



## **Call Center - Advanced Vectoring Workshop Offer Sheet**

Avaya Professional Services (APS) offers a series of services for our Avaya Call Center customers seeking assistance in integrating the advanced call routing features available in the latest Call Center release.

Avaya Contact Center Consultants bring a wide range of operational knowledge and technical skills to help you maximize call center equipment and resources, and improve call center performance and administration. Taking a workshop or completing a service from Avaya will help assure that you're taking full advantage of the features and functionality available within your Avaya call center systems.

Two services focus on improving call routing: Advanced Vectoring Workshop and an Advanced Vectoring Integration Service.

### **Advanced Vectoring Workshop**

**Duration: 3 Days**

Learn how to use the advanced vectoring features available to you with the latest release of Call Center software. This hands-on session will help Call Center administrators write more efficient vectors with our advanced vector commands. Attendees will receive training on the latest vector enhancements available (including subroutines, Vector Directory Number –VDN- Variables, and set commands). We will focus on examples of how using the new vector commands can help reduce administration. Attention will also be given to variables in vectors and other recent additions to the Call Center software.

Activities Include:

Reviewing Avaya Communication Manager call center features and functionality.

Studying examples of how and when to use the following functionality:

- Agent LogID Options
- Local Preference Distribution
- Vector Variables
- Vector Subroutines
- Vector Duplication
- Comments
- Commenting Out Vector Steps
- Un-Commenting Out Vector Steps
- VDN Variables
- VDN Offset

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Expires 09/30/10



## Professional Services

After attending this workshop, call center administrators will have a better understanding of advanced vectoring commands and will be able to better evaluate which of the commands will be appropriate for their call center environments.

### Advanced Vectoring Integration Service

#### Duration: 5 Days

This service is an ideal way to help ensure that your Call Center is operating at peak efficiency with the new Call Center features.

Our Advanced Vectoring Integration Service includes:

- A three-day Advanced Vectoring Workshop to learn how to use many of the advanced vectoring features available in the latest releases of our Call Center Software.
- A two-day Advanced Vectoring Design and Integration session to help you integrate the advanced vectoring features for their specific call center environment.

Activities include:

- Reviewing your call center operation and business objectives.
- Analyzing samples of existing call flows and associated prompting, announcements, VDNs, hunt groups, trunk groups, and other Advance Call Distribution (ACD) usage.
- Focusing on recommendations for call flow changes to improve performance, based on available advanced vectoring features.
- Reviewing appropriate Avaya involvement for future support.

### Pricing

*Not to be used for Contractual purposes. The final pricing MUST be reviewed by the Avaya Services Center. If any parameter is exceeded in the scenario below, use the next higher scenario for budgetary pricing. If the parameter exceeds the examples below, engage the Avaya Service Center (ASC) at 866-282-9266 for a quote.*

**Advanced Vectoring Workshop (3 days on-site) \$6,600**

**Advanced Vectoring Integration Service (5 days on-site) \$11,000**

Both engagements are on-site and will require consultant Travel and Living charges which are not included in this offer.

### Standard Service Hours

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

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

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## Professional Services

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

### Standard Delivery

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

### Travel and Living Expenses

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

### Availability

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

### How to Engage Avaya Professional Services:

This Offer Sheet is not to be used for Contractual purposes. Final pricing **MUST** be reviewed by APS. To engage APS, contact a Professional Services Engagement Manager (PSEM) or the (ATAC) Design Central team.

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

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

For Indirect requests:

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

If you have any questions on the offer, please contact Juan Segura, at 720-444-0537 or [jsegura@avaya.com](mailto:jsegura@avaya.com).

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