and capabilities. Determines programming specifications. May be a senior programmer in and IS unit devoted primarily to maintaining existing applications. Provides assistance to lower-level analyst/programmers.

Experience Requirements: Three to seven years related experience.

Education Requirements: Bachelor's degree in business, management information systems, or computer science. Requires proficiency in two or more programming languages.

62. Programmer/Analyst IV

Functional Responsibility: Designs, develops, implements, and maintains complex business, accounting, and management information systems in both centralized and networked environments. Typically works on more complex assignments that require nonstandard programming techniques and/or extensive knowledge of specific development tools. Evaluates user requests for new or modified programs to determine feasibility, cost, and time requirements, and the compatibility with existing systems and capabilities.

Determines programming specifications. May be a senior programmer in and IS unit devoted primarily to maintaining existing applications. Provides assistance to lower-level analyst/programmers.

Experience Requirements: Eight years of related experience.

Education Requirements: Bachelor's degree in business, management information systems, or computer science. Requires proficiency in two or more programming languages.

63. Programmer/Analyst V

Functional Responsibility: Designs, develops, implements, and maintains complex business, accounting, and management information systems in both centralized and networked environments. Typically works on more complex assignments that require nonstandard programming techniques and/or extensive knowledge of specific development tools. Evaluates user requests for new or modified programs to determine feasibility, cost, and time requirements, and the compatibility with existing systems and capabilities. Determines programming specifications. May be a senior programmer in and IS unit devoted primarily to maintaining existing applications. Provides assistance to lower-level analyst/programmers.

Experience Requirements: Ten years of related experience.

Education Requirements: Bachelor's degree in business, management information systems, or computer science. Requires proficiency in two or more programming languages.

64. Project Manager I

Functional Responsibility: Serves as the project manager for relatively small task orders (or a group of task orders affecting the same common/standard/migration system). Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Assists the Program Manager in working with customer representatives and management staff. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner.

Experience Requirements: Four years must be specialized experience.

Education Requirements: Bachelor's degree, or equivalent, in computer science, information systems, engineering, business, or other related discipline.

65. Project Manager II

Functional Responsibility: Serves as the project manager for small to medium task orders (or a group of task orders affecting the same common/standard/migration system). Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Assists the Program Manager in working with customer representatives and management staff. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner.

Experience Requirements: Six years must be specialized experience with three in project management.

Education Requirements: Bachelor's degree, or equivalent, in computer science, information systems, engineering, business, or other related discipline.

66. Project Manager III

Functional Responsibility: Serves as the project manager for medium sized task orders (or a group of task orders affecting the same common/standard/migration system). Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Assists the Program Manager in working with customer representatives and management staff. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner.

Experience Requirements: Ten years of professional experience, with at least four years must be specialized experience in project management.

Education Requirements: Bachelor's degree, or equivalent, in computer science, information systems, engineering, business, or other related discipline.

67. Project Manager IV

Functional Responsibility: Serves as the project manager for medium sized task orders (or a group of task orders affecting the same common/standard/migration system). Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Assists the Program Manager in working with customer representatives and management staff. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Works with users to identify current operating procedures and clarify program objectives. Outlines steps required for program development, including diagrams and charts. Writes program documentation and user operations guidelines. May team with external consultants in the development of unique application that meet customer's requirements. Provides technical guidance to lower-level analyst/programmers.

Experience Requirements: Eight to ten years related experience with six or more years of management experience.

Education Requirements: Bachelor's degree in a related area. Requires knowledge of and familiarity with programming techniques, networked and centralized operating systems, and the capabilities of enterprise database products and development suites. Requires detailed and comprehensive knowledge of customer's applications and systems.

68. Project Manager V

Functional Responsibility: Consults with user management and technical staff as necessary to clarify program intent, identify problems, suggest changes, and determine required coding. Outlines steps required for program development, including diagrams and charts. Writes program documentation and user operations guidelines. Leads lower-level analyst/programmers and other technical staff on a large, complex internal development project or serves as lead analyst/programmer on numerous smaller projects and systems. Typically a senior internal technical consultant who directs program development in complex application and systems where existing architectures and techniques provide little guidance. Prescribes standards to simplify interpretation of programs and documentation. Supervises preparation of records and reports. May train lower-level programmers in advanced techniques.

Experience Requirements: Twelve plus year's experience and expert knowledge of specific applications and lines of business, and eight years of management experience.

Education Requirements: Bachelor's degree in a related area.

69. Project Supervisor I

Functional Responsibility: Manages administrative support functions on a contract. Supervises personnel who provide administrative services. May supervise fulfillment, if any. Generally oversees distribution of organization's products. May have responsibility for warehousing products and maintaining inventory.

Experience Requirements: Nine plus years related experience.

Education Requirements: Education beyond high school diploma.

70. Project Supervisor II

Functional Responsibility: Designs, plans and coordinates work teams. Provides technical support to project team members. Relies on experience and judgment to plan and accomplish goals. Generally manages a group of technical personnel. Typically reports to senior manager.

Experience Requirements: One to three years experience in the field.

Education Requirements: Bachelor's degree in a related area.

71. Quality Assurance Technician I

Functional Responsibility:

Inspects and reviews work product and Quality Assurance documentation for consistency, accuracy and adherence to prescribed standards. Assists in maintaining and monitoring product quality and defect records. Ensures compliance with established procedures, standards and contract requirements.

Experience Requirements: Two years Quality Assurance experience.

Education Requirements: Associate's degree. Requires knowledge of and familiarity with MS Office software. Good oral and written communications skills are required.

72. Quality Assurance Technician II

Functional Responsibility: Responsibilities include assisting in Quality Assurance efforts to include audits, reviews and inspections. Reviews program documentation for consistency, accuracy and adherence to prescribed standards. Assists in maintaining and monitoring the work products, action items and defects. Ensures compliance with established procedures and standards. Performs other tasks as directed, to include Configuration Management support and special projects.

Experience Requirements: Three years Quality Assurance experience.

Education Requirements: Associate's degree. Requires knowledge of and familiarity with SEI CMM practices and automated QA/CM tools. Good oral and written communications skills and working knowledge of MS Office software are required.

73. Quality Assurance Technician III

Functional Responsibility: Performs day-to-day CM and quality assurance/quality control of application development. This position is in support of application development to meet functional needs of the customer's requirements. Participates in system design and specification meetings to establish an adequate CM and quality control program.

Experience Requirements: Four years of experience in CM and quality assurance for a system design and implementation project.

Education Requirements: Associate's degree in associated discipline or equivalent experience is required. Requires knowledge of and familiarity with SEI CMM practices and automated Quality Assurance/CM tools.

74. Quality Assurance Technician IV

Functional Responsibility: Responsibilities include assisting in Quality Assurance efforts to include audits, reviews and inspections. Reviews program documentation for consistency, accuracy and adherence to prescribed standards. Assists in maintaining and monitoring the work products, action items and defects. Ensures compliance with established procedures and standards. Performs other tasks as directed, to include proposal preparation, new business activities, Configuration Management support and special projects.

Experience Requirements: Five years experience in software Quality Assurance procedures.

Education Requirements: Associate's degree in associated discipline or equivalent experience is required. Requires knowledge of and familiarity with MS Office software and excellent oral and written communications skills are required. Understanding of SEI CMM practices and automated Quality Assurance/CM tools.

75. Quality Assurance Technician V

Functional Responsibility: Works with a team of software testers developing and implementing testing schemes for applications developed in a 3-tier architecture. The candidate will be involved with all levels of software quality assurance. Should be self-motivated and a team- player with strong interpersonal skills. Should also be highly analytical and detail oriented.

Experience Requirements: Two years experience in Software Quality Assurance.

Education Requirements: Bachelor's degree in Computer Science. Requires knowledge of and familiarity with the design, development, and implementation of testing programs using automated testing tools. Strong communication skills (oral, written and listening).

76. Security Analyst III

Functional Responsibility: Develop, implement and manage comprehensive Information Systems Assurance Programs that satisfy all client regulatory requirements, legislative mandates, and performance goals with specific focus on information systems security (ISS) policy maintenance, development, review and update. Develop, implement, and maintain firewall technologies that secure an organization's intranet and/or internet sites. Define network security issues, develop plans and procedures, and ensure safety and

privacy of newly developed internet and intranet sites. Create, modify, and delete user profiles and other access controls. Review security logs and violation reports. Review FBI National Infrastructure Protection Center bulletins. Identify systems including major applications and general support systems. Analyze data sensitivity of non-sensitive, sensitive and classified systems. Assess system vulnerability for risk identification and threat assessment. Identify Risk management responsibility, accountability, and reduction of risk. Implement security control measures for cost-effective, compliant, internal and external controls for management, personnel, development, acquisition, operations, training, and technical aspects of a system. Develop test and evaluation, continuity of operations for business resumption, disaster recovery, and incident response purposes including team identification, responsibilities, and reporting. Be aware of training program development and presentation. Monitor LAN/WAN/Firewall security, access control, and virus redemption. Responsible for keeping abreast of ISS goals. A certain degree of creativity and latitude is required. Works under general supervision; typically reports to a manager.

Experience Requirements: Seven to ten years experience in the field or in a related area. Must be familiar with standard concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in a related area.

77. Security Analyst IV

Functional Responsibility: Develop, implement and manage comprehensive Information Systems Assurance Programs that satisfy all client regulatory requirements, legislative mandates, and performance goals with specific focus on information systems security (ISS) policy maintenance, development, review and update. Develop, implement, and maintain firewall technologies that secure an organization's intranet and/or internet sites. Define network security issues, develop plans and procedures, and ensure safety and privacy of newly developed internet and intranet sites. Create, modify, and delete user profiles and other access controls. Review security logs and violation reports. Review FBI National Infrastructure Protection Center bulletins. Identify systems including major applications and general support systems. Analyze data sensitivity of non-sensitive, sensitive and classified systems. Assess system vulnerability for risk identification and threat assessment. Identify Risk management responsibility, accountability, and reduction of risk. Implement security control measures for cost-effective, compliant, internal and external controls for management, personnel, development, acquisition, operations, training, and technical aspects of a system. Develop test and evaluation, continuity of operations for business resumption, disaster recovery, and incident response purposes including team identification, responsibilities, and reporting. Be aware of training program development and presentation. Monitor LAN/WAN/Firewall security, access control, and virus redemption. Responsible for keeping abreast of ISS goals. A certain degree of creativity and latitude is required. Works under general supervision; typically reports to a manager.

Experience Requirements: Ten plus years of experience. Must be familiar with standard concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in a related area.

78. Software Engineer I

Functional Responsibility: Designs and codes software components, units, and modules that meet products specification and development schedules. Tests and debugs assigned components and units. Participates in large system and subsystem planning. Adheres to products build and release schedules and strategies. Acts as a technical resource for lower-level developers.

Experience Requirements: Three to five years software development experience.

Education Requirements: Bachelor's degree in computer science, electrical engineering, math, or an equivalent field. Requires comprehensive knowledge of one or more platforms and operating systems, and of programming languages such as C and C++. Typically requires knowledge of one or more systems architectures such as client/server and distributed processing.

79. Software Engineer II

Functional Responsibility: Develops technical designs and specifications for software products. Researches and integrates design strategies, product specifications, development schedules, and user expectations into products capabilities. Uses software development technologies and tools to build, test, and maintain products modules, components, and subsystems. May provide products demonstrations and

participate in trade shows and seminars. May require interaction with customers, vendors, and external development partners. Provides technical leadership to lower-level developers.

Experience Requirements: Five to seven years software products development experience.

Education Requirements: Engineering or computer science degree, masters desirable.

80. Software Engineer IV

Functional Responsibility: Oversees technical design, development, and implementation of projects and/or major software products and systems of greater size and complexity than projects overseen by Software Engineer III. Assists in defining architecture requirements and establishing standard for design and development. Consults with management and customers regarding product feasibility and viability of products plans and designs. Factors emerging technologies and products supportability into design and implementation. Serves as primary technical resource to development team. May act as team leader in prioritizing group tasks, determining individual assignments, and reviewing work of lower-level developers. Provides products demonstrations and participates in trade shows, seminars, industry panels, and user group meetings. Interacts with customers regarding strategies, requirements, problem solving, and support. This is normally the senior non-management, or supervisory developer level.

Experience Requirements: Nine to twelve years of software product development experience.

Education Requirements: Advanced degree, such as a master's degree or doctorate degree. Requires expert knowledge of specific products, systems, and lines of business.

81. Software Engineer V

Functional Responsibility: Oversees technical design, development, and implementation of large projects and/or major software products and systems of greater size, and complexity than projects overseen by Software Engineer IV. Assists in defining architecture requirements and establishing standard for design and development. Consults with management and customers regarding product feasibility and viability of products plans and designs. Factors emerging technologies and products supportability into design and implementation. Serves as primary technical resource to development team. May act as team leader in prioritizing group tasks, determining individual assignments, and reviewing work of lower-level developers. Provides products demonstrations and participates in trade shows, seminars, industry panels, and user group meetings. Interacts with customers regarding strategies, requirements, problem solving, and support. Assists the Program and Project Manager as needed, this is normally the senior management developer level.

Experience Requirements: Thirteen plus years software product development experience.

Education Requirements: Advanced degree, such as a master's degree or doctorate degree. Requires expert knowledge of specific products, systems, and lines of business.

82. Software Quality Assurance I

Functional Responsibility: Develops, publishes, and implements test plans. Writes and maintains test automation. Develops quality assurance standards. Defines and tracks quality assurance metrics such as defect densities and open defect counts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required. Works under general supervision; typically reports to a manager.

Experience Requirements: One to two years experience working in software quality assurance methodology. Familiar with NT, UNIX and/or Solaris environments.

Education Requirements: Bachelor's degree. Should have knowledge of the software development process in one or more programming languages.

83. Software Quality Assurance II

Functional Responsibility: Develops, publishes, and implements test plans. Writes and maintains test automation. Develops quality assurance standards. Defines and tracks quality assurance metrics such as defect densities and open defect counts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required. Works under general supervision; typically reports to a manager.

Experience Requirements: Three to five years experience working in software quality assurance methodology. Familiar with NT, UNIX and/or Solaris environments.

Education Requirements: Bachelor's degree. Should have knowledge of the software development process in one or more programming languages.

84. Software Quality Assurance IV

Functional Responsibility: Develops, publishes, and implements test plans. Writes and maintains test automation. Develops quality assurance standards. Defines and tracks quality assurance metrics such as defect densities and open defect counts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required. May lead and direct the work of others. Works under general supervision; typically reports to a manager.

Experience Requirements: Nine to ten years of experience working in software quality assurance methodology. Familiar with NT, UNIX and/or Solaris environments.

Education Requirements: Bachelor's degree. Should have knowledge of the software development process in one or more programming languages, and an understanding of mainframe and client/server technologies.

85. Strategic Planning and Analysis I

Functional Responsibility: Applies knowledge of the entire customer organization to assist senior analysts to recommend and coordinate the development, enhancement and maintenance of the enterprise. Helps shape strategic goals supporting the organizational mission. Assists in planning, developing and coordinating strategic planning process. Analyzes the business strategies, process and operations. Develops innovative solutions and alternatives. Develops technology forecasts and researches industry trends and developments.

Experience Requirements: Less than one year experience.

Education Requirements: Bachelor's degree, BA/BS.

86. Strategic Planning and Analysis II

Functional Responsibility: Applies knowledge of the entire customer organization to assist senior analysts to recommend and coordinate the development, enhancement and maintenance of the enterprise. Helps shape strategic goals supporting the organizational mission. Assists in planning, developing and coordinating strategic planning process. Analyzes the business strategies, process and operations. Develops innovative solutions and alternatives. Develops technology forecasts and researches industry trends and developments.

Experience Requirements: Less than three years experience.

Education Requirements: Bachelor's degree, BA/BS.

87. Strategic Planning and Analysis III

Functional Responsibility: Applies knowledge of the entire customer organization to assist senior analysts to recommend and coordinate the development, enhancement and maintenance of the enterprise. Helps shape strategic goals supporting the organizational mission. Assists in planning, developing and coordinating strategic planning process. Analyzes the business strategies, process and operations. Develops innovative solutions and alternatives. Develops technology forecasts and researches industry trends and developments.

Experience Requirements: Less than five years experience.

Education Requirements: Masters' degree.

88. Subject Matter Specialist I

Functional Responsibility: Assists Subject Matter Specialist II in gathering data, performing analysis, preparing recommendations, reports and papers in IS/IT and telecommunications systems.

Experience Requirements: Two to three years experience in IS/IT or telecommunications systems as a consultant, project manager, systems engineer, lead analyst etc.

Education Requirements: Bachelor's degree, BA or BS in IS/IT or Telecommunications Systems. Appropriate experience may be substituted for education.

89. Subject Matter Specialist II

Functional Responsibility: Gathers data, performs analysis, develops solutions, makes recommendations and prepares design/development plans, reports and papers the area of IS/IT and telecommunications systems. Assists in preparing for consultations with clients and preparation of advice on implementation of programs.

Experience Requirements: Four to six years experience in IS/IT or telecommunications systems in a lead position, i.e. consultant, project manager, systems engineer, lead analyst etc. Certification in IS/IT or telecommunications systems by appropriate professional body or certifying agency may be substituted for education.

Education Requirements: Bachelor's degree, BA or BS in IS/IT or Telecommunications Systems. Appropriate experience may be substituted for education.

90. Subject Matter Specialist III

Functional Responsibility: Provides direction to Specialist II in data gathering, suggests possible sources of information or strategic guidance; lays out plan for the analysis of IS/IT and telecommunications systems. Coordinates the analysis and design effort. Participates in consultations with clients, and the providing of advice on implementation of programs. Oversees implementation of programs.

Experience Requirements: Seven to ten years experience in IS/IT or telecommunications systems as a group leader, i.e. senior consultant, project manager, systems engineer, lead analyst etc.

Education Requirements: Bachelor's degree, BA or BS in IS/IT or telecommunications systems. Certification in IS/IT or Telecommunications Systems by appropriate professional body or certifying agency may be substituted for education. Appropriate experience may be substituted for education.

91. Subject Matter Specialist IV

Functional Responsibility: Oversees efforts of lower level specialists. Has supervisory authority over other specialists. Gives first approval to plans, designs and analyses of IS/IT and telecommunications systems. Leads consultation efforts with clients, and supervises the implementation of programs. Leads the design/development process.

Experience Requirements: Eleven to fifteen years experience in IS/IT or telecommunications systems as a project leader, i.e. senior project consultant, lead project manager, lead systems engineer, chief analyst etc.

Education Requirements: MA or MS in IS/IT or Telecommunications Systems. Appropriate experience may also be substituted for education.

92. Subject Matter Specialist V

Functional Responsibility: Directs overall IS/IT and telecommunications systems projects. Reviews analysis, plans, and design documents. Has final approval of analysis, plan and design of IS/IT and telecommunications systems projects in consultation with the client. Oversees implementation of IS/IT and telecommunications systems programs. Participates in design process, and has overall responsibility for design and implementation.

Experience Requirements: Fifteen plus years experience in IS/IT or telecommunications systems as a project/program leader, i.e. senior program consultant, program manager, fellow systems engineer, senior project analyst etc.

Education Requirements: MS, or Ph.D. in IS/IT or Telecommunications Systems. Appropriate experience may also be substituted for education.

93. Systems Engineer I

Functional Responsibility: Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Experience Requirements: None to two years of experience in the field or in a related area. Have knowledge of commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in area of specialty.

94. Systems Engineer II

Functional Responsibility: Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required. Works under general supervision. Typically reports to a supervisor or manager.

Experience Requirements: Three to five years experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in area of specialty.

95. Systems Engineer IV

Functional Responsibility: Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. Typically reports to a manager or head of a unit/department.

Experience Requirements: Nine to ten years experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures.

Education Requirements: Bachelor's degree.

96. Systems Engineer V

Functional Responsibility: Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. Typically reports to a manager or head of a unit/department.

Experience Requirements: Ten plus years experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies

Education Requirements: Bachelor's degree.

97. Technical Matter Specialist I

Choose subject matter desired from A or B:

1. Functional Responsibility:

A: **Technical matter knowledge in Telecommunications/IP networks.** Assists senior engineers in the design and analysis of telecommunications/IP networks. Develops knowledge of equipment, protocols, and operating standards to assist in analyzing and configuring interconnected packet-switched and circuit-switched networks.

B: **Technical matter knowledge for specific customer service fields.** Specialized training and experience in customer's area of expertise, as well as with telecommunication system or interactive center. Provides detailed information in specialized area to the customer's focus group using knowledge base and data provided by customer.

2. Experience Requirements:

A.: None to one year related experience.

B.: Four to five years specific field experience.

3. **Education Requirements:** Bachelor's degree in engineering or computer science or equivalent experience and education.

98. Technical Matter Specialist II

Choose subject matter desired from A or B:

Functional Responsibility:

A: **Technical matter knowledge in Telecommunications/IP networks.** Designs and develops voice, data, and multi-media communications networks. Analyzes network topologies and traffic and capacity requirements. Incorporates capabilities of next generation transmission, switching, and routing equipment. Specifies router configuration. Ensures network integration across all its components, typically including ATM, IP routers, circuit switches, traffic shapers, cache servers, and gateways. Documents network design and topology and procedures for cost and performance analyses.

B: **Technical matter knowledge for specific customer service fields.** Specialized training and experience in customer's area of expertise, as well as with telecommunication system or interactive center. Provides detailed information in specialized area to the customer's focus group using knowledge base and data provided by customer.

Experience Requirements:

A.: Two to three years network engineering experience.

B.: Six to seven years specific field experience.

Education Requirements: Bachelor's degree in engineering or computer science or equivalent experience and education.

99. Technical Matter Specialist III

Choose subject matter desired from A or B:

Functional Responsibility:

A: **Technical matter knowledge in Telecommunications/IP networks.** Designs and develops voice, data, and multi-media communications networks. Analyzes network topologies and traffic and capacity requirements. Incorporates capabilities of next generation transmission, switching, and routing equipment. Specifies router configuration. Ensures network integration across all its components, typically including ATM, IP routers, circuit switches, traffic shapers, cache servers, and gateways. Documents network design and topology and procedures for cost and performance analyses.

B: **Technical matter knowledge for specific customer service fields.** Specialized training and experience in customer's area of expertise, as well as with telecommunication system or interactive center. Provides detailed information in specialized area to the customer's focus group using knowledge base and data provided by customer. May assist project managers in presenting collected data to consumer groups or government agencies.

Experience Requirements:

A.: Four to six years network engineering experience.

B.: Eight to ten years specific field experience.

Education Requirements: Bachelor's degree in engineering or computer science or equivalent experience and education.

100. Technical Matter Specialist IV

Choose subject matter desired from A or B:

Functional Responsibility:

A: **Technical matter knowledge in Telecommunications/IP networks.** Designs more complex communications networks. Employs expert knowledge of voice and data transport facilities, protocols, operating systems, and standard and regulations for public and private data networks. Projects usage and required capacities based on analysis of existing and emerging products and services. Locates, evaluates, and specifies products, services, and vendors. Works with vendors to evaluate new products and resolve equipment design problems. Prepares reports as necessary to inform and advise senior technical staff and management.

B: **Technical matter knowledge for specific customer service fields.** Specialized training and experience in customer's area of expertise, as well as with telecommunication system or interactive center. Provides detailed information in specialized area to the customer's focus group using knowledge base and

data provided by customer. May assist project managers in presenting collected data to consumer groups or government agencies.

Experience Requirements:

A.: Seven to nine years network engineering and design experience.

B.: Ten to twelve years specific field experience.

Education Requirements: Bachelor's degree in engineering or computer science or equivalent experience and education.

101. Technical Matter Specialist V

Choose subject matter desired from A or B:

Functional Responsibility:

A: **Technical matter knowledge in Telecommunications/IP networks.** Designs more complex communications networks. Employs expert knowledge of voice and data transport facilities, protocols, operating systems, and standard and regulations for public and private data networks. Projects usage and required capacities based on analysis of existing and emerging products and services. Locates, evaluates, and specifies products, services, and vendors. Works with vendors to evaluate new products and resolve equipment design problems. Prepares reports as necessary to inform and advise senior technical staff and management.

B: **Technical matter knowledge for specific customer service fields.** Specialized training and experience in customer's area of expertise, as well as with telecommunication system or interactive center. Provides detailed information in specialized area to the customer's focus group using knowledge base and data provided by customer. May assist project managers in presenting collected data to consumer groups or government agencies.

Experience Requirements:

A.: Ten plus years network engineering and design experience.

B.: Twelve plus years specific field experience.

Education Requirements: Bachelor's degree in engineering or computer science or equivalent experience and education.

102. Technical Writer/Documentation Specialist I

Functional Responsibility: Prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Works under immediate supervision. Typically reports to a supervisor or manager.

Experience Requirements: None to two years of experience in the field or in a related area. Have knowledge of commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Associate's degree in a related area. Must understand grammar and rational specifically applied to business communication.

103. Technical Writer/Documentation Specialist II

Functional Responsibility: Prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Must understand grammar and rational specifically applied to business communication. Works under immediate supervision. Typically reports to a supervisor or manager.

Experience Requirements: Three to five years experience in the field or in a related area. Have knowledge of commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Associate's degree in a related area.

104. Technical Writer/Documentation Specialist III

Functional Responsibility: Prepares and/or maintains documentation pertaining to programming, systems operation and use documentation. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Works under immediate supervision. Typically reports to a supervisor or manager.

Experience Requirements: Five to seven years experience in the field or in a related area. Have knowledge of commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in a related area. Must understand grammar and rational specifically applied to business communication.

105. Technical Writer/Documentation Specialist IV

Functional Responsibility: Prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. Typically reports to a manager.

Experience Requirements: Seven to nine years experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures.

Education Requirements: Bachelor's degree in a related area. Must understand grammar and rational specifically applied to business communication.

106. Technical Writer/Documentation Specialist V

Functional Responsibility: Prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. Typically reports to a manager.

Experience Requirements: Ten plus years experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures.

Education Requirements: Bachelor's degree in a related area. Must understand grammar and rational specifically applied to business communication.

107. Trainer I

Functional Responsibility: Participates in, and conducts technical training programs. Determines training objectives. Writes training programs, including outline, text, handouts, and tests, and designs laboratory exercises. Lectures class on safety, installation, programming, maintenance, and repair of machinery and equipment, following outline, handouts and texts. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager.

Experience Requirements: None to two years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in a related area.

108. Trainer II

Functional Responsibility: Designs and conducts company training programs. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. May report directly to an executive or head of a unit/department.

Experience Requirements: Three to five years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures.

Education Requirements: Bachelor's degree in a related area.

109. Trainer III

Functional Responsibility: Participates in, and conducts technical training programs. Determines training objectives. Writes training programs, including outlines, text, handouts, tests, and designs laboratory exercises. Lectures class on safety, installation, programming, maintenance, and repair of machinery and equipment, following outline, handouts and texts. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to an executive or head of a unit/department.

Experience Requirements: Five plus years of technical experience. Requires knowledge of and familiarity with a variety of the field's concepts, practices, and procedures.

Education Requirements: Bachelor's degree.

Section C. Call Processing & Management Systems (CPMS) Catalog

SECTIONS C.1 – SII CONTACT CENTER HOSTING SERVICES (SIN 132-52):

SII provides contact center hosting services using Interactive Intelligence Software installed at an SII data center. Hosted services are provided based on the customer's business requirements. The entire suite of Interactive Intelligence Customer Interaction Center (CIC) software applications is available in a hosted model. In a hosted model, the customer purchase software-as-a-service (SaaS). The customer does not purchase the software licenses, hardware, or telecommunications circuits. SII can customize the solution including IVR applications, interfaces to the customer's CRM package including screen pops, interface to the customer's PBX, and customized reports.

The entire suite of Interactive CIC applications are available on a hosted basis based on the customer's business requirements, including: IVR; ACD; multi-media queuing of telephone calls, emails, web chats, and faxes; screen pops; CRM integration (Siebel, SAP, Remedy, Heat, and others); Interaction Recorder (call and screen recording); Interaction Dialer (preview, power, and predictive dialing); fax-on-demand and desktop faxing; Interaction Optimizer (workforce management); Interaction Web Portal; Interaction Feedback (customer satisfaction surveys); Interaction Process Automation; automatic speech recognition; text-to-speech; speech analytics.

The criteria for configuration and pricing requirement are based on a hosting fee for each:

1. Agent ACD User, functional requirement from Table 1 "Auto Call Distributor (ACD) Per Month, Per User" (15 User Minimum);
2. Optional requirement in "Table 2: Auto Call Distributor (ACD) Optional Monthly Add-On User Fees";
3. Determine Additional Line Ports as described in Sub-Section C3: CD Port Hosting Per Month, Per Port. (Note: One ACD port is included for each "ACD User" in Table 1.)
4. Determine the number of levels and configuration of any IVR Design and whether a Computer Telephony Integration (CTI) access to a CRM or Ticketing system (DBMS) screen pop is desired use Table 4, "IVR/CTI Front-End to ACD System Development Fee", to configure and price.
5. If CTI is selected in Step 4 then a Connectivity Resource is required to provide connectivity to the specific DBMS application as available in Table 5;
6. For each optional service selected and made available to the Agent, a hardware/software server is required to support the functionality. The servers are listed in Table 6: Server/System Component Hosting Fee, Per Month, Per Server.
7. Table 7: provides a fixed Professional Services fee to Configure, Setup and Maintain the server systems require to support the function selected.
8. If a customer/client requires a "Personnel Work Area" then Table 8 provides a fully equipped workspace for an Agent located within the SII Contact Center.
9. If a customer/client requires SII to provide Agent and/or Management staff for the hosted center, appropriate labor Items can be found in Section A, as described in Section B, of this Schedule.

SECTION C.2 – INTERACTIVE INTELLIGENCE, INC. CIC VERSION 3.0 (SINs 132-8, 132-33, and 132-50):

SII is a reseller of the Interactive Intelligence, Inc. Customer Interaction Center (CIC) Version 3.0 solution in a premise based model (i.e., installed at the customer site). SII offers the entire suite of CIC 3.0 contact center software applications. SII can provide the hardware or the customer can provide the hardware. SII offers installation services (see Section A and B of this Schedule). SII offers Interactive Intelligence's Annual Support Plan which includes software maintenance and technical support. Customer will purchase an Annual Support Plan concurrent with each purchase of Interactive Software licenses.

SECTION C.3 – INTERACTIVE INTELLIGENCE, INC. CIC VERSION 4.0 (SINs 132-8, 132-33, 132-44, AND 132-50):

SII is a reseller of the Interactive Intelligence, Inc. Customer Interaction Center (CIC) Version 4.0 solution in a premise based model (i.e., installed at the customer site). SII offers the entire suite of CIC 4.0 contact center software applications. SII can provide the hardware or the customer can provide the hardware. SII offers third party hardware, including HP servers, HP Care Pack maintenance and technical support, AudioCodes Mediant Digital gateways, AudioCodes Media Pack Analog Gateways, and Polycom telephones. SII offers installation services (see Section A and B of this Schedule). SII offers Interactive Intelligence's Annual Support Plan which includes software maintenance and technical support. Customer will purchase an Annual Support Plan concurrent with each purchase of Interactive Software licenses.

SECTION C.1 – SII CONTACT CENTER HOSTING SERVICES (SIN 132-52)**Table 1: Auto Call Distributor (ACD) Per Month, Per User (15 User Minimum)**

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-52	SW-SII-BSU-1	Basic Station User	IP-PBX Basic Station User	Each	\$47.86
132-52	SW-SII-ACD-1	ACD User, One Media	Basic contact center monthly user fee: Includes ACD services with complete skills-based queue routing for one media type per user, including Unified Messaging for Email response Verification and Validation to desktop.	Each	\$215.35
132-52	SW-SII-ACD-2	ACD User, Two Media	Basic contact center user fee: Includes ACD services with complete skills-based queue routing for two media types for user including Unified Messaging to desktop.	Each	\$239.28
132-52	SW-SII-ACD-3	ACD User, Three or more Media	Basic contact center user fee and ACD services with complete skills-based queue routing for unlimited media types for use with the client. Includes Unified Messaging.	Each	\$263.21
132-52	SW-SII-ACD-SUP	Supervisor add-on to ACD User Fee	Advanced supervision services fee. Including access to historical reports and workgroup queues.	Each	\$311.07

Table 2: Auto Call Distributor (ACD) Optional Add-on Per Month, Per User (Agent)

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-52	SW-SII-ACD-UPG-SUPV	Upgrade ACD CC1 to Supervisor (Add-on to ACD CC1 User Fee)	Upgrade to Advanced Supervision services fee. Including access to historical reports and workgroup queues.	Each	\$95.71
132-52	SW-SII-ACD-REPT-GEN	Reports Management Tool	Enable user to generate reports, using reporting tools.	Each	\$14.36
132-52	SW-SII-ACD-DIALER	Dialer Per User	Predictive, power, and preview dialing. Note: Requires HD/SW Server fee "HW-SW-SER-DIALER".	Each	\$52.64
132-52	SW-SII-ACD-VR	Voice Recorder (ACD User Fee add-on)	Required to record agent interactions or anyone playing back interaction recordings via the Interaction Recorder Client. Note: Requires HD/SW Server Fee "HW-SW-SER-RS".	Each	\$17.23

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-52	SW-SII-ACD-SR	Screen Recorder (ACD User Fee add-on)	Screen recording add-on to voice recording management. Note: Requires HD/SW Server Fee "HW-SW-SER-SR".	Each	\$17.23
132-52	SW-SII-ACD-WM	Workforce Management Agent Fee	Enables an agent to participate in the WFM agent shift scheduling application. Fee required per participating User (Agent).	Each	\$19.14

Table 3: ACD Port Hosting Per Month, Per Port

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-52	SW-SII-DIAL-PORT-1	Outbound Dialer Port	Outbound Dialer Port, One required per ACD CSR.	Each	\$9.57
132-52	SW-SII-ACD-PORT-Add-On	Advanced ACD Port Add-On	ACD Port for additional inbound calls, allows for additional voice, fax or Recognition calls in the ACD queue or on hold.	Each	\$100.50

Table 4: IVR/CTI Front-End to ACD System Development Fees (Per Occurrence)

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-52	SW-SII-IVR-4L	IVR Development Per Level	IVR Development Per Level (Develop or Modify IVR response for up to four response selections per IVR Level).	Each	\$957.13
132-52	SW-SII-CTI	Computer Telephony Interface (CTI) Development	Develop Computer Telephony Interface to Customer DBMS or Ticket System (Requires Software Connector).	Each	\$5,742.75
132-52	CON-SII-NV-HCSA	Heat 7.X Application Connector	The HEAT Application Connector provides "screen pop" between the ACD User Screen and the HEAT 7.X product line.	1 Lot	\$9,475.54
132-52	CON-SII-NV-RCSA	Remedy 4.x - 7.x Application Connector	The Remedy Connector provides "Screen Pop" Integration between the ACD User and the Remedy Action Request System.	1 Lot	\$9,475.54
132-52	CON-SII-NV-RNCSA	RightNow CRM Application Connector	The RightNow Connector provides "Screen Pop" Integration between the ACD User and the RightNow CRM System.	1 Lot	\$9,475.54

Table 6: Server/System Component Hosting Fees Per Month, Per Server

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-52	HW-SW-SER-WEB	Web Services HW/SW Servers	All server components for web chat, collaboration, and other web events.	Each	\$382.85
132-52	HW-SW-SER-FAX	Fax Services HW/SW Servers	All server components and tools for processing faxes.	Each	\$382.85
132-52	HW-SERVER-CMS-EM	SII Contact Management Server	SII provided and maintained Hardware Server. (CMS or DBMS Application software Not Provided.)	Each	\$382.85
132-52	HW-SERVER-CRM	Hardware Customer Resource Management System	Hardware Customer Resource Management System. Used to host Ticketing or Customer Resource Management Application. (Application software Not Provided).	Each	\$167.50
132-52	HW-SW-SER-DIALER	Dialer Hardware Software Server	Complete campaign management product for predictive, power, and preview dialing.	Each	\$502.49
132-52	HW-SW-SER-RS	Recorder Services (Not including Screen Recorder Services)	All server components for automatic recording and archival of agent calls and other interactions.	Each	\$191.43
132-52	HW-SW-SERV-SR	Screen Recording Server	All server components for Screen Recording Management.	Each	\$382.85
132-52	HW-SW-SERV-EM	Email Server	All server components for automatic and/or verified Email Management and Response.	Each	\$717.84

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-52	HW-SW-SERV-WM	Workforce Management Hardware and Software Server	The WFM Hosting fee includes hardware and software server systems, including maintenance. The Workforce Management System utilizes call arrival times captured by the system to assist in determining agents required and to assist in developing agent shift schedules to meet SLA objectives. Note: Requires a minimum of 90 operation days of historical data to start forecasting.	Each	\$622.13

Table 7: Configuration and Setup Services Fees (One-Time Charge) *

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-52	SU-PBX-STA-PRT	Set Up charge for PBX Station and Port	IP PBX Station/Port Initial Configuration and Setup.	Each	\$6.22
132-52	SU-ACD-USER-01	Setup and maintenance of ACD user.	ACD user initial configuration, setup and maintenance.	Each	\$14.36
132-52	SU-ACD-WEB-CHAT	Web Chat Server Per CSR Setup	Setup charge to enable CSRs for Web Chat	Each	\$6.22
132-52	SU-ACD-CSR-REM	Setup remote CSR for ACD functionality, Included Teletraining	Setup charge to enable remote CSRs to receive calls and participate in ACD Queues.	Each	\$95.71
132-52	SU-ACD-SYS-SER	Setup and maintain ACD Server	Setup and maintain ACD Server.	Each	\$1,435.69
132-52	SU-CHT-WEB-SER	Setup Web Chat Server	Initial configuration, setup and maintenance for CSR Web Chat Sessions.	Each	\$1,435.69
132-52	SU-SYS-SER-FAX	Setup System Server for FAX Communication	Initial configuration, setup and maintenance for FAX to CSR Desktop.	Each	\$981.05
132-52	SU-IVR-SYS-SER	Setup Web Chat Server	Initial configuration, setup and maintenance.	Each	\$1,435.69
132-52	SU-RXT-SYS-SER	Real-time System Monitoring Server Setup	Initial configuration, setup and maintenance.	Each	\$1,435.69
132-52	SU-CMS-SYS-SER	SII Contact Management System Server Setup	Initial configuration, setup and maintenance of the SII Contact Management System Server.	Each	\$3,421.72
132-52	SU-CRM-SYS-SER	SII CRM System Server Setup	Initial configuration, setup and maintenance of the SII Customer Resource Management System Server.	Each	\$11,964.06
132-52	SU-OCM-SYS-SER	Out-Bound Campaign Management System Server Setup	Initial configuration, setup and maintenance of the SII Out-Bound Campaign Management System Server Setup.	Each	\$11,964.06
132-52	SU-RMS-SYS-SER	Setup for Recorder Management Server	Initial configuration, setup and maintenance of the SII Recorder Management System Server (either Voice or Screen).	Each	\$2,392.81
132-52	SU-EXM-SYS-SER	Setup for Email Management Server	Initial configuration, setup and maintenance of the SII Email Management System Server. Analyze and Develop Email response to originator based on keyword analysis and customer provided response messages.	Each	\$5,742.75
132-52	SU-WXM-SYS-SER	Setup for Workforce Management Server	Initial configuration, setup and maintenance of the SII Workforce Management System Server.	Each	\$5,742.75

Table 8: Agent Workspace Per Month, Per User *

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
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SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
	PWA-SII-0001	ACD Personnel Work Area (PWA)	Systems furniture module (Cubicle), Includes personal computer, screen, agent chair, LAN/network connection to ACD system, phone & headset, access to shared printer, copier, consumable supplies and materials, UPS and generator supported power, use of shared training facility, use of conference room, utilities, and other items as may be provided (such as kitchen facilities with free coffee). All PWA provided will be at the sole determination and discretion of SII.	Each	\$627.43

* Note: CPMS labor category Item numbers 19 through 27, priced and described in preceding Sections A and B, shall be used to quote management, design, development, installation, training, and support of the above CPMS items. These are also the type and level of professional services included in Sub-Section C7 pricing. Alternative or additional categories may be used at the sole discretion of the Contractor. Should the ordering agency desire SII to staff the hosted facility, Section A of this Schedule offers a wide variety of appropriate staffing options for, as an example, Agent and Supervisor personnel, either at the customer site or at SII's facility. SII facility use would require CPMS catalog Item Number PWA-001-0001. For a complete quote to your specific needs, please forward detailed project specifications.

SECTION C.2 – INTERACTIVE INTELLIGENCE, INC. (SINs 132-8, 132-33, and 132-50)

****SEE MANDATORY INDIRECT LICENSE AGREEMENT IN SECTION G OF THIS PRICELIST****

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-022-NV-AAMD	AcroSoft AnyWhere User	Individual user with access to use AcroSoft AnyWhere including the document repository and work queue(s).	EA	1,935.91
132-33	SW-022-NV-BSCN	AcroSoft Basic Scan	Simple desktop scanning application designed for low volume, ad-hoc document needs Scan Station.	EA	2,151.01
132-33	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.	EA	12,906.08
132-33	SW-022-NV-CLGT	AcroSoft Capture Light	Simple document scanning application that allows the scanning and indexing of one document at a time. Useful in small department deployments with low volume. License valid for a single scan station.	EA	1,720.81
132-33	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.	EA	55,926.33
132-33	SW-022-NV-DCWS	AcroSoft Document Conversion Web Service	SDK that provides the ability to convert document formats, ex. pdf to tif, independent or as part of the storage or retrieval of documents into the AcroSoft content repository.	EA	4,302.03
132-33	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.	EA	10,755.06
132-33	SW-022-NV-DRET	AcroSoft Document Retention	AcroSoft Document Retention	EA	8,604.05
132-33	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.	EA	10,755.06
132-33	SW-022-NV-EXPR	AcroSoft Exporter	AcroSoft Exporter	EA	6,453.04
132-33	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.	EA	6,453.04

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	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).	EA	6,453.04
132-33	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.	EA	8,604.05
132-33	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).	EA	8,604.05
132-33	SW-022-NV-SSRV	AcroSoft Store Server	Component responsible for managing the storage and retrieval of documents. (1 included in base system).	EA	6,453.04
132-33	SW-022-NV-UAGT	AcroSoft Agent Users	Group license for unlimited users designed for casual non-employees that need read-only sporadic access to content. Ex. insurance agents.	EA	15,057.09
132-33	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.	EA	3,226.52
132-33	SW-022-NV-UNMD	Named User	Internal user with individual login credentials to access the document management and workflow components.	EA	1,935.91
132-33	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.	EA	1,075.51
132-33	SW-022-NV-WFEG	AcroSoft Workflow Engine	Workflow component required to allow creation of rules based workflow routing of documents within an organization. Required by customers interested in workflow but previously only licensed document management.	EA	12,906.08
132-33	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.	EA	4,302.03
132-33	SW-022-NV-WMSR	AcroSoft WorkManagement Server	Server component required for advanced workflow activities such as diary creation and forward and history views into work activity. Required by customers interested in WorkManagement but previously only licensed document management.	EA	4,302.03
132-33	SW-022-NV-WMUR	AcroSoft WorkManagement User	Individual user license for access to WorkManagement. Provides access to features such as work queue access, work item handling, diary interaction, and forward and history diary views.	EA	430.20
132-33	SW-022-NV-WMWS	AcroSoft Work Management Web Service	Collection of methods primarily allowing for the creation of diaries.	EA	4,302.03
132-33	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.	EA	537.75
132-33	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.	EA	47.32
132-33	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.	EA	30.11
132-33	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.	EA	12.91
132-33	SW-001-3.0-AA10	Desktop Faxing add-on	Provides ability to send and/or view faxes with the Interaction Fax.	EA	8.60
132-33	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.	EA	120.46

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	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.	EA	602.28
132-33	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.	EA	0.00
132-33	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. Please note we are removing support for this in CIC 4.0	EA	51.62
132-33	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.	EA	129.06
132-33	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.	EA	55.93
132-33	SW-001-3.0-AL02	Business Client	Basic Station, Interaction Client for use with the Interaction Client .Net Edition or Interaction Client Web Edition.	EA	81.74
132-33	SW-001-3.0-AL03	Phone-only Call Center	Basic Station, ACD with complete skills-based routing for calls.	EA	580.77
132-33	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.	EA	696.93
132-33	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.	EA	1,019.58
132-33	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.	EA	1,320.72
132-33	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.	EA	666.81
132-33	SW-012-3.0-SASS	Advanced SIP Security	Enables the server to configure and use TLS and SRTP.	EA	0.00
132-33	SW-001-3.0-ULA1	Basic Station upgrade to Business Client	Upgrade includes Basic Station for use with the Interaction Client .Net Edition or Interaction Client Web Edition.	EA	49.47
132-33	SW-001-3.0-ULA2	Phone-only Call Center upgrade to CC1	ACD upgraded with complete skills-based routing for one media type.	EA	129.06
132-33	SW-001-3.0-ULA3	Business Client upgrade to CC1	ACD upgraded with complete skills-based routing for one media type	EA	615.19
132-33	SW-001-3.0-ULA4	CC1 upgrade to CC2	ACD upgraded with complete skills-based routing for two media types.	EA	371.05
132-33	SW-001-3.0-ULA5	CC1 upgrade to CC3	ACD upgraded with complete skills-based routing for unlimited media types.	EA	717.36
132-33	SW-001-3.0-ULA6	CC2 upgrade to CC3	ACD upgraded with complete skills-based routing for unlimited media types.	EA	346.31

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-001-3.0-ULS1	Upgrade from Basic Server to Intermediate Server	Upgrade includes addition of graphical customization tool	EA	5,678.67
132-33	SW-001-3.0-ULS2	Upgrade from Intermediate Server to Advanced Server	Upgrade to an Advanced Server from an Intermediate Server.	EA	7,571.56
132-33	SW-001-3.0-ULS3	Upgrade from Basic Server to Advanced Server	Upgrade from Basic Server to Advanced Server.	EA	12,475.87
132-33	SW-001-3.0-SA01	Web services	All server components for web chat, callback, and other web events. Included in Advanced Server.	EA	3,226.52
132-33	SW-001-3.0-SA03	Database access tools	ODBC (open database connectivity) database tools, TCP/IP tools, and MQ Series tools. Included in Advanced Server.	EA	4,904.31
132-33	SW-001-3.0-SA04	Speech Recognition Services	Server components to connect to speech recognition engines	EA	3,226.52
132-33	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.	EA	6,453.04
132-33	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.	EA	3,656.72
132-33	SW-001-3.0-SA07	COM Server API	Library to use COM programming interface with system; requires access license for Interaction Client.	EA	3,226.52
132-33	SW-001-3.0-SA09	Interaction multi-site	Multi-site services	EA	2,021.95
132-33	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.	EA	4,302.03
132-33	SW-001-3.0-SA15	Host access tools, 10 sessions	Tools to process mainframe screen sessions - up to 10 simultaneous	EA	2,021.95
132-33	SW-001-3.0-SA16	Host access tools, 24 sessions	Tools to process mainframe screen sessions - up to 24 simultaneous	EA	4,043.90
132-33	SW-001-3.0-SA17	Host access tools, 50 sessions	Tools to process mainframe screen sessions - up to 50 simultaneous	EA	8,130.83
132-33	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.	EA	2,151.01
132-33	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, Fax Services and large development license.	EA	18,928.91
132-33	SW-001-3.0-SL03	Intermediate Server	Basic Server plus graphical customization tool.	EA	12,045.67
132-33	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.	EA	6,883.24
132-33	SW-001-3.0-SL05	SMS Server	SMS Server provides HTTP(S) broker support.	EA	3,226.52
132-33	SW-001-3.0-SS01	Switchover clone for CIC server	Must be configured identically to production server.	EA	3,226.52
132-33	SW-001-3.0-VXML	Voice XML Interpreter	Provides Voice XML interpretation when using a Voice XML application only. Licensed per port. Requires its own VoiceXML server. Please see VoiceXML sales guide on the Partner	EA	81.74

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Library for more information.		
132-33	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: æDial by NameÆ, æDial ExtensionÆ, æRemote AccessÆ and æPlay a MenuÆ. 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. ôDynamicö 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.	EA	129.06
132-33	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.	EA	322.65
132-33	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 capability is available in SU11 and above.	EA	86.04
132-33	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.	EA	43.02
132-33	SW-011-3.0-AL30	Dialer Additional Language - Spanish	Spanish Localization pack for Interaction Dialer.	EA	903.43
132-33	SW-011-3.0-AL31	Dialer Additional Language - French	French Localization pack for Interaction Dialer.	EA	903.43
132-33	SW-011-3.0-AL34	Dialer Additional Language - German	German Localization pack for Interaction Dialer.	EA	903.43
132-33	SW-011-3.0-AL35	Dialer Additional Language - Dutch	Dutch Localization pack for Interaction Dialer.	EA	903.43
132-33	SW-011-3.0-AL39	Dialer Additional Language - Japanese	Japanese Localization pack for Interaction Dialer.	EA	903.43
132-33	SW-011-3.0-AL40	Dialer Additional Language - Simplified Chinese	Simplified Chinese Localization pack for Interaction Dialer.	EA	903.43

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-011-3.0-AL47	Dialer Additional Language - Polish	Polish Localization pack for Interaction Dialer.	EA	903.43
132-33	SW-011-3.0-BL30	Dialer Base Language - Spanish	Spanish Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-3.0-BL31	Dialer Base Language - French	French Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-3.0-BL34	Dialer Base Language - German	German Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-3.0-BL35	Dialer Base Language - Dutch	Dutch Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-3.0-BL39	Dialer Base Language - Japanese	Japanese Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-3.0-BL40	Dialer Base Language - Simplified Chinese	Simplified Chinese Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-3.0-BL47	Dialer Base Language - Polish	Polish Localization pack for Interaction Dialer.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	SW-001-3.0-AA10-DR	Desktop Faxing add-on	Provides ability to send and/or view faxes with the Interaction Fax.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			recording, Interaction Tracker, Email, Faxes, Speech, PMQ and Telephony Services.		
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	SW-001-3.0-AL03-DR	Phone-only Call Center	Basic Station, ACD with complete skills-based routing for calls.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	107.55
132-33	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.	EA	107.55
132-33	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.	EA	0.00
132-33	SW-001-3.0-AL23-DR	Additional Language - US English	Default localization set.	EA	451.71
132-33	SW-001-3.0-AL30-DR	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.	EA	451.71
132-33	SW-001-3.0-AL31-DR	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	EA	451.71

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Reporting Guide, Fax Cover Page Editor, Interaction Administrator, Interaction Attendant, Interaction Web Client.		
132-33	SW-001-3.0-AL32-DR	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.	EA	451.71
132-33	SW-001-3.0-AL33-DR	Additional Language - UK English	English Localization Pack which includes UK Voice Prompts. All Applications and Documentation is based on the US English version.	EA	451.71
132-33	SW-001-3.0-AL34-DR	Additional 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.	EA	451.71
132-33	SW-001-3.0-AL35-DR	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.	EA	451.71
132-33	SW-001-3.0-AL36-DR	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.	EA	451.71
132-33	SW-001-3.0-AL37-DR	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.	EA	451.71
132-33	SW-001-3.0-AL39-DR	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,	EA	451.71

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Interaction Web Client.		
132-33	SW-001-3.0-AL40-DR	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.	EA	451.71
132-33	SW-001-3.0-AL42-DR	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.	EA	451.71
132-33	SW-001-3.0-AL47-DR	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.	EA	451.71
132-33	SW-001-3.0-AL48-DR	Additional Language - Serbian	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.	EA	451.71
132-33	SW-001-3.0-AL49-DR	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.	EA	451.71
132-33	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.	EA	451.71
132-33	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.	EA	451.71

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			For questions on time line contact Product Management.		
132-33	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.	EA	451.71
132-33	SW-001-3.0-AL53-DR	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.	EA	451.71
132-33	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.	EA	451.71
132-33	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	EA	451.71
132-33	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.	EA	451.71
132-33	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.	EA	451.71
132-33	SW-001-3.0-AL58-DR	Additional Language - Russian	Russian 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 and IUpdate Client Application.	EA	451.71
132-33	SW-001-3.0-BL23-DR	Base Language - US English	Default localization set.	EA	0.00
132-33	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)	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Interaction Voicemail Player, Interaction Fax, SIP Soft Phone, Interaction Supervisor, Fax Cover Page Editor, Interaction Web Client.		
132-33	SW-001-3.0-BL31-DR	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.	EA	0.00
132-33	SW-001-3.0-BL32-DR	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	SW-001-3.0-BL36-DR	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.	EA	0.00
132-33	SW-001-3.0-BL37-DR	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.	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-001-3.0-BL39-DR	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.	EA	0.00
132-33	SW-001-3.0-BL40-DR	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.	EA	0.00
132-33	SW-001-3.0-BL42-DR	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.	EA	0.00
132-33	SW-001-3.0-BL47-DR	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.	EA	0.00
132-33	SW-001-3.0-BL48-DR	Base Language - Serbian	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.	EA	0.00
132-33	SW-001-3.0-BL49-DR	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.	EA	0.00
132-33	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,	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			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.		
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	SW-001-3.0-BL53-DR	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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	EA	0.00
132-33	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.	EA	0.00
132-33	SW-001-3.0-BL57-DR	Base 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.	EA	0.00
132-33	SW-001-3.0-BL58-DR	Base Language - Russian	Russian 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 and IUpdate Client Application.	EA	0.00
132-33	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 -	EA	3,226.52

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			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.		
132-33	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.	EA	1,505.71
132-33	SW-001-3.0-SA01-DR	Web services	All server components for web chat, collaboration, and other web events.	EA	1,613.26
132-33	SW-001-3.0-SA03-DR	Database access tools	ODBC (open database connectivity) database tools, TCP/IP tools, and MQ Series tools.	EA	2,452.15
132-33	SW-001-3.0-SA04-DR	Speech Recognition Services	Server components to connect to speech recognition engines	EA	1,613.26
132-33	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.	EA	3,226.52
132-33	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.	EA	1,828.36
132-33	SW-001-3.0-SA07-DR	COM Server API	Library to use COM programming interface with system; requires access license for Interaction Client.	EA	1,613.26
132-33	SW-001-3.0-SA09-DR	Interaction multi-site	Multi-site services	EA	1,010.98
132-33	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.	EA	2,151.01
132-33	SW-001-3.0-SA15-DR	Host access tools, 10 sessions	Tools to process mainframe screen sessions - up to 10 simultaneous	EA	1,010.98
132-33	SW-001-3.0-SA16-DR	Host access tools, 24 sessions	Tools to process mainframe screen sessions - up to 24 simultaneous	EA	2,021.95
132-33	SW-001-3.0-SA17-DR	Host access tools, 50 sessions	Tools to process mainframe screen sessions - up to 50 simultaneous	EA	4,065.41
132-33	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.	EA	1,075.51
132-33	SW-001-3.0-SL02-DR	Advanced Server	Intermediate Server plus Web services, database access tools, Interaction multi-site, Interaction Recorder, Interaction Tracker, and e-FAQ tools.	EA	9,464.46
132-33	SW-001-3.0-SL03-DR	Intermediate Server	Basic Server plus graphical customization tool.	EA	6,022.84
132-33	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, access to free on-line CBT.	EA	3,441.62
132-33	SW-001-3.0-SL05-DR	SMS Server	SMS Server provides HTTP(S) broker support.	EA	1,613.26
132-33	SW-001-3.0-SS01-DR	Switchover clone for CIC server	Must be configured identically to production server.	EA	1,613.26
132-33	SW-001-3.0-VXML-DR	Voice XML Interpreter	Provides Voice XML interpretation when using a Voice XML application only. Licensed per port. Requires its own VoiceXML server. Please see VoiceXML sales guide on the Partner Library for more information.	EA	40.87

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-012-3.0-SASS-DR	Advanced SIP Security	Enables the server to configure and use TLS and SRTP.	EA	0.00
132-33	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: æDial by NameÆ, æDial ExtensionÆ, æRemote AccessÆ and æPlay a MenuÆ. 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. ôDynamicö 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.	EA	64.53
132-33	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.	EA	161.33
132-33	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 capability is available in SU11 and above.	EA	43.02
132-33	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.	EA	21.51
132-33	SW-011-3.0-AL30-DR	Dialer Additional Language - Spanish	Spanish Localization pack for Interaction Dialer.	EA	451.71
132-33	SW-011-3.0-AL31-DR	Dialer Additional Language - French	French Localization pack for Interaction Dialer.	EA	451.71
132-33	SW-011-3.0-AL34-DR	Dialer Additional Language - German	German Localization pack for Interaction Dialer.	EA	451.71
132-33	SW-011-3.0-AL35-DR	Dialer Additional Language - Dutch	Dutch Localization pack for Interaction Dialer.	EA	451.71
132-33	SW-011-3.0-AL39-DR	Dialer Additional Language - Japanese	Japanese Localization pack for Interaction Dialer.	EA	451.71
132-33	SW-011-3.0-AL40-DR	Dialer Additional Language - Simplified Chinese	Simplified Chinese Localization pack for Interaction Dialer.	EA	451.71

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-011-3.0-AL47-DR	Dialer Additional Language - Polish	Polish Localization pack for Interaction Dialer.	EA	451.71
132-33	SW-011-3.0-BL30-DR	Dialer Base Language - Spanish	Spanish Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-3.0-BL31-DR	Dialer Base Language - French	French Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-3.0-BL34-DR	Dialer Base Language - German	German Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-3.0-BL35-DR	Dialer Base Language - Dutch	Dutch Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-3.0-BL39-DR	Dialer Base Language - Japanese	Japanese Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-3.0-BL40-DR	Dialer Base Language - Simplified Chinese	Simplified Chinese Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-3.0-BL47-DR	Dialer Base Language - Polish	Polish Localization pack for Interaction Dialer.	EA	0.00
132-33	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.	EA	6,453.04
132-33	SW-001-3.0-AA02-DR	Interaction Scripter add-on	Interaction Scripter add-on - Advanced desktop scripting; required only if Interaction Scripter is being used as a part of an inbound-only application. Note: The Interaction Dialer add-on license includes an Interaction Scripter add-on license.	EA	0.00
132-33	SW-001-3.0-AA04-DR	Interaction EasyScripter - 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 Scripter 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.IMPORTANT: the EasyScripter OEM product is being phased out. All related licenses including this license should only be purchased by existing ES customers looking to add seats for call center growth.	EA	0.00
132-33	SW-001-3.0-AA05-DR	Interaction EasyScripter - Editor (Developer Interface)	Interaction EasyScripter - Editor (Developer Interface)	EA	0.00
132-33	SW-001-3.0-AA18-DR	Interaction EasyScripter - Reporting	Interaction EasyScripter - Reporting	EA	0.00
132-33	SW-011-3.0-AA06-DR	Interaction Dialer add-on	Predictive, power, and preview dialing; includes Interaction Scripter add-on. Requires either a CC1, CC2, or CC3 license for blended dialing. Requires an Outbound Only Dialer Client for outbound-only dialing.	EA	0.00
132-33	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.	EA	0.00
132-33	SW-011-3.0-IP01-DR	Interaction Dialer Server	Complete campaign management product for predictive, power, and preview dialing	EA	1,613.26
132-33	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	EA	1,613.26

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			previously known as Interaction Dialer COM API.		
132-33	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.	EA	0.00
132-33	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.	EA	1,613.26
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	5,377.53
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	4,302.03
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	1,613.26

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	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.	EA	0.00
132-33	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.	EA	2,151.01
132-33	SW-013-3.0-AA03-DR	Interaction Tracker add-on	Comprehensive tracking of all contacts and their interactions	EA	0.00
132-33	SW-013-3.0-IP04-DR	Interaction Tracker Server	Enables comprehensive tracking of interactions.	EA	0.00
132-33	PK-510-3.0-HCSA-DR	HEAT	This provides screen pop integration between the Interaction Center Platform and HEAT product line. Supports versions 7.x - 8.x	EA	4,259.00
132-33	PK-510-3.0-LATD-DR	Latitude Interaction Dialer Integration	The Latitude Integration with Interaction Dialer facilitates call statistics analysis and payment data, provides click-to-dial Dialer support from within the Latitude client, and creates Dialer call lists.	EA	0.00
132-33	PK-510-3.0-LILO-DR	LiveLOOK Server	The integration with LiveLOOK will add a new Co-browse button to the Interaction Client .Net edition call control toolbar as well as the CIC web chat user interface. Co-browse will be an available option only for call and web chat interactions. Available with SU 13.	EA	860.41
132-33	PK-510-3.0-OCSA-DR	Onyx Enterprise Portal 4.x, 5.x and 6.x Application Connecto	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.	EA	7,270.42
132-33	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. Supports versions 4.x - 7.x	EA	4,259.00
132-33	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 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. Supports versions 4.x - 7.x	EA	7,270.42
132-33	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.	EA	7,270.42
132-33	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	EA	13,766.48

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Client		
132-33	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	EA	15,057.09
132-33	PK-510-3.0-SFAL-DR	Salesforce.com Access License (ACD)	The Salesforce.com Connector provides call control including: click to dial, call pickup, disconnect, hold, transfer, and conference, from within the Salesforce.com user interface.	EA	0.00
132-33	PK-510-3.0-SFFL-DR	Salesforce.com Server	The Salesforce.com Connector provides 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.	EA	1,290.61
132-33	PK-510-3.0-SFNA-DR	Salesforce.com Access License (non ACD)	The Salesforce.com Connector provides 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.	EA	0.00
132-33	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, 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	EA	15,057.09
132-33	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/Es Interaction Client .NET Edition, plus capabilities such as being able to initiate Lotus Sametime instant messaging and voice chats with employees throughout the enterprise.	EA	860.41
132-33	PK-510-3.0-WMHM-DR	Workforce Management - Historical Module - DR	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.	EA	3,226.52
132-33	PK-510-3.0-WMRM-DR	Workforce Management - Real Time Adherence - DR	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.	EA	1,290.61
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	SW-001-3.0-SA14-DR	CIC Exchange UM Connector	Provides ability to pass calls over to Exchange 2007 and 2010 for UM processing. This is not needed if you are just using Exchange as the message store.	EA	645.30

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-001-3.0-SAF1-DR	Great Plains Connector	Per server connector for Microsoft Great Plains Integration.	EA	860.41
132-33	SW-001-3.0-SAF2-DR	Microsoft CRM Connector	Per server connector for Microsoft CRM Integration.	EA	860.41
132-33	SW-012-3.0-SA01-DR	Microsoft Office Communications Server (OCS) 2007 Integratio	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.	EA	0.00
132-33	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.	EA	4.53
132-33	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.	EA	21.76
132-33	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.	EA	21.76
132-33	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.	EA	40.80
132-33	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.	EA	10.88
132-33	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.	EA	5.44
132-33	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	EA	10,324.86
132-33	SOF-009-2.3.1-IPDDE0CU01	e-FAQ - Credit Union FAQ	FAQ specifically tailored for Credit Union's.	EA	1,290.61
132-33	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	EA	1,720.81
132-33	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.	EA	6,453.04
132-33	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.	EA	64,530.38
132-33	SOF-009-2.3.1-SANME01101	e-FAQ Tools	Tools to connect to the e-FAQ server from handlers. Included in Advanced Server	EA	1,032.49
132-33	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.	EA	0.00
132-33	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.	EA	12,906.08
132-33	SW-001-3.0-AA02	Interaction Scripter add-on	Interaction Scripter add-on - Advanced desktop scripting; required only if Interaction Scripter is being used as a part of an inbound-only application. Note: The Interaction Dialer add-on license includes an Interaction Scripter add-on license.	EA	387.18
132-33	SW-001-3.0-AA04	Interaction EasyScripter - 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 Scripter 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	EA	136.01

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			on the agent's desktop.IMPORTANT: the EasyScripter OEM product is being phased out. All related licenses including this license should only be purchased by existing ES customers looking to add seats for call center growth.		
132-33	SW-001-3.0-AA05	Interaction EasyScripter - Editor (Developer Interface)	Interaction EasyScripter - Editor (Developer Interface)	EA	770.74
132-33	SW-001-3.0-AA18	Interaction EasyScripter - Reporting	Interaction EasyScripter - Reporting	EA	770.74
132-33	SW-001-3.0-SAES	EasyScripter Feature	Must have this zero dollar item to run either the Executor or Editor for EasyScripter. This number of EasyScripter licenses purchased must match the number of CIC servers. IMPORTANT: the EasyScripter OEM product is being phased out. All related licenses including this license should only be purchased by existing ES customers looking to add seats for call center growth.	EA	0.00
132-33	SW-011-3.0-AA06	Interaction Dialer add-on	Predictive, power, and preview dialing; includes Interaction Scripter add-on. Requires either a CC1, CC2, or CC3 license for blended dialing. Requires an Outbound Only Dialer Client for outbound-only dialing.	EA	623.79
132-33	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.	EA	68.83
132-33	SW-011-3.0-IP01	Interaction Dialer Server	Complete campaign management product for predictive, power, and preview dialing	EA	3,226.52
132-33	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.	EA	3,226.52
132-33	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.	EA	4,302.03
132-33	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.	EA	38,718.23
132-33	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.	EA	4,302.03
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	13,766.48
132-33	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	EA	32,265.19

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			TDM calls; requires MCI pre-call connector license for each CIC server being monitored. Version 2.4 will work with 3.0.		
132-33	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.	EA	13,766.48
132-33	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.	EA	6,883.24
132-33	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.	EA	6,883.24
132-33	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.	EA	326.95
132-33	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.	EA	3,226.52
132-33	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.	EA	21.51
132-33	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.	EA	1,415.37
132-33	SW-014-4.0-MSSO	Interaction Media Server - Software Only	Interaction Media Server Software for all audio operations supported by IC Server.	EA	5,162.43
132-33	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.	EA	215.10
132-33	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.	EA	215.10
132-33	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.	EA	0.00
132-33	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.	EA	856.10
132-33	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.	EA	430.20
132-33	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.	EA	860.41

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-015-3.0-AA01	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.	EA	301.14
132-33	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.	EA	215.10
132-33	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.	EA	10,755.06
132-33	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.	EA	1,935.91
132-33	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.	EA	752.85
132-33	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.	EA	1,131.43
132-33	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.	EA	1,290.61
132-33	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.	EA	8,604.05
132-33	SW-023-3.0-ULA1	Interaction Process Automation Group-Routed Add On upgrade f	Upgrade to allow Direct-routed users to receive Group-Routed work items.	EA	378.58
132-33	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.	EA	326.95
132-33	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.	EA	215.10
132-33	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.	EA	154.87
132-33	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 - Included in Advanced Server.	EA	3,226.52
132-33	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.	EA	0.00
132-33	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.	EA	4,302.03

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-005-4.0-DEVL	Interaction SIP Proxy 4.0 Development License	Includes one 25 registration bundle; 5 Media ports.	EA	0.00
132-33	SW-005-4.0-DEVR	Interaction SIP Proxy R2 4.0 Development License	Includes one 25 registration bundle; 5 Media ports.	EA	0.00
132-33	SW-005-4.0-SR04	Interaction SIP Proxy R2 - Media Ports Add On	Media port add-ons for SIP Proxy.	EA	86.04
132-33	SW-005-4.0-SR05	Interaction SIP Proxy R2 - Load Balancer Add On	Load Balancer Feature license for SIP Proxy.	EA	4,302.03
132-33	SW-005-4.0-SR06	Interaction SIP Proxy R2 - G.729 Add On	G.729 license for media features on SIP Proxy.	EA	21.51
132-33	SW-005-4.0-SR25	Interaction SIP Proxy R2- Registration Bundle 25	Interaction SIP Proxy R2 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: Please check product page for supported OS. Note: Only certified hardware can be used.	EA	172.08
132-33	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.	EA	86.04
132-33	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.	EA	4,302.03
132-33	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.	EA	21.51
132-33	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.	EA	172.08
132-33	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.	EA	0.00
132-33	SW-005-4.0-TRLR	Interaction SIP Proxy R2 4.0 Trial License	License to configure a 60-day trial license for Interaction SIP Proxy R2. 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.	EA	0.00
132-33	SW-013-3.0-AA03	Interaction Tracker add-on	Comprehensive tracking of all contacts and their interactions.	EA	81.74
132-33	SW-013-3.0-IP04	Interaction Tracker Server	Enables comprehensive tracking of interactions. Included in Advanced Server.	EA	0.00
132-33	SW-001-3.0-WP01	Interaction Web Portal Server License	Provides users the opportunity for access to call recordings and scorecards, reporting, call statistics and the ability to monitor live call via the Web.	EA	5,162.43
132-33	SW-001-3.0-WP02	Interaction Web Portal Organization License	Allows organization access to the Interaction Web Portal server. One Organization License much be purchased for each organization gaining access to the Interaction Web Portal server.	EA	2,581.22

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-001-3.0-WP03	Interaction Web Portal Agent License	Provides user access to recordings and scorecards only. This license is commonly used by agents to review their calls and scores.	EA	210.80
132-33	SW-001-3.0-WP04	Interaction Web Portal Supervisor License	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.	EA	425.90
132-33	SW-001-3.0-WPTL	Interaction Web Portal Trial	Provides access to the Interaction Web Portal for 60 days. The trial includes 1 IWP Server license, 1 IWP Org license, 2 IWP Supervisor licenses, and 1 IWP Agent license.	EA	0.00
132-33	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.	EA	199.49
132-33	TS-500-3.0-T2AL29-DR	Nuance Recognizer 9 Tier 2 - Additional Port for 2nd Language	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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.	EA	99.74
132-33	TS-500-3.0-T2AL39-DR	Nuance Recognizer 9 Tier 2 - Additional Port for 3+ Language	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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.	EA	199.49
132-33	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.	EA	997.43
132-33	TS-500-3.0-T2BL9-DR	Nuance Recognizer 9 Tier 2 Base Language Port - HIGH AVAILAB	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. Supports 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.	EA	498.71
132-33	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.	EA	290.16
132-33	TS-500-3.0-T3AL29-DR	Nuance Recognizer 9 Tier 3 - Additional Port for 2nd Language	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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.	EA	145.08
132-33	TS-500-3.0-T3AL39	Nuance Recognizer 9 Tier 3 - 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.	EA	580.32
132-33	TS-500-3.0-T3AL39-DR	Nuance Recognizer 9 Tier 3 - Additional Port for 3+ Language	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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.	EA	290.16
132-33	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.	EA	1,450.80

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	TS-500-3.0-T3BL9-DR	Nuance Recognizer 9 Tier 3 Base Language Port - HIGH AVAILAB	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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.	EA	725.40
132-33	TS-500-3.0-T4AL29	Nuance Recognizer 9 Tier 4 - Additional Port for 2nd Languag	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.	EA	362.70
132-33	TS-500-3.0-T4AL29-DR	Nuance Recognizer 9 Tier 4 - Additional Port for 2nd Languag	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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.	EA	181.35
132-33	TS-500-3.0-T4AL39	Nuance Recognizer 9 Tier 4 - 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; unlimited and open grammars delivering a natural language solution; single utterances. Available for CIC and MIC.	EA	725.40
132-33	TS-500-3.0-T4AL39-DR	Nuance Recognizer 9 Tier 4 - Additional Port for 3+ Language	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. 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.	EA	362.70
132-33	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.	EA	1,813.50
132-33	TS-500-3.0-T4BL9-DR	Nuance Recognizer 9 Tier 4 Base Language Port - HIGH AVAILAB	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. Speech recognition port with capabilities of Tier 3 and allows for open grammars and natural language. Available for CIC and MIC.	EA	906.75
132-33	TS-500-3.0-ULNV	Upgrade Loquendo TTS to Nuance Vocalizer 5 - Base Language/v	Upgrade Loquendo TTS to Nuance Vocalizer 5 per port - 1 language/voice.	EA	68.01
132-33	TS-500-3.0-VAAL	Vocalizer Additional Language Selection - Advanced TTS	Nuance TTS additional language option supporting variable/dynamic speech applications in Enterprise IP, Contact Center software. Allows for TTS playback of all other dynamic playbacks.	EA	154.15
132-33	TS-500-3.0-VABL	Vocalizer 5 Base Language Selection - Advanced TTS		EA	770.74
132-33	SW-001-3.0-AL23	Additional Language - US English	Default localization set.	EA	903.43
132-33	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,	EA	903.43

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			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.		
132-33	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.	EA	903.43
132-33	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.	EA	903.43
132-33	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.	EA	903.43
132-33	SW-001-3.0-AL34	Additional 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.	EA	903.43
132-33	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.	EA	903.43
132-33	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.	EA	903.43
132-33	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	EA	903.43

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Plug-in, Fax Cover Page Editor, IUpdate Client Application, Interaction Web Client.		
132-33	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.	EA	903.43
132-33	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.	EA	903.43
132-33	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.	EA	903.43
132-33	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.	EA	903.43
132-33	SW-001-3.0-AL48	Additional Language - Serbian	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.	EA	903.43
132-33	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.	EA	903.43

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	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.	EA	903.43
132-33	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. Release scheduled for localization update. For questions on time line contact Product Management.	EA	903.43
132-33	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.	EA	903.43
132-33	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.	EA	903.43
132-33	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.	EA	903.43
132-33	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	EA	903.43
132-33	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.	EA	903.43
132-33	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.	EA	903.43
132-33	SW-001-3.0-AL58	Additional Language - Russian	Russian 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,	EA	903.43

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Optimizer Plug-in and IUpdate Client Application.		
132-33	SW-001-3.0-BL23	Base Language - US English	Default localization set.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	SW-001-3.0-BL48	Base Language - Serbian	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.	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	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.	EA	0.00
132-33	SW-001-3.0-BL54	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.	EA	0.00
132-33	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	EA	0.00
132-33	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.	EA	0.00
132-33	SW-001-3.0-BL57	Base 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	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			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.		
132-33	SW-001-3.0-BL58	Base Language - Russian	Russian 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 and IUpdate Client Application.	EA	0.00
132-33	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.	EA	2,021.95
132-33	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.	EA	6,022.84
132-33	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. 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.	EA	0.00
132-33	SW-025-1.0-BULK	Interaction SIP Bulk Caller - G.729 add-on	G.729 license for media features on SIP Bulk Caller.	EA	21.51
132-33	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.	EA	17,208.10
132-33	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.	EA	0.00
132-33	PK-510-3.0-HCSA	HEAT	This provides screen pop integration between the Interaction Center Platform and HEAT product line. Supports versions 7.x - 8.x	EA	8,518.01
132-33	PK-510-3.0-LATD	Latitude Interaction Dialer Integration	The Latitude Integration with Interaction Dialer facilitates call statistics analysis and payment data, provides click-to-dial Dialer support from within the Latitude client, and creates Dialer call lists.	EA	0.00
132-33	PK-510-3.0-LILO	LiveLOOK Server	The integration with LiveLOOK will add a new Co-browse button to the Interaction Client .Net edition call control toolbar as well as the CIC web chat user interface. Co-browse will be an available option only for call and web chat interactions. Available with SU 13.	EA	1,720.81
132-33	PK-510-3.0-OCSA	Onyx Enterprise Portal 4.x, 5.x and 6.x Application Connecto	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.	EA	14,540.84
132-33	PK-510-3.0-RCSA	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. Supports versions 4.x - 7.x	EA	8,518.01

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	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 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. Supports versions 4.x - 7.x	EA	14,540.84
132-33	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.	EA	14,540.84
132-33	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. Requires SAP IC Win Client	EA	27,532.96
132-33	PK-510-3.0-SCSA	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	EA	30,114.18
132-33	PK-510-3.0-SFAL	Salesforce.com Access License (ACD)	The Salesforce.com Connector provides call control including: click to dial, call pickup, disconnect, hold, transfer, and conference, from within the Salesforce.com user interface.	EA	172.08
132-33	PK-510-3.0-SFFL	Salesforce.com Server	The Salesforce.com Connector provides 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.	EA	2,581.22
132-33	PK-510-3.0-SFNA	Salesforce.com Access License (non ACD)	The Salesforce.com Connector provides 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.	EA	86.04
132-33	PK-510-3.0-SICI	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, 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	EA	30,114.18
132-33	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/Es Interaction Client .NET Edition, plus capabilities such as being able to initiate Lotus Sametime instant messaging and voice chats with employees throughout the enterprise.	EA	1,720.81

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	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.	EA	6,453.04
132-33	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.	EA	3,011.42
132-33	PK-510-3.0-WMHM	Workforce Management - Historical Module - Supports Blue Pum	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.	EA	6,453.04
132-33	PK-510-3.0-WMRM	Workforce Management - Real Time Adherence - Supports Blue P	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.	EA	2,581.22
132-33	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.	EA	266.73
132-33	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.	EA	266.73
132-33	SW-001-3.0-SA14	CIC Exchange UM Connector	Provides ability to pass calls over to Exchange 2007 and 2010 for UM processing. This is not needed if you are just using Exchange as the message store.	EA	1,290.61
132-33	SW-001-3.0-SAF1	Great Plains Connector	Per server connector for Microsoft Great Plains Integration.	EA	1,720.81
132-33	SW-001-3.0-SAF2	Microsoft CRM Connector	Per server connector for Microsoft CRM Integration.	EA	1,720.81
132-33	SW-012-3.0-SA01	Microsoft Office Communications Server (OCS) 2007 Integratio	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.	EA	1,720.81
132-33	TS-515-3.0-MRA1	HMP RTP Audio G.711 only	Single port RTP Streaming audio resource plus G.711 codec	EA	9.07
132-33	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.	EA	4.53
132-33	TS-515-3.0-MRC1	HMP Conference	Single port Conferencing leg HMP 1.3 resource for conference calls and supervisory listen.	EA	43.52
132-33	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.	EA	21.76
132-33	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.	EA	43.52
132-33	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.	EA	21.76
132-33	TS-515-3.0-MRF1	HMP T.38 Fax	Single port of T.38 fax termination fax resource to send or receive faxes.	EA	81.61

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	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.	EA	40.80
132-33	TS-515-3.0-MRR1	HMP CSP Resource	Single port of CSP interface for Continuous Speech Processing.	EA	21.76
132-33	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.	EA	10.88
132-33	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.	EA	10.88
132-33	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.	EA	5.44
132-33	TS-500-3.0-ULVA	Upgrade Loquendo TTS to Nuance Vocalizer 5 - Additional Lang	Upgrade Loquendo TTS to Nuance Vocalizer 5 per port - Additional language/voice.	EA	13.60
132-33	SW-022-NV-BSCN	AcroSoft Basic Scan	Simple desktop scanning application designed for low volume, ad-hoc document needs Scan Station.	EA	2,151.01
132-33	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.	EA	12,906.08
132-33	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.	EA	55,926.33
132-33	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.	EA	10,755.06
132-33	SW-022-NV-DRET	AcroSoft Document Retention	AcroSoft Document Retention	EA	8,604.05
132-33	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.	EA	10,755.06
132-33	SW-022-NV-EXPR	AcroSoft Exporter	AcroSoft Exporter	EA	6,453.04
132-33	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.	EA	6,453.04
132-33	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).	EA	6,453.04
132-33	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.	EA	8,604.05
132-33	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.	EA	6,453.04
132-33	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).	EA	8,604.05
132-33	SW-022-NV-SSRV	AcroSoft Store Server	Component responsible for managing the storage and retrieval of documents. (1 included in base system).	EA	6,453.04
132-33	SW-022-NV-UAGT	AcroSoft Agent Users	Group license for unlimited users designed for casual non-employees that need read-only sporadic access to content. Ex. insurance agents.	EA	15,057.09

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	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.	EA	3,226.52
132-33	SW-022-NV-UNMD	Named User	Internal user with individual login credentials to access the document management and workflow components.	EA	1,935.91
132-33	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.	EA	1,075.51
132-33	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.	EA	4,302.03
132-33	SW-022-NV-WMWS	AcroSoft Work Management Web Service	Collection of methods primarily allowing for the creation of diaries.	EA	4,302.03
132-33	SW-029-4.0-AP01-C	Interaction Text To Speech - Additional Language Port	A concurrent session license; one port is required per session. Customer must purchase additional ports based on the number of base language ports multiplied by the number of additional languages.	EA	167.78
132-33	SW-029-4.0-BL01	ITTS Language - North American English	Enables Interaction Text To Speech to be used for this language on the Media Server	EA	0.00
132-33	SW-029-4.0-BL02	ITTS Langage - North American Spanish	Enables Interaction Text To Speech to be used for this language on the Media Server.	EA	0.00
132-33	SW-029-4.0-BL03	ITTS Langage - Spanish	Enables Interaction Text To Speech to be used for this language on the Media Server.	EA	0.00
132-33	SW-029-4.0-BL04	ITTS Langage - French	Enables Interaction Text To Speech to be used for this language on the Media Server.	EA	0.00
132-33	SW-029-4.0-BL05	ITTS Langage - Canadian French	Enables Interaction Text To Speech to be used for this language on the Media Server.	EA	0.00
132-33	SW-029-4.0-BL06	ITTS Langage - German	Enables Interaction Text To Speech to be used for this language on the Media Server.	EA	0.00
132-33	SW-029-4.0-BL07	ITTS Langage - Australian English	Enables Interaction Text To Speech to be used for this language on the Media Server.	EA	0.00
132-33	SW-029-4.0-BL08	ITTS Langage - British English	Enables Interaction Text To Speech to be used for this language on the Media Server.	EA	0.00
132-33	SW-029-4.0-BL09	ITTS Langage - Japanese	Enables Interaction Text To Speech to be used for this language on the Media Server.	EA	0.00
132-33	SW-029-4.0-BL10	ITTS Langage - Dutch	Enables Interaction Text To Speech to be used for this language on the Media Server.	EA	0.00
132-33	SW-029-4.0-BL11	ITTS Langage - Polish	Enables Interaction Text To Speech to be used for this language on the Media Server.	EA	0.00
132-33	SW-029-4.0-BL12	ITTS Langage - Brazilian Portuguese	Enables Interaction Text To Speech to be used for this language on the Media Server.	EA	0.00
132-33	SW-029-4.0-BL13	ITTS Langage - Turkish	Enables Interaction Text To Speech to be used for this language on the Media Server.	EA	0.00
132-33	SW-029-4.0-BP01-C	Interaction Text To Speech - Base Language Port	A concurrent session license; one port is required per session.	EA	425.90
132-33	SW-001-4.0-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.	EA	537.75

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-001-4.0-AA01-C	Interaction Supervisor add-on - Concurrent	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. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	806.63
132-33	SW-001-4.0-AA03	Interaction Supervisor, iPad Edition	This license provides user access to run the Interaction Supervisor, iPad Edition.	EA	387.18
132-33	SW-001-4.0-AA03-C	Interaction Supervisor, iPad Edition - Concurrent	This license provides user access to run the Interaction Supervisor, iPad Edition. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	580.77
132-33	SW-001-4.0-AA03-C-D	Interaction Supervisor, iPad Edition - Concurrent - Discount	This license provides user access to run the Interaction Supervisor, iPad Edition. Note: This discounted part number is only available for sites that currently have the Interaction Supervisor licenses and only for the corresponding quantity. For example, if the site has 10 Interaction Supervisor Add-On licenses, then only 10 discounted iPad licenses will be available to purchase. Any additional iPad license must be purchased at the full price. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	193.59
132-33	SW-001-4.0-AA03-D	Interaction Supervisor, iPad Edition - Discounted	This license provides user access to run the Interaction Supervisor, iPad Edition. Note: This discounted part number is only available for sites that currently have the Interaction Supervisor licenses and only for the corresponding quantity. For example, if the site has 10 Interaction Supervisor Add-On licenses, then only 10 discounted iPad licenses will be available to purchase. Any additional iPad license must be purchased at the full price.	EA	129.06
132-33	SW-001-4.0-AA07	Interaction Client Mobile Blackberry Edition - Add on	License to run the Interaction Client Blackberry Edition. Requires a minimum basic station audio license.	EA	47.32
132-33	SW-001-4.0-AA07-C	Interaction Client Mobile Blackberry Edition - Add on - Conc	License to run the Interaction Client Blackberry Edition. Requires a minimum basic station audio license. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	70.98
132-33	SW-001-4.0-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.	EA	30.11
132-33	SW-001-4.0-AA08-C	Unified Messaging add-on - Concurrent	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. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	30.11
132-33	SW-001-4.0-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.	EA	12.91
132-33	SW-001-4.0-AA10	Desktop Faxing add-on	Provides ability to send and/or view faxes with the Interaction Fax.	EA	8.60
132-33	SW-001-4.0-AA10-C	Desktop Faxing add-on - Concurrent	Provides ability to send and/or view faxes with the Interaction Fax. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	12.91
132-33	SW-001-4.0-AA12	Reports Page Add-on	Adds ability to view and run historical reports from Interaction Center Business Manager to a Business Client or a Basic contact center license.	EA	120.46
132-33	SW-001-4.0-AA12-C	Reports Page Add-on - Concurrent	Adds ability to view and run historical reports from Interaction Center Business Manager to a Business Client or a Basic contact center license. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and	EA	180.69

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			not a mixture.		
132-33	SW-001-4.0-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.	EA	0.00
132-33	SW-001-4.0-AA17-C	Interaction Report Assistant - Concurrent	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. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	0.00
132-33	SW-001-4.0-AASM	Interaction Supervisor - System Status Monitoring	Additional System Status Monitoring Plug-in for Interaction Supervisor. 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.	EA	129.06
132-33	SW-001-4.0-AASM-C	Interaction Supervisor - System Status Monitoring - Concurr	Additional System Status Monitoring Plug-in for Interaction Supervisor. 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. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	193.59
132-33	SW-001-4.0-AL01	Basic Station	Audio connection to any internal party or device (phone, fax machine, or modem). Also required for remote station connections.	EA	55.93
132-33	SW-001-4.0-AL02	Business Client	Basic Station, Interaction Client for use with the Interaction Client .Net Edition, Interaction Desktop or Interaction Client Web Edition.	EA	81.74
132-33	SW-001-4.0-AL02-C	Business Client - Concurrent	Basic Station, Interaction Client for use with the Interaction Client .Net Edition. Interaction Desktop or Interaction Client Web Edition. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture. The Basic Station License included in this bundle is not a concurrent license; station licenses are needed for each configured station in the system. Additional Basic Station licenses may need to be purchased separately if there are more phones than purchased Concurrent licenses containing Basic Station.	EA	122.61
132-33	SW-001-4.0-AL03	Phone-only Call Center	Basic Station, ACD with complete skills-based routing for calls.	EA	580.77
132-33	SW-001-4.0-AL03-C	Phone-only Call Center - Concurrent	Basic Station, ACD with complete skills-based routing for calls. NOTE: A concurrent Basic Station, Interaction Client for use with the Interaction Client .Net Edition, Interaction Desktop or Interaction Client Web Edition. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture. The Basic Station License included in this bundle is not a concurrent license; station licenses are needed for each configured station in the system. Additional Basic Station licenses may need to be purchased separately if there are more phones than purchased Concurrent licenses containing Basic Station.	EA	871.16
132-33	SW-001-4.0-AL04	Contact Center Level 1	Basic Station, Client Access License and ACD with complete skills-based routing for one media type for use with the Interaction Client.	EA	696.93
132-33	SW-001-4.0-AL04-C	Contact Center Level 1 - Concurrent	Basic Station, Client Access License and ACD with complete skills-based routing for one media type for use with the Interaction Client. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a	EA	1,045.39

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			mixture. The Basic Station License included in this bundle is not a concurrent license; station licenses are needed for each configured station in the system. Additional Basic Station licenses may need to be purchased separately if there are more phones than purchased Concurrent licenses containing Basic Station.		
132-33	SW-001-4.0-AL05	Contact Center Level 2	Basic Station, Client Access License and ACD with complete skills-based routing for two media types for use with the Interaction Client.	EA	1,019.58
132-33	SW-001-4.0-AL05-C	Contact Center Level 2 - Concurrent	Basic Station, Client Access License and ACD with complete skills-based routing for two media types for use with the Interaction Client. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture. The Basic Station License included in this bundle is not a concurrent license; station licenses are needed for each configured station in the system. Additional Basic Station licenses may need to be purchased separately if there are more phones than purchased Concurrent licenses containing Basic Station.	EA	1,529.37
132-33	SW-001-4.0-AL06	Contact Center Level 3	Basic Station, Client Access License and ACD with complete skills-based routing for unlimited media types for use with the Interaction Client.	EA	1,320.72
132-33	SW-001-4.0-AL06-C	Contact Center Level 3 - Concurrent	Basic Station, Client Access License and ACD with complete skills-based routing for unlimited media types for use with the Interaction Client. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture. The Basic Station License included in this bundle is not a concurrent license; station licenses are needed for each configured station in the system. Additional Basic Station licenses may need to be purchased separately if there are more phones than purchased Concurrent licenses containing Basic Station.	EA	1,981.08
132-33	SW-001-4.0-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.	EA	666.81
132-33	SW-001-4.0-AL08-C	Workforce Optimization Access License - Concurrent	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. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture. ALSO NOTE: Interaction Optimizer Concurrent add-on licenses required for each agent which requires a schedule - this may require additional Optimizer Concurrent add-on licenses. Pricing is 150% of Recorder and Feedback, but not Optimizer.	EA	889.66
132-33	SW-001-4.0-AL10	Interaction SIP SoftPhone	Use the Interaction SIP Soft Phone on a general purpose computer, desktop or laptop, to make and receive station calls without a separate dedicated hardware endpoint. This software application includes a dial-pad and the capability to link with a windows sound device. This is a software part only - no hardware included with purchase. Requires a Basic Station License.	EA	43.02
132-33	SW-001-4.0-AL11	Interaction SIP Bridge Access License	Use Interaction SIP Bridge on a given computer to allow the use of an IP/VoIP phone for home users/ remote users. These are pooled licenses.	EA	21.51
132-33	SW-001-4.0-AL12	Microsoft Outlook Add-In	Add-in that provides Status and Dial functionality into Microsoft Outlook. Requires a Business Client. Does not include a basic station audio license.	EA	25.81
132-33	SW-001-4.0-AL12-C	Microsoft Outlook Add-In - Concurrent	Add-in that provides Status and Dial functionality into Microsoft Outlook. Requires a Business Client. Does not include a basic station audio license. NOTE: A concurrent license	EA	38.72

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.		
132-33	SW-001-4.0-ULA1	Basic Station upgrade to Business Client	Upgrade includes Basic Station for use with the Interaction Client .Net Edition, Interaction Desktop or Interaction Client Web Edition.	EA	29.68
132-33	SW-001-4.0-ULA10	Phone Only Call Center upgrade to CC2	ACD upgraded with complete skills-based routing for Two media types.	EA	504.63
132-33	SW-001-4.0-ULA10-C	Phone Only Call Center - Concurrent upgrade to CC2 - Concurr	ACD upgraded with complete skills-based routing for two media types. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	756.94
132-33	SW-001-4.0-ULA11	Phone Only Call Center upgrade to CC3	ACD upgraded with complete skills-based routing for unlimited media types.	EA	850.94
132-33	SW-001-4.0-ULA11-C	Phone Only Call Center - Concurrent upgrade to CC3 - Concurr	ACD upgraded with complete skills-based routing for unlimited media types. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	1,083.46
132-33	SW-001-4.0-ULA12	Outbound Only Dialer Client Upgrade to CC1	ACD upgraded with complete skills-based routing for one media type.	EA	722.31
132-33	SW-001-4.0-ULA12-C	Outbound Only Dialer Client - Concurrent Upgrade to CC1 - Co	ACD upgraded with complete skills-based routing for one media type. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	850.94
132-33	SW-001-4.0-ULA13	Outbound Only Dialer Client Upgrade to CC2	ACD upgraded with complete skills-based routing for two media types.	EA	1,093.36
132-33	SW-001-4.0-ULA13-C	Outbound Only Dialer Client - Concurrent Upgrade to CC2 - Co	ACD upgraded with complete skills-based routing for two media types. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	1,640.04
132-33	SW-001-4.0-ULA14	Outbound Only Dialer Client Upgrade to CC3	ACD upgraded with complete skills-based routing for unlimited media types.	EA	1,439.67
132-33	SW-001-4.0-ULA14-C	Outbound Only Dialer Client - Concurrent Upgrade to CC3 - Co	ACD upgraded with complete skills-based routing for unlimited media types. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	2,159.50
132-33	SW-001-4.0-ULA15	Interaction Dialer Session upgrade to 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.	EA	279.63
132-33	SW-001-4.0-ULA2	Phone-only Call Center upgrade to CC1	ACD upgraded with complete skills-based routing for one media type.	EA	133.58
132-33	SW-001-4.0-ULA2-C	Phone-only Call Center - Concurrent upgrade to CC1 - Concurr	ACD upgraded with complete skills-based routing for One media type. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	200.37
132-33	SW-001-4.0-ULA3	Business Client upgrade to CC1	ACD upgraded with complete skills-based routing for one media type	EA	615.19
132-33	SW-001-4.0-ULA3-C	Business Client - Concurrent upgrade to CC1 - Concurrent	ACD upgraded with complete skills-based routing for one media type. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all	EA	1,061.21

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			assigned licenses and not a mixture.		
132-33	SW-001-4.0-ULA4	CC1 upgrade to CC2	ACD upgraded with complete skills-based routing for two media types.	EA	371.05
132-33	SW-001-4.0-ULA4-C	CC1 - Concurrent upgrade to CC2 - Concurrent	ACD upgraded with complete skills-based routing for two media types. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	556.58
132-33	SW-001-4.0-ULA5	CC1 upgrade to CC3	ACD upgraded with complete skills-based routing for unlimited media types.	EA	717.36
132-33	SW-001-4.0-ULA5-C	CC1 - Concurrent upgrade to CC3 - Concurrent	ACD upgraded with complete skills-based routing for unlimited media types. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	1,076.05
132-33	SW-001-4.0-ULA6	CC2 upgrade to CC3	ACD upgraded with complete skills-based routing for unlimited media types.	EA	346.31
132-33	SW-001-4.0-ULA6-C	CC2 - Concurrent upgrade to CC3 - Concurrent	ACD upgraded with complete skills-based routing for unlimited media types. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	519.47
132-33	SW-001-4.0-ULA7	Phone-only Call Center upgrade to Business Client	ACD Upgrade with skills based routing for Calls.	EA	499.03
132-33	SW-001-4.0-ULA7-C	Phone-only Call Center - Concurrent upgrade to Business Client	Upgrade includes Basic Station for use with the Interaction Client .Net Edition, Interaction Desktop or Interaction Client Web Edition. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	860.84
132-33	SW-001-4.0-ULA8	Business Client upgrade to CC2	ACD upgraded with complete skills-based routing for Two media types.	EA	937.84
132-33	SW-001-4.0-ULA8-C	Business Client - Concurrent upgrade to CC2 - Concurrent	ACD upgraded with complete skills-based routing for two media types. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	1,617.78
132-33	SW-001-4.0-ULA9	Business Client upgrade to CC3	ACD upgraded with complete skills-based routing for unlimited media types.	EA	1,238.98
132-33	SW-001-4.0-ULA9-C	Business Client - Concurrent upgrade to CC3 - Concurrent	ACD upgraded with complete skills-based routing for unlimited media types. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	2,137.25
132-33	SW-001-4.0-ULS1	Upgrade from Basic Server to Intermediate Server	Upgrade includes addition of graphical customization tool	EA	5,678.67
132-33	SW-001-4.0-ULS2	Upgrade from Intermediate Server to Advanced Server	Upgrade to an Advanced Server from an Intermediate Server.	EA	7,571.56
132-33	SW-001-4.0-ULS3	Upgrade from Basic Server to Advanced Server	Upgrade from Basic Server to Advanced Server.	EA	12,475.87
132-33	SW-001-4.0-SA01	Interaction Web Tools	All server components for web chat, callback, and other web events (formerly known as Web Services). Included with Advanced Server and can be purchased for Basic or Intermediate Servers. These tools are required to deploy the Interaction Mobilizer SDK. Please contact the Business Automation Group for more information on custom services to deploy the Interaction Mobilizer SDK.	EA	3,226.52

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-001-4.0-SA03	Database access tools	ODBC (open database connectivity) database tools, TCP/IP tools, and MQ Series tools.	EA	4,904.31
132-33	SW-001-4.0-SA04	Speech Recognition Services	Server components to connect to speech recognition engines	EA	3,226.52
132-33	SW-001-4.0-SA05	Text processing tools	XML (extensible markup language) tools, SOAP (simple object access protocol) tools, and text classification tools.	EA	6,453.04
132-33	SW-001-4.0-SA08	MRCP ASR Feature License	The MRCP ASR Feature License allows users to integrate with other MRCP 2.0 compliant ASR engines. This part is required with Nuance Recognizer 10. Please see the Speech Ordering Guide for more information on this feature.	EA	4,302.03
132-33	SW-001-4.0-SA09	Interaction multi-site	Multi-site services	EA	2,021.95
132-33	SW-001-4.0-SA10	IceLib / ICWS SDK	2 different SDK's bundled together allowing developers to create custom applications that leverage the Interaction Center. License provides access to Interaction Center Extension Library (IceLib) and Interaction Center Web Services (ICWS). SDK includes several example applications and detailed documentation.	EA	4,302.03
132-33	SW-001-4.0-SA11	Secure Input IVR	The secure IVR feature provides the ability to collect secure information in a customer-agent scenario without recording the sensitive information. Use of the feature can help customers meet PCI compliance standards to protect card holder data. Provides a secure IVR application to collect sensitive/private customer information, such as credit card number and cvv to complete a sales/payment transaction or other information that should not be part of an audio recording.	EA	3,226.52
132-33	SW-001-4.0-SA19	Interaction Attendant Remote Data Query	Required to use the Remote Data Query action to call a web service within Interaction Attendant.	EA	2,151.01
132-33	SW-001-4.0-SL02	Advanced Server	Intermediate Server plus Interaction Web Tools, Database Access Tools, Interaction multi-site, Interaction Recorder, Interaction Tracker, and large development license.	EA	18,928.91
132-33	SW-001-4.0-SL03	Intermediate Server	Basic Server plus graphical customization tool.	EA	12,045.67
132-33	SW-001-4.0-SL04	Basic Server	Full ACD with skills-based routing, IVR, CTI, PBX, Fax Services, voice mail, auto attendant, unified messaging, SMS Server, locality look-up, small development license, access to free on-line CBT. 10 assigned and 6 concurrent Interaction Supervisor - System Status Monitoring Licenses provided with server.	EA	7,571.56
132-33	SW-001-4.0-SS01	Switchover clone for CIC server	Must be configured identically to production server.	EA	3,226.52
132-33	SW-001-4.0-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.	EA	3,011.42
132-33	SW-001-4.0-VXML	Voice XML Interpreter	Provides Voice XML interpretation when using a Voice XML application only. Licensed per port. Requires its own VoiceXML server. Please see VoiceXML sales guide on the Partner Library for more information.	EA	81.74
132-33	SW-001-4.0-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: æDial by Name/Æ, æDial Extension/Æ, æRemote Access/Æ and æPlay a Menu/Æ. All other actions (such Database lookups, use of custom handlers, and Remote Data Queries) will require an advanced session in addition to the	EA	129.06

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			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. Note: A Media Session is required with each Basic Session.		
132-33	SW-001-4.0-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.	EA	322.65
132-33	SW-001-4.0-PL06	Conference Session	A conference session is utilized by each participant in a conference call. External parties will also use a basic session for connectivity into the system. This session license is for scheduled and ad-hoc conferences (conferences created using the client) that are hosted on Media Servers. Note: A Media Session is required with each Conference Session. Note: A Media Session is required with each Conference Session.	EA	51.62
132-33	SW-001-4.0-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: A Media Session is required with each Fax Session.	EA	86.04
132-33	SW-001-4.0-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.	EA	43.02
132-33	SW-001-4.0-PL09	Media Session	A Media Session allows for Audio Operations to be handled by the Media Server. 1 Media Session is required with each Basic Session, Fax Session or Conference Session.	EA	73.13
132-33	SW-011-4.0-AL30	Dialer Additional Language - Spanish	Spanish Localization pack for Interaction Dialer.	EA	903.43
132-33	SW-011-4.0-AL31	Dialer Additional Language - French	French Localization pack for Interaction Dialer.	EA	903.43
132-33	SW-011-4.0-AL32	Dialer Additional Language - Portuguese Brazilian	Portuguese Brazilian Localization pack for Interaction Dialer.	EA	903.43
132-33	SW-011-4.0-AL34	Dialer Additional Language - German	German Localization pack for Interaction Dialer.	EA	903.43
132-33	SW-011-4.0-AL35	Dialer Additional Language - Dutch	Dutch Localization pack for Interaction Dialer.	EA	903.43
132-33	SW-011-4.0-AL39	Dialer Additional Language - Japanese	Japanese Localization pack for Interaction Dialer.	EA	903.43

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-011-4.0-AL40	Dialer Additional Language - Simplified Chinese	Simplified Chinese Localization pack for Interaction Dialer.	EA	903.43
132-33	SW-011-4.0-AL47	Dialer Additional Language - Polish	Polish Localization pack for Interaction Dialer.	EA	903.43
132-33	SW-011-4.0-BL30	Dialer Base Language - Spanish	Spanish Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-4.0-BL31	Dialer Base Language - French	French Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-4.0-BL32	Dialer Base Language - Portuguese Brazilian	Portuguese Brazilian Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-4.0-BL34	Dialer Base Language - German	German Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-4.0-BL35	Dialer Base Language - Dutch	Dutch Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-4.0-BL39	Dialer Base Language - Japanese	Japanese Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-4.0-BL40	Dialer Base Language - Simplified Chinese	Simplified Chinese Localization pack for Interaction Dialer. Please check CIC 4.0 Product Availability Overview for availability of this language pack.	EA	0.00
132-33	SW-011-4.0-BL47	Dialer Base Language - Polish	Polish Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-001-4.0-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.	EA	0.00
132-33	SW-001-4.0-AA03-DR	Interaction Supervisor, iPad Edition	This license provides user access to run the Interaction Supervisor, iPad Edition.	EA	0.00
132-33	SW-001-4.0-AA07-DR	Interaction Client Mobile Blackberry Edition - Add on	License to run the Interaction Client Blackberry Edition. Requires a minimum basic station audio license.	EA	0.00
132-33	SW-001-4.0-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.	EA	0.00
132-33	SW-001-4.0-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.	EA	0.00
132-33	SW-001-4.0-AA10-DR	Desktop Faxing add-on	Provides ability to send and/or view faxes with the Interaction Fax.	EA	0.00
132-33	SW-001-4.0-AA12-DR	Reports Page Add-on	Adds ability to view and run historical reports from Interaction Center Business Manager to a Business Client or a Basic contact center license.	EA	0.00
132-33	SW-001-4.0-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.	EA	0.00
132-33	SW-001-4.0-AASM-DR	Interaction Supervisor - System Status Monitoring	Additional System Status Monitoring Plug-in for Interaction Supervisor. 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.	EA	0.00
132-33	SW-001-4.0-AL01-DR	Basic Station	Audio connection to any internal party or device (phone, fax machine, or modem). Also required for remote station connections.	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-001-4.0-AL02-DR	Business Client	Basic Station, Interaction Client for use with the Interaction Client .Net Edition, Interaction Desktop or Interaction Client Web Edition.	EA	0.00
132-33	SW-001-4.0-AL03-DR	Phone-only Call Center	Basic Station, ACD with complete skills-based routing for calls.	EA	0.00
132-33	SW-001-4.0-AL04-DR	Contact Center Level 1	Basic Station, Client Access License and ACD with complete skills-based routing for one media type for use with the Interaction Client.	EA	0.00
132-33	SW-001-4.0-AL05-DR	Contact Center Level 2	Basic Station, Client Access License and ACD with complete skills-based routing for two media types for use with the Interaction Client.	EA	0.00
132-33	SW-001-4.0-AL06-DR	Contact Center Level 3	Basic Station, Client Access License and ACD with complete skills-based routing for unlimited media types for use with the Interaction Client.	EA	0.00
132-33	SW-001-4.0-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.	EA	0.00
132-33	SW-001-4.0-AL11-DR	Interaction SIP Bridge Access License	Use Interaction SIP Bridge on a given computer to allow the use of an IP/VoIP phone for home users/ remote users. These are pooled licenses.	EA	0.00
132-33	SW-001-4.0-AL12-DR	Microsoft Outlook Add-In	Add-in that provides Status and Dial functionality into Microsoft Outlook. Requires a Business Client. Does not include a basic station audio license.	EA	0.00
132-33	SW-016-4.0-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.	EA	107.55
132-33	SW-016-4.0-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.	EA	107.55
132-33	SW-016-4.0-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.	EA	0.00
132-33	SW-001-4.0-AL23-DR	Additional Language - US English	Default localization set.	EA	451.71
132-33	SW-001-4.0-AL30-DR	Additional Language - Spanish - Latin America	Spanish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL31-DR	Additional Language - French	French Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL32-DR	Additional Language - Brazilian Portuguese	Brazilian Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications, IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat), Setup Assistant and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL33-DR	Additional Language - UK English	English Localization Pack which includes UK Voice Prompts. All Applications and Documentation is based on the US English version.	EA	451.71
132-33	SW-001-4.0-AL34-DR	Additional Language - German	German Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications, IC Server Manager Applications (Interaction Administrator,	EA	451.71

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat), Setup Assistant and IUpdate Client Application.		
132-33	SW-001-4.0-AL35-DR	Additional Language - Dutch	Dutch Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL36-DR	Additional Language - Swedish	Swedish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL37-DR	Additional Language - Norwegian	Norwegian Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL39-DR	Additional Language - Japanese	Japanese Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications, IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat), Setup Assistant and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL40-DR	Additional Language - Chinese Simplified	Simplified Chinese Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL42-DR	Additional Language - Korean	Korean Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL47-DR	Additional Language - Polish	Polish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL48-DR	Additional Language - Serbian	Serbian Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL49-DR	Additional Language - French Canadian	French Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL50-DR	Additional Language - Italian	Italian Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL51-DR	Additional Language - Arabic	Arabic Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL52-DR	Additional Language - Turkish	Turkish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and	EA	451.71

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Web Chat) and IUpdate Client Application.		
132-33	SW-001-4.0-AL53-DR	Additional Language - Chinese Traditional	Traditional Chinese Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL54-DR	Additional Language - Hebrew	Hebrew Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL55-DR	Additional Language - Australian English	English Localization Pack which includes Australian Voice Prompts. All Applications and Documentation is based on US English Version	EA	451.71
132-33	SW-001-4.0-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.	EA	451.71
132-33	SW-001-4.0-AL57-DR	Additional Language - Spanish - Spain	Spanish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL58-DR	Additional Language - Russian	Russian Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-AL59-DR	Additional Language - Danish	Danish Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	451.71
132-33	SW-001-4.0-BL23-DR	Base Language - US English	Default localization set.	EA	0.00
132-33	SW-001-4.0-BL30-DR	Base Language - Spanish - Latin America	Spanish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL31-DR	Base Language - French	French Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL32-DR	Base Language - Brazilian Portuguese	Brazilian Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications, IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat), Setup Assistant and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-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.	EA	0.00
132-33	SW-001-4.0-BL34-DR	Base Language - German	German Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications, IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat), Setup Assistant and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL35-DR	Base Language - Dutch	Dutch Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-001-4.0-BL36-DR	Base Language - Swedish	Swedish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL37-DR	Base Language - Norwegian	Norwegian Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL39-DR	Base Language - Japanese	Japanese Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications, IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat), Setup Assistant and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL40-DR	Base Language - Chinese Simplified	Simplified Chinese Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL42-DR	Base Language - Korean	Korean Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL47-DR	Base Language - Polish	Polish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL48-DR	Base Language - Serbian	Serbian Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL49-DR	Base Language - French Canadian	French Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL50-DR	Base Language - Italian	Italian Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL51-DR	Base Language - Arabic	Arabic Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL52-DR	Base Language - Turkish	Turkish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL53-DR	Base Language - Chinese Traditional	Traditional Chinese Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Application.		
132-33	SW-001-4.0-BL54-DR	Base Language - Hebrew	Hebrew Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL55-DR	Base Language - Australian English	English Localization Pack which includes Australian Voice Prompts. All Applications and Documentation is based on US English Version	EA	0.00
132-33	SW-001-4.0-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.	EA	0.00
132-33	SW-001-4.0-BL57-DR	Base Language - Spanish - Spain	Spanish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL58-DR	Base Language - Russian	Russian Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL59-DR	Base Language - Danish	Danish Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-SA01-DR	Web Services	All server components for web chat, collaboration, and other web events.	EA	1,613.26
132-33	SW-001-4.0-SA03-DR	Database access tools	ODBC (open database connectivity) database tools, TCP/IP tools, and MQ Series tools.	EA	2,452.15
132-33	SW-001-4.0-SA04-DR	Speech Recognition Services	Server components to connect to speech recognition engines	EA	1,613.26
132-33	SW-001-4.0-SA05-DR	Text processing tools	XML (extensible markup language) tools, SOAP (simple object access protocol) tools, and text classification tools.	EA	3,226.52
132-33	SW-001-4.0-SA08-DR	MRCP ASR Feature License	The MRCP ASR Feature License allows users to integrate with other MRCP 2.0 compliant ASR engines. This part is required with Nuance Recognizer 10. Please see the Speech Ordering Guide for more information on this feature.	EA	2,151.01
132-33	SW-001-4.0-SA09-DR	Interaction multi-site	Multi-site services	EA	1,010.98
132-33	SW-001-4.0-SA10-DR	IceLib / ICWS SDK	2 different SDK's bundled together allowing developers to create custom applications that leverage the Interaction Center. License provides access to Interaction Center Extension Library (IceLib) and Interaction Center Web Services (ICWS). SDK includes several example applications and detailed documentation.	EA	2,151.01
132-33	SW-001-4.0-SA11-DR	Secure Input IVR	The secure IVR feature provides the ability to collect secure information in a customer-agent scenario without recording the sensitive information. Use of the feature can help customers meet PCI compliance standards to protect card holder data. Provides a secure IVR application to collect sensitive/private customer information, such as credit card number and cvv to complete a sales/payment transaction or other information that should not be part of an audio recording.	EA	1,613.26
132-33	SW-001-4.0-SA19-DR	Interaction Attendant Remote Data Query	Required to use the Remote Data Query action to call a web service within Interaction Attendant.	EA	1,075.51
132-33	SW-001-4.0-SL02-DR	Advanced Server	Intermediate Server plus Interaction Web Tools, Database Access Tools, Interaction multi-site, Interaction Recorder, Interaction Tracker, and large development license.	EA	9,464.46

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-001-4.0-SL03-DR	Intermediate Server	Basic Server plus graphical customization tool.	EA	6,022.84
132-33	SW-001-4.0-SL04-DR	Basic Server	Full ACD with skills-based routing, IVR, CTI, PBX, Fax Services, voice mail, auto attendant, unified messaging, SMS Server, locality look-up, small development license, access to free on-line CBT. 10 assigned and 6 concurrent Interaction Supervisor - System Status Monitoring Licenses provided with server.	EA	3,441.62
132-33	SW-001-4.0-SS01-DR	Switchover clone for CIC server	Must be configured identically to production server.	EA	1,613.26
132-33	SW-001-4.0-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.	EA	1,505.71
132-33	SW-001-4.0-VXML-DR	Voice XML Interpreter	Provides Voice XML interpretation when using a Voice XML application only. Licensed per port. Requires its own VoiceXML server. Please see VoiceXML sales guide on the Partner Library for more information.	EA	40.87
132-33	SW-001-4.0-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: æDial by NameÆ, æDial ExtensionÆ, æRemote AccessÆ and æPlay a MenuÆ. 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. ôDynamicö 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. Note: A Media Session is required with each Basic Session.	EA	64.53
132-33	SW-001-4.0-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.	EA	161.33
132-33	SW-001-4.0-PL06-DR	Conference Session	A conference session is utilized by each participant in a conference call. External parties will also use a basic session for connectivity into the system. This session license is for scheduled and ad-hoc conferences (conferences created using the client) that are hosted on Media Servers. Note: A Media Session is required with each Conference Session. Note: A Media Session is required with each Conference Session.	EA	25.81
132-33	SW-001-4.0-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: A Media Session is required with each Fax Session.	EA	43.02
132-33	SW-001-4.0-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	EA	21.51

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			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.		
132-33	SW-001-4.0-PL09-DR	Media Session	A Media Session allows for Audio Operations to be handled by the Media Server. 1 Media Session is required with each Basic Session, Fax Session or Conference Session.	EA	36.57
132-33	SW-011-4.0-AL30-DR	Dialer Additional Language - Spanish	Spanish Localization pack for Interaction Dialer.	EA	451.71
132-33	SW-011-4.0-AL31-DR	Dialer Additional Language - French	French Localization pack for Interaction Dialer.	EA	451.71
132-33	SW-011-4.0-AL32-DR	Dialer Additional Language - Portuguese Brazilian	Portuguese Brazilian Localization pack for Interaction Dialer.	EA	451.71
132-33	SW-011-4.0-AL34-DR	Dialer Additional Language - German	German Localization pack for Interaction Dialer.	EA	451.71
132-33	SW-011-4.0-AL35-DR	Dialer Additional Language - Dutch	Dutch Localization pack for Interaction Dialer.	EA	451.71
132-33	SW-011-4.0-AL39-DR	Dialer Additional Language - Japanese	Japanese Localization pack for Interaction Dialer.	EA	451.71
132-33	SW-011-4.0-AL40-DR	Dialer Additional Language - Simplified Chinese	Simplified Chinese Localization pack for Interaction Dialer.	EA	451.71
132-33	SW-011-4.0-AL47-DR	Dialer Additional Language - Polish	Polish Localization pack for Interaction Dialer.	EA	451.71
132-33	SW-011-4.0-BL30-DR	Dialer Base Language - Spanish	Spanish Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-4.0-BL31-DR	Dialer Base Language - French	French Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-4.0-BL32-DR	Dialer Base Language - Portuguese Brazilian	Portuguese Brazilian Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-4.0-BL34-DR	Dialer Base Language - German	German Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-4.0-BL35-DR	Dialer Base Language - Dutch	Dutch Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-4.0-BL39-DR	Dialer Base Language - Japanese	Japanese Localization pack for Interaction Dialer.	EA	0.00
132-33	SW-011-4.0-BL40-DR	Dialer Base Language - Simplified Chinese	Simplified Chinese Localization pack for Interaction Dialer. Please check CIC 4.0 Product Availability Overview for availability of this language pack.	EA	0.00
132-33	SW-011-4.0-BL47-DR	Dialer Base Language - Polish	Polish Localization pack for Interaction Dialer.	EA	0.00
132-33	SOF-009-2.3.1-SANME01101-DR	e-FAQ Tools	Tools to connect to the e-FAQ server from handlers	EA	516.24
132-33	SW-024-4.0-AA01-DR	Interaction Analyzer Real Time add-on	Interaction Analyzer Real Time add-on is required for real time word/phrase spotting on calls for an agent or workstation. Also requires an Interaction Recorder add-on for that same agent or workstation. Requires the Interaction Analyzer Real Time Server.	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-024-4.0-BL23-DR	Interaction Analyzer Language - US English	US English language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	451.71
132-33	SW-024-4.0-BL30-DR	Interaction Analyzer Language - Spanish	Spanish language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	451.71
132-33	SW-024-4.0-BL31-DR	Interaction Analyzer Language - French European	French (European) language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	1,247.59
132-33	SW-024-4.0-BL32-DR	Interaction Analyzer Language - Brazilian Portuguese	Brazilian Portuguese language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	752.85
132-33	SW-024-4.0-BL33-DR	Interaction Analyzer Language - UK English	UK English language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	645.30
132-33	SW-024-4.0-BL34-DR	Interaction Analyzer Language - German	German language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	645.30
132-33	SW-024-4.0-BL35-DR	Interaction Analyzer Language - Dutch	Dutch language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real-time Server.	EA	752.85
132-33	SW-024-4.0-BL39-DR	Interaction Analyzer Language - Japanese	Japanese language support for configuration and work/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	2,581.22
132-33	SW-024-4.0-BL47-DR	Interaction Analyzer Language - Polish	Polish language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real-time Server.	EA	1,075.51
132-33	SW-024-4.0-BL49-DR	Interaction Analyzer Language - French Canadian	French Canadian language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	516.24
132-33	SW-024-4.0-BL52-DR	Interaction Analyzer Language - Turkish	Turkish language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	1,118.53
132-33	SW-024-4.0-BL55-DR	Interaction Analyzer Language - Australian English	Australian English language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real-time Server.	EA	645.30
132-33	SW-024-4.0-BL57-DR	Interaction Analyzer Language - Spanish European	Spanish (European) language support for configuration and word/phrase spotting. Requires Interaction Analyzer RealTime Server.	EA	817.38
132-33	SW-024-4.0-SL01-DR	Interaction Analyzer Real Time Server	Interaction Analyzer Real Time Server provides ability for Real-time word/phrase spotting of both agent and customer side of calls. 1) Keywords/phrases are configured in Interaction Administrator. 2) Spotted words/phrases and statistics are presented in Interaction Supervisor. 3) History of spotted words/phrases are stored with recording in Interaction Recorder. Multiple concurrent languages are supported - each language is licensed separately. A minimum of one Interaction Analyzer language is required. Agents/workstations whose calls will be monitored for word/phrase spotting require Interaction Analyzer Real Time Add-on access license. Requires Interaction Recorder server and Interaction Recorder Add-on access licenses.	EA	1,613.26
132-33	SW-001-4.0-EA01-DR	Interaction Conference Server License	Conference bridge software add-on application. It requires Basic, Conference, and Media Sessions.	EA	6,453.04
132-33	SW-001-4.0-AA02-DR	Interaction Scripter add-on	Interaction Scripter add-on - Advanced desktop scripting; required only if Interaction Scripter is being used as a part of an inbound-only application. Note: The Interaction Dialer add-on license includes an Interaction Scripter add-on license.	EA	0.00
132-33	SW-011-4.0-AA06-DR	Interaction Dialer add-on	Predictive, power, and preview dialing; includes Interaction Scripter add-on. Requires either a CC1, CC2, or CC3 license for blended dialing. Requires an Outbound Only Dialer Client for outbound-only dialing.	EA	0.00
132-33	SW-011-4.0-AL11-DR	Outbound Only Dialer Client	Basic Station, Interaction Client, and ACD access needed to complete transactions. Requires Interaction Dialer add-on access license.	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-011-4.0-IP01-DR	Interaction Dialer Server	Complete campaign management product for predictive, power, and preview dialing	EA	1,613.26
132-33	SW-011-4.0-IP02-DR	Interaction Dialer API	Includes library for desktop integration and campaign administration to Interaction Dialer (includes IceLib.Dialer,). Requires IceLib API license and appropriate Dialer access licenses. This item was previously known as Interaction Dialer COM API.	EA	1,613.26
132-33	SW-011-4.0-IP03-DR	Interaction Manual Calling Server	Complete campaign management product for Manual Only calling. NOTE: Predictive, Power, Agentless and Preview(with Timer) will NOT function with this server license. This license is used to permanently set the server to prevent any automated calls.	EA	1,613.26
132-33	SW-019-4.0-AA01-DR	Interaction Feedback add-on	Required for a user to have a survey applied to an interaction in which they were a participant, or to launch the Interaction Feedback module in IC Business Manager. Note: Also requires Interaction Feedback Server license. Also note: Authorized users who have the Interaction Feedback Access assigned can create a view within ICBM to monitor survey activity (in process, completed, abandoned, etc.) and configure alerts.	EA	0.00
132-33	SW-019-4.0-SA01-DR	Interaction Feedback Server	Enables Interaction feedback features set including 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.	EA	1,613.26
132-33	SW-014-4.0-MSSO-DR	Interaction Media Server - Software Only	Interaction Media Server Software for all audio operations supported by IC Server.	EA	2,581.22
132-33	SW-015-4.0-AA01-DR	Interaction Optimizer add-on	Adds ability for; an Interaction Client .NET Edition or Interaction Desktop 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.	EA	0.00
132-33	SW-015-4.0-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.	EA	0.00
132-33	SW-015-4.0-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.	EA	5,377.53
132-33	SW-023-4.0-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.	EA	0.00
132-33	SW-023-4.0-AA11-DR	Interaction Process Automation Standalone Process Designer B	Interaction Process Automation process authoring interface. Enables the configuration, modification, testing, publishing, importing/exporting of process flows. Also includes all capabilities of the Interaction Process Automation Group-Routed and Process Monitor Bundles.	EA	0.00
132-33	SW-023-4.0-AL01-DR	Interaction Process Automation Direct-Routed Add On	Enables IPA Work Item Inbox in the Interaction Client .Net edition or Interaction Desktop and enables user to receive Direct-Routed work items. Also allows user to launch/search any process to which they have rights.	EA	0.00
132-33	SW-023-4.0-AL02-DR	Interaction Process Automation Group-Routed Add On	Enables IPA Work Item Inbox in the Interaction Client .Net edition or Interaction Desktop 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.	EA	0.00
132-33	SW-023-4.0-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	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			actions and view process information detail. Also enables user to launch/search any process to which they have rights, and to receive Group-Routed and Direct-Routed work items.		
132-33	SW-023-4.0-AL11-DR	Interaction Process Automation Standalone Direct-Routed Bundl	Enables user to receive Direct-Routed work items using the Interaction Client .Net edition or Interaction Desktop. Also allows user to launch/search any process to which they have rights.	EA	0.00
132-33	SW-023-4.0-AL12-DR	Interaction Process Automation Standalone Group-Routed Bundl	Enables user to receive both Direct-Routed and Group-Routed work items using the Interaction Client .Net edition or Interaction Desktop. Also allows user to launch/search any process to which they have rights.	EA	0.00
132-33	SW-023-4.0-AL13-DR	Interaction Process Automation Standalone Process Monitor Bu	Ability to access Interaction Process Monitor and Interaction Supervisor. For processes to which they have rights, users can view status of running processes, perform available process recovery actions, and view process information detail. Ability to access real-time and historical reporting. Also includes all capabilities of the Interaction Process Automation Group-Routed Bundle.	EA	0.00
132-33	SW-023-4.0-SL01-DR	Interaction Process Automation Server	Enables Interaction Process Automation (IPA) components on the IC server. Required for all IPA deployments.	EA	4,302.03
132-33	SW-023-4.0-SL02-DR	Interaction Process Automation Standalone Server Bundle	Production server license with Interaction Process Automation (IPA) enabled. Full ACD with skills-based routing, Database Access Tools, and large development license. Includes license for switchover clone of production server for improved redundancy (Switchover clone must be configured identically to production server.)	EA	15,379.74
132-33	SW-010-4.0-AA06-DR	Interaction Recorder add-on	Required to record agent interactions or for anyone needing to play back interaction recordings via the Interaction Recorder module in IC Business Manager. Also requires Interaction Recorder Server (SW-010-4.0-IP03). NOTE: Interaction Recorder Add-on does not provide any quality monitoring functionality.	EA	0.00
132-33	SW-010-4.0-AA08-DR	Interaction Recorder IVR Recording	When using Pro-active recording feature this license will permit recording and playback of IVR call. This license is necessary only for access to IVR calls that never go to an agent. (If the IVR call goes to an agent, access to the entire call is based on the agent/workstation license.)	EA	0.00
132-33	SW-010-4.0-AA10-DR	Interaction Quality Manager	This license provides the ability to create Questionnaires (quality evaluations) and user scoring functionality of recorded interactions. It also allows playback of audio and screen recording, in IC Business Manager. This license is most commonly required for those in management and quality monitoring roles.	EA	0.00
132-33	SW-010-4.0-AA11-DR	Screen Recorder Session	Session based license - Required to record agent desktop screen activity. Also requires Interaction Recorder server product. A Screen Recorder Session License is needed for every screen that needs to be recorded simultaneously, i.e., if need to record 20 screens at the same time - 20 licenses are required.	EA	0.00
132-33	SW-010-4.0-AA12-DR	Interaction Recorder Extreme Query Client	Interaction Recorder Extreme Query Client provides very fast searches and graphical drill down on 10 of the most common search attributes and an optional 5 custom attributes. Note: This part does not provide any quality monitoring functionality.	EA	0.00
132-33	SW-010-4.0-IP03-DR	Interaction Recorder Server	Automatic recording and archival of agent calls and/or screens and other interactions. Agents workstations whose interactions are to be recorded require Interaction Recorder add-on access license. Agents screens that are to be recorded require a license for Screen Recorder Session.	EA	1,613.26
132-33	SW-010-4.0-IP05-DR	Interaction Recorder Extreme Query Server	Interaction Recorder Extreme Query Server is a separate searchable recording database designed to improve query performance for customers with a large number of recordings	EA	2,151.01

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			(on the order of 10's of millions) stored in their Interaction Recorder (IR) database. The server enables very fast querying of a subset of a standard Interaction Recorder recording's metadata and recording media. It provides graphical drill down on 10 of the most common search attributes and an optional 5 custom attributes.		
132-33	SW-013-4.0-AA03-DR	Interaction Tracker add-on	Comprehensive tracking of all contacts and their interactions	EA	0.00
132-33	SW-013-4.0-IP04-DR	Interaction Tracker Server	Enables comprehensive tracking of interactions.	EA	0.00
132-33	SW-001-4.0-WP01-DR	Interaction Web Portal Server License	Provides users the opportunity for access to call recordings and scorecards, reporting, call statistics and the ability to monitor live call via the Web.	EA	2,581.22
132-33	SW-001-4.0-WP02-DR	Interaction Web Portal Organizational License	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.	EA	0.00
132-33	SW-001-4.0-WP03-DR	Interaction Web Portal Agent License	Provides user access to recordings and scorecards only. This license is commonly used by agents to review their calls and scores.	EA	0.00
132-33	SW-001-4.0-WP04-DR	Interaction Web Portal Enterprise License	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.	EA	0.00
132-33	SW-001-4.0-WP11-DR	Interaction Marquee Server	Interaction Marquee delivers workgroup operational statistics to multiple destinations - as a web page on any type of PC display device - projected onto a wall, on the supervisor's desktop, handheld computers, or external applications! Marquee collects statistical information, packages the information and displays it via a web interface. NOTE: This is not orderable until SU3.	EA	3,226.52
132-33	PK-510-4.0-CWSFA-DR	CIC for Salesforce Access License (ACD)	This is the ACD version of the user add-on required for each agent using the CIC for Salesforce Integration. The ACD version screen pops incoming calls from the ACD.	EA	0.00
132-33	PK-510-4.0-CWSFL-DR	CIC for Salesforce Server (DR)	The CIC for Salesforce solution uses the CRM Web Client which is an HTML5 application comprised of static files delivered to users' browsers which call out to CIC telephony and Salesforce web services, no data center install is required. This is a cloud application, updates will be released automatically for the client as they become available. The client can run as a standalone client in Salesforce or side by side other CIC clients.	EA	1,290.61
132-33	PK-510-4.0-CWSFN-DR	CIC for Salesforce Access License (non ACD)	This is the non ACD version of the user add-on required for each agent using the CIC for Salesforce Integration. The non ACD version will not screen pop incoming calls from the ACD.	EA	0.00
132-33	PK-510-4.0-HCSA-DR	HEAT	The Customer Interaction Center (CIC) Integration with HEAT provides basic screen pop integration between CIC and HEAT CallLogging DDE Server (version 7.X through 9.X).	EA	4,259.00
132-33	PK-510-4.0-LATD-DR	Interaction Collector Interaction Dialer Integration	The Interaction Collector Integration with Interaction Dialer facilitates call statistics analysis and payment data, provides click-to-dial Dialer support from within the Collector client, and creates Dialer call lists.	EA	0.00
132-33	PK-510-4.0-LILO-DR	LiveLOOK Server	The integration with LiveLOOK adds a Co- browse button to the Interaction Client .NET edition call control toolbar as well as the CIC web chat user interface. Co-browse is an available option only for call and web chat interactions. The integration with LiveLOOK allows for agents to easily view and work in their customers screen. This release of the integration offers Co-browsing and the ability to Screen Share between contact center agents and customers.	EA	860.41

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	PK-510-4.0-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.	EA	4,259.00
132-33	PK-510-4.0-RNSR-DR	Oracle Service Cloud (formerly RightNow)	The joint, tightly integrated solution allows customers to use the agent and Web-facing features from Oracle Service Cloud combined with the IVR multichannel and universal queuing and routing capabilities of CIC. Provides call control, screen pop, and presence management, universal queuing of calls with all Oracle Service Cloud interaction types (chats, incidents, social media, Web forms, e-mails, etc.)	EA	7,270.42
132-33	PK-510-4.0-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. 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.	EA	15,057.09
132-33	PK-510-4.0-SFAL-DR	Salesforce.com Access License (ACD)	This is the ACD version of the user add-on required for each agent using the Salesforce Integration. The ACD version screen pops incoming calls from the ACD.	EA	0.00
132-33	PK-510-4.0-SFFL-DR	Salesforce.com Server	The integration with Salesforce offers embedded call controls, click to dial, dial from workgroup, call pickup, disconnect, hold, transfer, and conference. Agents can also manage their presence status, service multiple interactions simultaneously, have customer records automatically populate upon contact initiation, and assign wrap-up and account codes to all from within the Salesforce environment. This is the server piece required in addition to the per user add-on.	EA	1,290.61
132-33	PK-510-4.0-SFNA-DR	Salesforce.com Access License (non ACD)	This is the non ACD version of the user add-on required for each agent using the Salesforce Integration. The non ACD version will not screen pop incoming calls from the ACD.	EA	0.00
132-33	PK-510-4.0-SICI-DR	SAP ICI (Screen pop and call controls)	The CIC Integration for SAP ICI (Integrated Communication Interface) integrates the functionality of the Customer Interaction Center's Interaction Client into SAP's ICI Web Client (minimum version SAP CRM 7.X). This integration allows the SAP agent to perform all typical phone, web chat and callback operations without leaving the SAP application.	EA	15,057.09
132-33	PK-510-4.0-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.	EA	860.41
132-33	PK-510-4.0-WMHM-DR	Workforce Management - Historical Module - Supports Blue Pum	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.	EA	3,226.52
132-33	PK-510-4.0-WMRM-DR	Workforce Management - Real Time Adherence - DR	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.	EA	1,290.61
132-33	SW-001-4.0-AAF2-DR	Microsoft CRM (InteractionSync™) Agent Connector	Avtex InteractionSync™ for Microsoft Dynamics CRM connector provides configurable screen pop for phone call and email media types, ACD routing of any CRM object, full call controls and agent status management, click-to-dial, activity creation and auto association.	EA	0.00
132-33	SW-001-4.0-SA14-DR	CIC Exchange UM Connector	Provides ability to pass calls over to Exchange 2007 and 2010 for UM processing. This is not needed if you are just using Exchange as the message store.	EA	645.30

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-001-4.0-SAC1-DR	CallScripter Feature	Feature license for CallScripter	EA	0.00
132-33	SW-001-4.0-SAC2-DR	CallScripter Script Editor	CallScripter Script Editor is a web-based interface for creating and modifying agent scripts.	EA	0.00
132-33	SW-001-4.0-SAC3-DR	CallScripter Agent Desktop	Agent based add-on application executes the scripts develop through the Editor interface.	EA	0.00
132-33	SW-001-4.0-SAC4-DR	CallScripter Data Extract	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.	EA	0.00
132-33	SW-001-4.0-SAF2-DR	Microsoft CRM Connector (InteractionSync TM)	Avtex InteractionSync TM for Microsoft Dynamics CRM connector provides configurable screen pop for phone call and email media types, ACD routing of any CRM object, full call controls and agent status management, click-to-dial, activity creation and auto association.	EA	1,133.44
132-33	SW-012-4.0-SA01-DR	Microsoft Lync Server Integration	Provides Microsoft Lync Server 2010 and 2013 integration enabling users of the .Net Interaction Client to initiate a Lync instant message or video call as well as provides synchronized presence, a common directory and direct SIP calling between Lync and Interaction Center users.	EA	860.41
132-33	TS-500-4.0-NDM52-DR	Nuance NDM-Core 5.2 - HIGH AVAILABILITY	NDM port for a high availability/disaster recovery option. The quantity must equal the number of NDM production ports purchased. Packaged VoiceXML grammars that include yes/no, digits, item lists, phone number, record, natural number, currency, date, time, credit card number, credit card expiration, alphanumeric, zip code, social sec num; Requires VXML Interpreter and NR9 Tier 2-4 ASR licenses. Must check with PM for current additional languages.	EA	22.67
132-33	TS-500-4.0-NDM61-DR	Nuance NDM-Core 6.2 - HIGH AVAILABILITY	NDM port for a high availability/disaster recovery option. The quantity must equal the number of NDM production ports purchased. Packaged VoiceXML grammars that include yes/no, digits, item lists, phone number, record, natural number, currency, date, time, credit card number, credit card expiration, alphanumeric, zip code, social sec num; Requires VXML Interpreter and NR9 or 10 Tier 2-4 ASR licenses. Must check with PM for current additional languages.	EA	22.67
132-33	TS-500-4.0-NDMA-DR	Nuance NDM-Address - HIGH AVAILABILITY	NDM port for a high availability/disaster recovery option. The quantity must equal the number of NDM production ports purchased. Packaged VoiceXML grammars that utilize the US Postal Service database. Requires VXML Interpreter, Nuance NDM-Core and NR9 Tier 3 or 4 ASR licenses; US English only.	EA	272.03
132-33	TS-500-4.0-NDME-DR	Nuance NDM-Email - HIGH AVAILABILITY	NDM port for a high availability/disaster recovery option. The quantity must equal the number of NDM production ports purchased. Packaged VoiceXML grammars that include Email Dialog Module to collect user name and domain for an email address, including a patent-pending collection and confirmation dialog strategy; Requires VXML Interpreter, Nuance NDM-Core and NR9 or 10 Tier 3 or 4 ASR licenses. Must check with PM for current additional languages.	EA	272.03
132-33	TS-500-4.0-NDMN-DR	Nuance NDM-US Names - HIGH AVAILABILITY	NDM port for a high availability/disaster recovery option. The quantity must equal the number of NDM production ports purchased. Packaged VoiceXML grammars that include 1 million last names and 150K first names; Requires VXML Interpreter, Nuance NDM-Core and NR9 Tier 3 or 4 ASR licenses; US English only	EA	181.35
132-33	TS-500-4.0-NDMS-DR	Nuance NDM-Spelling - HIGH AVAILABILITY	NDM port for a high availability/disaster recovery option. The quantity must equal the number of NDM production ports purchased. Packaged VoiceXML grammars that include the general alpha-numeric capture Spelling Dialog Module to collect unconstrained or constrained spelling of letters and/or numbers; Requires VXML Interpreter, Nuance NDM-	EA	181.35

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Core and NR9 or 10 Tier 3 or 4 ASR licenses. Must check with PM for current additional languages.		
132-33	TS-500-4.0-T4AL210-DR	Nuance Recognizer 10 Tier 4 - Additional Port for 2nd Language	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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. Requires MRCP ASR Integration feature.	EA	181.35
132-33	TS-500-4.0-T2AL29-DR	Nuance Recognizer 9 Tier 2 - Additional Port for 2nd Language	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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.	EA	99.74
132-33	TS-500-4.0-T2AL39-DR	Nuance Recognizer 9 Tier 2 - Additional Port for 3+ Language	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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.	EA	199.49
132-33	TS-500-4.0-T2BL9-DR	Nuance Recognizer 9 Tier 2 Base Language Port - HIGH AVAILAB	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. Supports 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.	EA	498.71
132-33	TS-500-4.0-T3AL29-DR	Nuance Recognizer 9 Tier 3 - Additional Port for 2nd Language	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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.	EA	145.08
132-33	TS-500-4.0-T3AL39-DR	Nuance Recognizer 9 Tier 3 - Additional Port for 3+ Language	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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.	EA	290.16
132-33	TS-500-4.0-T3BL9-DR	Nuance Recognizer 9 Tier 3 Base Language Port - HIGH AVAILAB	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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.	EA	725.40
132-33	TS-500-4.0-T4AL29-DR	Nuance Recognizer 9 Tier 4 - Additional Port for 2nd Language	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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.	EA	181.35
132-33	TS-500-4.0-T4AL39-DR	Nuance Recognizer 9 Tier 4 - Additional Port for 3+ Language	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. 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.	EA	362.70

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	TS-500-4.0-T4BL9-DR	Nuance Recognizer 9 Tier 4 Base Language Port - HIGH AVAILAB	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. Speech recognition port with capabilities of Tier 3 and allows for open grammars and natural language. Available for CIC and MIC.	EA	906.75
132-33	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	EA	10,324.86
132-33	SOF-009-2.3.1-IPDDE0CU01	e-FAQ - Credit Union FAQ	FAQ specifically tailored for Credit Union's.	EA	1,290.61
132-33	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	EA	1,720.81
132-33	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.	EA	6,453.04
132-33	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.	EA	64,530.38
132-33	SOF-009-2.3.1-SANME01101	e-FAQ Tools	Tools to connect to the e-FAQ server from handlers. Included in Advanced Server	EA	1,032.49
132-33	SW-028-4.0-SL01	Interaction Script Builder Feature	Must have this feature in order to use Interaction Script Builder Tool. Interaction Script Builder is a modular web designer that will allow users to design and publish scripts, which are a set of pages that can contain common or custom controls and link to each other based on data entered or actions taken.	EA	430.20
132-33	SW-024-4.0-AA01	Interaction Analyzer Real Time add-on	Interaction Analyzer Real Time add-on is required for real time word/phrase spotting on calls for an agent or workstation. Also requires an Interaction Recorder add-on for that same agent or workstation. Requires the Interaction Analyzer Real Time Server.	EA	253.82
132-33	SW-024-4.0-AA01-C	Interaction Analyzer Real Time add-on - Concurrent	Interaction Analyzer Real Time add-on is required for real time word/phrase spotting on calls for an agent or workstation. Also requires an Interaction Recorder add-on for that same agent or workstation. Requires the Interaction Analyzer Real Time Server. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	380.73
132-33	SW-024-4.0-BL23	Interaction Analyzer Language - US English	US English language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	903.43
132-33	SW-024-4.0-BL30	Interaction Analyzer Language - Spanish	Spanish language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	903.43
132-33	SW-024-4.0-BL31	Interaction Analyzer Language - French European	French (European) language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	2,495.17
132-33	SW-024-4.0-BL32	Interaction Analyzer Language - Brazilian Portuguese	Brazilian Portuguese language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	1,505.71
132-33	SW-024-4.0-BL33	Interaction Analyzer Language - UK English	UK English language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	1,290.61
132-33	SW-024-4.0-BL34	Interaction Analyzer Language - German	German language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	1,290.61
132-33	SW-024-4.0-BL35	Interaction Analyzer Language - Dutch	Dutch language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real-time Server.	EA	1,505.71
132-33	SW-024-4.0-BL39	Interaction Analyzer Language - Japanese	Japanese language support for configuration and work/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	5,162.43

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-024-4.0-BL47	Interaction Analyzer Language - Polish	Polish language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real-time Server.	EA	2,151.01
132-33	SW-024-4.0-BL49	Interaction Analyzer Language - French Canadian	French Canadian language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	1,032.49
132-33	SW-024-4.0-BL52	Interaction Analyzer Language - Turkish	Turkish language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real Time Server.	EA	2,237.05
132-33	SW-024-4.0-BL55	Interaction Analyzer Language - Australian English	Australian English language support for configuration and word/phrase spotting. Requires Interaction Analyzer Real-time Server.	EA	1,290.61
132-33	SW-024-4.0-BL57	Interaction Analyzer Language - Spanish European	Spanish (European) language support for configuration and word/phrase spotting. Requires Interaction Analyzer RealTime Server.	EA	1,634.77
132-33	SW-024-4.0-SL01	Interaction Analyzer Real Time Server	Interaction Analyzer Real Time Server provides ability for Real-time word/phrase spotting of both agent and customer side of calls. 1) Keywords/phrases are configured in Interaction Administrator. 2) Spotted words/phrases and statistics are presented in Interaction Supervisor. 3) History of spotted words/phrases are stored with recording in Interaction Recorder. Multiple concurrent languages are supported - each language is licensed separately. A minimum of one Interaction Analyzer language is required. Agents/workstations whose calls will be monitored for word/phrase spotting require Interaction Analyzer Real Time Add-on access license. Requires Interaction Recorder server and Interaction Recorder Add-on access licenses.	EA	3,226.52
132-33	SW-001-4.0-EA01	Interaction Conference Server License	Conference bridge software add-on application. It requires Basic, Conference, and Media Sessions.	EA	12,906.08
132-33	SW-001-4.0-AA02	Interaction Scriptor add-on	Interaction Scriptor add-on - Advanced desktop scripting; required only if Interaction Scriptor is being used as a part of an inbound-only application. Note: The Interaction Dialer add-on license includes an Interaction Scriptor add-on license.	EA	387.18
132-33	SW-001-4.0-AA02-C	Interaction Scriptor add-on - Concurrent	Interaction Scriptor add-on - Advanced desktop scripting; required only if Interaction Scriptor is being used as a part of an inbound-only application. Note: The Interaction Dialer add-on license includes an Interaction Scriptor add-on license. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	580.77
132-33	SW-011-4.0-AA06	Interaction Dialer add-on	Predictive, power, and preview dialing; includes Interaction Scriptor add-on. Requires either a CC1, CC2, or CC3 license for blended dialing. Requires an Outbound Only Dialer Client for outbound-only dialing.	EA	623.79
132-33	SW-011-4.0-AA06-C	Interaction Dialer add-on - Concurrent	Predictive, power, and preview dialing; includes Interaction Scriptor add-on. Requires either a CC1, CC2, or CC3 license for blended dialing. Requires an Outbound Only Dialer Client for outbound-only dialing. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	935.69
132-33	SW-011-4.0-AL11	Outbound Only Dialer Client	Basic Station, Interaction Client, and ACD access needed to complete transactions. Requires Interaction Dialer add-on access license.	EA	68.83
132-33	SW-011-4.0-AL11-C	Outbound Only Dialer Client - Concurrent	Basic Station, Interaction Client, and ACD access needed to complete transactions. Requires Interaction Dialer add-on access license. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	103.25
132-33	SW-011-4.0-IP01	Interaction Dialer Server	Complete campaign management product for predictive, power, and preview dialing	EA	3,226.52

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-011-4.0-IP02	Interaction Dialer API	Includes library for desktop integration and campaign administration to Interaction Dialer (includes IceLib.Dialer.). Requires IceLib API license and appropriate Dialer access licenses. This item was previously known as Interaction Dialer COM API.	EA	3,226.52
132-33	SW-011-4.0-IP03	Interaction Manual Calling Server	Complete campaign management product for Manual Only calling. NOTE: Predictive, Power, Agentless and Preview(with Timer) will NOT function with this server license. This license is used to permanently set the server to prevent any automated calls.	EA	3,226.52
132-33	SW-007-4.0-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 4.0 will support CIC 3.0 and 4.0.	EA	4,302.03
132-33	SW-007-4.0-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 4.0 will support CIC 3.0 and 4.0.	EA	4,302.03
132-33	SW-007-4.0-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 4.0 will support CIC 3.0 and 4.0.	EA	0.00
132-33	SW-007-4.0-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 4.0 will support CIC 3.0 and 4.0.	EA	0.00
132-33	SW-007-4.0-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 4.0 will support CIC 3.0 and 4.0.	EA	13,766.48
132-33	SW-007-4.0-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 4.0 will support CIC 3.0 and 4.0.	EA	13,766.48
132-33	SW-007-4.0-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 4.0 will support CIC 3.0 and 4.0.	EA	6,883.24
132-33	SW-007-4.0-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 4.0 will support CIC 3.0 and 4.0.	EA	6,883.24
132-33	SW-019-4.0-AA01	Interaction Feedback add-on	Required for a user to have a survey applied to an interaction in which they were a participant, or to launch the Interaction Feedback module in IC Business Manager. Note: Also requires Interaction Feedback Server license. Also note: Authorized users who have the Interaction Feedback Access assigned can create a view within ICBM to monitor survey activity (in process, completed, abandoned, etc.) and configure alerts.	EA	326.95
132-33	SW-019-4.0-AA01-C	Interaction Feedback add-on - Concurrent	Required for a user to have a survey applied to an interaction in which they were a participant, or to launch the Interaction Feedback module in IC Business Manager. Note: Also requires Interaction Feedback Server license. Note: Authorized users who have the Interaction Feedback Access assigned can create a view within ICBM to monitor survey activity (in process, completed, abandoned, etc.) and configure alerts. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	490.43

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-019-4.0-SA01	Interaction Feedback Server	Enables Interaction feedback features set including 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.	EA	3,226.52
132-33	SW-014-4.0-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. Recording or monitoring a G.729 call (i.e. listen to a mix of both sides) requires two G.729 port licenses. Note: This can also be used for G.729 audio on soft phone.	EA	14.84
132-33	SW-014-4.0-MSSO	Interaction Media Server - Software Only	Interaction Media Server Software for all audio operations supported by IC Server.	EA	5,162.43
132-33	SW-016-4.0-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.	EA	215.10
132-33	SW-016-4.0-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.	EA	215.10
132-33	SW-016-4.0-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.	EA	0.00
132-33	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.	EA	856.10
132-33	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.	EA	430.20
132-33	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.	EA	860.41
132-33	SW-021-1.0-TSA01	Interaction Monitor Server - Software Only Solution Trial Li	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.	EA	0.00
132-33	SW-015-4.0-AA01	Interaction Optimizer add-on	Adds ability for; an Interaction Client .NET Edition or Interaction Desktop 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.	EA	301.14
132-33	SW-015-4.0-AA01-C	Interaction Optimizer add-on - Concurrent	Adds ability for; an Interaction Client .NET Edition or Interaction Desktop 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. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	301.14
132-33	SW-015-4.0-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.	EA	215.10

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-015-4.0-AA02-C	Interaction Optimizer Supervisor Plug-in - Concurrent	Adds access to Optimizer plug-in for Supervisor user. Note: three supervisor plug-in licenses included with each Interaction Optimizer server add-on license. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	322.65
132-33	SW-015-4.0-DP01	Workforce Management Discount Package Access License	Combines the licenses for Interaction Decisions Core Software Access and Interaction Optimizer add-on for a single user. Must be assigned to a user and not a workstation. Requires the purchase and licensing of Interaction Decisions hardware and Interaction Optimizer and RTA Server license.	EA	430.20
132-33	SW-015-4.0-DP01-C	Workforce Management Discount Package Access License - Concu	Combines the licenses for Interaction Decisions Core Software Access and Interaction Optimizer add-on for a single user. Must be assigned to a user and not a workstation. Requires the purchase and licensing of Interaction Decisions hardware and Interaction Optimizer and RTA Server license. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture. Interaction Optimizer add-on-Concurrent licenses are required for each agent which requires a schedule - this may require additional Interaction Optimizer add-on-Concurrent licenses.	EA	430.20
132-33	SW-015-4.0-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.	EA	10,755.06
132-33	SW-023-4.0-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.	EA	1,935.91
132-33	SW-023-4.0-AA01-C	Interaction Process Automation Designer Add On - Concurrent	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. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	2,903.87
132-33	SW-023-4.0-AA11	Interaction Process Automation Standalone Process Designer B	Interaction Process Automation process authoring interface. Enables the configuration, modification, testing, publishing, importing/exporting of process flows. Also includes all capabilities of the Interaction Process Automation Group-Routed and Process Monitor Bundles.	EA	2,017.65
132-33	SW-023-4.0-AA11-C	Interaction Process Automation Standalone Process Designer B	Interaction Process Automation process authoring interface. Enables the configuration, modification, testing, publishing, importing/exporting of process flows. Also includes all capabilities of the Interaction Process Automation Group-Routed and Process Monitor Bundles. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	3,026.47
132-33	SW-023-4.0-AL01	Interaction Process Automation Direct-Routed Add On	Enables IPA Work Item Inbox in the Interaction Client .Net edition or Interaction Desktop and enables user to receive Direct-Routed work items. Also allows user to launch/search any process to which they have rights.	EA	752.85

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-023-4.0-AL01-C	Interaction Process Automation Direct-Routed Add On - Concur	Enables IPA Work Item Inbox in the Interaction Client .Net edition or Interaction Desktop and enables user to receive Direct-Routed work items. Also allows user to launch/search any process to which they have rights. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	1,129.71
132-33	SW-023-4.0-AL02	Interaction Process Automation Group-Routed Add On	Enables IPA Work Item Inbox in the Interaction Client .Net edition or Interaction Desktop 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.	EA	1,131.43
132-33	SW-023-4.0-AL02-C	Interaction Process Automation Group-Routed Add On - Concurr	Enables IPA Work Item Inbox in the Interaction Client .Net edition or Interaction Desktop 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. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	1,697.58
132-33	SW-023-4.0-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/search any process to which they have rights, and to receive Group-Routed and Direct-Routed work items.	EA	1,290.61
132-33	SW-023-4.0-AL03-C	Interaction Process Automation Process Monitor - Concurrent	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/search any process to which they have rights, and to receive Group-Routed and Direct-Routed work items. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	1,935.91
132-33	SW-023-4.0-AL11	Interaction Process Automation Standalone Direct-Routed Bundl	Enables user to receive Direct-Routed work items using the Interaction Client .Net edition or Interaction Desktop. Also allows user to launch/search any process to which they have rights.	EA	834.59
132-33	SW-023-4.0-AL11-C	Interaction Process Automation Standalone Direct-Routed Bundl	Enables user to receive Direct-Routed work items using the Interaction Client .Net edition or Interaction Desktop. Also allows user to launch/search any process to which they have rights. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	1,252.32
132-33	SW-023-4.0-AL12	Interaction Process Automation Standalone Group-Routed Bundl	Enables user to receive both Direct-Routed and Group-Routed work items using the Interaction Client .Net edition or Interaction Desktop. Also allows user to launch/search any process to which they have rights.	EA	1,213.17
132-33	SW-023-4.0-AL12-C	Interaction Process Automation Standalone Group-Routed Bundl	Enables user to receive both Direct-Routed and Group-Routed work items using the Interaction Client .Net edition or Interaction Desktop. Also allows user to launch/search any process to which they have rights. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	1,820.19
132-33	SW-023-4.0-AL13	Interaction Process Automation Standalone Process Monitor Bu	Ability to access Interaction Process Monitor and Interaction Supervisor. For processes to which they have rights, users can view status of running processes, perform available process recovery actions, and view process information detail. Ability to access real-time and historical reporting. Also includes all capabilities of the Interaction Process Automation Group-Routed Bundle.	EA	1,910.10
132-33	SW-023-4.0-AL13-C	Interaction Process Automation Standalone Process Monitor Bu	Ability to access Interaction Process Monitor and Interaction Supervisor. For processes to which they have rights, users can view status of running processes, perform available process recovery actions, and view process information detail. Ability to access real-time	EA	2,865.15

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			and historical reporting. Also includes all capabilities of the Interaction Process Automation Group-Routed Bundle. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.		
132-33	SW-023-4.0-SL01	Interaction Process Automation Server	Enables Interaction Process Automation (IPA) components on the IC server. Required for all IPA deployments.	EA	8,604.05
132-33	SW-023-4.0-SL02	Interaction Process Automation Standalone Server Bundle	Production server license with Interaction Process Automation (IPA) enabled. Full ACD with skills-based routing, Database Access Tools, and large development license. Includes license for switchover clone of production server for improved redundancy (Switchover clone must be configured identically to production server.)	EA	30,759.48
132-33	SW-023-4.0-UJA1	Interaction Process Automation Group-Routed Add On upgrade f	Upgrade to allow Direct-routed users to receive Group-Routed work items.	EA	378.58
132-33	SW-023-4.0-UJA1-C	Interaction Process Automation Group-Routed Add On upgrade f	Upgrade to allow Direct-routed users to receive Group-Routed work items. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	567.87
132-33	SW-010-4.0-AA06	Interaction Recorder add-on	Required to record agent interactions or for anyone needing to play back interaction recordings via the Interaction Recorder module in IC Business Manager. Also requires Interaction Recorder Server (SW-010-4.0-IP03). NOTE: Interaction Recorder Add-on does not provide any quality monitoring functionality.	EA	326.95
132-33	SW-010-4.0-AA06-C	Interaction Recorder add-on - Concurrent	Required to record agent interactions or for anyone needing to play back interaction recordings via the Interaction Recorder module in IC Business Manager. Also requires Interaction Recorder Server (SW-010-4.0-IP03). NOTE: Interaction Recorder Add-on does not provide any quality monitoring functionality. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	490.43
132-33	SW-010-4.0-AA08	Interaction Recorder IVR Recording	When using Pro-active recording feature this license will permit recording and playback of IVR call. This license is necessary only for access to IVR calls that never go to an agent. (If the IVR call goes to an agent, access to the entire call is based on the agent/workstation license.)	EA	3,226.52
132-33	SW-010-4.0-AA09	Interaction Recorder Master Key Password	The security feature provides a way to securely encrypt master key data. This password is in addition to the normal CIC user login password.	EA	0.00
132-33	SW-010-4.0-AA10	Interaction Quality Manager	This license provides the ability to create Questionnaires (quality evaluations) and user scoring functionality of recorded interactions. It also allows playback of audio and screen recording, in IC Business Manager. This license is most commonly required for those in management and quality monitoring roles.	EA	326.95
132-33	SW-010-4.0-AA10-C	Interaction Quality Manager-Concurrent	This license provides the ability to create Questionnaires (quality evaluations) and user scoring functionality of recorded interactions. It also allows playback of audio and screen recording, in IC Business Manager. This license is most commonly required for those in management and quality monitoring roles. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	490.43
132-33	SW-010-4.0-AA11	Screen Recorder Session	Session based license - Required to record agent desktop screen activity. Also requires Interaction Recorder server product. A Screen Recorder Session License is needed for every screen that needs to be recorded simultaneously, i.e., if need to record 20 screens at the same time - 20 licenses are required.	EA	215.10

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-010-4.0-AA12	Interaction Recorder Extreme Query Client	Interaction Recorder Extreme Query Client provides very fast searches and graphical drill down on 10 of the most common search attributes and an optional 5 custom attributes. Note: This part does not provide any quality monitoring functionality.	EA	154.87
132-33	SW-010-4.0-AA12-C	Interaction Recorder Extreme Query Client - Concurrent	Interaction Recorder Extreme Query Client provides very fast searches and graphical drill down on 10 of the most common search attributes and an optional 5 custom attributes. Note: This part does not provide any quality monitoring functionality. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	232.31
132-33	SW-010-4.0-IP03	Interaction Recorder Server	Automatic recording and archival of agent calls and/or screens and other interactions. Agents workstations whose interactions are to be recorded require Interaction Recorder add-on access license. Agents screens that are to be recorded require a license for Screen Recorder Session.	EA	3,226.52
132-33	SW-010-4.0-IP05	Interaction Recorder Extreme Query Server	Interaction Recorder Extreme Query Server is a separate searchable recording database designed to improve query performance for customers with a large number of recordings (on the order of 10's of millions) stored in their Interaction Recorder (IR) database. The server enables very fast querying of a subset of a standard Interaction Recorder recording's metadata and recording media. It provides graphical drill down on 10 of the most common search attributes and an optional 5 custom attributes.	EA	4,302.03
132-33	SW-005-4.0-DEVR	Interaction SIP Proxy R2 4.0 Development License	Includes one 25 registration bundle; 5 Media ports.	EA	0.00
132-33	SW-005-4.0-SR04	Interaction SIP Proxy R2 - Media Ports Add On	Media port add-ons for SIP Proxy.	EA	86.04
132-33	SW-005-4.0-SR05	Interaction SIP Proxy R2 - Load Balancer Add On	Load Balancer Feature license for SIP Proxy.	EA	4,302.03
132-33	SW-005-4.0-SR06	Interaction SIP Proxy R2 - G.729 Add On	G.729 license for media features on SIP Proxy.	EA	21.51
132-33	SW-005-4.0-SR25	Interaction SIP Proxy R2- Registration Bundle 25	Interaction SIP Proxy R2 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: Please check product page for supported OS. Note: Only certified hardware can be used.	EA	172.08
132-33	SW-005-4.0-TRLR	Interaction SIP Proxy R2 4.0 Trial License	License to configure a 60-day trial license for Interaction SIP Proxy R2. 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.	EA	0.00
132-33	SW-027-4.0-BL01	Interaction Speech Recognition Tier 1 Base Language Port	Speech recognition port supporting yes/no (boolean) grammars, digits, date and time, numbers, currency, phone, speech-enabled Attendant, Mobile Office and company directory.	EA	430.20
132-33	SW-027-4.0-BL01-DR	Interaction Speech Recognition Tier 1 Base Language Port - H	Speech recognition port supporting yes/no (boolean) grammars, digits, date and time, numbers, currency, phone, speech-enabled Attendant, Mobile Office and company directory to be used in a High-Availability/Disaster Recovery model.	EA	215.10
132-33	SW-027-4.0-BL02	Interaction Speech Recognition Tier 2 Base Language Port	Speech recognition port supporting custom grammars beyond Tier 1 supported grammars.	EA	860.41

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-027-4.0-BL02-DR	Interaction Speech Recognition Tier 2 Base Language Port - H	Speech recognition port supporting custom grammars beyond Tier 1 supported grammars to be used in a High-Availability/Disaster Recovery model.	EA	430.20
132-33	SW-013-4.0-AA03	Interaction Tracker add-on	Comprehensive tracking of all contacts and their interactions.	EA	81.74
132-33	SW-013-4.0-AA03-C	Interaction Tracker add-on - Concurrent	Comprehensive tracking of all contacts and their interactions. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	122.61
132-33	SW-013-4.0-IP04	Interaction Tracker Server	Enables comprehensive tracking of interactions.	EA	0.00
132-33	SW-001-4.0-WP01	Interaction Web Portal Server License	Provides users the opportunity for access to call recordings and scorecards, reporting, call statistics and the ability to monitor live call via the Web.	EA	5,162.43
132-33	SW-001-4.0-WP02	Interaction Web Portal Organizational License	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.	EA	2,581.22
132-33	SW-001-4.0-WP03	Interaction Web Portal Agent License	Provides user access to recordings and scorecards only. This license is commonly used by agents to review their calls and scores.	EA	210.80
132-33	SW-001-4.0-WP03-C	Interaction Web Portal Agent License - Concurrent	Provides user access to recordings and scorecards only. This license is commonly used by agents to review their calls and scores. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	316.20
132-33	SW-001-4.0-WP04	Interaction Web Portal Enterprise License	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.	EA	425.90
132-33	SW-001-4.0-WP04-C	Interaction Web Portal Enterprise License - Concurrent	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. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	638.85
132-33	SW-001-4.0-WP11	Interaction Marquee Server	Interaction Marquee delivers workgroup operational statistics to multiple destinations - as a web page on any type of PC display device - projected onto a wall, on the supervisor's desktop, handheld computers, or external applications! Marquee collects statistical information, packages the information and displays it via a web interface. NOTE: This is not orderable until SU3.	EA	6,453.04
132-33	SW-001-4.0-WPTL	Interaction Web Portal Trial	Provides access to the Interaction Web Portal for 60 days. The trial includes 1 IWP Server license, 1 IWP Org license, 2 IWP Supervisor licenses, and 1 IWP Agent license.	EA	0.00
132-33	TS-500-4.0-T2AL210	Nuance Recognizer 10 Tier 2 - Additional Port for 2nd Language	Right to use a second language on a base port for 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. Requires MRCP ASR Integration feature.	EA	199.49
132-33	TS-500-4.0-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.	EA	199.49
132-33	TS-500-4.0-T2AL310	Nuance Recognizer 10 Tier 2 - Additional Port for 3+ Language	Right to use three or more languages on a base port for 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. Requires MRCP ASR Integration feature.	EA	398.97

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	TS-500-4.0-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.	EA	398.97
132-33	TS-500-4.0-T2BL10	Nuance Recognizer 10 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. Requires MRCP ASR Integration feature."	EA	997.43
132-33	TS-500-4.0-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.	EA	997.43
132-33	TS-500-4.0-T3AL210	Nuance Recognizer 10 Tier 3 - Additional Port for 2nd Language	Right to use a second language on a base port for ASR ports supporting strings of digits, yes/no and synonyms thereof, natural numbers, alphanumeric strings, date, time and currency; unlimited, closed grammars; Requires MRCP ASR Integration feature.	EA	290.16
132-33	TS-500-4.0-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.	EA	290.16
132-33	TS-500-4.0-T3AL310	Nuance Recognizer 10 Tier 3 - Additional Port for 3+ Language	Right to use three or more languages on a base port for 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. Requires MRCP ASR Integration feature.	EA	580.32
132-33	TS-500-4.0-T3AL39	Nuance Recognizer 9 Tier 3 - Additional Port for 3+ Language		EA	580.32
132-33	TS-500-4.0-T3BL10	Nuance Recognizer 10 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). Requires MRCP ASR Integration feature.	EA	1,450.80
132-33	TS-500-4.0-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.	EA	1,450.80
132-33	TS-500-4.0-T4AL210	Nuance Recognizer 10 Tier 4 - Additional Port for 2nd Language	Right to use a second language on a base port for 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. Requires MRCP ASR Integration feature.	EA	362.70
132-33	TS-500-4.0-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.	EA	362.70
132-33	TS-500-4.0-T4AL310	Nuance Recognizer 10 Tier 4 - Additional Port for 3+ Language	Right to use three or more languages on a base port for 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. Requires MRCP ASR Integration feature.	EA	725.40
132-33	TS-500-4.0-T4AL39	Nuance Recognizer 9 Tier 4 - 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; unlimited and open grammars delivering a natural language solution; single utterances. Available for CIC and MIC.	EA	725.40
132-33	TS-500-4.0-T4BL10	Nuance Recognizer 10 Tier 4 Base Language Port	Speech recognition port with capabilities of Tier 3 and allows for open grammars and natural language. Requires MRCP ASR Integration feature.	EA	1,813.50

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	TS-500-4.0-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.	EA	1,813.50
132-33	TS-500-4.0-VAAL	Vocalizer Additional Voice Selection - Advanced TTS	This license allows you to add an additional voice which may be the same language to a base port. You must purchase the additional voice add-on for all base ports.	EA	154.15
132-33	TS-500-4.0-VAAL-DR	Vocalizer Additional Voice Selection - Advanced TTS	This license allows you to add an additional voice which may be the same language to a base port. You must purchase the additional voice add-on for all base ports.	EA	77.07
132-33	TS-500-4.0-VABL	Vocalizer 6 Base Language Selection - Advanced TTS	Nuance TTS option supporting variable/dynamic speech applications in Enterprise IP, Contact Center software. Allows for TTS playback of all other dynamic playbacks.	EA	770.74
132-33	TS-500-4.0-VABL-DR	Vocalizer 6 Base Language Selection - Advanced TTS	Nuance TTS option supporting variable/dynamic speech applications in Enterprise IP, Contact Center software. Allows for TTS playback of all other dynamic playbacks.	EA	385.37
132-33	TS-500-4.0-VSBL1	Nuance Vocalizer Studio - Base Language	Nuance Vocalizer Studio allows customers to create prompts using Nuance Vocalizer TTS and save them as .wav files.	EA	27,202.50
132-33	SW-001-4.0-AL23	Additional Language - US English	Default localization set.	EA	903.43
132-33	SW-001-4.0-AL30	Additional Language - Spanish - Latin America	Spanish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL31	Additional Language - French	French Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL32	Additional Language - Brazilian Portuguese	Brazilian Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications, IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat), Setup Assistant and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL33	Additional Language - UK English	English Localization Pack which includes UK Voice Prompts. All Applications and Documentation is based on the US English version.	EA	903.43
132-33	SW-001-4.0-AL34	Additional Language - German	German Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications, IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat), Setup Assistant and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL35	Additional Language - Dutch	Dutch Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL36	Additional Language - Swedish	Swedish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL37	Additional Language - Norwegian	Norwegian Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL39	Additional Language - Japanese	Japanese Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications, IC Server Manager Applications (Interaction Administrator,	EA	903.43

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat), Setup Assistant and IUpdate Client Application.		
132-33	SW-001-4.0-AL40	Additional Language - Chinese Simplified	Simplified Chinese Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL42	Additional Language - Korean	Korean Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL47	Additional Language - Polish	Polish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL48	Additional Language - Serbian	Serbian Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL49	Additional Language - French Canadian	French Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL50	Additional Language - Italian	Italian Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL51	Additional Language - Arabic	Arabic Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-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, 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.	EA	903.43
132-33	SW-001-4.0-AL53	Additional Language - Chinese Traditional	Traditional Chinese Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL54	Additional Language - Hebrew	Hebrew Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL55	Additional Language - Australian English	English Localization Pack which includes Australian Voice Prompts. All Applications and Documentation is based on US English Version	EA	903.43
132-33	SW-001-4.0-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.	EA	903.43
132-33	SW-001-4.0-AL57	Additional Language - Spanish - Spain	Spanish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager	EA	903.43

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.		
132-33	SW-001-4.0-AL58	Additional Language - Russian	Russian Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-AL59	Additional Language - Danish	Danish Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	903.43
132-33	SW-001-4.0-BL23	Base Language - US English	Default localization set.	EA	0.00
132-33	SW-001-4.0-BL30	Base Language - Spanish - Latin America	Spanish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL31	Base Language - French	French Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL32	Base Language - Brazilian Portuguese	Brazilian Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications, IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat), Setup Assistant and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL33	Base Language - UK English	English Localization Pack which includes UK Voice Prompts. All Applications and Documentation is based on the US English version.	EA	0.00
132-33	SW-001-4.0-BL34	Base Language - German	German Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications, IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat), Setup Assistant and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL35	Base Language - Dutch	Dutch Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL36	Base Language - Swedish	Swedish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL37	Base Language - Norwegian	Dutch Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL39	Base Language - Japanese	Japanese Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications, IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat), Setup Assistant and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL40	Base Language - Chinese Simplified	Simplified Chinese Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Application.		
132-33	SW-001-4.0-BL42	Base Language - Korean	Korean Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL47	Base Language - Polish	Polish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL48	Base Language - Serbian	Serbian Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-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, 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.	EA	0.00
132-33	SW-001-4.0-BL50	Base Language - Italian	Italian Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Feedback, Interaction Optimizer, Interaction Recorder and Interaction Process Designer), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL51	Base Language - Arabic	Arabic Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-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.	EA	0.00
132-33	SW-001-4.0-BL53	Base Language - Chinese Traditional	Traditional Chinese Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL54	Base Language - Hebrew	Hebrew Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL55	Base Language - Australian English	English Localization Pack which includes Australian Voice Prompts. All Applications and Documentation is based on US English Version	EA	0.00
132-33	SW-001-4.0-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.	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SW-001-4.0-BL57	Base Language - Spanish - Spain	Spanish Localization Pack which includes Voice Prompts, IC User Applications, IC Business Manager Applications (except Interaction Process Designer), IC Server Manager Applications (Interaction Administrator, Interaction Attendant and IC System Manager), Web Based Applications (IC Web Client, Mobile Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL58	Base Language - Russian	Russian Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-BL59	Base Language - Danish	Danish Localization Pack which includes Voice Prompts, IC User Applications, Web Based Applications (IC Web Client and Web Chat) and IUpdate Client Application.	EA	0.00
132-33	SW-001-4.0-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. Also includes 1 Media Server development license.	EA	2,021.95
132-33	SW-001-4.0-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. Also includes 1 Media Server development license.	EA	6,022.84
132-33	SW-001-4.0-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. 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.	EA	0.00
132-33	SW-014-4.0-MSSD	Interaction Media Server Development License - Software Only	Interaction Media Server Software Only for Development system. Compatible with CIC Development Licensed server only. For all audio operations supported by IC Server.	EA	1,290.61
132-33	SW-014-4.0-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.	EA	0.00
132-33	SW-025-1.0-BULK	Interaction SIP Bulk Caller - G.729 add-on	G.729 license for media features on SIP Bulk Caller.	EA	21.51
132-33	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.	EA	17,208.10
132-33	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.	EA	0.00
132-33	PK-510-4.0-BRDG	Bridge Server	The Interactive Intelligence « Bridge Server is a platform designed to allow all types of integrations with third-party products. These integrations increase the functionality of the user's systems and improve workflow efficiencies. The server is installed on-premises.	EA	4,302.03
132-33	PK-510-4.0-CWSFA	CIC for Salesforce.com Access License (ACD)	This is the ACD version of the user add-on required for each agent using the CIC for Salesforce Integration. The ACD version screen pops incoming calls from the ACD.	EA	172.08
132-33	PK-510-4.0-CWSFA-C	CIC for Salesforce Access License (ACD) - Concurrent	This is the ACD version of the user add-on required for each agent using the CIC for Salesforce Integration. The ACD version screen pops incoming calls from the ACD. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	258.12
132-33	PK-510-4.0-CWSFL	CIC for Salesforce Server	The CIC for Salesforce solution uses the CRM Web Client which is an HTML5 application comprised of static files delivered to users' browsers which call out to CIC telephony and	EA	2,581.22

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Salesforce web services, no data center install is required. This is a cloud application, updates will be released automatically for the client as they become available. The client can run as a standalone client in Salesforce or side by side other CIC clients such as Interaction Connect or Interaction Desktop. A current feature list can be found in the PureCloud Resource Center.		
132-33	PK-510-4.0-CWSFN	CIC for Salesforce Access License (non ACD)	This is the non ACD version of the user add-on required for each agent using the CIC for Salesforce Integration. The non ACD version will not screen pop incoming calls from the ACD.	EA	86.04
132-33	PK-510-4.0-CWSFN-C	CIC for Salesforce Access License (nonACD)-Concurrent	This is the non ACD version of the user add-on required for each agent using the CIC for Salesforce Integration. The non ACD version will not screen pop incoming calls from the ACD. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	129.06
132-33	PK-510-4.0-HCSA	HEAT	The Customer Interaction Center (CIC) Integration with HEAT provides basic screen pop integration between CIC and HEAT CallLogging DDE Server (version 7.X through 9.X).	EA	8,518.01
132-33	PK-510-4.0-LATD	Interaction Collector Interaction Dialer Integration	The Interaction Collector Integration with Interaction Dialer facilitates call statistics analysis and payment data, provides click-to-dial Dialer support from within the Collector client, and creates Dialer call lists.	EA	0.00
132-33	PK-510-4.0-LILO	LiveLOOK Server	The integration with LiveLOOK adds a Co- browse button to the Interaction Client .NET edition call control toolbar as well as the CIC web chat user interface. Co-browse is an available option only for call and web chat interactions. The integration with LiveLOOK allows for agents to easily view and work in their customers screen. This release of the integration offers Co-browsing and the ability to Screen Share between contact center agents and customers.	EA	1,720.81
132-33	PK-510-4.0-RCSA	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.	EA	8,518.01
132-33	PK-510-4.0-RNSR	Oracle Service Cloud (formerly RightNow)	The joint, tightly integrated solution allows customers to use the agent and Web-facing features from Oracle Service Cloud combined with the IVR multichannel and universal queuing and routing capabilities of CIC. Provides call control, screen pop, and presence management, universal queuing of calls with all Oracle Service Cloud interaction types (chats, incidents, social media, Web forms, e-mails, etc.)	EA	14,540.84
132-33	PK-510-4.0-SCSA	Siebel (Screen pop and call control)	This integrates the functionality of the Interaction Center's Client into the Siebel Web or Thin Client. 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.	EA	30,114.18
132-33	PK-510-4.0-SFAL	Salesforce.com Access License (ACD)	This is the ACD version of the user add-on required for each agent using the Salesforce Integration. The ACD version screen pops incoming calls from the ACD.	EA	172.08
132-33	PK-510-4.0-SFAL-C	Salesforce.com Access License (ACD) - Concurrent	This is the ACD version of the user add-on required for each agent using the Salesforce Integration. The ACD version screen pops incoming calls from the ACD. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	258.12
132-33	PK-510-4.0-SFFL	Salesforce.com Server	The integration with Salesforce offers embedded call controls, click to dial, dial from workgroup, call pickup,disconnect, hold, transfer, and conference. Agents can also manage their presence status, service multiple interactions simultaneously, have customer records	EA	2,581.22

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			automatically populate upon contact initiation, and assign wrap-up and account codes ù all from within the Salesforce environment. This is the server piece required in addition to the per user add-on.		
132-33	PK-510-4.0-SFNA	Salesforce.com Access License (non ACD)	This is the non ACD version of the user add-on required for each agent using the Salesforce Integration. The non ACD version will not screen pop incoming calls from the ACD.	EA	86.04
132-33	PK-510-4.0-SFNA-C	Salesforce.com Access License (non ACD) - Concurrent	This is the non ACD version of the user add-on required for each agent using the Salesforce Integration. The non ACD version will not screen pop incoming calls from the ACD. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	129.06
132-33	PK-510-4.0-SICI	SAP ICI (Screen pop and call controls)	The CIC Integration for SAP ICI (Integrated Communication Interface) integrates the functionality of the Customer Interaction Center/Es Interaction Client into SAP/Es ICI Web Client (minimum version SAP CRM 7.X). This integration allows the SAP agent to perform all typical phone, web chat and callback operations without leaving the SAP application.	EA	30,114.18
132-33	PK-510-4.0-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/Es Interaction Client .NET Edition, plus capabilities such as being able to initiate Lotus Sametime instant messaging and voice chats with employees throughout the enterprise.	EA	1,720.81
132-33	PK-510-4.0-WMHM	Workforce Management - Historical Module	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.	EA	6,453.04
132-33	PK-510-4.0-WMRM	Workforce Management - Real Time Adherence	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.	EA	2,581.22
132-33	SW-001-4.0-AAF2	Microsoft CRM (InteractionSync™) Agent Connector	Avtex InteractionSync™ for Microsoft Dynamics CRM connector provides configurable screen pop for phone call and email media types, ACD routing of any CRM object, full call controls and agent status management, click-to-dial, activity creation and auto association.	EA	272.03
132-33	SW-001-4.0-SA14	CIC Exchange UM Connector	Provides ability to pass calls over to Exchange 2007 and 2010 for UM processing. This is not needed if you are just using Exchange as the message store.	EA	1,290.61
132-33	SW-001-4.0-SAC1	CallScripter Feature	Feature license for CallScripter	EA	0.00
132-33	SW-001-4.0-SAC2	CallScripter Script Editor	CallScripter Script Editor is a web-based interface for creating and modifying agent scripts.	EA	525.92
132-33	SW-001-4.0-SAC2-C	CallScripter Script Editor - Concurrent	CallScripter Script Editor is a web-based interface for creating and modifying agent scripts. This is required to build and edit the agent scripts (process flows) that are presented via the screen pop. NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	788.87
132-33	SW-001-4.0-SAC3	CallScripter Agent Desktop	Agent based add-on application executes the scripts develop through the Editor interface.	EA	244.82
132-33	SW-001-4.0-SAC3-C	CallScripter Agent Desktop - Concurrent	This license enables users to access the software for interactions through CIC or Interaction Dialer 4.0. The customer should purchase the suitable number of Agent Desktop Licenses for the licensing mode and the number of users they have. Agent users will be presented with an interaction and a screen pop will occur presenting the relevant script. NOTE: A	EA	348.46

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.		
132-33	SW-001-4.0-SAC4	CallScripter Data Extract	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.	EA	525.92
132-33	SW-001-4.0-SAC4-C	CallScripter Data Extract - Concurrent	This is a named license granting access to the Report Editor module within CallScripter. This allows Contact Center Supervisors or other users to create reports to be scheduled to run at specific times. A drag and drop interface is used to build data extract reports that can be sent in a variety of formats. Examples include: email from screen, batch XLS or CSV etc .NOTE: A concurrent license is used while a user is logged in. A given user must have all concurrent or all assigned licenses and not a mixture.	EA	748.55
132-33	SW-001-4.0-SAF2	Microsoft CRM Connector (InteractionSync TM)	Avtex InteractionSync TM for Microsoft Dynamics CRM connector provides configurable screen pop for phone call and email media types, ACD routing of any CRM object, full call controls and agent status management, click-to-dial, activity creation and auto association.	EA	2,151.01
132-33	SW-001-4.0-SAF3-01-DR	Microsoft CRM (InteractionSync TM) Connector Upgrade	Per server connector for InteractionSyncTM for Microsoft Dynamics CRM integration for customers upgrading from CIC version 2.4 or 3.0	EA	680.06
132-33	SW-012-4.0-SA01	Microsoft Lync Server Integration	Provides Microsoft Lync Server 2010 and 2013 integration enabling users of the .Net Interaction Client to initiate a Lync instant message or video call as well as provides synchronized presence, a common directory and direct SIP calling between Lync and Interaction Center users.	EA	1,720.81
132-33	TS-501-4.0-CSNFRK	CallScripter Partner NFR Starter Kit	Includes one SW-001-4.0-SAC1 - CallScripter Feature license, five SW-001-4.0-SAC3 - CallScripter Agent desktop licenses, one SW-001-4.0-SAC2 CallScripter Script Editor license, one SW-001-4.0-SAC4 - CallScripter Data Extract license. Also includes training session.	EA	2,266.88
132-33	TS-501-4.0-MCPSP	Microsoft CRM (InteractionSyncTM) Professional Services Pack	Required services package for installation and configuration of the InteractionSync for Microsoft Dynamics CRM offering.	EA	5,893.88
132-33	TS-500-4.0-NDM52	Nuance NDM-Core 5.2	Packaged Voice XML grammars that include yes/no, digits, item lists, phone number, record, natural number, currency, date, time, credit card number, credit card expiration, alphanumeric, zip code, social sec num; Requires VXML Interpreter and NR9 Tier 2-4 ASR licenses. Must check with PM for current additional languages.	EA	45.34
132-33	TS-500-4.0-NDM61	Nuance NDM-Core 6.1	Packaged Voice XML grammars that include yes/no, digits, item lists, phone number, record, natural number, currency, date, time, credit card number, credit card expiration, alphanumeric, zip code, social sec num; Requires VXML Interpreter and NR9 or 10 Tier 2-4 ASR licenses. Must check with PM for current additional languages.	EA	45.34
132-33	TS-500-4.0-NDMA	Nuance NDM-Address	Packaged VoiceXML grammars that utilize the US Postal Service database. Requires VXML Interpreter, Nuance NDM-Core and NR9 Tier 3 or 4 ASR licenses; US English only.	EA	544.05
132-33	TS-500-4.0-NDMAUS	Nuance NDM-Address Update Service	Monthly service available for US NDM-Address; price applies per language, is non-discountable and is charged per year.	EA	4,352.40
132-33	TS-500-4.0-NDME	Nuance NDM-Email	Packaged VoiceXML grammars that include Email Dialog Module to collect user name and domain for an email address, including a patent-pending collection and confirmation dialog strategy; Requires VXML Interpreter, Nuance NDM-Core and NR9 or 10 Tier 3 or 4 ASR licenses. Must check with PM for current additional languages.	EA	544.05
132-33	TS-500-4.0-NDMN	Nuance NDM-US Names	Packaged Voice XML grammars that include 1 million last names and 150K first names; Requires VXML Interpreter, Nuance NDM-Core and NR9 Tier 3 or 4 ASR licenses; US English only	EA	362.70

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	TS-500-4.0-NDMS	Nuance NDM-Spelling	Packaged VoiceXML grammars that include the general alpha-numeric capture Spelling Dialog Module to collect unconstrained or constrained spelling of letters and/or numbers; Requires VXML Interpreter, Nuance NDM-Core and NR9 or 10 Tier 3 or 4 ASR licenses. Must check with PM for current additional languages.	EA	362.70
132-33	TS-500-4.0-T2AL210-DR	Nuance Recognizer 10 Tier 2 - Additional Port for 2nd Langua	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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. Requires MRCP ASR Integration feature.	EA	99.74
132-33	TS-500-4.0-T2AL310-DR	Nuance Recognizer 10 Tier 2 - Additional Port for 3+ Languag	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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. Requires MRCP ASR Integration feature.	EA	199.49
132-33	TS-500-4.0-T2BL10-DR	Nuance Recognizer 10 Tier 2 Base Language Port - HIGH AVAILA	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. Supports strings of digits, yes/no and synonyms thereof, natural numbers, alphanumeric strings, date, time and currency; up to 2500 unique words; single utterances. Requires MRCP ASR Integration feature.	EA	498.71
132-33	TS-500-4.0-T3AL210-DR	Nuance Recognizer 10 Tier 3 - Additional Port for 2nd Langua	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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; Requires MRCP ASR Integration feature.	EA	145.08
132-33	TS-500-4.0-T3AL310-DR	Nuance Recognizer 10 Tier 3 - Additional Port for 3+ Languag	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. 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. Requires MRCP ASR Integration feature.	EA	290.16
132-33	TS-500-4.0-T3BL10-DR	Nuance Recognizer 10 Tier 3 Base Language Port - HIGH AVAILA	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. Speech recognition port with capabilities of Tier 2 plus more than 2500 unique words however it requires closed grammars (not for natural language). Requires MRCP ASR Integration feature.	EA	725.40
132-33	TS-500-4.0-T4AL310-DR	Nuance Recognizer 10 Tier 4 - Additional Port for 3+ Languag	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. 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. Requires MRCP ASR Integration feature.	EA	362.70
132-33	TS-500-4.0-T4BL10-DR	Nuance Recognizer 10 Tier 4 Base Language Port - HIGH AVAILA	Speech recognition port for a high availability/disaster recovery option. The quantity must equal the number of ASR production ports purchased. Speech recognition port with capabilities of Tier 3 and allows for open grammars and natural language. Requires MRCP ASR Integration feature.	EA	906.75
132-33	SW-001-4.0-SAF3-01	Microsoft CRM (InteractionSync TM) Connector Upgrade	Per server connector for InteractionSyncTM for Microsoft Dynamics CRM integration for customers upgrading from CIC version 2.4 or 3.0	EA	1,360.13

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	TS-500-4.0-ULN2I	Upgrade Loquendo to Nuance ASR Tier 2	Upgrade Loquendo ASR Tier 0, 1, 2 to Nuance ASR Tier 2.	EA	181.35
132-33	TS-500-4.0-ULN3I	Upgrade Loquendo to Nuance ASR Tier3	Upgrade Loquendo ASR Tier 3 to Nuance ASR Tier 3.	EA	362.70
132-33	TS-500-4.0-ULNA2I	Upgrade Loquendo to Nuance Tier 2 - Add'l Lang	Upgrade Loquendo to Nuane Tier 2 additional language to Nuance ASR Tier 2 additional language.	EA	36.27
132-33	TS-500-4.0-ULNA34I	Upgrade Loquendo to Nuance Tier 3 or 4 - Add'l Lang	Upgrade Loquendo to Nuane Tier 3 or 4 additional language to Nuance ASR Tier 3 or 4 additional language.	EA	72.54
132-33	TS-500-4.0-ULNV	Upgrade Loquendo TTS to Nuance Vocalizer 5 - Base Language/v	Upgrade Loquendo TTS to Nuance Vocalizer 5 per port - 1 language/voice.	EA	68.01
132-33	TS-500-4.0-ULVA	Upgrade Loquendo TTS to Nuance Vocalizer 5 - Additional Lang	Upgrade Loquendo TTS to Nuance Vocalizer 5 per port - Additional language/voice.	EA	13.60
132-33	TS-510-4.0-VADA	Verint Advanced Desktop Analytics	Verint Advanced Desktop Analytics	EA	190.42
132-33	TS-510-4.0-VADQ	Verint Analytics Driven Quality	Verint Analytics Driven Quality	EA	226.69
132-33	TS-510-4.0-VDCR	Verint Data Center Redundancy	Verint Data Center Redundancy (NOTE: Based on the highest quantity of licenses across all Products)	EA	99.74
132-33	TS-510-4.0-VDEM	Verint Interaction Data Export Manager	Verint Interaction Data Export Manager (NOTE: 60 Daily Recorded Hour minimum)	EA	226.69
132-33	TS-510-4.0-VDGA	Verint Desktop Guidance and Automation	Verint Desktop Guidance and Automation	EA	154.15
132-33	TS-510-4.0-VEWM	Verint Enterprise Workforce Management	Verint Enterprise Workforce Management	EA	453.38
132-33	TS-510-4.0-VFIV	Verint Customer Feedback IVR with VVS	Verint Customer Feedback IVR with VVS	EA	272.03
132-33	TS-510-4.0-VFIX	Verint Customer Feedback IVR with vXML	Verint Customer Feedback IVR with vXML	EA	272.03
132-33	TS-510-4.0-VFUV	Upbuy from CF IVR VVS to IVR Web	Upbuy from Verint Customer Feedback IVR with VVS to Verint Customer Feedback IVR plus Web with VVS	EA	190.42
132-33	TS-510-4.0-VFUW	Upbuy from CF IVR XML to IVR Web vXML	Upbuy from Verint Customer Feedback IVR with vXML to Verint Customer Feedback IVR plus Web with vXML	EA	190.42
132-33	TS-510-4.0-VFVL	Verint Customer Feedback convert from VVS to xXML Interface	Verint Customer Feedback convert from VVS to vXML Interface	EA	0.00
132-33	TS-510-4.0-VFWV	Verint Customer Feedback IVR plus Web with VVS	Verint Customer Feedback IVR plus Web with VVS	EA	462.44
132-33	TS-510-4.0-VFXM	Verint Customer Feedback IVR plus Web with vXML	Verint Customer Feedback IVR plus Web with vXML	EA	462.44
132-33	TS-510-4.0-VFXV	Verint Customer Feedback convert from vXML Interface to VVS	Verint Customer Feedback convert from vXML Interface to VVS	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	TS-510-4.0-VNRR	Verint N+N Voice Recording Redundancy	Verint N+N Voice Recording Redundancy	EA	99.74
132-33	TS-510-4.0-VSAA	Verint Speech Analytics	Verint Speech Analytics	EA	534.98
132-33	TS-510-4.0-VSAL	Verint Speech Analytics Additional Language	Verint Speech Analytics Additional Language	EA	344.57
132-33	TS-510-4.0-VSAT	Verint Speech Analytics Transcript Export	Verint Speech Analytics Transcript Export (NOTE: 750 Daily Transcription Hour minimum)	EA	60.44
132-33	TS-510-4.0-VSDP	Verint Strategic Desktop & Process Analytics	Verint Strategic Desktop & Process Analytics	EA	421.64
132-33	TS-510-4.0-VVAR	Verint Audio Recording	Verint Audio Recording	EA	408.04
132-33	TS-510-4.0-VVEM	Verint Encryption Management	Verint Encryption Management	EA	199.49
132-33	TS-510-4.0-VVPM	Verint Performance Management	Verint Performance Management	EA	226.69
132-33	TS-510-4.0-VVQM	Verint Quality Management	Verint Quality Management	EA	154.15
132-33	TS-510-4.0-VVSC	Verint Screen Capture	Verint Screen Capture	EA	136.01
132-33	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	EA	10,324.86
132-33	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.	EA	6,453.04
132-33	SOF-002-2.3.1-AANME00301	Reports Page Add-on	Adds ability to view and run historical reports from the Reports tab to a Business Client or a Basic contact center.	EA	120.46
132-33	SOF-002-2.3.1-AANME00401	WorkGroup and Queues Page Add-on	Adds ability to view and monitor workgroups and queues from the tabs via the Win32 Client for any Business Client or Basic contact center.	EA	215.10
132-33	SOF-002-2.3.1-AANME00701	Interaction Tracker add-on	Comprehensive tracking of all interactions	EA	81.74
132-33	SOF-002-2.3.1-AANME01101	Contact Center Client Media Add-on	Adds ability for an agent to handle a total of 2 Interaction Types (Calls, including Callbacks, and Web Chats). This is not multi-media queuing; interaction should be handled one at a time.	EA	258.12
132-33	SOF-002-2.3.1-AANME11001	Unified Voice Messaging Add-on	Voice mail delivered to e-mail inbox Includes 1 Unified Voice Messaging Add-on License	EA	30.11
132-33	SOF-002-2.3.1-AANME11002	Add-on for MS CRM Client	Adds EIC Telephony controls and screen pop for MS CRM Client Includes EIC Telephony control toolbar and screen pop add-on license for MS CRM Client Requires a Business Client (.Net Client) or EIC Client for Outlook	EA	133.36
132-33	SOF-002-2.3.1-AANME21001	Unified Fax Messaging Add-on	Fax print driver and fax viewer Includes 1 Desktop Fax Add-on License per each. It requires Analog POTS line for stand alone Fax Machine.	EA	8.60
132-33	SOF-002-2.3.1-AANME21002	Add-on for MS Great Plains Client	Adds EIC Telephony controls and screen pop to MS Great Plains Client Includes embedded EIC Telephony controls and screen pop add-on license for MS Great Plains Client Requires a Business Client (.Net Client) or EIC Client for Outlook	EA	133.36
132-33	SOF-002-2.3.1-AANMK21002	EIC Client for Outlook	Adds .Net based Interaction Client for MS Outlook and Outlook contact screen pop	EA	34.42

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SOF-002-2.3.1-ALNME11001	Basic Station - NO Client	Audio connection to any internal party or device (phone, fax machine, or modem). Also required for remote station connections.	EA	38.72
132-33	SOF-002-2.3.1-ALNMK31001	Basic Contact Center Station - No Client	Basic Station, and ACD with first in, first out routing for telephone calls Includes 1 Basic Station license with ACD support per each	EA	322.65
132-33	SOF-002-2.3.1-ALNMK41002	Contact Center Client	Basic Station, Interaction Client, and ACD with first in, first out routing for telephone calls Includes 1 Basic Station license and 1 Client Access license including ACD Access per each, for either the WIN 32 Client or .Net Client	EA	408.69
132-33	SOF-002-2.3.1-ALNMK51002	Business Client	Basic Station, Interaction Client Includes 1 Basic Station license and 1 Client access license per each for either the WIN 32 Client or .Net Client	EA	81.74
132-33	SOF-002-2.3.1-IPNME00401	Speech Recognition	Server components to connect to speech recognition engines	EA	3,226.52
132-33	SOF-002-2.3.1-IPNME00701	Web services	All server components for web chat, collaboration, and other web events	EA	3,226.52
132-33	SOF-002-2.3.1-PLNMEC0801	External Call Port - IVR Port	Required for external phone lines and IVR ports	EA	215.10
132-33	SOF-002-2.3.1-SACDE00102	Great Plains Connector	Connector for MS Great Plains Integration.	EA	860.41
132-33	SOF-002-2.3.1-SACDE00202	Microsoft CRM Connector	Connector for MS CRM Integration.	EA	860.41
132-33	SOF-002-2.3.1-SANME01001	Interaction multi-site	Multi-site services	EA	2,021.95
132-33	SOF-002-2.3.1-SANME01401	Fax Services	Fax server components for EIC	EA	774.36
132-33	SOF-002-2.3.1-SANME01601	Reporting Services	Report logging to a database and all out of box reports for EIC	EA	1,677.79
132-33	SOF-010-2.3.1-AANME00601	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.	EA	326.95
132-33	SOF-010-2.3.1-IPNME00401	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	EA	3,226.52
132-33	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.	EA	86.04
132-33	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.	EA	4,302.03
132-33	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.	EA	21.51
132-33	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.	EA	172.08
132-33	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.	EA	0.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SOF-013-2.3.1-IPNME00501	Interaction Tracker Server	Enables comprehensive tracking of interactions	EA	0.00
132-33	SOF-002-2.3.1-SACDE02301	Base Language - US English	Default Localization Set	EA	0.00
132-33	SOF-002-2.3.1-SACDE03001	Base Language - Spanish	License to run single language on the server. Spanish	EA	0.00
132-33	SOF-002-2.3.1-SACDE03101	Base Language - French/French Canadian	License to run single language on the server. French	EA	0.00
132-33	SOF-002-2.3.1-SACDE03201	Base Language - Portuguese	License to run single language on the server. Portuguese	EA	0.00
132-33	SOF-002-2.3.1-SACDE03301	Base Language - UK English	License to run single language on the server. UK English	EA	0.00
132-33	SOF-002-2.3.1-SACDE03401	Base Language - German	License to run single language on the server. German	EA	0.00
132-33	SOF-002-2.3.1-SACDE03501	Base Language - Dutch	License to run single language on the server. Dutch	EA	0.00
132-33	SOF-002-2.3.1-SACDE03601	Base Language - Swedish	License to run single language on the server. Swedish	EA	0.00
132-33	SOF-002-2.3.1-SACDE03701	Base Language - Norwegian	License to run single language on the server. Norwegian	EA	0.00
132-33	SOF-002-2.3.1-SACDE03801	Base Language - Italian	License to run single language on the server. Italian	EA	0.00
132-33	SOF-002-2.3.1-SACDE03901	Base Language - Japanese	License to run single language on the server. Japanese	EA	0.00
132-33	SOF-002-2.3.1-SACDE04001	Base Language - Simplified Chinese	License to run single language on the server. Simplified Chinese	EA	0.00
132-33	SOF-002-2.3.1-SACDE04101	Base Language - Traditional Chinese	License to run single language on the server. Traditional Chinese	EA	0.00
132-33	SOF-002-2.3.1-SACDE04201	Base Language - Korean	License to run single language on the server. Korean	EA	0.00
132-33	SOF-002-2.3.1-SACDE04301	Base Language - Arabic	License to run single language on the server. Arabic	EA	0.00
132-33	SOF-002-2.3.1-SACDE04401	Base Language - Turkish	License to run single language on the server. Turkish	EA	0.00
132-33	SOF-002-2.3.1-SACDE04501	Base Language - Hebrew	License to run single language on the server. Hebrew	EA	0.00
132-33	SOF-002-2.3.1-SACDE12301	Additional Language - US English	Default Localization Set	EA	903.43
132-33	SOF-002-2.3.1-SACDE13001	Additional Language - Spanish	License to run Spanish language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SACDE13101	Additional Language - French/French Canadian	License to run French language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SACDE13201	Additional Language - Portuguese	License to run Portuguese language in addition to the base language on a server.	EA	903.43

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-33	SOF-002-2.3.1-SACDE13301	Additional Language - UK English	License to run UK English language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SACDE13401	Additional Language - German	License to run German language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SACDE13501	Additional Language - Dutch	License to run Dutch language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SACDE13601	Additional Language - Swedish	License to run Swedish language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SACDE13701	Additional Language - Norwegian	License to run Norwegian language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SACDE13801	Additional Language - Italian	License to run Italian language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SACDE13901	Additional Language - Japanese	License to run Japanese language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SACDE14001	Additional Language - Simplified Chinese	License to run Simplified Chinese language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SACDE14101	Additional Language - Traditional Chinese	License to run Traditional Chinese language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SACDE14201	Additional Language - Korean	License to run Korean language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SACDE14301	Additional Language - Arabic	License to run Arabic language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SACDE14401	Additional Language - Turkish	License to run Turkish language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SACDE14501	Additional Language - Hebrew	License to run Hebrew language in addition to the base language on a server.	EA	903.43
132-33	SOF-002-2.3.1-SLNME00101	Switchover clone for EIC server	Must be configured identically to original	EA	1,376.65
132-33	SW-300-4.0-CC01	Interaction Decisions Software Premise per Agent	Enables planning for each agent you intend to include in an Interaction Decisions plan. Includes inbound and outbound phone contact types. Other interaction types, and features for multi-skill inbound phone, multi-channel planning and outbound phone may require additional Services. Premise, Non-Subscription.	EA	301.14
132-33	SW-300-4.0-CC02	Interaction Decisions Software Subscription per Agent	Enables planning for each agent you intend to include in an Interaction Decisions plan. Includes inbound and outbound phone contact types. Other interaction types, and features for multi-skill inbound phone, multi-channel planning and outbound phone may require additional Services. Subscription.	EA	16.35
132-50	ED-012-NV-QMCC	Quality Management in the Contact Center	In this course, you will utilize 4 Interactive Intelligence products to assist you with building a better customer experience by monitoring and improving employee performance, no matter where they work or how they interact with customers. Through Interaction Analyzer, you will be able to watch for keywords and important phrases to be said by your customers or agents and take immediate action. Interaction Recorder allows you to record interactions your agents have with your customers so that later, using Interaction Quality Manager, you can analyze those interactions and use them for coaching.	EA	2,323.09

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			With Interaction Feedback, you will be able to ask for your customers' opinions after they have spoken to your agents and assess what changes may need to be made.		
132-8	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. Warranty - 3 year Advanced Replacement included. No additional fees.	EA	131.99
132-8	TH-705-AC8RMK	M800 Rackmount Kit	Mediant 800 Rackmount Kit, includes 10 sets of brackets with screws. Warranty - 3 year Advanced Replacement included. No additional fees.	EA	80.71
132-8	TH-705-ACLC25PK	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. Warranty - 3 year Advanced Replacement included. No additional fees.	EA	56.97
132-8	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. Warranty - 3 year Advanced Replacement included. No additional fees.	EA	94.01
132-8	TH-705-PH00420HDG	AudioCodes 420HD GigE IP Phone	Audiocodes 420HDG, 2-line SIP Desktop Phone. Gigabit Ethernet with Integrated 2-port 10/100/1000 Ethernet Switch and PoE Support. RJ Headset Jack. Does Not Include Universal Power Supply or Plug.	EA	99.74
132-8	TH-705-GWMP12FS	MP-112/FXS/AC/SIP (G.723, G.729)	2 channel analog, FXS, embedded SIP and LBR Coders	EA	199.41
132-8	TH-705-GWMP14FO	MP-114/FXO/AC/SIP (G.723, G.729)	4 channel analog, FXO, embedded SIP and LBR Coders	EA	425.41
132-8	TH-705-GWMP14FS	MP-114/FXS/AC/SIP (G.723, G.729)	4 channel analog, FXS, embedded SIP and LBR Coders	EA	387.42
132-8	TH-705-GWMP14FSO	MP-114 /2FXS2FXO /AC	4 channels analog (2FXS/2FXO) VoIP Gateway	EA	406.42
132-8	TH-705-GWMP18FO	MP-118/FXO/AC/SIP (G.723, G.729)	8 channel analog, FXO, embedded SIP and LBR Coders	EA	753.01
132-8	TH-705-GWMP18FS	MP-118/FXS/AC/SIP (G.723, G.729)	8 channel analog, FXS, embedded SIP and LBR Coders	EA	690.34
132-8	TH-705-GWMP18FSO	MP-118 /4FXS4FXO /AC	8 channels analog (4FXS/4FXO) VoIP Gateway. 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.	EA	721.67
132-8	TH-705-GWMP24FS	MP-124D/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.	EA	1,518.36

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	TH-705-M1K4BRI	M1K-VM-4BRI	Mediant 1000 BRI Module - Quad span	EA	436.80
132-8	TH-705-MDM1000LEM	Mediant 1000B LAN Extension Module	Mediant 1000B SBC LAN extension required to add SBC functionality. 4 ports LAN switching extension module for 2 Active/Standby pairs of GE interfaces (for a total of 3 Active/Standby pairs of GE interfaces on Mediant 1000B)	EA	176.31
132-8	TH-705-MDM1K4FX0	M1K-M-VM-4FX0	Mediant 1000 Analog Voice Module - Quad FXO	EA	272.53
132-8	TH-705-MDM1K4FXS	M1K-M-VM-4FXS	Mediant 1000 Analog Voice Module - Quad FXS	EA	257.33
132-8	TH-705-MDM1KVM1S	M1K-M-VM-1SPAN	Mediant 1000 Digital Voice Module - Single span	EA	2,018.78
132-8	TH-705-MDM1KVM2S	M1K-M-VM-2SPAN	Mediant 1000 Digital Voice Module - Dual Span	EA	3,265.57
132-8	TH-705-MDM1KVM4S	M1K-M-VM-4SPAN	Mediant 1000 Digital Voice Module - Quad Span	EA	6,690.66
132-8	TH-705-GWM101T1B	Mediant 1000 B 1 Span	Mediant 1000 VoIP Gateway, Digital B chassis, 1 E1/T1, SIP package. Includes single module of 1 span E1/T1, dual 10/100/1000BaseT Ethernet, and dual AC power supplies. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP, including G.711/723.1/726/727/729AB Vocoders. 5 open modules. note: With 6.8 firmware, it supports added capacity up to 6E1/6T1. Some units may require a license update to support the added capacity with 6.8. 6.8 may not be preloaded on these units until Q4 2015	EA	3,655.84
132-8	TH-705-GWM102T1B	Mediant 1000 B 2 Spans	Mediant 1000 VoIP Gateway, Digital B chassis, 2 E1/T1, SIP package. Includes single module of 2 spans E1/T1, dual 10/100/1000BaseT Ethernet, and dual AC power supplies. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP, including G.711/723.1/726/727/729AB Vocoders. 5 open modules. note: With 6.8 firmware, it supports added capacity up to 6E1/6T1. Some units may require a license update to support the added capacity with 6.8. 6.8 may not be preloaded on these units until Q4 2015	EA	4,899.77
132-8	TH-705-GWM104T1B	Mediant 1000 B 4 spans	Mediant 1000 VoIP Gateway, Digital B chassis, 4 E1/T1, SIP Package. Includes single module of 4 spans E1/T1, dual 10/100/1000BaseT Ethernet, and dual AC power supplies. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP, including G.711/723.1/726/727/729AB Vocoders. 5 open modules. note: With 6.8 firmware, it supports added capacity up to 6E1/6T1. Some units may require a license update to support the added capacity with 6.8. 6.8 may not be preloaded on these units until Q4 2015.	EA	8,327.72
132-8	TH-705-GWM812FX0	Mediant 800 12FXO - OSN	Mediant 800 with 12 FXO analog ports and the OSN server module for ININ Media Server and SIP Proxy software expansion. Media Sessions and SIP Proxy licenses sold separately. Important Note: While supplies last.	EA	2,136.53
132-8	TH-705-GWM812FXS	Mediant 800 12FXS - OSN	Mediant 800 with 12 FXS analog ports and the OSN server module for ININ Media Server and SIP Proxy software expansion. Media Sessions and SIP Proxy licenses sold separately. Important Note: While supplies last.	EA	2,136.53
132-8	TH-705-GWM884FXS	Mediant 800 8FXO-4FXS - OSN	Mediant 800 with 8 FXO and 4 FXS analog ports and the OSN server module for ININ Media Server and SIP Proxy software expansion. Media Sessions and SIP Proxy licenses sold separately. Important Note: While supplies last.	EA	2,136.53
132-8	TH-705-GWM8TE14FXS	Mediant 800 T1/E1-4FXS - OSN	Mediant 800 with 1 T1/E1 digital span and 4 FXS analog ports - plus, the OSN server module for ININ Media Server and SIP Proxy software expansion. Media Sessions and SIP Proxy licenses sold separately. Important Note: While supplies last.	EA	3,797.33

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	TH-705-M1K1-1YEX	1 Year Warranty Extension - Mediant 1000 1-Span	Extend the standard 3 year warranty on Mediant 1000 1-Span one year. Warranty cannot exceed 6 years from original ship date.	EA	579.31
132-8	TH-705-M1K1-2YEX	2 Year Warranty Extension - Mediant 1000 1-Span	Extend the standard 3 year warranty on Mediant 1000 1-Span two years. Warranty cannot exceed 6 years from original ship date	EA	1,158.63
132-8	TH-705-M1K1-3YEX	3 Year Warranty Extension - Mediant 1000 1-Span	Extend the standard 3 year warranty on Mediant 1000 1-Span three years. Warranty cannot exceed 6 years from original ship date.	EA	1,712.75
132-8	TH-705-M1K2-1YEX	1 Year Warranty Extension - Mediant 1000 2-Span	Extend the standard 3 year warranty on Mediant 1000 2-Span one year. Warranty cannot exceed 6 years from original ship date.	EA	856.38
132-8	TH-705-M1K2-2YEX	2 Year Warranty Extension - Mediant 1000 2-Span	Extend the standard 3 year warranty on Mediant 1000 2-Span two years. Warranty cannot exceed 6 years from original ship date.	EA	1,712.75
132-8	TH-705-M1K2-3YEX	3 Year Warranty Extension - Mediant 1000 2-Span	Extend the standard 3 year warranty on Mediant 1000 2-Span three years. Warranty cannot exceed 6 years from original ship date.	EA	2,569.13
132-8	TH-705-M1K4-1YEX	1 Year Warranty Extension - Mediant 1000 4-Span	Extend the standard 3 year warranty on Mediant 1000 4-Span one year. Warranty cannot exceed 6 years from original ship date.	EA	1,385.31
132-8	TH-705-M1K4-2YEX	2 Year Warranty Extension - Mediant 1000 4-Span	Extend the standard 3 year warranty on Mediant 1000 4-Span two years. Warranty cannot exceed 6 years from original ship date.	EA	2,770.63
132-8	TH-705-M1K4-3YEX	3 Year Warranty Extension - Mediant 1000 4-Span	Extend the standard 3 year warranty on Mediant 1000 4-Span three years. Warranty cannot exceed 6 years from original ship date.	EA	4,155.94
132-8	TH-508-AC24V3PUPB	Universal Power Supply for SP IP 321, 331, 335, 450 - North	24V, 0.5 A 3-prong, Universal Power Supply with NA Plug. Good for IP 321,331,335,450. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC24VUPB	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 6	24V, 0.5 A, Universal Power Supply with NA Plug. Good for IP 320,330,430,550,601,650. Sold in packs of 5. Important Note: Drop ship only! 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.	EA	88.66
132-8	TH-508-AC48VUPB	Universal Power Supply for VVX500, IP 560 & 670 - North Amer	48V, 0.4A, Universal Power Supply with NA Plug. Good for VVX500, SP IP 560 & 670. Sold in packs of 5. 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.	EA	135.01
132-8	TH-508-ACHDHS5P	HD-Voice handset and cord for IP335, IP 450, IP 550, IP 560,	5-pk HD-Voice handset and cord for IP335, IP 450, IP 550, IP 560, IP 650, IP 670, VVX 500 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.	EA	79.59
132-8	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 5000. Power Insertion Cable. Excludes Brazil. Important Note: Lead time can be 2-3 weeks.	EA	97.98

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.		
132-8	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. 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.	EA	277.06
132-8	TH-508-ACIP60PS	Universal Power Supply for IP 6000 - North America	100-240V, 0.4A, 48V/19W, 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.	EA	97.98
132-8	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. 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.	EA	277.06
132-8	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. 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.	EA	97.98
132-8	TH-508-PHS00335	Polycom SoundPoint IP 335 SIP 2-line Desktop Phone - Power S	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. 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.	EA	122.92
132-8	TH-508-PHS00450POE	Polycom SoundPoint IP 450 SIP 3-line Desktop Phone - Power S	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. 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	EA	190.42

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			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.		
132-8	TH-508-PHS1500BP	Polycom VVX 1500 SIP 6-line Business Media Phone with HD Voi	VVX 1500 6-line Business Media Phone with video capability and HD Voice. Compatible Partner platforms: 2 and 9. Ships without power supply. Important Note: 2-3 week lead time. This phone is not available in CIC provisioning	EA	704.24
132-8	TH-508-PHS500PE	Polycom SoundStation IP 5000 Conference Phone - Power Supply	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. 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.	EA	368.75
132-8	TH-508-PHS600PE	Polycom SoundStation IP 6000 Conference Phone - Power Supply	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. 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.	EA	572.26
132-8	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. 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.	EA	287.14
132-8	TH-508-PHS700PE	Polycom SoundStation IP 7000 Conference Phone - Power Supply	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. Important Note: Lead times can be 2-3 weeks. Warranty - 3 years Advanced Replacement included.	EA	824.14

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			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.		
132-8	TH-600-ACMPCNA	AudioCodes Media Pack 11x Power Cord - North American Plug	Power Cord and North American Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 use a standard power cord. 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.	EA	3.02
132-8	TH-705-GWMP14FO	MP-114/FXO/AC/SIP (G.723, G.729)	4 channel analog, FXO, embedded SIP and LBR Coders	EA	425.41
132-8	TH-554-HDSPLAPP51	Plantronics EHS Cable APP-51 - North America	Plantronics APP-51 EHS Cable for CS500/SAVI headset & Polycom phones 38439-11 2 Year Manufacturer Warranty. Available in North America only!	EA	60.45
132-8	TH-554-HDSPLCS540	Plantronics CS540 Wireless Headset - North America	Plantronics - Savi W745 Unlimited Talk Time, DECT, Convertible Headset (OTH or OTE) with additional battery 86507-01 2 Year Manufacturer Warranty. Available in North America only!	EA	226.69
132-8	TH-554-HDSPLHW251N	Plantronics HW251N Monaural Headset - North America	Plantronics HW251, SupraPlus Monaural NC Headset 64338-31 2 Year Manufacturer Warranty. Available in North America only!	EA	72.54
132-8	TH-554-HDSPLHW261N	Plantronics HW261N Duo Headset - North America	Plantronics HW261, SupraPlus Duo Headset, NC 64339-31 2 Year Manufacturer Warranty. Available in North America only!	EA	87.15
132-8	TH-554-HDSPLM22A	Plantronics Vista M22 Amplifier - North America	Plantronics Vista M22 Amplifier 43596-40 2 Year Manufacturer Warranty. Available in North America only!	EA	84.63
132-8	TH-554-HDSPLU10P	Plantronics H Series QD Cable U10P - North America	Plantronics H Series Polaris Coil Cord to QD Modular Plug (U10P) 27190-01 2 Year Manufacturer Warranty. Available in North America only!	EA	31.74
132-8	TH-554-HDSPLW745	Plantronics W745 Savi Wireless Headset - North America	Plantronics - Savi W745 Unlimited Talk Time, DECT, Convertible Headset (OTH or OTE) with additional battery 86507-01 2 Year Manufacturer Warranty. Available in North America only!	EA	317.36
132-8	TH-554-HDSPLYTNCL	Plantronics Y Trainer Cable - North America	Plantronics Y Trainer Adapter with Mute 27019-03 2 Year Manufacturer Warranty. Available in North America only!	EA	28.21
132-8	TH-556-HDSBZ2400	BIZ 2400 3-in-1 NC - North America	GN Netcom 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.	EA	143.57
132-8	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. Important Note: Q1 2013 lead times may be 8 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees	EA	49.37

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			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.		
132-8	TH-900-SIPSTATION2	Interaction SIP Station II	Desktop SIP Phone with integrated 2-port 10/100/1000 Ethernet switch, Dialpad 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. Important Note: Q1 2013 lead times may be 8 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.	EA	69.52
132-8	TH-900-SIPSTATION2-S	Interaction SIP Station II - Standalone	Desktop SIP Phone with integrated 2-port 10/100/1000 Ethernet switch, Dialpad 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. Important Note: Q1 2013 lead times may be 8 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.	EA	88.66
132-8	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. Important Note: Q1 2013 lead times may be 8 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.	EA	75.56
132-8	TH-900-3.0-HPLLIAS-B01	Long Life Compatibility Server	[DL360 G7] Windows 2003 Enterprise imaged server for long life application compatibility. This server is also loaded with a Windows 2008 Enterprise image for easy upgrade. Important Note: This server is no longer available from HP. Limited quantity available. These servers may not come with full 3yr manufacturer's warranty and they are not bundled with care pack. Check with global logistics for quotes to add 3 and 5 year care packs.	EA	8,563.75

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	TH-900-4.0-HPIAS3608L-3CP-B02	Interaction Application Server 360 (3yr CP) - Large	[DL360 Gen8] Typical Uses: - Development CIC Server - SIP Proxy - Media Server - Session Manager - Director - ASR or TTS - Status Aggregator - Web Services - IVR Only Includes internal USB recovery system to quickly and easily restore to factory image. Bundled with 3yr global care pack!	EA	8,058.99
132-8	TH-900-4.0-HPIAS3608M-3CP-B02	Interaction Application Server 360 (3yr CP) - Medium	[DL360 Gen8] Typical Uses: - Development CIC Server - SIP Proxy - Media Server - Session Manager - Director - ASR or TTS - Status Aggregator - Web Services - IVR Only Includes internal USB recovery system to quickly and easily restore to factory image. Bundled with 3yr global care pack!	EA	7,051.49
132-8	TH-900-4.0-HPIAS3608M-5CP-B02	Interaction Application Server 360 (5yr CP) - Medium	[DL360 Gen8] Typical Uses: - Development CIC Server - SIP Proxy - Media Server - Session Manager - Director - ASR or TTS - Status Aggregator - Web Services - IVR Only Includes internal USB recovery system to quickly and easily restore to factory image. Bundled with 5yr global care pack!	EA	8,664.50
132-8	TH-900-4.0-HPIAS3609L	Interaction Application Server - Large Appliance - Gen9	Interaction Application Server - Large Appliance - Gen9 **DOES NOT INCLUDE CARE PACK** 3-Year Care Pack and 5-Year Care Pack sold separately.	EA	8,965.74
132-8	TH-900-4.0-HPIAS3609M	Interaction Application Server - Medium Appliance - Gen9	Interaction Application Server - Medium Appliance - Gen9 **DOES NOT INCLUDE CARE PACK** 3-Year Care Pack and 5-Year Care Pack sold separately.	EA	6,950.74
132-8	TH-900-4.0-HPIAS3808-3CP-B02	Interaction Application Server 380 (3yr CP)	[DL380 Gen8] Typical Uses: - Storage Server - RCS and Capture Server - Large Database Server SQL License sold separately. Includes internal USB recovery system to quickly and easily restore to factory image. Bundled with 3yr global care pack!	EA	11,081.49
132-8	TH-900-4.0-HPIAS3808-5CP-B02	Interaction Application Server 380 (5yr CP)	[DL380 Gen8] Typical Uses: - Storage Server - RCS and Capture Server - Large Database Server SQL License sold separately. Includes internal USB recovery system to quickly and easily restore to factory image. Bundled with 5yr global care pack!	EA	13,095.49
132-8	SY-014-4.0-IE00-B01	Interaction Edge - Media Server Appliance	1U Interaction Media Server Appliance for up to 240 points. No Gateway functionality included. Interaction Media Server 4.0 and Interaction SIP Proxy 4.0 R2 preinstalled. Media Sessions and SIP Proxy licenses sold separately. Comes standard with dual power supplies, dual NICs and mirrored drives. Important Note: Power cords are sold separately!! Interaction Edge has dual redundant power supplies! Warranty - 3 year Advanced Replacement included. No additional fees.	EA	2,848.71
132-8	SY-014-4.0-IE01-B01	Interaction Edge - 1 Span Gateway	Single Span E1/T1 1U Gateway Appliance with Interaction Media Server 4.0 for up to 120 points and Interaction SIP Proxy 4.0 R2 preinstalled. Media Sessions and SIP Proxy licenses sold separately. Comes standard with dual power supplies, dual NICs and mirrored drives. Important Note: Power cords are sold separately!! Interaction Edge has dual redundant power supplies!	EA	3,323.49

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Warranty - 3 year Advanced Replacement included. No additional fees.		
132-8	SY-014-4.0-IE02-B01	Interaction Edge - 2 Span Gateway	Dual Span E1/T1 1U Gateway Appliance with Interaction Media Server 4.0 for up to 120 points and Interaction SIP Proxy 4.0 R2 preinstalled. Media Sessions and SIP Proxy licenses sold separately. Comes standard with dual power supplies, dual NICs and mirrored drives. Important Note: Power cords are sold separately!! Interaction Edge has dual redundant power supplies! Warranty - 3 year Advanced Replacement included. No additional fees.	EA	4,273.06
132-8	SY-014-4.0-IE04-B01	Interaction Edge - 4 Span Gateway	Quad Span E1/T1 1U Gateway Appliance. Note: Does not support Media Server so Call Analysis performed on separate Media Server as needed. Comes standard with dual power supplies dual NICs and mirrored drives. Important Note: Power cords are sold separately!! Interaction Edge has dual redundant power supplies! Warranty - 3 year Advanced Replacement included. No additional fees.	EA	6,765.68
132-8	SY-014-4.0-IE08-B01	Interaction Edge - 8 Span Gateway	Octel Span E1/T1 1U Gateway Appliance. Note: : Does not support Media Server so Call Analysis performed on separate Media Server as needed. Comes standard with dual power supplies dual NICs and mirrored drives. Important Note: Power cords are sold separately!! Interaction Edge has dual redundant power supplies! Warranty - 3 year Advanced Replacement included. No additional fees.	EA	13,531.35
132-8	SY-014-4.0-MSAL8-3CP-B02	Interaction Media Server - Large Appliance (3yr CP) - Gen8	[DL360-Gen8] Media Server Appliance for up to 960 points. Interaction Media Server 4.0 and Interaction SIP Proxy 4.0 R2 preinstalled. Media Sessions and SIP Proxy licenses sold separately. Important Note: Comes bundled with advanced iLo and 3 year registered global care pack providing 3 years warranty service to all serviced locations around the globe.	EA	7,595.60
132-8	SY-014-4.0-MSAL8-5CP-B02	Interaction Media Server - Large Appliance (5yr CP) - Gen8	[DL360-Gen8] Media Server Appliance for up to 960 points. Interaction Media Server 4.0 and Interaction SIP Proxy 4.0 R2 preinstalled. Media Sessions and SIP Proxy licenses sold separately. Important Note: Comes bundled with advanced iLo and 5 year registered global care pack providing 5 years warranty service to all serviced locations around the globe.	EA	9,115.86
132-8	SY-014-4.0-MSAM8-3CP-B02	Interaction Media Server - Medium Appliance (3yr CP) - Gen8	[DL360-Gen8] Media Server Appliance for up to 480 points. Interaction Media Server 4.0 and Interaction SIP Proxy 4.0 R2 preinstalled. Media Sessions and SIP Proxy licenses sold separately. Important Note: Comes bundled with advanced iLo and 3 year registered global care pack providing 3 years warranty service to all serviced locations around the globe.	EA	6,646.03
132-8	SY-014-4.0-MSAM8-5CP-B02	Interaction Media Server - Medium Appliance (5yr CP) - Gen8	[DL360-Gen8] Media Server Appliance for up to 480 points. Interaction Media Server 4.0 and Interaction SIP Proxy 4.0 R2 preinstalled. Media Sessions and SIP Proxy licenses sold separately. Important Note: Comes bundled with advanced iLo and 5 year registered global care pack providing 5 years warranty service to all serviced locations around the globe.	EA	8,166.29
132-8	SY-014-4.0-UPMM	Medium MSSP 4.0 Upgrade Kit - 160G6	Upgrades 3.0 Medium Media Server Appliance to 4.0 Media Server Appliance. Comes with Windows Server 2008 license. Image delivered on a USB key. Important Note: this upgrade	EA	403.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			does yet include migration of configuration or data. Serial # of unit required in shipping instructions.		
132-8	SY-014-4.0-UPSM	Small MSSP 4.0 Upgrade Kit - 120G6	Upgrades 3.0 Small Media Server Appliance to 4.0 Media Server Appliance. Comes with Windows Server 2008 license. Image delivered on a USB key. Important Note: this upgrade does yet include migration of configuration or data. Serial # of unit required in shipping instructions.	EA	403.00
132-8	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.	EA	12,475.87
132-8	TH-508-AC24V3PUPB	Universal Power Supply for SP IP 321, 331, 335, 450 - North	24V, 0.5 A 3-prong, Universal Power Supply with NA Plug. Good for IP 321,331,335,450. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC24V3PUPB-012	Universal Power Supply for SP IP 321, 331, 335, 450 - Aus/NZ	24V, 0.5 A 3-prong, Universal Power Supply with Aus/NZ Plug. Good for IP 321,331,335,450. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC24V3PUPB-015	Universal Power Supply for SP IP 321, 331, 335, 450 - UK (5)	24V, 0.5 A 3-prong, Universal Power Supply with UK Plug. Good for IP 321,331,335,450. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC24V3PUPB-119	Universal Power Supply for SP IP 321, 331, 335, 450 - Swiss	24V, 0.5 A 3-prong, Universal Power Supply with Swiss Plug. Good for IP 321,331,335,450. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC24V3PUPB-122	Universal Power Supply for SP IP 321, 331, 335, 450 - Europe	24V, 0.5 A 3-prong, Universal Power Supply with European Plug. Good for IP 321,331,335,450. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC24V3PUPB1P	Universal Power Supply for SP IP 321, 331, 335, 450 - North	Universal Power Supply for SPIP 321, SPIP 331, SPIP 33 SPIP 450. 1-pack, 24V, 0.5A, NA power plug. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included.	EA	22.11

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Maintenance and Support - 3 years with maintained ININ Software. No additional fees.		
132-8	TH-508-AC24VUPB	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 6	24V, 0.5 A, Universal Power Supply with NA Plug. Good for IP 320,330,430,550,601,650. Sold in packs of 5. Important Note: Drop ship only! 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.	EA	88.66
132-8	TH-508-AC24VUPB-015	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 6	24V, 0.5 A, Universal Power Supply with UK Plug. Good for IP 320,330,430,550,601,650. Sold in packs of 5. Important Note: Drop ship only! 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.	EA	88.66
132-8	TH-508-AC24VUPB-122	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 6	24V, 0.5 A, Universal Power Supply with European Plug. Good for IP 320,330,430,550,601,650. Sold in packs of 5. Important Note: Drop ship only! 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.	EA	88.66
132-8	TH-508-AC24VUPB1P	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 6	Universal Power Supply for SPIP 320, 330, 430, 550, 601 & 650. 1-pack, 24V, 0.5A, NA power plug. 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.	EA	22.11
132-8	TH-508-AC48VUPB	Universal Power Supply for VVX500, IP 560 & 670 - North Amer	48V, 0.4A, Universal Power Supply with NA Plug. Good for VVX500, SP IP 560 & 670. Sold in packs of 5. 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.	EA	135.01
132-8	TH-508-AC48VUPB-012	Universal Power Supply for VVX500, IP 560 & 670 - Aus/NZ (5	48V, 0.4A, Universal Power Supply with Australian/New Zealand Plug. Good for VVX500, SP IP 560 & 670. Sold in packs of 5. 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.	EA	135.01
132-8	TH-508-AC48VUPB-015	Universal Power Supply for VVX500, IP 560 & 670 - UK (5 Pack	48V, 0.4A, Universal Power Supply with UK Plug. Good for SP IP 560 and 670. VVX500, Sold in packs of 5. 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.	EA	135.01

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	TH-508-AC48VUPB-122	Universal Power Supply for VVX500, IP 560 & 670 - European (48V, 0.4A, Universal Power Supply with European Plug. Good for VVX500, SP IP 560 & 670. Sold in packs of 5. 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.	EA	135.01
132-8	TH-508-AC48VUPB1P	Universal Power Supply for VVX500, IP 560 & 670 - North Amer	Universal Power Supply for SoundPoint IP 560 and 670, VVX 500/600 and VVX 1500 Product Family. 1-pack, 48V, 0.4A, NA power plug. 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.	EA	30.97
132-8	TH-508-AC48VVVX34	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 4	48V 0.4A, Universal Power Supply with NA Plug. Good for IP VVX 300, 310, 400, 410. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC48VVVX34-002	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack.	Universal Power Supply for VVX 300, 310, 400, 410. 48V, 0.4A, with with Japanese power plug. Sold in packs of 5.	EA	88.66
132-8	TH-508-AC48VVVX34-012	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 4	48V 0.4A, Universal Power Supply with Aus/NZ Plug. Good for VVX 300, 310, 400, 410. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC48VVVX34-015	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 4	48V 0.4A, Universal Power Supply with UK Plug. Good for VVX 300, 310, 400, 410. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC48VVVX34-122	48V 0.4A, Universal Power Supply with European Plug. Good fo	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 48V, 0.4A - European (5 Pack) 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.	EA	88.66
132-8	TH-508-AC48VVVX341P	Universal Power Supply for VVX 300, 310, 400, 410. 1-pack, 4	Universal Power Supply for VVX 300, 310, 400, 410. 1-pack, 48V, 0.4A, NA power plug. 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.	EA	22.11
132-8	TH-508-ACCVS5600	Add-on Camera for VVX 500, 600	VVX Camera. Plug-n-Play USB camera for use with the VVX 500 and VVX 600 Business Media phones. Important Note: 2-3 week lead time.	EA	124.93

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			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.		
132-8	TH-508-ACHDHS5P	HD-Voice handset and cord for IP335, IP 450, IP 550, IP 560,	5-pk HD-Voice handset and cord for IP335, IP 450, IP 550, IP 560, IP 650, IP 670, VVX 500 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.	EA	79.59
132-8	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. 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.	EA	62.47
132-8	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 5000. Power Insertion Cable. Excludes Brazil. 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.	EA	97.98
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	277.06

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	TH-508-ACIP60PS	Universal Power Supply for IP 6000 - North America	100-240V, 0.4A, 48V/19W, 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.	EA	97.98
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	277.06
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	97.98
132-8	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.	EA	287.14

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			<p>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.</p>		
132-8	TH-508-PHS670EM	Polycom SoundPoint IP 670 Color Display Expansion Module	<p>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.</p>	EA	287.14
132-8	TH-508-PHS00331	Polycom SoundPoint IP 331 SIP 2-line Desktop Phone - Power S	<p>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.</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	91.93
132-8	TH-508-PHS00335	Polycom SoundPoint IP 335 SIP 2-line Desktop Phone - Power S	<p>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.</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	122.92
132-8	TH-508-PHS00450POE	Polycom SoundPoint IP 450 SIP 3-line Desktop Phone - Power S	<p>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.</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	190.42

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	TH-508-PHS00560	Polycom SoundPoint IP 560 SIP 4-line Desktop Phone - Power S	<p>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. Important Note: Drop ship only!</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	276.06
132-8	TH-508-PHS2WSSDE	SoundStation 2W Expandable - NA Only	<p>SoundStation2W (Expandable) 1.9GHz DECT 6.0 Wireless. Includes Base Station (PSTN), 2 100-240V AC power supplies, 2 power cords with US plug, 24 hour talk time battery, 2.8m/9ft telco cable, 1.2m/4ft mobile phone cable (2.5mm), secure voice encryption. [2200-07800-160] Important Note: Drop Ship only!</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	734.47
132-8	TH-508-PHS300POE	VVX 300 PoE	<p>VVX 300 6-line Desktop Phone with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	100.75
132-8	TH-508-PHS310GE	VVX 310 GigE PoE	<p>VVX 310 6-line Desktop Phone Gigabit Ethernet with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>Warranty - 3 years Advanced Replacement included.</p>	EA	125.94

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			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.		
132-8	TH-508-PHS500BP	Polycom VVX 500 SIP 12-line Business Media Phone with HD Voi	VVX 500 12-line Business Media Phone with HD Voice. POE. Ships without power supply. 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.	EA	233.74
132-8	TH-508-PHS500PE	Polycom SoundStation IP 5000 Conference Phone - Power Supply	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. 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.	EA	368.75
132-8	TH-508-PHS550POE	Polycom SoundPoint IP 550 SIP 4-line Desktop Phone - Power S	SoundPoint IP 550, 4-line SIP Desktop Phone. PoE Support. Excludes Brazil. Does not include Universal Power Supply or Plug. Important Note: Drop ship only! 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.	EA	218.63
132-8	TH-508-PHS600BP	Polycom VVX 600 SIP 16-line Business Media Phone with HD Voi	VVX 600 16-line Business Media Phone with built-in Bluetooth and HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0	EA	291.17

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			<p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>		
132-8	TH-508-PHS600PE	Polycom SoundStation IP 6000 Conference Phone - Power Supply	<p>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.</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	572.26
132-8	TH-508-PHS650POE	Polycom SoundPoint IP 650 SIP 6-line Desktop Phone - Power S	<p>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. Important Note: Drop ship only!</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	268.00
132-8	TH-508-PHS700PE	Polycom SoundStation IP 7000 Conference Phone - Power Supply	<p>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.</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	824.14

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Telephones that have been opened will only be accepted for return if there is a warranty issue.		
132-8	TH-600-ACMPCAU	AudioCodes Media Pack 11x Power Cord - Australian Plug	Power Cord and Australian Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	EA	3.02
132-8	TH-600-ACMPCBR	AudioCodes Media Pack Power Cord - Brazilian Plug	Power Cord and Brazilian Plug for AudioCodes Media Pack gateway.	EA	3.02
132-8	TH-600-ACMPCEU	AudioCodes Media Pack 11x Power Cord - Euro Plug	Power Cord and EU Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 use a standard power cord.	EA	3.02
132-8	TH-600-ACMPCJP	AudioCodes Media Pack Power Cord - Japan Plug	Power Cord and Japan Plug for AudioCodes Media Pack gateway.	EA	5.04
132-8	TH-600-ACMPCNA	AudioCodes Media Pack 11x Power Cord - North American Plug	Power Cord and North American Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 use a standard power cord. 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.	EA	3.02
132-8	TH-600-ACMPCSA	AudioCodes Media Pack 11x Power Cord - South African Plug	Power Cord and South African Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	EA	3.02
132-8	TH-600-ACMPCSW	AudioCodes Media Pack Power Cord - Swiss Plug	Power Cord and Swiss Plug for AudioCodes Media Pack gateway.	EA	3.02
132-8	TH-600-ACMPCUK	AudioCodes Media Pack 11x Power Cord - UK Plug	Power Cord and UK Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	EA	3.02
132-8	TH-600-EUPOEINJ	Single Port PoE Injector - European	Single Port PoE Injector with European power cord.	EA	18.14
132-8	TH-600-NAPOEINJ	Single Port PoE Injector - North America	Single Port PoE Injector with North American power cord.	EA	18.14
132-8	TH-600-PCSTDAU	Standard Power Cord - Australian	Standard Australian Power Cord for servers and gateways.	EA	4.28
132-8	TH-600-PCSTDBR	Standard Power Cord - Brazilian	Standard Brazilian Power Cord for servers and gateways.	EA	4.28
132-8	TH-600-PCSTDEU	Standard Power Cord - Euro	Standard Euro Power Cord for servers and gateways.	EA	4.28
132-8	TH-600-PCSTDJP	Standard Power Cord - Japan	Standard Japan Power Cord for servers and gateways.	EA	4.79
132-8	TH-600-PCSTDNA	Standard Power Cord - North American	Standard North American Power Cord for servers and gateways.	EA	4.28
132-8	TH-600-PCSTDSW	Standard Power Cord - Swiss	Standard Swiss Power Cord for servers and gateways.	EA	4.28
132-8	TH-600-PCSTDUK	Standard Power Cord - UK	Standard UK Power Cord for servers and gateways.	EA	4.28
132-8	TH-600-UKPOEINJ	Single Port PoE Injector - UK	Single Port PoE Injector with UK power cord.	EA	18.14

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	TH-502-SVDL160G61X-HP	1 Year Extension DL160 G6	Extend a 3 year Care Pack another 1 year at a time on a DL160 G6 for up to 5 years total from original sale date. The first extension can only be purchased 33 months into the 3 year warranty.	EA	401.99
132-8	TH-502-SVDL360G71X-HP	1 Year Extension DL360 G7	Extend a 3 year Care Pack another 1 year at a time on a DL360 G7 for up to 5 years total from original sale date. The first extension can only be purchased 33 months into the 3 year warranty.	EA	891.64
132-8	TH-502-SVDL380G71X-HP	1 Year Extension DL380 G7	Extend a 3 year Care Pack another 1 year at a time on a DL380 G7 for up to 5 years total from original sale date. The first extension can only be purchased 33 months into the 3 year warranty.	EA	1,107.24
132-8	TH-508-AC24V3PUPB1P	Universal Power Supply for SP IP 321, 331, 335, 450 - North	Universal Power Supply for SPIP 321, SPIP 331, SPIP 33 SPIP 450. 1-pack, 24V, 0.5A, NA power plug. 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.	EA	22.11
132-8	TH-508-AC24VUPB1P	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 6	Universal Power Supply for SPIP 320, 330, 430, 550, 601 & 650. 1-pack, 24V, 0.5A, NA power plug. 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.	EA	22.11
132-8	TH-508-AC48VUPB1P	Universal Power Supply for VVX500, IP 560 & 670 - North Amer	Universal Power Supply for SoundPoint IP 560 and 670, VVX 500/600 and VVX 1500 Product Family. 1-pack, 48V, 0.4A, NA power plug. 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.	EA	30.97
132-8	TH-508-AC48VVVX34	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 4	48V 0.4A, Universal Power Supply with NA Plug. Good for IP VVX 300, 310, 400, 410. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC48VVVX34-002	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack.	Universal Power Supply for VVX 300, 310, 400, 410. 48V, 0.4A, with with Japanese power plug. Sold in packs of 5.	EA	88.66
132-8	TH-508-AC48VVVX34-012	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 4	48V 0.4A, Universal Power Supply with Aus/NZ Plug. Good for VVX 300, 310, 400, 410. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC48VVVX34-015	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 4	48V 0.4A, Universal Power Supply with UK Plug. Good for VVX 300, 310, 400, 410. Sold in packs of 5. Important Note: Lead time can be 2-3 weeks.	EA	88.66

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.		
132-8	TH-508-AC48VVVX34-122	48V 0.4A, Universal Power Supply with European Plug. Good fo	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 48V, 0.4A - European (5 Pack) 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.	EA	88.66
132-8	TH-508-AC48VVVX341P	Universal Power Supply for VVX 300, 310, 400, 410. 1-pack, 4	Universal Power Supply for VVX 300, 310, 400, 410. 1-pack, 48V, 0.4A, NA power plug. 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.	EA	22.11
132-8	TH-508-ACCVVS5600	Add-on Camera for VVX 500, 600	VVX Camera. Plug-n-Play USB camera for use with the VVX 500 and VVX 600 Business Media phones. Important Note: 2-3 week lead time. 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.	EA	124.93
132-8	TH-508-PHS300POE	VVX 300 PoE	VVX 300 6-line Desktop Phone with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0 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.	EA	100.75
132-8	TH-508-PHS310GE	VVX 310 GigE PoE	VVX 310 6-line Desktop Phone Gigabit Ethernet with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0 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.	EA	125.94
132-8	TH-508-PHS400POE	VVX 400 PoE	VVX 400 12-line Desktop Phone with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0. Drop	EA	150.12

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			<p>ship only!</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>		
132-8	TH-508-PHS410GE	VVX 410 GigE PoE	<p>VVX 410 12-line Desktop Phone Gigabit Ethernet with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0. Drop ship only!</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	174.30
132-8	TH-508-PHS500BP	Polycm VVX 500 SIP 12-line Business Media Phone with HD Voi	<p>VVX 500 12-line Business Media Phone with HD Voice. POE. Ships without power supply.</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	233.74
132-8	TH-705-AC10RMSB	10 Rack Mounting Shelves - Bulk Pack for MP-11x	<p>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.</p> <p>Warranty - 3 year Advanced Replacement included. No additional fees.</p>	EA	131.99
132-8	TH-705-AC8RMK	M800 Rackmount Kit	<p>Mediant 800 Rackmount Kit, includes 10 sets of brackets with screws.</p> <p>Warranty - 3 year Advanced Replacement included. No additional fees.</p>	EA	80.71
132-8	TH-705-ACLC25PK	MP Lifeline Cables 25/Pk	<p>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.</p>	EA	56.97

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Warranty - 3 year Advanced Replacement included. No additional fees.		
132-8	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. Warranty - 3 year Advanced Replacement included. No additional fees.	EA	94.01
132-8	TH-705-PH00420HDG	AudioCodes 420HD GigE IP Phone	Audiocodes 420HDG, 2-line SIP Desktop Phone. Gigabit Ethernet with Integrated 2-port 10/100/1000 Ethernet Switch and PoE Support. RJ Headset Jack. Does Not Include Universal Power Supply or Plug.	EA	99.74
132-8	TH-705-GWMP12FS	MP-112/FXS/AC/SIP (G.723, G.729)	2 channel analog, FXS, embedded SIP and LBR Coders	EA	199.41
132-8	TH-705-GWMP14FO	MP-114/FXO/AC/SIP (G.723, G.729)	4 channel analog, FXO, embedded SIP and LBR Coders	EA	425.41
132-8	TH-705-GWMP14FS	MP-114/FXS/AC/SIP (G.723, G.729)	4 channel analog, FXS, embedded SIP and LBR Coders	EA	387.42
132-8	TH-705-GWMP14FSO	MP-114 /2FXS2FXO /AC	4 channels analog (2FXS/2FXO) VoIP Gateway	EA	406.42
132-8	TH-705-GWMP18FO	MP-118/FXO/AC/SIP (G.723, G.729)	8 channel analog, FXO, embedded SIP and LBR Coders	EA	753.01
132-8	TH-705-GWMP18FS	MP-118/FXS/AC/SIP (G.723, G.729)	8 channel analog, FXS, embedded SIP and LBR Coders	EA	690.34
132-8	TH-705-GWMP18FSO	MP-118 /4FXS4FXO /AC	8 channels analog (4FXS/4FXO) VoIP Gateway. 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.	EA	721.67
132-8	TH-705-GWMP24FS	MP-124D/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.	EA	1,518.36
132-8	TH-705-M1K4BRI	M1K-VM-4BRI	Mediant 1000 BRI Module - Quad span	EA	436.80
132-8	TH-705-MDM1000LEM	Mediant 1000B LAN Extension Module	Mediant 1000B SBC LAN extension required to add SBC functionality. 4 ports LAN switching extension module for 2 Active/Standby pairs of GE interfaces (for a total of 3 Active/Standby pairs of GE interfaces on Mediant 1000B)	EA	176.31
132-8	TH-705-MDM1K4FXO	M1K-M-VM-4FXO	Mediant 1000 Analog Voice Module - Quad FXO	EA	272.53
132-8	TH-705-MDM1K4FXS	M1K-M-VM-4FXS	Mediant 1000 Analog Voice Module - Quad FXS	EA	257.33
132-8	TH-705-MDM1KVM1S	M1K-M-VM-1SPAN	Mediant 1000 Digital Voice Module - Single span	EA	2,018.78
132-8	TH-705-MDM1KVM2S	M1K-M-VM-2SPAN	Mediant 1000 Digital Voice Module - Dual Span	EA	3,265.57

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	TH-705-MDM1KVM4S	M1K-M-VM-4SPAN	Mediant 1000 Digital Voice Module - Quad Span	EA	6,690.66
132-8	TH-705-GWM101T1B	Mediant 1000 B 1 Span	Mediant 1000 VoIP Gateway, Digital B chassis, 1 E1/T1, SIP package. Includes single module of 1 span E1/T1, dual 10/100/1000BaseT Ethernet, and dual AC power supplies. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP, including G.711/723.1/726/727/729AB Vocoders. 5 open modules. note: With 6.8 firmware, it supports added capacity up to 6E1/6T1. Some units may require a license update to support the added capacity with 6.8. 6.8 may not be preloaded on these units until Q4 2015	EA	3,655.84
132-8	TH-705-GWM102T1B	Mediant 1000 B 2 Spans	Mediant 1000 VoIP Gateway, Digital B chassis, 2 E1/T1, SIP package. Includes single module of 2 spans E1/T1, dual 10/100/1000BaseT Ethernet, and dual AC power supplies. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP, including G.711/723.1/726/727/729AB Vocoders. 5 open modules. note: With 6.8 firmware, it supports added capacity up to 6E1/6T1. Some units may require a license update to support the added capacity with 6.8. 6.8 may not be preloaded on these units until Q4 2015	EA	4,899.77
132-8	TH-705-GWM104T1B	Mediant 1000 B 4 spans	Mediant 1000 VoIP Gateway, Digital B chassis, 4 E1/T1, SIP Package. Includes single module of 4 spans E1/T1, dual 10/100/1000BaseT Ethernet, and dual AC power supplies. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP, including G.711/723.1/726/727/729AB Vocoders. 5 open modules. note: With 6.8 firmware, it supports added capacity up to 6E1/6T1. Some units may require a license update to support the added capacity with 6.8. 6.8 may not be preloaded on these units until Q4 2015.	EA	8,327.72
132-8	TH-705-GWM812FXO	Mediant 800 12FXO - OSN	Mediant 800 with 12 FXO analog ports and the OSN server module for ININ Media Server and SIP Proxy software expansion. Media Sessions and SIP Proxy licenses sold separately. Important Note: While supplies last.	EA	2,136.53
132-8	TH-705-GWM812FXS	Mediant 800 12FXS - OSN	Mediant 800 with 12 FXS analog ports and the OSN server module for ININ Media Server and SIP Proxy software expansion. Media Sessions and SIP Proxy licenses sold separately. Important Note: While supplies last.	EA	2,136.53
132-8	TH-705-GWM884FXS	Mediant 800 8FXO-4FXS - OSN	Mediant 800 with 8 FXO and 4 FXS analog ports and the OSN server module for ININ Media Server and SIP Proxy software expansion. Media Sessions and SIP Proxy licenses sold separately. Important Note: While supplies last.	EA	2,136.53
132-8	TH-705-GWM8TE14FXS	Mediant 800 T1/E1-4FXS - OSN	Mediant 800 with 1 T1/E1 digital span and 4 FXS analog ports - plus, the OSN server module for ININ Media Server and SIP Proxy software expansion. Media Sessions and SIP Proxy licenses sold separately. Important Note: While supplies last.	EA	3,797.33
132-8	TH-705-M1K1-1YEX	1 Year Warranty Extension - Mediant 1000 1-Span	Extend the standard 3 year warranty on Mediant 1000 1-Span one year. Warranty cannot exceed 6 years from original ship date.	EA	579.31
132-8	TH-705-M1K1-2YEX	2 Year Warranty Extension - Mediant 1000 1-Span	Extend the standard 3 year warranty on Mediant 1000 1-Span two years. Warranty cannot exceed 6 years from original ship date	EA	1,158.63
132-8	TH-705-M1K1-3YEX	3 Year Warranty Extension - Mediant 1000 1-Span	Extend the standard 3 year warranty on Mediant 1000 1-Span three years. Warranty cannot exceed 6 years from original ship date.	EA	1,712.75
132-8	TH-705-M1K2-1YEX	1 Year Warranty Extension - Mediant 1000 2-Span	Extend the standard 3 year warranty on Mediant 1000 2-Span one year. Warranty cannot exceed 6 years from original ship date.	EA	856.38
132-8	TH-705-M1K2-2YEX	2 Year Warranty Extension - Mediant 1000 2-Span	Extend the standard 3 year warranty on Mediant 1000 2-Span two years. Warranty cannot exceed 6 years from original ship date.	EA	1,712.75
132-8	TH-705-M1K2-3YEX	3 Year Warranty Extension - Mediant 1000 2-Span	Extend the standard 3 year warranty on Mediant 1000 2-Span three years. Warranty cannot exceed 6 years from original ship date.	EA	2,569.13

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	TH-705-M1K4-1YEX	1 Year Warranty Extension - Mediant 1000 4-Span	Extend the standard 3 year warranty on Mediant 1000 4-Span one year. Warranty cannot exceed 6 years from original ship date.	EA	1,385.31
132-8	TH-705-M1K4-2YEX	2 Year Warranty Extension - Mediant 1000 4-Span	Extend the standard 3 year warranty on Mediant 1000 4-Span two years. Warranty cannot exceed 6 years from original ship date.	EA	2,770.63
132-8	TH-705-M1K4-3YEX	3 Year Warranty Extension - Mediant 1000 4-Span	Extend the standard 3 year warranty on Mediant 1000 4-Span three years. Warranty cannot exceed 6 years from original ship date.	EA	4,155.94
132-8	TH-508-AC24V3PUPB	Universal Power Supply for SP IP 321, 331, 335, 450 - North	24V, 0.5 A 3-prong, Universal Power Supply with NA Plug. Good for IP 321,331,335,450. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC24VUPB	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 6	24V, 0.5 A, Universal Power Supply with NA Plug. Good for IP 320,330,430,550,601,650. Sold in packs of 5. Important Note: Drop ship only! 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.	EA	88.66
132-8	TH-508-AC48VUPB	Universal Power Supply for VVX500, IP 560 & 670 - North Amer	48V, 0.4A, Universal Power Supply with NA Plug. Good for VVX500, SP IP 560 & 670. Sold in packs of 5. 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.	EA	135.01
132-8	TH-508-ACHDHS5P	HD-Voice handset and cord for IP335, IP 450, IP 550, IP 560,	5-pk HD-Voice handset and cord for IP335, IP 450, IP 550, IP 560, IP 650, IP 670, VVX 500 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.	EA	79.59
132-8	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 5000. Power Insertion Cable. Excludes Brazil. 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.	EA	97.98
132-8	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. 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.	EA	277.06
132-8	TH-508-ACIP60PS	Universal Power Supply for IP 6000 - North America	100-240V, 0.4A, 48V/19W, 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.	EA	97.98

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	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. 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.	EA	277.06
132-8	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. 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.	EA	97.98
132-8	TH-508-PHS00335	Polycom SoundPoint IP 335 SIP 2-line Desktop Phone - Power S	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. 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.	EA	122.92
132-8	TH-508-PHS00450POE	Polycom SoundPoint IP 450 SIP 3-line Desktop Phone - Power S	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. 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.	EA	190.42
132-8	TH-508-PHS1500BP	Polycom VVX 1500 SIP 6-line Business Media Phone with HD Voi	VVX 1500 6-line Business Media Phone with video capability and HD Voice. Compatible Partner platforms: 2 and 9. Ships without power supply. Important Note: 2-3 week lead time. This phone is not available in CIC provisioning	EA	704.24
132-8	TH-508-PHS500PE	Polycom SoundStation IP 5000 Conference Phone - Power Supply	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. Important Note: Lead times can be 2-3 weeks.	EA	368.75

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			<p>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.</p>		
132-8	TH-508-PHS600PE	Polycom SoundStation IP 6000 Conference Phone - Power Supply	<p>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.</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	572.26
132-8	TH-508-PHS650EM	Polycom SoundPoint IP 650 Backlit Expansion Module	<p>Polycom SoundPoint IP 650 Backlit Expansion Module. AC power required when using more than 1 module.</p> <p>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.</p>	EA	287.14
132-8	TH-508-PHS700PE	Polycom SoundStation IP 7000 Conference Phone - Power Supply	<p>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.</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	824.14
132-8	TH-600-ACMPCNA	AudioCodes Media Pack 11x Power Cord - North American Plug	<p>Power Cord and North American Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 use a standard power cord.</p> <p>Warranty - 3 year Advanced Replacement included. No additional fees. Maintenance - 3 years included. No additional fees.</p>	EA	3.02

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Support - 3 years included. Only supported with maintained ININ software. No additional fees.		
132-8	TH-705-GWMP14FO	MP-114/FXO/AC/SIP (G.723, G.729)	4 channel analog, FXO, embedded SIP and LBR Coders	EA	425.41
132-8	TH-554-HDSPLAPP51	Plantronics EHS Cable APP-51 - North America	Plantronics APP-51 EHS Cable for CS500/SAVI headset & Polycom phones 38439-11 2 Year Manufacturer Warranty. Available in North America only!	EA	60.45
132-8	TH-554-HDSPLCS540	Plantronics CS540 Wireless Headset - North America	Plantronics - Savi W745 Unlimited Talk Time, DECT, Convertible Headset (OTH or OTE) with additional battery 86507-01 2 Year Manufacturer Warranty. Available in North America only!	EA	226.69
132-8	TH-554-HDSPLHW251N	Plantronics HW251N Monaural Headset - North America	Plantronics HW251, SupraPlus Monaural NC Headset 64338-31 2 Year Manufacturer Warranty. Available in North America only!	EA	72.54
132-8	TH-554-HDSPLHW261N	Plantronics HW261N Duo Headset - North America	Plantronics HW261, SupraPlus Duo Headset, NC 64339-31 2 Year Manufacturer Warranty. Available in North America only!	EA	87.15
132-8	TH-554-HDSPLM22A	Plantronics Vista M22 Amplifier - North America	Plantronics Vista M22 Amplifier 43596-40 2 Year Manufacturer Warranty. Available in North America only!	EA	84.63
132-8	TH-554-HDSPLU10P	Plantronics H Series QD Cable U10P - North America	Plantronics H Series Polaris Coil Cord to QD Modular Plug (U10P) 27190-01 2 Year Manufacturer Warranty. Available in North America only!	EA	31.74
132-8	TH-554-HDSPLW745	Plantronics W745 Savi Wireless Headset - North America	Plantronics - Savi W745 Unlimited Talk Time, DECT, Convertible Headset (OTH or OTE) with additional battery 86507-01 2 Year Manufacturer Warranty. Available in North America only!	EA	317.36
132-8	TH-554-HDSPLYTNCL	Plantronics Y Trainer Cable - North America	Plantronics Y Trainer Adapter with Mute 27019-03 2 Year Manufacturer Warranty. Available in North America only!	EA	28.21
132-8	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. Important Note: Q1 2013 lead times may be 8 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.	EA	49.37
132-8	TH-900-SIPSTATION2	Interaction SIP Station II	Desktop SIP Phone with integrated 2-port 10/100/1000 Ethernet switch, Dialpad 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. Important Note: Q1 2013 lead times may be 8 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.	EA	69.52

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Telephones that have been opened will only be accepted for return if there is a warranty issue.		
132-8	TH-900-SIPSTATION2-S	Interaction SIP Station II - Standalone	Desktop SIP Phone with integrated 2-port 10/100/1000 Ethernet switch, Dialpad 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. Important Note: Q1 2013 lead times may be 8 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.	EA	88.66
132-8	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. Important Note: Q1 2013 lead times may be 8 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.	EA	75.56
132-8	TH-900-3.0-HPLLIAS-B01	Long Life Compatibility Server	[DL360 G7] Windows 2003 Enterprise imaged server for long life application compatibility. This server is also loaded with a Windows 2008 Enterprise image for easy upgrade. Important Note: This server is no longer available from HP. Limited quantity available. These servers may not come with full 3yr manufacturer's warranty and they are not bundled with care pack. Check with global logistics for quotes to add 3 and 5 year care packs.	EA	8,563.75
132-8	TH-900-4.0-HPIAS3608L-3CP-B02	Interaction Application Server 360 (3yr CP) - Large	[DL360 Gen8] Typical Uses: - Development CIC Server - SIP Proxy - Media Server - Session Manager - Director - ASR or TTS - Status Aggregator - Web Services - IVR Only Includes internal USB recovery system to quickly and easily restore to factory image. Bundled with 3yr global care pack!	EA	8,058.99
132-8	TH-900-4.0-HPIAS3608M-3CP-B02	Interaction Application Server 360 (3yr CP) - Medium	[DL360 Gen8] Typical Uses: - Development CIC Server - SIP Proxy - Media Server - Session Manager - Director - ASR or TTS - Status Aggregator - Web Services - IVR Only Includes internal USB recovery system to quickly and easily restore to factory image. Bundled with 3yr global care pack!	EA	7,051.49
132-8	TH-900-4.0-HPIAS3608M-5CP-B02	Interaction Application Server 360 (5yr CP) - Medium	[DL360 Gen8] Typical Uses: - Development CIC Server - SIP Proxy - Media Server - Session Manager - Director - ASR or TTS - Status Aggregator - Web Services - IVR Only Includes internal USB recovery system to quickly and easily restore to factory image. Bundled with 5yr global care pack!	EA	8,664.50
132-8	TH-900-4.0-HPIAS3609L	Interaction Application Server - Large Appliance - Gen9	Interaction Application Server - Large Appliance - Gen9	EA	8,965.74

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			DOES NOT INCLUDE CARE PACK 3-Year Care Pack and 5-Year Care Pack sold separately.		
132-8	TH-900-4.0-HPIAS3609M	Interaction Application Server - Medium Appliance - Gen9	Interaction Application Server - Medium Appliance - Gen9 **DOES NOT INCLUDE CARE PACK** 3-Year Care Pack and 5-Year Care Pack sold separately.	EA	6,950.74
132-8	TH-900-4.0-HPIAS3808-3CP-B02	Interaction Application Server 380 (3yr CP)	[DL380 Gen8] Typical Uses: - Storage Server - RCS and Capture Server - Large Database Server SQL License sold separately. Includes internal USB recovery system to quickly and easily restore to factory image. Bundled with 3yr global care pack!	EA	11,081.49
132-8	TH-900-4.0-HPIAS3808-5CP-B02	Interaction Application Server 380 (5yr CP)	[DL380 Gen8] Typical Uses: - Storage Server - RCS and Capture Server - Large Database Server SQL License sold separately. Includes internal USB recovery system to quickly and easily restore to factory image. Bundled with 5yr global care pack!	EA	13,095.49
132-8	TH-900-4.0-HPIAS3809	Interaction Application Server - Extra Large Appliance - Gen	Interaction Application Server - Extra Large Appliance - Gen9 **DOES NOT INCLUDE CARE PACK** 3-Year Care Pack and 5-Year Care Pack sold separately.	EA	12,793.24
132-8	SY-014-4.0-IE00-B01	Interaction Edge - Media Server Appliance	1U Interaction Media Server Appliance for up to 240 points. No Gateway functionality included. Interaction Media Server 4.0 and Interaction SIP Proxy 4.0 R2 preinstalled. Media Sessions and SIP Proxy licenses sold separately. Comes standard with dual power supplies, dual NICs and mirrored drives. Important Note: Power cords are sold separately!! Interaction Edge has dual redundant power supplies! Warranty - 3 year Advanced Replacement included. No additional fees.	EA	2,848.71
132-8	SY-014-4.0-IE01-B01	Interaction Edge - 1 Span Gateway	Single Span E1/T1 1U Gateway Appliance with Interaction Media Server 4.0 for up to 120 points and Interaction SIP Proxy 4.0 R2 preinstalled. Media Sessions and SIP Proxy licenses sold separately. Comes standard with dual power supplies, dual NICs and mirrored drives. Important Note: Power cords are sold separately!! Interaction Edge has dual redundant power supplies! Warranty - 3 year Advanced Replacement included. No additional fees.	EA	3,323.49
132-8	SY-014-4.0-IE02-B01	Interaction Edge - 2 Span Gateway	Dual Span E1/T1 1U Gateway Appliance with Interaction Media Server 4.0 for up to 120 points and Interaction SIP Proxy 4.0 R2 preinstalled. Media Sessions and SIP Proxy licenses sold separately. Comes standard with dual power supplies, dual NICs and mirrored drives. Important Note: Power cords are sold separately!! Interaction Edge has dual redundant power supplies!	EA	4,273.06

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Warranty - 3 year Advanced Replacement included. No additional fees.		
132-8	SY-014-4.0-IE04-B01	Interaction Edge - 4 Span Gateway	Quad Span E1/T1 1U Gateway Appliance. Note: Does not support Media Server so Call Analysis performed on separate Media Server as needed. Comes standard with dual power supplies dual NICs and mirrored drives. Important Note: Power cords are sold separately!! Interaction Edge has dual redundant power supplies! Warranty - 3 year Advanced Replacement included. No additional fees.	EA	6,765.68
132-8	SY-014-4.0-IE08-B01	Interaction Edge - 8 Span Gateway	Octel Span E1/T1 1U Gateway Appliance. Note: : Does not support Media Server so Call Analysis performed on separate Media Server as needed. Comes standard with dual power supplies dual NICs and mirrored drives. Important Note: Power cords are sold separately!! Interaction Edge has dual redundant power supplies! Warranty - 3 year Advanced Replacement included. No additional fees.	EA	13,531.35
132-8	SY-014-4.0-MSAL8-3CP-B02	Interaction Media Server - Large Appliance (3yr CP) - Gen8	[DL360-Gen8] Media Server Appliance for up to 960 points. Interaction Media Server 4.0 and Interaction SIP Proxy 4.0 R2 preinstalled. Media Sessions and SIP Proxy licenses sold separately. Important Note: Comes bundled with advanced iLo and 3 year registered global care pack providing 3 years warranty service to all serviced locations around the globe.	EA	7,595.60
132-8	SY-014-4.0-MSAL8-5CP-B02	Interaction Media Server - Large Appliance (5yr CP) - Gen8	[DL360-Gen8] Media Server Appliance for up to 960 points. Interaction Media Server 4.0 and Interaction SIP Proxy 4.0 R2 preinstalled. Media Sessions and SIP Proxy licenses sold separately. Important Note: Comes bundled with advanced iLo and 5 year registered global care pack providing 5 years warranty service to all serviced locations around the globe.	EA	9,115.86
132-8	SY-014-4.0-MSAL9	Interaction Media Server - Large Appliance - Gen9	Interaction Media Server - Large Appliance - Gen9 **DOES NOT INCLUDE CARE PACK** 3-Year Care Pack and 5-Year Care Pack sold separately.	EA	8,070.38
132-8	SY-014-4.0-MSAM8-3CP-B02	Interaction Media Server - Medium Appliance (3yr CP) - Gen8	[DL360-Gen8] Media Server Appliance for up to 480 points. Interaction Media Server 4.0 and Interaction SIP Proxy 4.0 R2 preinstalled. Media Sessions and SIP Proxy licenses sold separately. Important Note: Comes bundled with advanced iLo and 3 year registered global care pack providing 3 years warranty service to all serviced locations around the globe.	EA	6,646.03
132-8	SY-014-4.0-MSAM8-5CP-B02	Interaction Media Server - Medium Appliance (5yr CP) - Gen8	[DL360-Gen8] Media Server Appliance for up to 480 points. Interaction Media Server 4.0 and Interaction SIP Proxy 4.0 R2 preinstalled. Media Sessions and SIP Proxy licenses sold separately. Important Note: Comes bundled with advanced iLo and 5 year registered global care pack providing 5 years warranty service to all serviced locations around the globe.	EA	8,166.29
132-8	SY-014-4.0-MSAM9	Interaction Media Server - Medium Appliance - Gen9	Interaction Media Server - Medium Appliance - Gen9 **DOES NOT INCLUDE CARE PACK** 3-Year Care Pack and 5-Year Care Pack sold separately.	EA	6,171.25

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	SY-014-4.0-UPLM-2012	Large MSSP 4.0 Upgrade Kit - DL360G8	Upgrades G8 Large Media Server Appliance from Windows Server 2008 license to Windows Server 2012. Image delivered on a USB key. Important Note: this upgrade does yet include migration of configuration or data. Serial # of unit required in shipping instructions.	EA	453.38
132-8	SY-014-4.0-UPMM	Medium MSSP 4.0 Upgrade Kit - 160G6	Upgrades 3.0 Medium Media Server Appliance to 4.0 Media Server Appliance. Comes with Windows Server 2008 license. Image delivered on a USB key. Important Note: this upgrade does yet include migration of configuration or data. Serial # of unit required in shipping instructions.	EA	403.00
132-8	SY-014-4.0-UPMM-2012	Medium MSSP 4.0 Upgrade Kit - DL360G8	Upgrades G8 Medium Media Server Appliance from Windows Server 2008 license to Windows Server 2012. Image delivered on a USB key. Important Note: this upgrade does yet include migration of configuration or data. Serial # of unit required in shipping instructions.	EA	453.38
132-8	SY-014-4.0-UPSM	Small MSSP 4.0 Upgrade Kit - 120G6	Upgrades 3.0 Small Media Server Appliance to 4.0 Media Server Appliance. Comes with Windows Server 2008 license. Image delivered on a USB key. Important Note: this upgrade does yet include migration of configuration or data. Serial # of unit required in shipping instructions.	EA	403.00
132-8	TH-508-AC24V3PUPB	Universal Power Supply for SP IP 321, 331, 335, 450 - North	24V, 0.5 A 3-prong, Universal Power Supply with NA Plug. Good for IP 321,331,335,450. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC24V3PUPB-012	Universal Power Supply for SP IP 321, 331, 335, 450 - Aus/NZ	24V, 0.5 A 3-prong, Universal Power Supply with Aus/NZ Plug. Good for IP 321,331,335,450. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC24V3PUPB-015	Universal Power Supply for SP IP 321, 331, 335, 450 - UK (5	24V, 0.5 A 3-prong, Universal Power Supply with UK Plug. Good for IP 321,331,335,450. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC24V3PUPB-119	Universal Power Supply for SP IP 321, 331, 335, 450 - Swiss	24V, 0.5 A 3-prong, Universal Power Supply with Swiss Plug. Good for IP 321,331,335,450. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC24V3PUPB-122	Universal Power Supply for SP IP 321, 331, 335, 450 - Europe	24V, 0.5 A 3-prong, Universal Power Supply with European Plug. Good for IP 321,331,335,450. Sold in packs of 5. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included.	EA	88.66

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Maintenance and Support - 3 years with maintained ININ Software. No additional fees.		
132-8	TH-508-AC24V3PUPB1P	Universal Power Supply for SP IP 321, 331, 335, 450 - North	Universal Power Supply for SPIP 321, SPIP 331, SPIP 33 SPIP 450. 1-pack, 24V, 0.5A, NA power plug. 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.	EA	22.11
132-8	TH-508-AC24VUPB	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 6	24V, 0.5 A, Universal Power Supply with NA Plug. Good for IP 320,330,430,550,601,650. Sold in packs of 5. Important Note: Drop ship only! 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.	EA	88.66
132-8	TH-508-AC24VUPB-015	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 6	24V, 0.5 A, Universal Power Supply with UK Plug. Good for IP 320,330,430,550,601,650. Sold in packs of 5. Important Note: Drop ship only! 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.	EA	88.66
132-8	TH-508-AC24VUPB-122	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 6	24V, 0.5 A, Universal Power Supply with European Plug. Good for IP 320,330,430,550,601,650. Sold in packs of 5. Important Note: Drop ship only! 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.	EA	88.66
132-8	TH-508-AC24VUPB1P	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 6	Universal Power Supply for SPIP 320, 330, 430, 550, 601 & 650. 1-pack, 24V, 0.5A, NA power plug. 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.	EA	22.11
132-8	TH-508-AC48VUPB	Universal Power Supply for VVX500, IP 560 & 670 - North Amer	48V, 0.4A, Universal Power Supply with NA Plug. Good for VVX500, SP IP 560 & 670. Sold in packs of 5. 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.	EA	135.01
132-8	TH-508-AC48VUPB-012	Universal Power Supply for VVX500, IP 560 & 670 - Aus/NZ (5)	48V, 0.4A, Universal Power Supply with Australian/New Zealand Plug. Good for VVX500, SP IP 560 & 670. Sold in packs of 5. 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.	EA	135.01

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	TH-508-AC48VUPB-015	Universal Power Supply for VVX500, IP 560 & 670 - UK (5 Pack	48V, 0.4A, Universal Power Supply with UK Plug. Good for SP IP 560 and 670. VVX500, Sold in packs of 5. 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.	EA	135.01
132-8	TH-508-AC48VUPB-122	Universal Power Supply for VVX500, IP 560 & 670 - European (48V, 0.4A, Universal Power Supply with European Plug. Good for VVX500, SP IP 560 & 670. Sold in packs of 5. 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.	EA	135.01
132-8	TH-508-AC48VUPB1P	Universal Power Supply for VVX500, IP 560 & 670 - North Amer	Universal Power Supply for SoundPoint IP 560 and 670, VVX 500/600 and VVX 1500 Product Family. 1-pack, 48V, 0.4A, NA power plug. 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.	EA	30.97
132-8	TH-508-AC48VVVX34	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 4	48V 0.4A, Universal Power Supply with NA Plug. Good for IP VVX 300, 310, 400, 410. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC48VVVX34-002	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack.	Universal Power Supply for VVX 300, 310, 400, 410. 48V, 0.4A, with with Japanese power plug. Sold in packs of 5.	EA	88.66
132-8	TH-508-AC48VVVX34-012	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 4	48V 0.4A, Universal Power Supply with Aus/NZ Plug. Good for VVX 300, 310, 400, 410. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC48VVVX34-015	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 4	48V 0.4A, Universal Power Supply with UK Plug. Good for VVX 300, 310, 400, 410. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC48VVVX34-122	48V 0.4A, Universal Power Supply with European Plug. Good fo	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 48V, 0.4A - European (5 Pack) 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.	EA	88.66
132-8	TH-508-AC48VVVX341P	Universal Power Supply for VVX 300, 310, 400, 410. 1-pack, 4	Universal Power Supply for VVX 300, 310, 400, 410. 1-pack, 48V, 0.4A, NA power plug.	EA	22.11

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			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.		
132-8	TH-508-ACCVVCEM345600	VVX Color Expansion Module for VVX 3xx/4xx/500/600	VVX Color Expansion Module for VVX 300, 310, 400, 410, 500 and 600. Includes AUX cable and attachment hardware. Important Note: Requires firmware 4.1.6 or higher. Please check to make sure provisioning support for that firmware is available. 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.	EA	198.99
132-8	TH-508-ACCVVS5600	Add-on Camera for VVX 500, 600	VVX Camera. Plug-n-Play USB camera for use with the VVX 500 and VVX 600 Business Media phones. Important Note: 2-3 week lead time. 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.	EA	124.93
132-8	TH-508-ACCVVWBK345600	VVX Wallmount Bracket Kit for VVX 3xx/4xx/500/600 - 5 pack	VVX Wallmount Bracket kit. For use with VVX 3xx/4xx/500/600 phone. 5-pack. 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.	EA	37.90
132-8	TH-508-ACHDHS5P	HD-Voice handset and cord for IP335, IP 450, IP 550, IP 560,	5-pk HD-Voice handset and cord for IP335, IP 450, IP 550, IP 560, IP 650, IP 670, VVX 500 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.	EA	79.59
132-8	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. 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.	EA	62.47
132-8	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 5000. Power Insertion Cable. Excludes Brazil. 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.	EA	97.98
132-8	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. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included.	EA	97.98

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Maintenance and Support - 3 years with maintained ININ Software. No additional fees.		
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	277.06
132-8	TH-508-ACIP60PS	Universal Power Supply for IP 6000 - North America	100-240V, 0.4A, 48V/19W, 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.	EA	97.98
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	277.06

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	97.98
132-8	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. 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.	EA	287.14
132-8	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.	EA	287.14
132-8	TH-508-PHS00331	Polycom SoundPoint IP 331 SIP 2-line Desktop Phone - Power S	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. 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.	EA	91.93
132-8	TH-508-PHS00335	Polycom SoundPoint IP 335 SIP 2-line Desktop Phone - Power S	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. Important Note: Lead times can be 2-3 weeks.	EA	122.92

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			<p>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.</p>		
132-8	TH-508-PHS00450POE	Polycom SoundPoint IP 450 SIP 3-line Desktop Phone - Power S	<p>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.</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	190.42
132-8	TH-508-PHS00560	Polycom SoundPoint IP 560 SIP 4-line Desktop Phone - Power S	<p>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. Important Note: Drop ship only!</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	276.06
132-8	TH-508-PHS2WSSDE	SoundStation 2W Expandable - NA Only	<p>SoundStation2W (Expandable) 1.9GHz DECT 6.0 Wireless. Includes Base Station (PSTN), 2 100-240V AC power supplies, 2 power cords with US plug, 24 hour talk time battery, 2.8m/9ft telco cable, 1.2m/4ft mobile phone cable (2.5mm), secure voice encryption. [2200-07800-160] Important Note: Drop Ship only!</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	734.47

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			issue.		
132-8	TH-508-PHS300POE	VVX 300 PoE	<p>VVX 300 6-line Desktop Phone with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	100.75
132-8	TH-508-PHS310GE	VVX 310 GigE PoE	<p>VVX 310 6-line Desktop Phone Gigabit Ethernet with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	125.94
132-8	TH-508-PHS500BP	Polycom VVX 500 SIP 12-line Business Media Phone with HD Voi	<p>VVX 500 12-line Business Media Phone with HD Voice. POE. Ships without power supply.</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	233.74
132-8	TH-508-PHS500PE	Polycom SoundStation IP 5000 Conference Phone - Power Supply	<p>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.</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees</p>	EA	368.75

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			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.		
132-8	TH-508-PHS550POE	Polycom SoundPoint IP 550 SIP 4-line Desktop Phone - Power S	SoundPoint IP 550, 4-line SIP Desktop Phone. PoE Support. Excludes Brazil. Does not include Universal Power Supply or Plug. Important Note: Drop ship only! 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.	EA	218.63
132-8	TH-508-PHS600BP	Polycom VVX 600 SIP 16-line Business Media Phone with HD Voi	VVX 600 16-line Business Media Phone with built-in Bluetooth and HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0 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.	EA	291.17
132-8	TH-508-PHS600PE	Polycom SoundStation IP 6000 Conference Phone - Power Supply	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. 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.	EA	572.26
132-8	TH-508-PHS650POE	Polycom SoundPoint IP 650 SIP 6-line Desktop Phone - Power S	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. Important Note: Drop ship only!	EA	268.00

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			<p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>		
132-8	TH-508-PHS700PE	Polycom SoundStation IP 7000 Conference Phone - Power Supply	<p>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.</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	824.14
132-8	TH-600-ACMPCAU	AudioCodes Media Pack 11x Power Cord - Australian Plug	Power Cord and Australian Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	EA	3.02
132-8	TH-600-ACMPCBR	AudioCodes Media Pack Power Cord - Brazilian Plug	Power Cord and Brazilian Plug for AudioCodes Media Pack gateway.	EA	3.02
132-8	TH-600-ACMPCCCH	AudioCodes Media Pack Power Cord - China Plug	Power Cord and China Plug for AudioCodes Media Pack gateway.	EA	3.02
132-8	TH-600-ACMPCEU	AudioCodes Media Pack 11x Power Cord - Euro Plug	Power Cord and EU Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 use a standard power cord.	EA	3.02
132-8	TH-600-ACMPCJP	AudioCodes Media Pack Power Cord - Japan Plug	Power Cord and Japan Plug for AudioCodes Media Pack gateway.	EA	5.04
132-8	TH-600-ACMPCNA	AudioCodes Media Pack 11x Power Cord - North American Plug	<p>Power Cord and North American Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 use a standard power cord.</p> <p>Warranty - 3 year Advanced Replacement included. No additional fees.</p> <p>Maintenance - 3 years included. No additional fees.</p> <p>Support - 3 years included. Only supported with maintained ININ software. No additional fees.</p>	EA	3.02
132-8	TH-600-ACMPCSA	AudioCodes Media Pack 11x Power Cord - South African Plug	Power Cord and South African Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	EA	3.02

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	TH-600-ACMPCSW	AudioCodes Media Pack Power Cord - Swiss Plug	Power Cord and Swiss Plug for AudioCodes Media Pack gateway.	EA	3.02
132-8	TH-600-ACMPCUK	AudioCodes Media Pack 11x Power Cord - UK Plug	Power Cord and UK Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	EA	3.02
132-8	TH-600-EUPOEINJ	Single Port PoE Injector - European	Single Port PoE Injector with European power cord.	EA	18.14
132-8	TH-600-NAPOEINJ	Single Port PoE Injector - North America	Single Port PoE Injector with North American power cord.	EA	18.14
132-8	TH-600-PCSTDAU	Standard Power Cord - Australian	Standard Australian Power Cord for servers and gateways.	EA	4.28
132-8	TH-600-PCSTDBR	Standard Power Cord - Brazilian	Standard Brazilian Power Cord for servers and gateways.	EA	4.28
132-8	TH-600-PCSTDEU	Standard Power Cord - Euro	Standard Euro Power Cord for servers and gateways.	EA	4.28
132-8	TH-600-PCSTDIN	Standard Power Cord - India	Standard Indian Power Cord for servers and gateways.	EA	4.28
132-8	TH-600-PCSTDJP	Standard Power Cord - Japan	Standard Japan Power Cord for servers and gateways.	EA	4.79
132-8	TH-600-PCSTDNA	Standard Power Cord - North American	Standard North American Power Cord for servers and gateways.	EA	4.28
132-8	TH-600-PCSTDSW	Standard Power Cord - Swiss	Standard Swiss Power Cord for servers and gateways.	EA	4.28
132-8	TH-600-PCSTDUK	Standard Power Cord - UK	Standard UK Power Cord for servers and gateways.	EA	4.28
132-8	TH-600-UKPOEINJ	Single Port PoE Injector - UK	Single Port PoE Injector with UK power cord.	EA	18.14
132-8	TH-502-SVDL160G61X-HP	1 Year Extension DL160 G6	Extend a 3 year Care Pack another 1 year at a time on a DL160 G6 for up to 5 years total from original sale date. The first extension can only be purchased 33 months into the 3 year warranty.	EA	401.99
132-8	TH-502-SVDL360G71X-HP	1 Year Extension DL360 G7	Extend a 3 year Care Pack another 1 year at a time on a DL360 G7 for up to 5 years total from original sale date. The first extension can only be purchased 33 months into the 3 year warranty.	EA	891.64
132-8	TH-502-SVDL380G71X-HP	1 Year Extension DL380 G7	Extend a 3 year Care Pack another 1 year at a time on a DL380 G7 for up to 5 years total from original sale date. The first extension can only be purchased 33 months into the 3 year warranty.	EA	1,107.24
132-8	TH-502-3609-3CPI	Care Pack for HP DL360 Gen9 - 3 Year - Item	Care Pack for HP DL360 Gen9 - 3 Year - Item	EA	1,334.94
132-8	TH-502-3609-5CPI	Care Pack for HP DL360 Gen9 - 5 Year - Item	Care Pack for HP DL360 Gen9 - 5 Year - Item	EA	2,920.74
132-8	TH-502-3809-3CPI	Care Pack for HP DL380 Gen9 - 3 Year - Item	Care Pack for HP DL380 Gen9 - 3 Year - Item	EA	1,732.90
132-8	TH-502-3809-5CPI	Care Pack for HP DL380 Gen9 - 5 Year - Item	Care Pack for HP DL380 Gen9 - 5 Year - Item	EA	3,908.09
132-8	TH-508-AC24V3PUPB1P	Universal Power Supply for SP IP 321, 331, 335, 450 - North	Universal Power Supply for SPIP 321, SPIP 331, SPIP 33 SPIP 450. 1-pack, 24V, 0.5A, NA power plug.	EA	22.11

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			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.		
132-8	TH-508-AC24VUPB1P	Universal Power Supply for SP IP 320, 330, 430, 550, 601 & 6	Universal Power Supply for SPIP 320, 330, 430, 550, 601 & 650. 1-pack, 24V, 0.5A, NA power plug. 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.	EA	22.11
132-8	TH-508-AC48VUPB1P	Universal Power Supply for VVX500, IP 560 & 670 - North Amer	Universal Power Supply for SoundPoint IP 560 and 670, VVX 500/600 and VVX 1500 Product Family. 1-pack, 48V, 0.4A, NA power plug. 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.	EA	30.97
132-8	TH-508-AC48VVVX34	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 4	48V 0.4A, Universal Power Supply with NA Plug. Good for IP VVX 300, 310, 400, 410. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC48VVVX34-002	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack.	Universal Power Supply for VVX 300, 310, 400, 410. 48V, 0.4A, with with Japanese power plug. Sold in packs of 5.	EA	88.66
132-8	TH-508-AC48VVVX34-012	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 4	48V 0.4A, Universal Power Supply with Aus/NZ Plug. Good for VVX 300, 310, 400, 410. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC48VVVX34-015	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 4	48V 0.4A, Universal Power Supply with UK Plug. Good for VVX 300, 310, 400, 410. Sold in packs of 5. 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.	EA	88.66
132-8	TH-508-AC48VVVX34-122	48V 0.4A, Universal Power Supply with European Plug. Good fo	Universal Power Supply for VVX 300, 310, 400, 410. 5-pack, 48V, 0.4A - European (5 Pack) 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.	EA	88.66
132-8	TH-508-AC48VVVX341P	Universal Power Supply for VVX 300, 310, 400, 410. 1-pack, 4	Universal Power Supply for VVX 300, 310, 400, 410. 1-pack, 48V, 0.4A, NA power plug. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included.	EA	22.11

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Maintenance and Support - 3 years with maintained ININ Software. No additional fees.		
132-8	TH-508-ACCVVS5600	Add-on Camera for VVX 500, 600	<p>VVX Camera. Plug-n-Play USB camera for use with the VVX 500 and VVX 600 Business Media phones. Important Note: 2-3 week lead time.</p> <p>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.</p>	EA	124.93
132-8	TH-508-PHS300POE	VVX 300 PoE	<p>VVX 300 6-line Desktop Phone with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	100.75
132-8	TH-508-PHS310GE	VVX 310 GigE PoE	<p>VVX 310 6-line Desktop Phone Gigabit Ethernet with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	125.94
132-8	TH-508-PHS400POE	VVX 400 PoE	<p>VVX 400 12-line Desktop Phone with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0. Drop ship only!</p> <p>Important Note: Lead times can be 2-3 weeks.</p> <p>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.</p>	EA	150.12

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
132-8	TH-508-PHS410GE	VVX 410 GigE PoE	VVX 410 12-line Desktop Phone Gigabit Ethernet with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0. Drop ship only! 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.	EA	174.30
132-8	TH-508-PHS500BP	Polycom VVX 500 SIP 12-line Business Media Phone with HD Voi	VVX 500 12-line Business Media Phone with HD Voice. POE. Ships without power supply. 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.	EA	233.74
SIN 132-50	ED-011-NV-IDCE	Interaction Dialer Certified Engineer (IDCE) Training	Instructor Led Technical Course - 5 days 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. Certification exams not included.	EA	2,839.34
SIN 132-50	ED-011-NV-OLDE	Interaction Dialer Certified Engineer (IDCE) Training - Web	Instructor Led Technical Web Based course - 5 days 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. Certification exams not included.	EA	2,839.34
SIN 132-50	ED-012-NV-CMHC	Course manual, hard copy	Printed version of course manual, when purchased separate from a class registration.	EA	258.12
SIN 132-50	ED-012-NV-CMHCR	Course manual, hard copy with class registration	Printed version of course manual, with class registration.	EA	107.55
SIN 132-50	ED-012-NV-CMSC	Course manual, soft copy	Non-printable, electronic version of course manual.	EA	150.57
SIN 132-50	ED-012-NV-IACC	Interaction Attendant Core Concepts	This 2-day classroom based, instructor led course covers Attendant concepts such as Profiles, Schedules, and workgroup transfers. You will be introduced more advanced concepts such as the Email Profile, database operations, and logical transfers.	EA	1,720.81
SIN 132-50	ED-012-NV-ICCE	Interaction Center Certified Engineer (ICCE) Part 1 & 2	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: Interaction Center Certified Engineer (ICCE) Training - Part 1 and the Interaction Center Certified Engineer (ICCE) Bootcamp - Part 2. Certification exams included.	EA	8,087.81

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
SIN 132-50	ED-012-NV-ICCE1	Interaction Center Certified Engineer (ICCE) Training - Part	Instructor Led Technical Course - 5 days 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. Can purchase separately or through the Interaction Center Certified Engineer (ICCE) Part 1 and 2. Certification exams included.	EA	3,011.42
SIN 132-50	ED-012-NV-ICCE2	Interaction Center Certified Engineer (ICCE) Bootcamp - Part	Instructor Led Technical Course - 5 days (8:30 AM -7:00 PM) This is the second course in the series to obtain the Interaction Center Certified Engineer (ICCE) certification. Interaction Center Certified Engineer (ICCE) Training Part 1 is a mandatory pre-requisite for this course. 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. Can purchase separately or through the Interaction Center Certified Engineer (ICCE) Part 1 and 2. Certification exams included.	EA	5,850.75
SIN 132-50	ED-012-NV-ICCS	Interaction Center Core Specialist (ICCS) Bootcamp	Instructor Led Technical Course - 5 days (8:30AM - 7:00 PM) This is the only course required for students to obtain the Interaction Center Core Specialist (ICCS) certification. ICCS 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 third party products. Certification exams included.	EA	5,850.75
SIN 132-50	ED-012-NV-ICHD	Interaction Center Handler Developer (ICHD) Training	Instructor Led Technical Course - 5 days This course addresses the development environment for the IC Platform , preparing students to be successful in application development and platform customization. Certification exams included.	EA	3,011.42
SIN 132-50	ED-012-NV-ICRD	IC Reporting Deluxe	This self-paced course will focus on data fields available in IC Business Manager - Interaction Reporter, and allow students to discern the meaningful metrics for their organizations. The course serves as an overview of the standard reporting abilities within the 4.0 platform. (Includes IC Reporting Standard offering, plus 1 hour of QandA time with an instructor for one student).	EA	1,032.49
SIN 132-50	ED-012-NV-ICRG	IC Reporting	This self-paced course will focus on data fields available in IC Business Manager - Interaction Reporter, and allow students to discern the meaningful metrics for their organizations. The course serves as an overview of the standard reporting abilities within the 4.0 platform. (30 days access for 1 student)	EA	430.20
SIN 132-50	ED-012-NV-ICRP	IC Reporting Premium	This self-paced course will focus on data fields available in IC Business Manager - Interaction Reporter, and allow students to discern the meaningful metrics for their organizations. The course serves as an overview of the standard reporting abilities within the 4.0 platform. (Includes IC Reporting Standard offering, plus 1 hour per month of QandA time with an instructor, plus access to all Reporting webinars hosted through out the year (1 webinar per quarter) for one student)	EA	2,753.30
SIN 132-50	ED-012-NV-ICRS	IC Reporting Standard	This self-paced course will focus on data fields available in IC Business Manager - Interaction Reporter, and allow students to discern the meaningful metrics for their organizations. The course serves as an overview of the standard reporting abilities within the 4.0 platform. (1 year access, plus any updates to the course throughout the year, for 1 student)	EA	860.41

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
SIN 132-50	ED-012-NV-ILCC	Interaction Administrator Core Concepts	This 3-day classroom based, instructor led course covers the Interaction Administrator interface, IC hierarchy and security, configuring users, workgroups, and roles, and ACD processing.	EA	1,978.93
SIN 132-50	ED-012-NV-ILCS	IC System Configuration and Support	This 3-day classroom based course covers installation and deployment of Interaction Center, configuring SIP components of an IC system, deploying additional Interactive Intelligence products, Supporting IC, and troubleshooting IC components. Certification exam included.	EA	2,151.01
SIN 132-50	ED-012-NV-ILEL	Interaction Center Extension Library (IceLib) Development	Instructor Led Technical Course - 5 days. This course provides the student with the knowledge and skills necessary to successfully utilize the Interaction Center Extension Library (IceLib) to interact with Interaction Center.	EA	2,839.34
SIN 132-50	ED-012-NV-MCCP	Monitoring Contact Center Performance	This class will help you to navigate the common intricacies a contact center Supervisor faces. You want to post statistics for the agents to see but don't know how. You have members of upper management who would like to be able to "pop" in and see how things are doing but don't have the time to leave their desk. How can you keep remote employees feeling involved? With all of this going on, you still need to be able to monitor your employees' performances. We will look at real-time views of statistics through the Interaction Center Business Manager Supervisor. We'll explore simple ways you can utilize ICBM and Supervisor iPad Edition to engage your employees regardless of their physical location. We will also delve into a few of the add-on products available, such as Marquee and Interaction Web Portal, that can help with displaying just the right information to just the right people.	EA	860.41
SIN 132-50	ED-012-NV-OLCC	Interaction Administrator Core Concepts - Web Based	This 3-day web-based, instructor led course covers the Interaction Administrator interface, IC hierarchy and security, configuring users, workgroups, and roles, and ACD processing.	EA	1,978.93
SIN 132-50	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.	EA	4,302.03
SIN 132-50	ED-012-NV-QMCC	Quality Management in the Contact Center	In this course, you will utilize 4 Interactive Intelligence products to assist you with building a better customer experience by monitoring and improving employee performance, no matter where they work or how they interact with customers. Through Interaction Analyzer, you will be able to watch for keywords and important phrases to be said by your customers or agents and take immediate action. Interaction Recorder allows you to record interactions your agents have with your customers so that later, using Interaction Quality Manager, you can analyze those interactions and use them for coaching. With Interaction Feedback, you will be able to ask for your customers' opinions after they have spoken to your agents and assess what changes may need to be made.	EA	2,323.09
SIN 132-50	ED-012-NV-RCCU	4.0 Recertification Curriculum	Self-paced online course with exam to upgrade core certification from 3.0 to 4.0. - AVAILABLE FOR CUSTOMERS ONLY.	EA	860.41
SIN 132-50	ED-012-NV-WACC	Interaction Attendant Core Concepts - Web Based	This 2-day web-based, instructor led course covers Attendant concepts such as Profiles, Schedules, and workgroup transfers. You will be introduced more advanced concepts such as the Email Profile, database operations, and logical transfers.	EA	1,720.81
SIN 132-50	ED-012-NV-WEXV	Written Exam Voucher	Written Exam Voucher	EA	172.08
SIN 132-50	ED-015-NV-IOCA	Interaction Optimizer Certified Administrator (IOCA) Trainin	Instructor Led Technical Course - 4 days This course prepares students to be successful in the set-up, configuration, schedule creation and maintenance of the Interaction Optimizer. Certification exams included.	EA	2,323.09

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
SIN 132-50	ED-015-NV-OLCA	Interaction Optimizer Certified Administrator (IOCA) Trainin	Instructor Led Technical Course, Web-Based - 4 days This course prepares students to be successful in the set-up, configuration, schedule creation and maintenance of the Interaction Optimizer. Certification exams included.	EA	2,323.09
SIN 132-50	ED-023-NV-ILCP	Interaction Process Automation (IPA) Core Concepts	This 3 day instructor led web-based course provides the knowledge and skills necessary to design automated business processes, and implement and support the Interaction Process Automation (IPA) product. Labs are completed in the Virtual Learning Center (VLC).	EA	1,720.81
SIN 132-50	DC-011-3.0-IPM1	Interaction Dialer 3.0 Product Media	Interaction Dialer 3.0 Product Media	EA	25.19
SIN 132-50	DC-012-3.0-BK06	IC 3.0 Release Notes	Printed, bound book called Release Notes for IC 3.0	EA	7.05
SIN 132-50	DC-012-3.0-BK07	IC 3.0 New Installation Checklists	Printed, bound installation checklists for IC.	EA	7.05
SIN 132-50	DC-012-3.0-BK08	IC 3.0 Installation & Configuration Guide	Printed, bound book called Installation and Configuration Guide for IC 3.0	EA	35.26
SIN 132-50	DC-012-3.0-BK09	Interaction Client Outlook Edition User Guide	Small format booklet for Interaction Client Outlook Edition users.	EA	7.05
SIN 132-50	DC-012-3.0-BK15	IC 3.0 Upgrade Guide	Printed, bound book called IC 3.0 Upgrade Guide	EA	20.15
SIN 132-50	DC-012-3.0-BK16	Interaction Client Operator Console User Guide	Small format booklet for Interaction Client .NET Edition with Operator Console features.	EA	7.05
SIN 132-50	DC-012-3.0-BKF1	IC Interaction Mail User Guide	Small format booklet for Interaction Mail (TUI) users for IC.	EA	8.06
SIN 132-50	DC-012-3.0-BKNA	Interaction Client .NET Edition Agent User Guide	Small format booklet for Interaction Client IC Agents	EA	7.05
SIN 132-50	DC-012-3.0-BKNU	Interaction Client .NET Edition Business User Guide	Small format booklet for Interaction Client IC Business Users.	EA	7.05
SIN 132-50	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	EA	90.68
SIN 132-50	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.	EA	25.19
SIN 132-50	DC-012-3.0-QR02	Polycom Phone Quick Reference Card 430 (10 Pack)	User reference cards for Polycom IP 430 - 10 Pack	EA	6.05
SIN 132-50	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	EA	7.05
SIN 132-50	DC-012-3.0-QR12	IC Phone Features Card - 10 Pack	Phone Features card for stand-alone phone/keypad commands - 10 Pack	EA	5.04
SIN 132-50	DC-012-3.0-QR13	Interaction Client Operator Console Quick Reference Card	Folded Operator Console Quick Reference cards	EA	3.02
SIN 132-50	DC-012-3.0-QR17	Polycom Phone Quick Reference Card 320/330 (10 Pack)	User reference cards for Polycom IP 320/330 - 10 Pack	EA	6.05

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
SIN 132-50	DC-012-3.0-QR19	Polycom SoundPoint IP 450 Quick Reference Card (10 Pack)	Polycom SoundPoint IP 450 Quick Reference Card - 10 pack	EA	6.05
SIN 132-50	DC-012-3.0-QR20	Interaction Client Mobile Edition Quick Reference Card - 10	A portable, phone-sized quick reference card covering most ICME functionality - 10 Pack.	EA	12.09
SIN 132-50	DC-012-3.0-QRN1	Interaction .Net Client Quick Reference Card - 10 Pack	User reference cards for Interaction .Net Client - 10 Pack	EA	12.09
SIN 132-50	DC-012-3.0-QRO1	Interaction Client Outlook Edition - Quick Reference Card -	User reference cards for Interaction Client Outlook Edition - 10 Pack	EA	12.09
SIN 132-50	DC-012-3.0-QRO1-DE	Interaction Client Outlook Edition - Quick Reference Card -	User reference cards for Interaction Client Outlook Edition - German- 10 Pack	EA	12.09
SIN 132-50	DC-012-3.0-QRO1-JA	Interaction Client Outlook Edition - Quick Reference Card -	User reference cards for Interaction Client Outlook Edition - Japanese - 10 Pack	EA	12.09
SIN 132-50	DC-012-3.0-QRO1-NL	Interaction Client Outlook Edition - Quick Reference Card -	User reference cards for Interaction Client Outlook Edition - Dutch - 10 Pack	EA	12.09
SIN 132-50	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	EA	6.05
SIN 132-50	DC-012-3.0-QRP2	Polycom SoundPoint IP 500/501/550 and 601/650 SIP Quick Refe	Phone Features card for Polycom 500/501/550 and 601/650 phone/keypad commands - 10 Pack	EA	6.05
SIN 132-50	ED-011-NV-IDCE	Interaction Dialer Certified Engineer (IDCE) Training	Instructor Led Technical Course - 5 days 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. Certification exams not included.	EA	2,839.34
SIN 132-50	ED-011-NV-OLDE	Interaction Dialer Certified Engineer (IDCE) Training - Web	Instructor Led Technical Web Based course - 5 days 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. Certification exams not included.	EA	2,839.34
SIN 132-50	ED-012-NV-CMHC	Course manual, hard copy	Printed version of course manual, when purchased separate from a class registration.	EA	258.12
SIN 132-50	ED-012-NV-CMHCR	Course manual, hard copy with class registration	Printed version of course manual, with class registration.	EA	107.55
SIN 132-50	ED-012-NV-CMSC	Course manual, soft copy	Non-printable, electronic version of course manual.	EA	150.57
SIN 132-50	ED-012-NV-CWXV	CaaS Exam Voucher	Voucher for the CaaS Certified Professional (CCP) certification exam.	EA	430.20
SIN 132-50	ED-012-NV-IACC	Interaction Attendant Core Concepts	This 2-day classroom based, instructor led course covers Attendant concepts such as Profiles, Schedules, and workgroup transfers. You will be introduced more advanced concepts such as the Email Profile, database operations, and logical transfers.	EA	1,720.81
SIN 132-50	ED-012-NV-ICCE	Interaction Center Certified Engineer (ICCE) Part 1 & 2	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: Interaction Center Certified Engineer (ICCE) Training - Part 1 and the Interaction Center Certified Engineer (ICCE) Bootcamp - Part 2. Certification exams included.	EA	8,087.81
SIN 132-50	ED-012-NV-ICCE1	Interaction Center Certified Engineer (ICCE) Training - Part	Instructor Led Technical Course - 5 days 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. Can purchase separately or through the Interaction Center Certified Engineer (ICCE) Part 1 and 2.	EA	3,011.42

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
			Certification exams included.		
SIN 132-50	ED-012-NV-ICCE2	Interaction Center Certified Engineer (ICCE) Bootcamp - Part	Instructor Led Technical Course - 5 days (8:30 AM -7:00 PM) This is the second course in the series to obtain the Interaction Center Certified Engineer (ICCE) certification. Interaction Center Certified Engineer (ICCE) Training Part 1 is a mandatory pre-requisite for this course. 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. Can purchase separately or through the Interaction Center Certified Engineer (ICCE) Part 1 and 2. Certification exams included.	EA	5,850.75
SIN 132-50	ED-012-NV-ICCS	Interaction Center Core Specialist (ICCS) Bootcamp	Instructor Led Technical Course - 5 days (8:30AM - 7:00 PM) This is the only course required for students to obtain the Interaction Center Core Specialist (ICCS) certification. ICCS 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 third party products. Certification exams included.	EA	5,850.75
SIN 132-50	ED-012-NV-ICHD	Interaction Center Handler Developer (ICHD) Training	Instructor Led Technical Course - 5 days This course addresses the development environment for the IC Platform , preparing students to be successful in application development and platform customization. Certification exams included.	EA	3,011.42
SIN 132-50	ED-012-NV-ICRD	IC Reporting Deluxe	This self-paced course will focus on data fields available in IC Business Manager - Interaction Reporter, and allow students to discern the meaningful metrics for their organizations. The course serves as an overview of the standard reporting abilities within the 4.0 platform. (Includes IC Reporting Standard offering, plus 1 hour of QandA time with an instructor for one student).	EA	1,032.49
SIN 132-50	ED-012-NV-ICRG	IC Reporting	This self-paced course will focus on data fields available in IC Business Manager - Interaction Reporter, and allow students to discern the meaningful metrics for their organizations. The course serves as an overview of the standard reporting abilities within the 4.0 platform. (30 days access for 1 student)	EA	430.20
SIN 132-50	ED-012-NV-ICRP	IC Reporting Premium	This self-paced course will focus on data fields available in IC Business Manager - Interaction Reporter, and allow students to discern the meaningful metrics for their organizations. The course serves as an overview of the standard reporting abilities within the 4.0 platform. (Includes IC Reporting Standard offering, plus 1 hour per month of QandA time with an instructor, plus access to all Reporting webinars hosted through out the year (1 webinar per quarter) for one student)	EA	2,753.30
SIN 132-50	ED-012-NV-ICRS	IC Reporting Standard	This self-paced course will focus on data fields available in IC Business Manager - Interaction Reporter, and allow students to discern the meaningful metrics for their organizations. The course serves as an overview of the standard reporting abilities within the 4.0 platform. (1 year access, plus any updates to the course throughout the year, for 1 student)	EA	860.41
SIN 132-50	ED-012-NV-ILCC	Interaction Administrator Core Concepts	This 3-day classroom based, instructor led course covers the Interaction Administrator interface, IC hierarchy and security, configuring users, workgroups, and roles, and ACD processing.	EA	1,978.93

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
SIN 132-50	ED-012-NV-ILCS	IC System Configuration and Support	This 3-day classroom based course covers installation and deployment of Interaction Center, configuring SIP components of an IC system, deploying additional Interactive Intelligence products, Supporting IC, and troubleshooting IC components. Certification exam included.	EA	2,151.01
SIN 132-50	ED-012-NV-ILEL	Interaction Center Extension Library (IceLib) Development	Instructor Led Technical Course - 5 days. This course provides the student with the knowledge and skills necessary to successfully utilize the Interaction Center Extension Library (IceLib) to interact with Interaction Center.	EA	2,839.34
SIN 132-50	ED-012-NV-MCCP	Monitoring Contact Center Performance	This class will help you to navigate the common intricacies a contact center Supervisor faces. You want to post statistics for the agents to see but don't know how. You have members of upper management who would like to be able to "pop" in and see how things are doing but don't have the time to leave their desk. How can you keep remote employees feeling involved? With all of this going on, you still need to be able to monitor your employees' performances. We will look at real-time views of statistics through the Interaction Center Business Manager Supervisor. We'll explore simple ways you can utilize ICBM and Supervisor iPad Edition to engage your employees regardless of their physical location. We will also delve into a few of the add-on products available, such as Marquee and Interaction Web Portal, that can help with displaying just the right information to just the right people.	EA	860.41
SIN 132-50	ED-012-NV-OLCC	Interaction Administrator Core Concepts - Web Based	This 3-day web-based, instructor led course covers the Interaction Administrator interface, IC hierarchy and security, configuring users, workgroups, and roles, and ACD processing.	EA	1,978.93
SIN 132-50	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.	EA	4,302.03
SIN 132-50	ED-012-NV-QMCC	Quality Management in the Contact Center	In this course, you will utilize 4 Interactive Intelligence products to assist you with building a better customer experience by monitoring and improving employee performance, no matter where they work or how they interact with customers. Through Interaction Analyzer, you will be able to watch for keywords and important phrases to be said by your customers or agents and take immediate action. Interaction Recorder allows you to record interactions your agents have with your customers so that later, using Interaction Quality Manager, you can analyze those interactions and use them for coaching. With Interaction Feedback, you will be able to ask for your customers' opinions after they have spoken to your agents and assess what changes may need to be made.	EA	2,323.09
SIN 132-50	ED-012-NV-RCCU	4.0 Recertification Curriculum	Self-paced online course with exam to upgrade core certification from 3.0 to 4.0. - AVAILABLE FOR CUSTOMERS ONLY.	EA	860.41
SIN 132-50	ED-012-NV-WACC	Interaction Attendant Core Concepts - Web Based	This 2-day web-based, instructor led course covers Attendant concepts such as Profiles, Schedules, and workgroup transfers. You will be introduced more advanced concepts such as the Email Profile, database operations, and logical transfers.	EA	1,720.81
SIN 132-50	ED-012-NV-WEXV	Written Exam Voucher	Written Exam Voucher	EA	172.08
SIN 132-50	ED-015-NV-IOCA	Interaction Optimizer Certified Administrator (IOCA) Trainin	Instructor Led Technical Course - 4 days This course prepares students to be successful in the set-up, configuration, schedule creation and maintenance of the Interaction Optimizer. Certification exams included.	EA	2,323.09
SIN 132-50	ED-015-NV-OLCA	Interaction Optimizer Certified Administrator (IOCA) Trainin	Instructor Led Technical Course, Web-Based - 4 days This course prepares students to be successful in the set-up, configuration, schedule creation and maintenance of the Interaction Optimizer. Certification exams included.	EA	2,323.09

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
SIN 132-50	ED-023-NV-ILCP	Interaction Process Automation (IPA) Core Concepts	This 3 day instructor led web-based course provides the knowledge and skills necessary to design automated business processes, and implement and support the Interaction Process Automation (IPA) product. Labs are completed in the Virtual Learning Center (VLC).	EA	1,720.81
SIN 132-50	DC-011-4.0-IPM1	Interaction Dialer 4.0 Product Media	Interaction Dialer 4.0 Product Media	EA	25.19
SIN 132-50	DC-012-4.0-BK06	IC 4.0 Release Notes	Printed, bound book called Release Notes for IC 4.0	EA	7.05
SIN 132-50	DC-012-4.0-BK07	IC 4.0 New Installation Checklists	Printed, bound installation checklists for IC.	EA	7.05
SIN 132-50	DC-012-4.0-BK08	IC 4.0 Installation & Configuration Guide	Printed, bound book called Installation and Configuration Guide for IC 4.0	EA	35.26
SIN 132-50	DC-012-4.0-BKF1	IC TUI User's Guide	Small format booklet for Interaction Mail (TUI) users for IC.	EA	8.06
SIN 132-50	DC-012-4.0-DS16	CIC Documentation set	Includes the following list of parts: Installation and Configuration Guide, Release Notes, IC 4.0 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	EA	90.68
SIN 132-50	DC-012-4.0-MS14	CIC 4.0 Software Media Set	Consists of one DVD that includes all IC software as well as telephony drivers.	EA	25.19
SIN 132-50	DC-012-4.0-MS14-01	CIC4.0 Software Media Ser	Consists of one DVD that includes all ICsoftwared as well as telephony drivers	EA	25.19
SIN 132-50	DC-012-4.0-QR02	Polycom SoundPoint IP 430 SIP Quick Reference Card (10 pack)	User reference cards for Polycom IP 430 - 10 Pack	EA	6.05
SIN 132-50	DC-012-4.0-QR11	IC TUI Quick Reference - 10 Pack	Wallet size multi-fold quick reference card for Interaction Mail (TUI) - 10 Pack	EA	7.05
SIN 132-50	DC-012-4.0-QR12	IC Phone Features Guide- 10 Pack	Phone Features card for stand-alone phone/keypad commands - 10 Pack	EA	5.04
SIN 132-50	DC-012-4.0-QR13	Interaction Client Operator Console Quick Reference Card	Folded Operator Console Quick Reference cards	EA	3.02
SIN 132-50	DC-012-4.0-QR17	Polycom SoundPoint IP 330/331/335 and 320/321 SIP Quick Refe	User reference cards for Polycom IP 330/331/335 and 320/321 - 10 Pack	EA	6.05
SIN 132-50	DC-012-4.0-QR19	Polycom SoundPoint IP 450 SIP Quick Reference Card (10 Pack)	Polycom SoundPoint IP 450 Quick Reference Card - 10 pack	EA	6.05
SIN 132-50	DC-012-4.0-QR20	Interaction Client Mobile Edition Quick Reference Card - 10	A portable, phone-sized quick reference card covering most ICME functionality - 10 Pack.	EA	12.09
SIN 132-50	DC-012-4.0-QRID1	Interaction Desktop Quick Reference Card - 10 Pack	User reference cards for Interaction Desktop - 10 Pack	EA	12.09
SIN 132-50	DC-012-4.0-QRID2	Interaction Desktop Operator Console Quick Reference Card	Folded Operator Console Quick Reference cards	EA	3.02
SIN 132-50	DC-012-4.0-QRN1	Interaction .Net Client Quick Reference Card - 10 Pack	User reference cards for Interaction .Net Client - 10 Pack	EA	12.09

SIN	Part Number	Part Name	Short Description	Item Unit	Unit Price
SIN 132-50	DC-012-4.0-QRP2	Polycom SoundPoint IP 501/550/560 SIP and IP 601/650/670 SIP	Phone Features card for Polycom 501/550/560 and 601/650/670 phone/keypad commands - 10 Pack	EA	6.05
SIN 132-50	DC-012-4.0-QRP6	Polycom SpectraLink 8400 WiFi Series Quick Reference (10 pac	Polycom SpectraLink 8400 WiFi Series Quick Reference (10 pack)	EA	6.05

Section D. Information for Ordering Offices

SPECIAL NOTICE TO AGENCIES:

Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation, SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage & trade; on-line shopping service (www.fss.gsa.gov) - The catalogs/pricelists, GSA Advantage! ™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

D1. GEOGRAPHIC SCOPE OF CONTRACT

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
 The Geographic Scope of Contract will be overseas delivery only.
 The Geographic Scope of Contract will be domestic delivery only.

D2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION

- (a) Systems Integration, Inc.
 8201 Corporate Drive, Suite 300
 Landover, Maryland 20785
 Primary POC: Eric Fukuchi, President Phone/Fax: 240-764-1103
 Email: efukuchi@sysintegration.com
 Alternate POC: Simone Murray, Controller Phone/Fax: 240-764-1077
 Email: smurray@sysintegration.com
- (b) For orders by facsimile transmission, indicate below the telephone number(s) for facsimile transmission equipment where orders should be forwarded:
Fax: 301-731-4540
- (c) For mailed orders, include below the postal mailing address(es) where paper form orders should be mailed:
 ATTN: GSA Order
 Systems Integration, Inc.
 8201 Corporate Drive, Suite 300
 Landover, Maryland 20785
- (d) PAYMENT ADDRESS:

Systems Integration, Inc.
 8201 Corporate Drive, Suite 300
 Landover, Maryland 20785

- (e) Credit Cards will be acceptable for payment at or below the micro-purchase threshold. In addition, bank account information for wire transfer payments can be found in the CCR.
- (f) The following telephone number(s) can be used by ordering agencies to obtain technical and/or ordering assistance:
- Primary POC: Eric Fukuchi, President Phone/Fax: 240-764-1103
 Email: efukuchi@sysintegration.com
- Alternate POC: Simone Murray, Controller Phone/Fax: 240-764-1077
 Email: smurray@sysintegration.com

D3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

D4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279

- Block 9: **G.** Order/Modification under Federal Schedule
- Block 16: Data Universal Numbering System (DUNS) Number: **87-288-4200**
- Block 30: Type of Contractor - **B**
- A. Small Disadvantaged Business
- B. Other Small Business
- C. Large Business
- G. Other Nonprofit Organization
- L. Foreign Contractor
- Block 31: Woman-Owned Small Business - **NO**
- Block 36: Contractor's Taxpayer Identification Number (TIN) : **52-1676018**
- (a) CAGE Code: **001A9**
- (b) Contractor has registered with the Central Contractor Registration Database.

D5. FOB

Destination, Freight Prepaid and Added

D6. DELIVERY SCHEDULE

- a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:
- | SPECIAL ITEM NUMBER | DELIVERY TIME (Days ARO) |
|---------------------------|--|
| 132-8, 132-33 and 132-34 | TBD when request for quote provided by ordering agency |
| 132-50, 132-51 and 132-52 | TBD when request for quote provided by ordering agency |
- b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any

order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

D7. DISCOUNTS

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: 0% - 0 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: TBD *
- c. Dollar Volume: TBD *
- d. Government/Educational Institutions: TBD *
- e. Other: Customer-site considerations TBD*

*** Discounts will be considered depending upon the individual circumstances of the order requested, but are not guaranteed.**

D8. TRADE AGREEMENTS ACT OF 1979, AS AMENDED

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

D9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING

N/A

D10. SMALL REQUIREMENTS

The minimum dollar value of orders to be issued is **\$ 100**

D11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)

Special Item Number 132-8	Purchase of Equipment	\$500,000
Special Item Number 132-33	Perpetual Software Licenses:	\$500,000
Special Item Number 132-50	Training Courses	\$ 25,000
Special Item Number 132-51	Information Technology (IT) Professional Services:	\$500,000
Special Item Number 132-52	Electronic Commerce Services	\$500,000

D12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

In accordance with FAR 8.404:

[NOTE: Special ordering procedures have been established for Special Item Numbers (SINS) 132-51 IT Professional Services refer to the terms and conditions for the SIN.]

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.

- a. **Orders placed at or below the micro-purchase threshold.**
Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule contractor.
- b. **Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold.** Orders should be placed with the Schedule contractor that can provide the supply or service that represents the best value. Before placing an order, ordering

offices should consider reasonably available information about the supply or service offered under HAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the supply or service representing the best value, the ordering office may consider:

- (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
- (2) Trade-in considerations;
- (3) Probable life of the item selected as compared with that of a comparable item;
- (4) Warranty considerations;
- (5) Maintenance availability;
- (6) Past performance; and
- (7) Environmental and energy efficiency considerations.

- c. Orders exceeding the maximum order threshold.** Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering offices shall--

- (1) Review additional Schedule Contractors' catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

- d. Blanket purchase agreements (BPAs).** The establishment of Federal Supply schedule BPAs is permitted when following the ordering procedures in FAR 8.4C4. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

- e. Price reductions.** In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.

- f. **Small business.** For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.
- g. **Documentation.** Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the tile as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.

D13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS

Federal departments and agencies acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering offices, shall be responded to promptly by the Contractor.

D.13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS)

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

D.13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS)

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301) 975-2833.

D14. SECURITY REQUIREMENTS

In the event security requirements are necessary, the ordering activities may incorporate, in their delivery orders, a security clause in accordance with current laws, regulations, and individual agency policy; however, the burden of administering the security requirements shall be with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten percent (10%) or \$100,000, of the total dollar value of the order, whichever is less.

D15. CONTRACT ADMINISTRATION FOR ORDERING OFFICES

Any ordering office, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (1) Termination for the Government's convenience, and (m) Termination for Cause (See C.1.)

D16. GSA ADVANTAGE!

GSA Advantage! Is an on-line, interactive electronic information and ordering system that provides on-line access to vendors schedule prices with ordering information. *GSA Advantage!* will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse *GSA Advantage!* by accessing the Internet World Wide Web utilizing a browser (ex.: Netscape, Microsoft Internet Explorer). The Internet address is <http://www.gsa.gov/>.

D17. PURCHASE OR INCIDENTAL, NON-SCHEDULE ITEMS

For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule Blanket Purchase Agreement (BPA) or an individual order, provided that the items are clearly labeled as such on the order, all applicable regulations have been followed, and price reasonableness has been determined by the ordering activity for the open market (non-contract) items.

D18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - (1) Time of delivery/installation quotations for individual orders;
 - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
 - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

D19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below: N/A.

D20. YEAR 2000 WARRANTY - COMMERCIAL SUPPLY ITEMS

As used in this clause, "Year 2000 compliant" means information technology that accurately processes date/time data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000 and leap year calculations. Furthermore, Year 2000 compliant information technology, when used in combination with other information technology, shall accurately process date/time if the other information technology properly exchanges date/time data with it.

- (a) All currently awarded products that are not Year 2000 compliant must-be deleted from this contract no later than December 31, 1999.
- (b) Any contract modifications, adding new items under clause 552.243-72, Modifications (Multiple Award Schedule), must meet the warranty requirement in paragraph c, below.
- (c) The Contractor warrants that each hardware, software, and firmware product delivered under this contract shall be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, including leap year calculations, when used in accordance with the product documentation provided by the Contractor, provided that all listed or unlisted products (e.g. hardware, software, firmware) used in combination with such listed product

properly exchange data with it. If the contract requires that specific listed products must perform as a system in accordance with the foregoing warranty, then that warranty shall apply to those listed products as a system. The duration of this warranty and the remedies available to the Government for breach of this warranty shall be as defined in, and subject to, the terms and limitations of the Contractor's standard commercial warranty or warranties contained in this contract, provided that notwithstanding any provision to the contrary in such commercial warranty or warranties, the remedies available to the Government under this warranty shall include repair or replacement of any listed product whose non-compliance is discovered and made known to the Contractor in writing within ninety (90) days after acceptance. Nothing in this warranty shall be construed to limit any rights or remedies the Government may otherwise have under this contract with respect to defects other than Year 2C00 performance.

D21. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

D22. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

D23. SECTION 508 COMPLIANCE

If applicable, Section 508 compliance information can be obtained with response to request for quotation, or by calling the order POCs noted in item 2. above. The EIT standard can be found at: www.Section508.gov/.

D24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement: This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

D25. INSURANCE – WORK ON A GOVERNMENT INSTALLATION (JAN 1997) (FAR 52.228-5)

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
 - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

D26. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324).

Section E. Terms and Conditions – SIN(s) 132-51 and 132-52**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) AND ELECTRONIC COMMERCE (EC) SERVICES (SPECIAL ITEM NUMBER 132-52)****E1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

E2. PERFORMANCE INCENTIVES

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

E3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

E4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT/EC Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

E5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90

days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

E6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time and Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time and materials and labor hour orders placed under this contract.

E7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

E8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/EC Services.

E9. INDEPENDENT CONTRACTOR

All IT/EC Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

E10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the

Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

E11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/EC services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

E12. PAYMENTS and INTEREST DUE

PAYMENTS: For firm-fixed price orders the Government shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts (Alternate I (APR 1984)) at FAR 52.232-7 apply to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts (FEB 1997) (Alternate II (JAN 1986)) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

INTEREST DUE: For any ordering activity, FAR 52.232-25 Prompt Payment shall apply.

E13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

E14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

E15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

E16. DESCRIPTION OF IT/EC SERVICES AND PRICING

Description of IT labor services, including Call Processing and Management Systems (CPMS) professional services, and pricing (Rate Table) are included in the preceding Sections A and B.

The Call Processing and Management Systems (CPMS) Catalog with Hosting Services and Interactive Intelligence, Inc. products sections can be found in the preceding Section C.

Section F. Terms and Conditions – SIN 132-8

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY NEW EQUIPMENT (SPECIAL ITEM NUMBER 132-8) and USED OR REFURBISHED EQUIPMENT (SPECIAL ITEM NUMBER 132-9)

F.1. MATERIAL AND WORKMANSHIP

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

F.2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the Contractor will be obligated to meet the delivery and installation date specified in the original order.

F.3. TRANSPORTATION OF EQUIPMENT

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

F.4. INSTALLATION AND TECHNICAL SERVICES

- a. INSTALLATION. When the equipment provided under this contract is not normally self-installable, the Contractor's technical personnel shall be available to the ordering activity, at the ordering activity's location, to install the equipment and to train ordering activity personnel in the use and maintenance of the equipment. The charges, if any, for such services will be included in the contractor-provided written quote in response to the ordering agency RFQ.
- b. INSTALLATION, DEINSTALLATION, REINSTALLATION. The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies. The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or SIN 132-9.
- c. OPERATING AND MAINTENANCE MANUALS. The Contractor shall furnish the ordering activity with one (1) copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.

F.5. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any equipment that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming equipment at no increase in contract price. The ordering activity must exercise its post-acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

F.6. WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

F.7. PURCHASE PRICE FOR ORDERED EQUIPMENT

The purchase price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement, as per the written quotation provided by Contractor in response to the RFQ.

F.8. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

F.9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

F.9. THIRD PARTY PRODUCTS

Customer will order third party products (e.g., Polycom phones, and AudioCodes gateways) only as part of a total Interactive intelligence solution, except as approved by Systems Integration, Inc.

Section G. Terms and Conditions – SIN 132-33 and SIN 132-34

TERMS AND CONDITIONS APPLICABLE TO PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND MAINTENANCE OF SOFTWARE (SPECIAL ITEM NUMBER 132-34)

G.1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post-acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

G.2. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

G.3. TECHNICAL SERVICES

The Contractor, with the mandatory purchase of 1st year support as defined in Section C. Table 21, shall provide a hot line technical support number for the purpose of providing limited user assistance and guidance in the implementation of the software.

The toll-free technical support number is 1-877-308-6380.

This technical support number is available from 8:00 a.m. to 5:00 p.m. EST, unless otherwise specified in response to a specific requirement contained in the ordering agency RFQ.

G.4. SOFTWARE MAINTENANCE

- a. Software maintenance as it is defined: (select software maintenance type):
 1. Software Maintenance as a Product (SIN 132-32 or SIN 132-33)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics. This Maintenance Subscription must be paid for in advance of the annual period of performance.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package, nor does it include the installation of a published upgrade. These examples are considered software maintenance as a service.

2. Software Maintenance as a Service (SIN 132-34)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

G.5. UTILIZATION LIMITATIONS

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
 - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
 - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
 - (3) Except as is provided in paragraph G.5.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
 - (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel and said site shall no longer contain installed licenses; to use the computer software and documentation with a backup computer when the primary computer is inoperative providing backup computer software is removed if and when primary computer becomes operative; and to copy computer programs for safekeeping (archives) or backup purposes.
 - (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule

pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

G.6. SOFTWARE CONVERSIONS - (SIN 132-32 AND SIN 132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of an allowable and supported change in operating system, or from one allowable and supported computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version (for example version 1.0 to version 1.1) of the same licenses in the same configuration.

G.7. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

G.8. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses, otherwise known as Disaster Recovery licenses. Refer to G.9 for the License Agreement.

G.9 INTERACTIVE LICENSE AGREEMENT FOR GSA SCHEDULE CUSTOMERS

**INTERACTIVE LICENSE AGREEMENT
FOR SCHEDULE 70 GSA CUSTOMERS**

This INTERACTIVE LICENSE AGREEMENT ("Agreement") is entered into by and between Interactive Intelligence, Inc., an Indiana corporation having its principal office located at 7601 Interactive Way, Indianapolis, IN 46278 and the entity identified in Exhibit A hereto ("Customer") having its principal office located at the address identified in Exhibit A. This Agreement is applicable only to Customers who purchase licenses to Interactive Software from an Interactive Elite Partner reseller who is acting as the prime contractor under a GSA Schedule 70 contract.

ARTICLE 1. FORM OF AGREEMENT

1.1 Consideration and Acceptance. Customer acknowledges receipt of a copy of this Agreement prior to purchasing a license to the Interactive Software (as defined herein) from the company identified as Elite Partner in Exhibit A hereto and agrees that receipt of the Interactive Software constitutes full and sufficient consideration for, and acceptance by Customer of, all of the terms and conditions of this Agreement.

1.2 Independent Contractors. The use of the term "Elite Partner" does not mean that Interactive and Elite Partner are partners in the legal meaning of that term. Interactive and Elite Partner are independent contractors and are not partners, joint ventures, agents, franchisor or franchisee, or legal representatives of each other. Neither Interactive nor Elite Partner has the power to bind the other and Interactive hereby disclaims all responsibility or liability for any contracts entered into by Elite Partner, representations made by Elite Partner, or any other acts performed, or failures to act, by Elite Partner. Customer agrees that any claims other than with respect to Interactive's warranty and indemnification obligations as expressly contemplated in this Agreement will be made solely against Elite Partner and not against Interactive.

ARTICLE 2. LICENSE

2.1 Software License. Subject to the terms of this Agreement including any limitations contained in Exhibit A and subject to Customer's payment to Elite Partner of all license fees for the Interactive Software, Interactive grants to Customer the non-exclusive, non-sublicensable, perpetual licenses identified on Exhibit A to use the executable code version of the Interactive software identified on Exhibit A and related documentation ("Interactive Software") at the physical address identified in Exhibit A

("Designated Location"). Customer will not transfer the Interactive Software from the Designated Location to another location without Interactive's prior authorization which authorization will not be unreasonably withheld or delayed. If software provided by a third party is identified on Exhibit A, either (i) subject to the terms of this Agreement including any limitations contained in Exhibit A, Interactive grants to Customer a non-exclusive perpetual license to use such third party software and related documentation ("Third Party Software") or (ii) a license to use such Third Party Software is granted directly from the third party to Customer pursuant to a separate agreement ("Third Party License") in which event the terms and conditions governing the use of the Third Party Software will be the terms of the Third Party License and not this Agreement. The sublicense for certain Third Party Software sublicensed hereunder may be subject to certain addenda ("Third Party Addenda"). Interactive is not authorized to negotiate changes of any kind to any Third Party License or Third Party Addenda. The Interactive Software and the sublicensed Third Party Software are referred to herein collectively as "Software." Customer acknowledges and agrees that the Software is provided as a license and not a sale and Customer receives no rights other than those specifically granted to Customer herein.

2.2 Affiliates; Additional Orders. Customer may permit its Affiliates to use the Software subject to the terms and conditions of this Agreement provided that Customer will be responsible for its Affiliates' compliance with this Agreement. "Affiliates" means entities that are at least fifty percent (50%) owned and actually controlled by Customer. Any additional orders placed by Customer and accepted by Interactive for Software will be designated in a supplemental Exhibit A and will be governed by the terms and conditions of this Agreement.

2.3 Restrictions on Use. Customer shall not, and shall not permit others to:

- (i) transfer to any other person or entity any of its rights to use the Interactive Software;
- (ii) sell, rent, sublicense or lease the Interactive Software;
- (iii) create any derivative works, functionally equivalent works, or translations based upon the Interactive Software;
- (iv) copy any feature, design or graphic in, or disassemble, reverse engineer or decompile the Interactive Software;
- (v) access or use the Interactive Software in order to compete with Interactive or to assist someone else to compete with Interactive; or
- (vi) use the Interactive Software for any purposes in any manner directly or indirectly in violation of any law, regulation, mandate or court order or in the aid of any unlawful act or undertaking.

ARTICLE 3. SUPPORT AND REGISTRATION

3.1 Software Versions. Interactive will make corrective code for the Interactive Software available for a period of three (3) years following the last shipment date of a particular Version ("Version Support Period"); provided that corrective code will be available only in connection with the Version that incorporates the last Service Update. A Version is designated by a number followed by a decimal followed by another number such as 2.2, 2.3 and the like. A Service Update is a minor release of code that corrects one or more existing features of the software. Corrective code may not be compatible with Versions other than the most current Version of the Interactive Software and may not be compatible with modified or customized Interactive Software.

3.2 Annual Support Plan. During the Version Support Period, Interactive will offer certain maintenance and support services for the Interactive Software based on Annual Support Plan levels as determined by Interactive from time to time. Customer will purchase an Annual Support Plan concurrent with each purchase of Interactive Software licenses, the terms and conditions of which will be governed by a separate maintenance and support agreement between Elite Partner and Customer.

3.3 Annual Registration. So that Interactive can determine that all corrective code has been installed by Customer, to facilitate support services and to prevent unauthorized use, Customer must register the Interactive Software by visiting www.inin.com/licensemanagement within the ninety (90) day preceding each anniversary of the Effective Date. Customer will receive automated reminders in advance of the registration deadline.

ARTICLE 4. WARRANTIES

4.1 Interactive Software Warranty. Provided that Customer is in material compliance with this Agreement, beginning on the date that Customer's initial license keys for the Interactive Software are downloaded, Interactive warrants to Customer that the Interactive Software will substantially conform to the Interactive Software user documentation for a period of one (1) year. Customer's exclusive remedy for breach of this warranty will be that Interactive will at Interactive's option: (i) use commercially reasonable best efforts to fix or replace the non-conforming Interactive Software, or (ii) provide a refund to Customer for the non-conforming Interactive Software. If during the warranty period Interactive does not replace or fix the non-conforming Interactive Software within forty-five (45) days after Customer gives Interactive written notice of breach of this warranty, Customer may terminate its license to the non-conforming Interactive Software upon written notice to Interactive. Customer will immediately thereafter return to Interactive or destroy all copies of the non-conforming Interactive Software in Customer's possession or control and Interactive will refund to Customer the license fees actually paid by Customer to Interactive for the non-conforming Interactive Software within thirty (30) days after receipt of an affidavit signed by an officer, owner or managing partner of Customer confirming that these actions have been

completed. Interactive will have no liability or responsibility of any kind to the extent any non-conformance is due to: (i) use of the Interactive Software contrary to the terms of this Agreement or the Interactive Software documentation; (ii) problems caused by improper installation other than by Interactive; (iii) use of the Interactive Software in combination with equipment or third party software not certified by Interactive for use in combination with the Interactive Software; (iv) customization, modification or configuration of the Interactive Software regardless of who performed the customization or modification and whether the customization or modification was executed using Interactive tools, methods documented by Interactive, or training provided by Interactive or Interactive contractors or agents; and (v) failure to install updates or corrective code for the Interactive Software that Interactive makes available free of additional charge to customers that have paid for a current Annual Support Plan.

4.2 Third Party Warranties. To the extent applicable and permitted, Interactive will pass through to Customer warranties made to Interactive by Third Party Software licensors with respect to sublicensed Third Party Software ("Third Party Warranties") or, if warranty pass-through is not permitted, Interactive will make warranty claims on Customer's behalf. Interactive makes no guarantees with respect to performance of warranty obligations by Third Party Software licensors and in no event will Interactive be liable therefore.

4.3 DISCLAIMER. EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT OR IN A SEPARATE WRITTEN AGREEMENT, INTERACTIVE AND ITS LICENSORS DISCLAIM ALL WARRANTIES, CONDITIONS, REPRESENTATIONS, INDEMNITIES AND GUARANTEES WITH RESPECT TO THE SOFTWARE, WHETHER EXPRESS OR IMPLIED, ARISING BY LAW, CUSTOM, PRIOR ORAL OR WRITTEN STATEMENTS OR OTHERWISE (INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT). BY WAY OF EXAMPLE AND NOT IN LIMITATION, NEITHER INTERACTIVE NOR ITS LICENSORS WARRANTS THAT: (i) USE OF THE SOFTWARE OR ANY PART THEREOF WILL BE UNINTERRUPTED OR ERROR FREE; (ii) ALL DEFECTS IN THE SOFTWARE WILL BE CORRECTED; OR (iii) THE SOFTWARE WILL OPERATE IN THE COMBINATIONS THAT MAY BE SELECTED BY CUSTOMER. TO THE EXTENT THAT INTERACTIVE OR ITS LICENSORS CANNOT DISCLAIM A WARRANTY AS A MATTER OF APPLICABLE LAW, THE SCOPE AND DURATION OF SUCH WARRANTY WILL BE THE MINIMUM PERMITTED UNDER SUCH LAW.

4.4 LIMITATION OF LIABILITY. IN NO EVENT WILL INTERACTIVE OR ITS LICENSORS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, CONSEQUENTIAL, OR PUNITIVE DAMAGES OF ANY CHARACTER (INCLUDING WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS OR GOOD WILL, WORK STOPPAGE, LOSS OF INFORMATION OR DATA, LOSS OF REVENUE OR PROFIT, COMPUTER FAILURE, AND TELECOMMUNICATIONS CHARGES FROM UNAUTHORIZED ACCESS) ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE SOFTWARE, REGARDLESS OF THE LEGAL THEORY ASSERTED, WHETHER BASED ON BREACH OF CONTRACT, BREACH OF WARRANTY, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF A REMEDY SET FORTH HEREIN IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE. THE AGGREGATE AND TOTAL LIABILITY OF INTERACTIVE AND ITS LICENSORS FOR ANY AND ALL CLAIMS ARISING OUT OF THIS AGREEMENT WILL BE LIMITED TO DIRECT DAMAGES AND WILL NOT EXCEED THE AMOUNT ACTUALLY PAID BY CUSTOMER FOR THE SOFTWARE THAT CAUSED THE DAMAGES.

ARTICLE 5. INTERACTIVE INDEMNIFICATION

5.1 Interactive Indemnification. Provided that Customer is in material compliance with the terms of this Agreement, then, subject to Section 5.2, Interactive agrees to indemnify Customer against any judgments finally awarded by a court, and pay any settlements approved by Interactive, with respect to any claims by a third party that the Interactive Software, standing alone, infringes any United States patent, copyright, trademark or trade secret right of such third party. Customer will promptly notify Interactive of any such claim and provide reasonable assistance to Interactive with respect to handling the claim; provided, however, that Customer's rights and obligations under this Section 5.1 shall be subject to the provisions of 28 USC § 516 *et. seq.* Customer's failure to provide timely notice or reasonable assistance will relieve Interactive of its obligations under this Section to the extent that Interactive has been actually and materially prejudiced by such failure. Interactive may at any time and at its option and expense: (i) procure the right of Customer to continue to use Interactive Software that may infringe a third party's rights; (ii) modify the Interactive Software so as to avoid infringement; or (iii) require Customer to return the Interactive Software and refund Customer the fee actually paid by Customer for the Interactive Software less depreciation based on a five (5) year straight-line depreciation schedule. The foregoing will be Customer's sole remedy for any claims of infringement.

5.2 Indemnity Exclusions. In no event will Interactive have any obligation to indemnify to the extent any claim (including but not limited to a patent infringement claim, including contributory infringement or inducement to infringe, of any patents), directly or indirectly, by reason of, arising from or resulting from: (i) use of the Interactive Software contrary to the terms of this Agreement or the Interactive Software documentation; (ii) any equipment or third party software, including without limitation Third Party Software, regardless of how obtained and use of the Interactive Software in combination with equipment or third party software not certified by Interactive for use in combination with the Interactive Software; (iii) use of third party services alone or in combination with Interactive Software; (iv) any alteration, customization, modification or configuration of the Interactive Software regardless of who performed the alteration, customization, modification or configuration and whether the alteration, customization, modification or configuration was executed using Interactive tools, including but not limited to Interaction Attendant, methods documented by Interactive, or training provided by Interactive or Interactive contractors or agents; (v) the creation of derivative works of the Interactive Software by Customer or its agents and/or contractors or Interactive's compliance with Customer's request or instructions or use of materials provided by Customer; or (vi) failure to install updates or corrective code for the Interactive Software that Interactive makes available free of additional charge to customers that have paid for a current Annual Support Plan or pursuant to Section 5.1(ii) (Interactive Indemnification).

ARTICLE 6. TERM AND TERMINATION

6.1 Term of Agreement. This Agreement will commence upon commencement of the GSA Schedule contract under which the Interactive Software is provided (the "Effective Date") and will continue until terminated in accordance with the dispute resolution procedures set forth in the Contract Dispute Acts, 41 U.S.C. ss. 7101-7109, and the Federal Acquisition Regulation clause at 52.233-1 and 52.212-4(d).

6.2 Termination. A "Termination Event" will be deemed to occur if Customer breaches a material term of this Agreement, ceases to do business as a going concern, makes an assignment for the benefit of creditors, admits in writing its inability to pay debts as they become due, files a petition in bankruptcy or appoints a receiver, or acquiesces in the appointment of a receiver or trustee, or liquidator. Where Customer is an agency or instrumentality of the U.S. Government, any Termination Event shall be referred to the dispute resolution procedure described in section 6.1 above and Interactive may terminate this Agreement only if expressly

authorized to do so by the dispute resolution tribunal upon the conclusion of such procedure. If Customer is not an agency or instrumentality of the U.S. Government, Interactive may terminate this Agreement upon notice and thirty (30) days opportunity to cure (if susceptible to cure) after the occurrence of a Termination Event. Customer may terminate this Agreement at any time effective sixty (60) days after written notice to Interactive.

6.3 Effect of Termination. Upon termination of this Agreement for any reason and notwithstanding the perpetual license granted herein: (i) all of Customer's rights and license to use the Software will immediately terminate; (ii) Customer will return to Interactive or purge all copies of Software in Customer's possession or control and deliver to Interactive an affidavit signed by an officer, owner or managing partner of Customer confirming that these actions have been completed.

6.4 Survival. All terms of this Agreement which, by their nature, are intended to survive termination of this Agreement will survive termination, including without limitation, all payment obligations, use restrictions, ownership terms, confidentiality obligations, disclaimers and limitations of liability.

ARTICLE 7. OWNERSHIP AND CONFIDENTIALITY

7.1 Proprietary Rights. All trademarks, service marks, patents, copyrights, trade secrets and other intellectual property rights in the Software (collectively, "Materials") are and will remain the exclusive property of Interactive or its licensors, whether or not specifically recognized or perfected under applicable local law. Customer will not create derivative works of, modify, assign, sublicense, sell, rent, reverse engineer, disassemble or decompile the Materials. Any rights not expressly granted herein are reserved to Interactive or its licensors. Interactive or its licensors will own all rights in all derivative works of the Materials and any copy, translation, modification, adaptation or derivation (including any improvement or development) of the Materials. Customer will not take any action that jeopardizes Interactive's or its licensors' proprietary rights in the Materials or acquire any right in the Materials.

7.2 Confidential Information. Confidential Information means all information that is proprietary to Customer or to Interactive or its licensors. Interactive Confidential Information includes without limitation the Interactive Software, training materials, technical and non-technical information, data, ideas, concepts and know-how, including developments, inventions, processes, algorithms, designs, drawings, engineering, and hardware configuration information, and other information that relates to Interactive's business plans, forecasts and research as well as Confidential Information of Interactive's licensors. Confidential Information does not include: (i) information that is made generally available to the public without obligation of confidentiality; (ii) information that the receiving party can show through documentation was independently developed by the receiving party without use of Confidential Information of the disclosing party; or (iii) information that is disclosed pursuant to a requirement of a court, government agency, or law, including without limitation, state and federal securities laws; provided that, if the receiving party is required by a court, government agency, or applicable law to disclose any Confidential Information of the disclosing party, the receiving party will notify the disclosing party immediately upon learning of such requirement so that the disclosing party has an opportunity to take action to protect the confidentiality and proprietary nature of the Confidential Information.

7.3 Nondisclosure. Each party receiving Confidential Information of the other party will take reasonable precautions necessary to safeguard the confidentiality of the disclosing party's Confidential Information, including at a minimum, the precautions taken by the receiving party to protect its own Confidential Information. Neither party will disclose the other party's Confidential Information in whole or in part to any third party except to employees or consultants who require access to the Confidential Information, provided that any such employees and consultants agree in writing to maintain the information in confidence. Neither party will remove

or deface, or allow the removal or defacement, of any confidential or proprietary notice placed on any Confidential Information of the other party.

ARTICLE 8. GENERAL

8.1 Records and Audit. For the term of this Agreement and for one (1) year thereafter, Customer will conduct a self-audit upon request, no more than annually, and provide the results to Interactive. Any discovered over-use or other non-compliance shall be referred to the dispute resolution procedure described in Section 6.1. upon reasonable prior written notice, Interactive or its designee will have the right to visit the premises of Customer and its Affiliates during normal business hours and review their systems, books and records solely to the extent reasonably necessary or advisable to determine compliance with this Agreement. If Customer or any Affiliate is not in compliance, Customer will correct any failure of compliance including without limitation paying any additional fees that may be due and, if such non-compliance is material, Customer will pay the reasonable costs of the audit.

8.2 Compliance with Laws. Each party will comply with all federal, state, and local laws applicable to the Materials and their use, this Agreement, and the conduct of its business. In no event will Interactive be responsible for providing, implementing, configuring, or coding the Software in a manner that complies with any laws or regulatory requirements that apply to Customer's business or industry, including without limitation, US Federal Trade Commission (FTC) regulations, Federal Communications Commission (FCC) regulations, and the Health Insurance Portability and Accountability Act (HIPAA). The Software is Commercial Computer Software under Federal Government Acquisition Regulations and agency supplements to them and is provided to the Federal Government and its agencies only under the Restricted Rights Provision of the Federal Acquisition Regulations applicable to commercial computer software developed at private expense and not in the public domain.

8.3 US Export Restrictions. Customer acknowledges that the Software, Materials and Interactive Confidential Information may be subject to export controls under the U.S. Export Administration Regulations as well as end-user, end use and destination restrictions issued by the United States government and other governments. Customer will strictly comply with all requirements of these controls and restrictions and cooperate fully with Interactive in any official or unofficial audit or inspection relating to these controls or restrictions.

8.4 Assignment. Customer may not assign this Agreement by operation of law or otherwise without the prior written consent of Interactive, which consent will not be unreasonably withheld or delayed. Any merger, consolidation or change of ownership of a controlling voting interest of Customer will be considered to effect an assignment for purposes of this Section. Any attempt by Customer to assign this Agreement other than as provided in this Section is void and of no force or effect.

8.5 Notices. If Customer's principal office is located in North America, all notices and consents will be in writing and will be sent pre-paid by first class mail or by overnight delivery using a nationally recognized and reputable overnight courier. Such notices and consents will be deemed received five (5) business days after deposit if sent by mail and one (1) business day after deposit if sent by overnight courier. If Customer's principal office is not located in North America, all notices and consents will be in writing and will be sent pre-paid by a reputable international courier with delivery scheduled no less than five (5) business days after deposit. Such notices will be deemed received upon receipt or five (5) business days after deposit, whichever is earlier.

8.6 Severability and Waiver. If any provision of this Agreement is held to be invalid, illegal, or unenforceable, such provision will be considered stricken from this Agreement and the validity, legality and enforceability of the remaining provisions will not in any way be affected or impaired. Neither Interactive nor Customer will, by mere lapse of time, without giving notice or taking other action hereunder, be deemed to have

waived any breach of any of the provisions of this Agreement. Further, the waiver by Interactive or Customer of a particular breach of this Agreement will not be construed as nor constitute a continuing waiver of such breach or of breaches of the same or other provisions of this Agreement.

8.7 Force Majeure. Neither Interactive nor Customer will be liable by reason of any failure of performance hereunder (other than Customer's failure to pay amounts owed) if such failure arises out of causes beyond its reasonable control, despite its reasonable efforts and without its fault or negligence.

8.8 Governing Law. This Agreement will be governed by and construed in accordance with the applicable laws of United States.

8.9 English Language; Headings. Interactive and Customer confirm that it is their wish that this Agreement as well as other documents relating hereto, including notices, have been and will be drawn up in the English language only. The headings of this Agreement are inserted only for convenience and will not be construed as a part of this Agreement.

8.10 Entire Agreement. This Agreement including its exhibits is the complete and exclusive statement of agreement between Interactive and Customer concerning the Interactive Software and supersedes all prior understandings and other communications between the parties relating hereto. This Agreement may be amended only by a subsequent writing that specifically refers to this Agreement and that it is signed by both parties. For the purposes of clarification, Interactive is acting as vendor to the prime contractor and nothing in this Agreement supersedes or amends any obligations of the prime contractor under the GSA Schedule contract under which the Interactive Software is provided.

HMP Addendum

The following additional terms apply to Dialogic's Host Media Processing software ("HMP Software") licensed to Customer by Interactive:

1. Customer will use the HMP Software solely in connection with the Interactive Software and solely for its own internal use. A separate new or replacement Run-Time License Key for the HMP Software must be purchased for each computer or device using the HMP Software and Customer will not transfer the HMP Software to any other computer or device without purchasing a separate new or replacement Run-Time License Key for such device.
2. Dialogic Corporation is a third party beneficiary of the Interactive License Agreement with rights to enforce such agreement with respect to the HMP Software.
3. IN NO EVENT WILL INTERACTIVE, DIALOGIC, EITHER OF THEIR AFFILIATES, DIRECTORS, OFFICERS OR LICENSORS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, CONSEQUENTIAL, OR PUNITIVE DAMAGES OF ANY CHARACTER (INCLUDING WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS OR GOOD WILL, WORK STOPPAGE, LOSS OF INFORMATION OR DATA, LOSS OF REVENUE OR PROFIT, COMPUTER FAILURE, AND TELECOMMUNICATIONS CHARGES FROM UNAUTHORIZED ACCESS) ARISING OUT OF OR IN CONNECTION WITH THE HMP SOFTWARE, REGARDLESS OF THE LEGAL THEORY ASSERTED, WHETHER BASED ON BREACH OF CONTRACT, BREACH OF WARRANTY, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF A REMEDY SET FORTH HEREIN IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE.

G.10 THIRD PARTY PRODUCTS

Customer will order third party products (e.g., Polycom phones, and AudioCodes gateways only as part of a total Interactive Intelligence solution, except as approved by Systems Integration, Inc.

Section H. Terms and Conditions – SIN 132-50

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 132-50)

H.1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this Schedule.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

H.2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

H.3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

H.4. CANCELLATION AND RESCHEDULING

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

H.5. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement as per the written quote provided to ordering activity.

H.6. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

H.7. FORMAT AND CONTENT OF TRAINING

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
- b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
 - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - (2) The length of the course;
 - (3) Mandatory and desirable prerequisites for student enrollment;
 - (4) The minimum and maximum number of students per class;
 - (5) The locations where the course is offered;
 - (6) Class schedules; and
 - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

H.8. "NO CHARGE" TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

NOT APPLICABLE
