

R9.0.3 Mat Codes IPO/IPOCC/ACCS	Short Description	Verint License Type
Contact Recording / Compliance Recording		
273905	IPO R9 CONTACT RECORDER PLDS LIC	Server
275623	IPO R9 CONTACT RECORDER ADI LIC	Server

Avaya Aura Workforce Optimization

R12 All Codes	Short Description	Verint License Type
272940	WFO R12 CR IC INTG	Server
272941	WFO R12 CR IC INTG ENTL	Server
272942	WFO R12 CR IC INTG UPG	Server
272943	WFO R12 CR DIALER INTG	Server
272944	WFO R12 CR DIALER INTG ENTL	Server
272945	WFO R12 CR DIALER INTG UPG	Server
Contact Recording / Compliance Recording		
272946	WFO R12 CR PKG	Channel
272947	WFO R12 CR PKG ENTL	Channel
272948	WFO R12 CR PKG UPG	Channel
272949	WFO R12 REDUN CR PKG	Channel
272950	WFO R12 REDUN CR PKG ENTL	Channel
272951	WFO R12 REDUN CR PKG UPG	Channel
272954	WFO R12 TEL REPLAY PT	Channel
272955	WFO R12 CNTRL REPLAY SRVR SFTW	Channel
272959	WFO R12 TEL REPLAY CR PKG	Server
272960	WFO R12 TEL REPLAY CR PKG ENTL	Server
272961	WFO R12 TEL REPLAY CR PKG UPG	Server
272962	WFO R12 CR QM ENCRYPTION	Seat
272963	WFO R12 CR QM ENCRYPTION ENTL	Seat
272964	WFO R12 CR QM ENCRYPTION UPG	Seat
272965	WFO R12 FULL TIME SCREEN RCDG	Seat
272966	WFO R12 FULL TIME SCREEN RCDG ENTL	Seat
272967	WFO R12 FULL TIME SCREEN RCDG UPG	Seat
Quality Monitoring		
272968	WFO R12 QM PKG	Seat
272969	WFO R12 QM PKG ENTL	Seat
272970	WFO R12 QM PKG UPG	Seat
272974	WFO R12 ADV QM PKG	Seat
272975	WFO R12 ADV QM PKG ENTL	Seat
272976	WFO R12 ADV QM PKG UPG	Seat
272980	WFO R12 UNIFY EWARE VIEWER	Server
272981	WFO R12 DIALER ADPTR FOR QM	Server
272982	WFO R12 DIALER ADPTR FOR QM ENTL	Server
272983	WFO R12 DIALER ADPTR FOR QM UPG	Server
272984	WFO R12 CONTENT PRODUCER	Seat
272985	WFO R12 CONTENT PRODUCER ENTL	Seat
272986	WFO R12 CONTENT PRODUCER UPG	Seat
272987	WFO R12 STRATEGIC PLANNER	Seat
272988	WFO R12 STRATEGIC PLANNER ENTL	Seat
272989	WFO R12 STRATEGIC PLANNER UPG	Seat
272990	WFO R12 APPL ANALYS	Seat
272991	WFO R12 APPL ANALYS ENTL	Seat

272992	WFO R12 APPL ANALYS UPG	Seat
Reporting		
272993	WFO R12 AD-HOC RPT ADDL USER	Seat
272994	WFO R12 AD-HOC RPT ADDL USER ENTL	Seat
272995	WFO R12 AD-HOC RPT ADDL USER UPG	Seat
272996	WFO R12 COGNOS RPT STUDIO	Seat
272997	WFO R12 COGNOS RPT STUDIO ENTL	Seat
272998	WFO R12 COGNOS RPT STUDIO UPG	Seat
Workforce Management		
272999	WFO R12 WFM PKG	Seat
273000	WFO R12 WFM PKG ENTL	Seat
273001	WFO R12 WFM PKG UPG	Seat
273005	WFO R12 ADV WFM PKG	Seat
273006	WFO R12 ADV WFM PKG ENTL	Seat
273007	WFO R12 ADV WFM PKG UPG	Seat
273011	WFO R12 WFM TIME OFF MGR	Seat
273012	WFO R12 WFM TIME OFF MGR ENTL	Seat
273013	WFO R12 WFM TIME OFF MGR UPG	Seat
273014	WFO R12 WFM SHIFT BIDDING	Seat
273015	WFO R12 WFM SHIFT BIDDING ENTL	Seat
273016	WFO R12 WFM SHIFT BIDDING UPG	Seat
273017	WFO R12 WFM MULTISITE MGMT	Seat
273018	WFO R12 ADV SCORECARD	Seat
273019	WFO R12 ADV SCORECARD ENTL	Seat
273020	WFO R12 ADV SCORECARD UPG	Seat
273021	WFO R12 KPI DESIGN ADAPTER	Server
273022	WFO R12 KPI DESIGN ADAPTER ENTL	Server
273023	WFO R12 KPI DESIGN ADAPTER UPG	Server
273024	WFO R12 LESSON MGMT	Seat
273025	WFO R12 LESSON MGMT ENTL	Seat
273026	WFO R12 LESSON MGMT UPG	Seat
273027	WFO R12 COMP BASED LEARNING	Seat
273028	WFO R12 COMP BASED LEARNING ENTL	Seat
273029	WFO R12 COMP BASED LEARNING UPG	Seat
273030	WFO R12 APPL LINK SRVR	Server
273031	WFO R12 APPL LINK SRVR ENTL	Server
273032	WFO R12 APPL LINK SRVR UPG	Server
273033	WFO R12 ADV ADHERENCE	Seat
273034	WFO R12 ADV ADHERENCE ENTL	Seat
273035	WFO R12 ADV ADHERENCE UPG	Seat
Workforce Optimization Package (CR + QM + WFM)		
273036	WFO R12 WFO PKG	Seat
273037	WFO R12 WFO PKG ENTL	Seat
273038	WFO R12 WFO PKG UPG	Seat
273042	WFO R12 ADV WFO PKG	Seat
273043	WFO R12 ADV WFO PKG ENTL	Seat
273044	WFO R12 ADV WFO PKG UPG	Seat
Desktop and Process Analytics		

273048	WFO R12 DPA TRACKER	Seat
273049	WFO R12 DPA TRACKER ENTL	Seat
273050	WFO R12 DPA TRACKER UPG	Seat
273051	WFO R12 ADV DPA	Seat
273052	WFO R12 ADV DPA ENTL	Seat
273053	WFO R12 ADV DPA UPG	Seat
273054	WFO R12 STR DPA	Seat
273055	WFO R12 STR DPA ENTL	Seat
273056	WFO R12 STR DPA UPG	Seat
273057	WFO R12 AET TO STR DPA UP-BUY	Seat
273058	WFO R12 APP ANALYS STR DPA UP-BUY	Seat
273100	WFO R12 DPP GUIDANCE	Seat
273101	WFO R12 DPP GUIDANCE ENTL	Seat
273102	WFO R12 DPP GUIDANCE UPG	Seat
Speech Analytics		
273059	WFO R12 SPH ESSENTIALS	Seat
273060	WFO R12 SPH ESSENTIALS ENTL	Seat
273061	WFO R12 SPH ESSENTIALS UPG	Seat
273062	WFO R12 SPH ADV	Seat
273063	WFO R12 SPH ADV ENTL	Seat
273064	WFO R12 SPH ADV UPG	Seat
273065	WFO R12 INTERCT DATA EXP MGR	Seat
273066	WFO R12 INTERCT DATA EXP MGR ENTL	Seat
273067	WFO R12 INTERCT DATA EXP MGR UPG	Seat
273068	WFO R12 SPH ANALYTCS ADDL LANG	Seat
273069	WFO R12 SPH ANALYTCS ADDL LANG ENTL	Seat
273070	WFO R12 SPH ANALYTCS ADDL LANG UPG	Seat
Customer Feedback		
273071	WFO R12 CUSTMR FDBCK ADV	Seat
273072	WFO R12 CUSTMR FDBCK ADV ENTL	Seat
273073	WFO R12 CUSTMR FDBCK ADV UPG	Seat
Base Package Up-Buys		
273074	WFO R12 CR TO QM PKG UP-BUY	Channel
273075	WFO R12 CR TO ADV QM PKG UP-BUY	Seat
273076	WFO R12 CR TO WFO PKG UP-BUY	Seat
273077	WFO R12 CR TO ADV WFO UP-BUY	Seat
273080	WFO R12 QM TO ADV QM PKG UP-BUY	Seat
273081	WFO R12 QM TO WFO UP-BUY	Seat
273082	WFO R12 QM TO ADV WFO UP-BUY	Seat
273083	WFO R12 ADV QM TO ADV WFO UP-BUY	Seat
273084	WFO R12 WFM TO ADV WFM PKG UP-BUY	Seat
273085	WFO R12 WFM TO WFO UP-BUY	Seat
273086	WFO R12 WFM TO ADV WFO UP-BUY	Seat
273087	WFO R12 ADV WFM TO ADV WFO UP-BUY	Seat
273088	WFO R12 WFO TO ADV WFO UP-BUY	Seat
Lab/Trial		
273089	WFO R12 CR PKG CUST LAB	Channel
273625	WFO R12 SCR N RCDG CUST LAB	Channel

273090	WFO R12 ADV QM PKG CUST LAB	Seat
273091	WFO R12 ADV WFM PKG CUST LAB	Seat
273092	WFO R12 ADV WFO PKG PTNR LAB	Seat
273093	WFO R12 ADV WFO PKG CUST LAB	Seat
306607	WFO R12 AV INT LAB	Server, Channel, Seat
Additional Features		
305383	WFO R12 SDK FOR CR	Server
305384	WFO R12 DATA CTR REDUN	Channel
306454	WFO R12 INTRADAY PERFORM MGMT	Channel
306455	WFO R12 ADV PERFORM MGMT PKG	Channel
306456	WFO R12 DSKTP GADGETS	Seat
306457	WFO R12 BLENDED MEDIA SCHEDULING	Seat
306458	WFO R12 OUTBND	Seat
306459	WFO R12 MULTISITE	Seat
306590	WFO R12 PROJECTS	Seat
306591	WFO R12 TIME BANKING	Seat
306592	WFO R12 SCRNM POP-UP ALERTS	Seat
306593	WFO R12 QUEUE HOPPING	Seat
306594	WFO R12 NG APPLINK	Seat
306595	WFO R12 MONTHLY FORECAST AND SCHED RULES	Seat
306596	WFO R12 FORECAST AND SCHEDULE SRVR SIDE	Seat
306597	WFO R12 CAMPAIGN POOLING	Seat
306598	WFO R12 USER DEFINED FIELDS	Seat
306599	WFO R12 CR LIVE MNTR	Seat
306600	WFO R12 CALL AVOIDANCE	Seat
306601	WFO R12 CALL AVOIDANCE ADD ON	Seat
306602	WFO R12 SERVICE RCVRY	Seat
306603	WFO R12 SERVICE RCVRY ADD ON	Seat
306604	WFO R12 COST TO SERVE	Seat
306605	WFO R12 COST TO SERVE ADD ON	Seat
306606	WFO R12 CR SELECTIVE RCDG	Channel
306583	WFO R12 CR SEARCH AND REPLAY	Channel
AACC codes for WFO s/w for non-AAWFO solution with SIP CC		
264920	AACC NODAL WFO INTERFACE	Seat
264921	AACC NODAL WFO INTERFACE - 3RD-PARTY	Seat
WFO R12 AACC Midsize Bundle		
273094	WFO R12 CR MIDSIZE ENTPRS	Channel
273650	WFO R12 CR MIDSIZE ENTPRS ENTL	Channel
273651	WFO R12 CR MIDSIZE ENTPRS UPG	Channel
WFO R12 SMB Elite Bundle		
273095	WFO R12 MIDMKT CR	Channel
273652	WFO R12 MIDMKT CR ENTL	Channel
273653	WFO R12 MIDMKT CR UPG	Channel
273096	WFO R12 MIDMKT CR QM BNDL	Channel, Seat
273654	WFO R12 MIDMKT CR QM BNDL ENTL	Channel, Seat
273655	WFO R12 MIDMKT CR QM BNDL UPG	Channel, Seat
273097	WFO R12 MIDMKT WFM	Seat

273656	WFO R12 MIDMKT WFM ENTL	Seat
273657	WFO R12 MIDMKT WFM UPG	Seat
273098	WFO R12 MIDMKT CR QM WFM BNDL	Channel, Seat
273658	WFO R12 MIDMKT CR QM WFM BNDL ENTL	Channel, Seat
273659	WFO R12 MIDMKT CR QM WFM BNDL UPG	Channel, Seat
WFO R12 Elite Midsize Bundle		
302511	WFO R12 CR FOR ELITE-M BNDLS	Channel
302512	WFO R12 CR FOR ELITE-M BNDLS ENTL	Channel
302513	WFO R12 CR FOR ELITE-M BNDLS UPG	Channel
WFO R12 for Contact Center as a Service (CCaaS)		
303885	WFO R12 CR PKG /H	Seat
303890	WFO R12 QM PKG /H	Seat
303895	WFO R12 ADV QM PKG /H	Seat
304280	WFO R12 REDUND CR PKG /H	Seat
304281	WFO R12 CR QM ENCRYPTION /H	Seat

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R11.x Material Codes	Short Description	Verint Lic Type
267603	WFO R11 ACR DIALER INTG	Server
267604	WFO R11 ACR DIALER INTG ENTL	Server
267605	WFO R11 ACR DIALER INTG UPG	Server
Contact Recording / Compliance Recording		
267606	WFO R11 CR PKG	Channel
267607	WFO R11 CR PKG ENTL	Channel
267608	WFO R11 CR PKG UPG	Channel
269192	WFO R11 CR PKG CH IN	Channel
269193	WFO R11 CR PKG CH IN ENTL	Channel
269194	WFO R11 CR PKG CH IN UPG	Channel
267609	WFO R11 REDUN CR PKG	Channel
267610	WFO R11 REDUN CR PKG ENTL	Channel
267611	WFO R11 REDUN CR PKG UPG	Channel
269195	WFO R11 REDUN CR PKG CH IN	Channel
269196	WFO R11 REDUN CR PKG CH IN ENTL	Channel
269197	WFO R11 REDUN CR PKG CH IN UPG	Channel
267600	WFO R11 PASSIVE CR PKG	Channel
267612	WFO R11 REDUN PASSIVE CR PKG	Channel
267618	WFO R11 TEL REPLAY PT	Channel
267621	WFO R11 CNTL REPLAY SRVR SFTW	Channel
267624	WFO R11 ARCHIVE MGR	Channel
267625	WFO R11 ARCHIVE MGR ENTL	Channel
267626	WFO R11 ARCHIVE MGR UPG	Channel
267627	WFO R11 TEL REPLAY CR PKG	Channel
267628	WFO R11 TEL REPLAY CR PKG ENTL	Channel
267629	WFO R11 TEL REPLAY CR PKG UPG	Channel
267630	WFO R11 CR/QM ENCRYPTION	Seat
267631	WFO R11 CR/QM ENCRYPTION ENTL	Seat
267632	WFO R11 CR/QM ENCRYPTION UPG	Seat
267633	WFO R11 FULL TIME SCREEN RECORD	Seat
267619	WFO R11 FULL TIME SCREEN RECORD ENTL	Seat
267620	WFO R11 FULL TIME SCREEN RECORD UPG	Seat
258647	VERINT DIR TO AVAYA CR/QM/WFM MIGRATION ENT	Channel/Seat
Quality Monitoring		
267634	WFO R11 QM PKG	Seat
267635	WFO R11 QM PKG ENTL	Seat
267636	WFO R11 QM PKG UPG	Seat
270810	WFO R11 QM PKG CH IN	Seat
270811	WFO R11 QM PKG CH IN ENTL	Seat
270812	WFO R11 QM PKG CH IN UPG	Seat
267615	WFO R11 REDUN QM PKG	Seat
270813	WFO R11 REDUN QM PKG CH IN	Seat
267637	WFO R11 ADV QM PKG	Seat

267638	WFO R11 ADV QM PKG ENTL	Seat
267639	WFO R11 ADV QM PKG UPG	Seat
270814	WFO R11 ADV QM PKG CH IN	Seat
270815	WFO R11 ADV QM PKG CH IN ENTL	Seat
270816	WFO R11 ADV QM PKG CH IN UPG	Seat
267673	WFO R11 REDUN ADV QM PKG	Seat
270816	WFO R11 REDUN ADV QM PKG CH IN	Seat
267640	WFO R11 UNIFY EWARE VIEWER	Server
267643	WFO R11 DIALER ADPTR FOR QM	Server
267644	WFO R11 DIALER ADPTR FOR QM ENTL	Server
267645	WFO R11 DIALER ADPTR FOR QM UPG	Server
267646	WFO R11 CONTENT PRODUCER	Seat
267647	WFO R11 CONTENT PRODUCER ENTL	Seat
267648	WFO R11 CONTENT PRODUCER UPG	Seat
267649	WFO R11 STRATEGIC PLANNER	Seat
267650	WFO R11 STRATEGIC PLANNER ENTL	Seat
267651	WFO R11 STRATEGIC PLANNER UPG	Seat
267652	WFO R11 APPL ANALYS	Seat
267653	WFO R11 APPL ANALYS ENTL	Seat
267654	WFO R11 APPL ANALYS UPG	Seat
Reporting		
267655	WFO R11 AD-HOC RPT ADDL USER	Seat
267656	WFO R11 AD-HOC RPT ADDLUSER ENT	Seat
267657	WFO R11 AD-HOC RPT ADDLUSER UPG	Seat
267658	WFO R11 COGNOS RPT STUDIO	Seat
267659	WFO R11 COGNOS RPT STUDIO ENT	Seat
267660	WFO R11 COGNOS RPT STUDIO UPG	Seat
Workforce Management		
267661	WFO R11 WFM PKG	Seat
267662	WFO R11 WFM PKG ENTL	Seat
267663	WFO R11 WFM PKG UPG	Seat
267691	WFO R11 REDUN WFM PKG	Seat
267664	WFO R11 ADV WFM PKG	Seat
267665	WFO R11 ADV WFM PKG ENTL	Seat
267666	WFO R11 ADV WFM PKG UPG	Seat
267713	WFO R11 REDUN ADV WFM PKG	Seat
267667	WFO R11 WFM TIME OFF MGR	Seat
267668	WFO R11 WFM TIME OFF MGR ENTL	Seat
267669	WFO R11 WFM TIME OFF MGR UPG	Seat
267670	WFO R11 WFM SHIFT BIDDING	Seat
267671	WFO R11 WFM SHIFT BIDDING ENTL	Seat
267672	WFO R11 WFM SHIFT BIDDING UPG	Seat
267676	WFO R11 WFM MULTISITE MGMT	Seat
267679	WFO R11 ADV SCORECARD	Seat
267680	WFO R11 ADV SCORECARD ENTL	Seat
267681	WFO R11 ADV SCORECARD UPG	Seat
267682	WFO R11 KPI DESIGN ADAPTER	Server
267683	WFO R11 KPI DESIGN ADAPTER ENT	Server

267684	WFO R11 KPI DESIGN ADAPTER UPG	Server
267685	WFO R11 LESSON MGMT	Seat
267686	WFO R11 LESSON MGMT ENTL	Seat
267687	WFO R11 LESSON MGMT UPG	Seat
267688	WFO R11 COMP BASED LEARNING	Seat
267689	WFO R11 COMP BASED LEARNING ENTL	Seat
267690	WFO R11 COMP BASED LEARNING UPG	Seat
267692	WFO R11 APPL LINK SRVR	Server
267693	WFO R11 APPL LINK SRVR ENTL	Server
267694	WFO R11 APPL LINK SRVR UPG	Server
267695	WFO R11 ADV ADHERENCE	Seat
267696	WFO R11 ADV ADHERENCE ENTL	Seat
267697	WFO R11 ADV ADHERENCE UPG	Seat
Workforce Optimization Package (CR + QM + WFM)		
267698	WFO R11 WFO PKG	Seat
267699	WFO R11 WFO PKG ENTL	Seat
267700	WFO R11 WFO PKG UPG	Seat
267716	WFO R11 REDUN WFO PKG	Seat
267701	WFO R11 ADV WFO PKG	Seat
267702	WFO R11 ADV WFO PKG ENTL	Seat
267703	WFO R11 ADV WFO PKG UPG	Seat
267719	WFO R11 REDUN ADV WFO PKG	Seat
Desktop and Process Analytics		
267704	WFO R11 DSKTP APPL TRACKER	Seat
270818	WFO R11 DSKTP APPL TRACKER ENTL	Seat
270819	WFO R11 DSKTP APPL TRACKER UPG	Seat
267705	WFO R11 ADV DSKTP ANALYTICS	Seat
267706	WFO R11 ADV DSKTP ANALYTICS ENTL	Seat
267707	WFO R11 ADV DSKTP ANALYTICS UPG	Seat
267708	WFO R11 STR DSKTP PROCESS ANALYTICS	Seat
270820	WFO R11 STR DSKTP PROC ANALYTICS ENTL	Seat
270821	WFO R11 STR DSKTP PROC ANALYTICS UPG	Seat
267709	WFO R11 AET TO STRATEGIC DPA UP-BUY	Seat
267710	WFO R11 APP ANALYS TO STR DPA UP-BUY	Seat
270822	WFO R11 DATA PROPAGATE PROC GUIDE	Seat
Speech Analytics		
270262	WFO R11 SPEECH ESSENTIALS	Seat
270263	WFO R11 SPEECH ESSENTIALS ENTL	Seat
270264	WFO R11 SPEECH ESSENTIALS UPG	Seat
270265	WFO R11 SPEECH ADVANCED	Seat
270266	WFO R11 SPEECH ADVANCED ENTL	Seat
270267	WFO R11 SPEECH ADVANCED UPG	Seat
270268	WFO R11 INTERACT DATAEXPORT MGR	Seat
270377	WFO R11 INTERACT DATAEXPORT MGR ENTL	Seat
270378	WFO R11 INTERACT DATAEXPORT MGR UPG	Seat
270269	WFO R11 SPH ANALYTICS LANG ADD	Seat
270270	WFO R11 SPH ANALYTICS LANG ADD ENTL	Seat
270271	WFO R11 SPH ANALYS LANG ADD UPG	Seat

Customer Feedback		
267721	WFO R11 CUSTMR FDBCK ADVANCED	Seat
267722	WFO R11 CUSTMR FDBCK ADVANCED ENTL	Seat
267723	WFO R11 CUSTMR FDBCK ADVANCED UPG	Seat
267724	WFO R11 CUSTMR SEGMENT RPTG	Seat
267725	WFO R11 CUSTMR SEGMENT RPTG ENTL	Seat
267726	WFO R11 CUSTMR SEGMENT RPTG UPG	Seat
267727	WFO R11 EMAIL FDBCK MGMT RESEARCH	Seat
267728	WFO R11 EMAIL FDBCK MGMT RSRCH ENTL	Seat
267729	WFO R11 EMAIL FDBCK MGMT RSRCHUPG	Seat
Base Package Up-Buys		
267731	WFO R11 CR TO QM PKG UP-BUY	Seat
267732	WFO R11 CR TO ADV QM PKG UP-BUY	Seat
267733	WFO R11 CR TO WFO UP-BUY	Seat
267734	WFO R11 CR TO ADV WFO UP-BUY	Seat
267735	WFO R11 ADV CR TO ADV QM PKG UP-BUY	Seat
267736	WFO R11 ADV CR TO ADV WFO UP-BUY	Seat
267737	WFO R11 QM TO ADV QM PKG UP-BUY	Seat
267738	WFO R11 QM TO WFO UP-BUY	Seat
267739	WFO R11 QM TO ADV WFO UP-BUY	Seat
267740	WFO R11 ADV QM TO ADV WFO UP-BUY	Seat
267741	WFO R11 WFM TO ADV WFM PKG UP-BUY	Seat
267742	WFO R11 WFM TO WFO UP-BUY	Seat
267743	WFO R11 WFM TO ADV WFO UP-BUY	Seat
267744	WFO R11 ADV WFM TO ADV WFO UP-BUY	Seat
267745	WFO R11 WFO TO ADV WFO UP-BUY	Seat
Lab/Trial		
267746	WFO R11 ADV CR PKG CUST LAB	Channel
267747	WFO R11 ADV QM PKG CUST LAB	Seat
267748	WFO R11 ADV WFM PKG CUST LAB	Seat
267749	WFO R11 ADV WFO PKG PTNR LAB	Seat
267750	WFO R11 ADV WFO PKG CUST LAB	Seat
WFO R11 for AACC Midsize Enterprise (Bundled offer)		
270687	WFO R11 CR MIDSIZE ENTPRS	Channel
WFO R11 for Mid-market (Bundled offer)		
271546	WFO R11 MIDMARKET CR	Channel
271547	WFO R11 MIDMARKET CR QM	Seat
271548	WFO R11 MIDMARKET WFM	Seat
271549	WFO R11 MIDMARKET CR QM WFM	Seat
WFO R11 for Elite Midsize Bundle		
301729	WFO R11 CR FOR ELITE-M R6 BNDLS	Seat

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R10.1 Material Codes	Short Description	Verint Lic Type
248060	AV WFO R10 ACR IC INTG	Server
248061	AV WFO R10 ACR IC INTG ENTL	Server
248062	AV WFO R10 ACR IC INTG UPG	Server
248063	AV WFO R10 ACR DIALER INTG	Server
248064	AV WFO R10 ACR DIALER INTG ENTL	Server
248065	AV WFO R10 ACR DIALER INTG UPG	Server
Contact Recording / Compliance Recording		
248066	AV WFO R10 COMP RCD PKG	Channel
248067	AV WFO R10 COMP RCD PKG ENTL	Channel
248068	AV WFO R10 COMP RCD PKG UPG	Channel
263535	AV WFO R10 COMP RCD PKG CN IN	Channel
263536	AV WFO R10 COMP RCD PKG UPG CHINA INDIA	Channel
248069	AV WFO R10 REDUN COMP RCD PKG	Channel
248070	AV WFO R10 REDUN COMP RCD PKG ENTL	Channel
248071	AV WFO R10 REDUN COMP RCD PKG UPG	Channel
263537	AVWFOR10 REDUNCOMPRCDPKG CHINA INDIA	Channel
263538	AV WFO R10 REDUN COMP RCD UPG CHINA INDIA	Channel
248072	AV WFO R10 ADV COMP PKG	Channel
248073	AV WFO R10 ADV COMP PKG ENTL	Channel
248074	AV WFO R10 ADV COMP PKG UPG	Channel
269203	AV WFO R10 ADV CR PKG CN IN	Channel
248075	AV WFO R10 ADV COMP PKG REDUN	Channel
269204	AV WFO R10 REDUN ADV CR PKG CN IN	Channel
248076	AV WFO R10 ADV COMP PKG REDUN ENTL	Channel
248077	AV WFO R10 ADV COMP PKG REDUN UPG	Channel
248078	AV WFO R10 TEL REPLAY PT	Channel
248079	AV WFO R10 TEL REPLAY PT ENTL	Channel
248080	AV WFO R10 TEL REPLAY PT UPG	Channel
248084	AV WFO R10 CNTL REPLAY SRVR SFTW	Server
248085	AV WFO R10 CNTL REPLAY SRVR SFTW ENTL	Server
248086	AV WFOR10 CNTRL REPLAY SRVR SFTW UPG	Server
248087	AV WFO R10 ARCHIVE MGR PKG ADD-ON	Server
248088	AV WFO R10 ARCHIVE MGR PKG ADD-ON ENTL	Server
248089	AV WFO R10 ARCHIVE MGR PKG ADD UPG	Server
248090	AV WFO R10 TEL REPLAY COMP PKG ADD	Server
248091	AV WFO R10 TEL RPLY COMP PKG ADDON ENTL	Server
248092	AV WFO R10 TEL RPLY COMP PKG ADD UPG	Server
248093	AV WFO R10 QM/ACR ENCRPN OPT	Seat
248094	AV WFO R10 QM/ACR ENCRPN OPT ENTL	Seat
248095	AV WFO R10 QM/ACR ENCRPN OPT UPG	Seat
263510	AV WFO R10.1 FULL TIME SCREEN RECORD	Seat
258647	VERINT DIR TO AVAYA CR/QM/WFM MIGRATION ENT	Channel/Seat
Quality Monitoring		

248096	AV WFO R10 QLTY MON PKG	Seat
248097	AV WFO R10 QLTY MON PKG ENTL	Seat
248098	AV WFO R10 QLTY MON PKG UPG	Seat
269205	AV WFO R10 QLTY MON PKG CN IN	Seat
248099	AV WFO R10 ADV QLTY PKG	Seat
248100	AV WFO R10 ADV QLTY PKG ENTL	Seat
248101	AV WFO R10 ADV QLTY PKG UPG	Seat
269206	AV WFO R10 ADV QLTY PKG CN IN	Seat
248111	AV WFO R10 UNIFY ENTLWARE/VIEWR PKG ADD	Server
248112	AV WFO R10 UNFY ENTLWARE/VWR PKG ADD ENTL	Server
248113	AV WFO R10 UNFY ENTLWARE/VWR PKG ADDUPG	Server
248114	AV WFO R10 DIALER ADPTR FOR QM	Server
248115	AV WFO R10 DIALER ADPTR FOR QM ENTL	Server
248116	AV WFO R10 DIALER ADPTR FOR QM UPG	Server
248117	AV WFO R10 CONTENT PRODUCER	Seat
248118	AV WFO R10 CONTENT PRODUCER ENTL	Seat
248119	AV WFO R10 CONTENT PRODUCER UPG	Seat
248123	AV WFO R10 STRATEGIC PLANNER	Seat
248124	AV WFO R10 STRATEGIC PLANNING ENTL	Seat
248125	AV WFO R10 STRATEGIC PLANNER UPG	Seat
248126	AV WFO R10 DESKTOP APP MGR	Seat
248127	AV WFO R10 DSKTP APP MGR ENTL	Seat
248128	AV WFO R10 DESKTOP APP MGR UPG	Seat
248129	AV WFO R10 CNCT VISUALIZATION	Seat
248130	AV WFO R10 CNCT VISUALIZATION ENTL	Seat
248131	AV WFO R10 CNCT VISUALIZATION UPG	Seat
Reporting		
263923	AV WFO R10.1 AD-HOC RPT ADDL USER	Seat
263924	AV WFO R10.1 AD-HOC RPT ADDLUSER ENT	Seat
263925	AV WFO R10.1 AD-HOC RPT ADDLUSER UPG	Seat
263926	AV WFO R10.1 COGNOS RPT STUDIO	Seat
263927	AV WFO R10.1 COGNOS RPT STUDIO ENT	Seat
263928	AV WFO R10.1 COGNOS RPT STUDIO UPG	Seat
Workforce Management		
248153	AV WFO R10 WORKFORCE MGMT PKG	Seat
248154	AV WFO R10 WORKFORCE MGMT PKG ENTL	Seat
248155	AV WFO R10 WORKFORCE MGMT PKG UPG	Seat
248156	AV WFO R10 ADV WFM PKG	Seat
248157	AV WFO R10 ADV WFM PKG ENTL	Seat
248158	AV WFO R10 ADV WFM PKG UPG	Seat
248162	AV WFO R10 WFM TIME OFF MGR PKG ADD	Seat
248163	AV WFO R10 WFM TIMEOFFMGR PKG ADD ENTL	Seat
248164	AV WFO R10 WFM TIMEOFFMGR PKG ADD UPG	Seat
248165	AV WFO R10 WFM SHIFT BID PKG ADD-ON	Seat
248166	AV WFO R10 WFM SHIFT BID PKG ADDON ENTL	Seat
248167	AV WFO R10 WFM SHIFT BID PKG ADD UPG	Seat
248168	AV WFO R10 WFM MULTIMED PKG ADD-ON	Seat
248169	AV WFO R10 WFM MULTIMED PKG ADD-ON ENTL	Seat

248170	AV WFO R10 WFM MULTIMED PKG UPG	Seat
248171	AV WFO R10 WFM MULTISITE MGMT	Seat
248172	AV WFO R10 WFM MULTISITE MGMT ENTL	Seat
248173	AV WFO R10 WFM MULTISITE MGMT UPG	Seat
248174	AV WFO R10 ADV SCORECARD	Seat
248175	AV WFO R10 ADV SCORECARD ENTL	Seat
248176	AV WFO R10 ADV SCORECARD UPG	Seat
258648	AV WFO R10 KPI DESIGN ADAPTER	Server
258649	AV WFO R10 KPI DESIGN ADAPTER ENT	Server
258650	AV WFO R10 KPI DESIGN ADAPTER UPG	Server
248177	AV WFO R10 LESSON MGMT	Seat
248178	AV WFO R10 LESSON MGMT ENTL	Seat
248179	AV WFO R10 LESSON MGMT UPG	Seat
248180	AV WFO R10 COMP BASED LEARNING	Seat
248181	AV WFO R10 COMP BASED LEARNING ENTL	Seat
248182	AV WFO R10 COMP BASED LEARNING UPG	Seat
263511	AV WFO R10.1 PERF MGMT COACHING	Seat
263929	AV WFO R10.1 APPL LINK SRVR	Server
263930	AV WFO R10.1 APPL LINK SRVR ENTL	Server
263931	AV WFO R10.1 APPL LINK SRVR UPG	Server
263932	AV WFO R10.1 ADV ADHERENCE	Seat
263933	AV WFO R10.1 ADV ADHERENCE ENTL	Seat
263934	AV WFO R10.1 ADV ADHERENCE UPG	Seat
Workforce Optimization Package (CR + QM + WFM)		
248183	AV WFO R10 WORKFORCE OPT PKG	Seat
248184	AV WFO R10 WORKFORCE OPT PKG ENTL	Seat
248185	AV WFO R10 WORKFORCE OPT PKG UPG	Seat
248186	AV WFO R10 ADV WFO PKG	Seat
248187	AV WFO R10 ADV WFO PKG ENTL	Seat
248188	AV WFO R10 ADV WFO PKG UPG	Seat
Desktop and Process Analytics		
263512	AV WFO R10.1 DESKTOP APPLIC TRACKER	Seat
263513	AV WFO R10.1 ADV DESKTOP ANALYTICS	Seat
263935	AV WFO R10.1 ADV DESKTOP ANALYTICS ENT	Seat
263936	AV WFO R10.1 ADV DESKTOP ANALYTICS UPG	Seat
263514	AV WFO R10.1 STR DESKTOP PROCESS ANALYTICS	Seat
263937	AV WFO R10.1 AET TO STR DPA UP-BUY	Seat
263938	AV WFO R10.1 APP ANALYSIS TO STR DPA UP-BUY	Seat
Speech Analytics		
248132	AV WFO R10 SPEECH ESSENTIALS	Seat
248133	AV WFO R10 SPEECH ESSENTIALS ENTL	Seat
248134	AV WFO R10 SPEECH ESSENTIALS UPG	Seat
248135	AV WFO R10 SPEECH ADVANCED	Seat
248136	AV WFO R10 SPEECH ADVANCED ENTL	Seat
248137	AV WFO R10 SPEECH ADVANCED UPG	Seat
263467	AV WFO R10.1 INTERACT DATAEXPORT MGR	Seat
263939	AV WFO R10.1 SPH ANLYS LANG ADD	Seat
263940	AV WFO R10.1 SPH ANLYS LANG ADD ENT	Seat

263941	AV WFO R10.1 SPH ANLYS LANG ADD UPG	Seat
Customer Feedback		
248141	AV WFO R10 CUSTMR FDBCK ADVANCED	Seat
248142	AV WFO R10 CUSTMR FDBCK ADVANCED ENTL	Seat
248143	AV WFO R10 CUSTMR FDBCK ADVANCED UPG	Seat
248147	AV WFO R10 CUSTMR SEGMENT RPTG	Seat
248148	AV WFO R10 CUSTMR SEGMENT RPTG ENTL	Seat
248149	AV WFO R10 CUSTMR SEGMENT RPTG UPG	Seat
248150	AV WFO R10 EMAIL FDBCK MGMT RESEARCH	Seat
248151	AV WFO R10 EMAIL FDBCK MGMT RSRCH ENTL	Seat
248152	AV WFO R10 EMAIL FDBCK MGMT RSRCHUPG	Seat
Base Package Up-Buys		
263942	AV WFO R10 COMP TO ADVCOMP PKG UPBUY	Channel
248105	AV WFO R10 COMP TO QM PKG UP-BUY	Seat
248108	AV WFO R10 COMP TO ADV QM PKG UP-BUY	Seat
248189	AV WFO R10 COMP TO WFO UP-BUY	Seat
262575	AV WFO R10 COMP TO ADV WFO UP-BUY	Seat
262576	AV WFO R10 ADV COMP TO ADV QM UP-BUY	Seat
262577	AV WFO R10 ADV COMP TO ADV WFO UP-BUY	Seat
248102	AV WFO R10 QM TO ADV QM PKG UP-BUY	Seat
248192	AV WFO R10 QM TO WFO UP-BUY	Seat
262573	AV WFO R10 QM TO ADV WFO UP-BUY	Seat
262574	AV WFO R10 ADV QM TO ADV WFO UP-BUY	Seat
248159	AV WFO R10 WFM TO ADV WFM PKG UP-BUY	Seat
248195	AV WFO R10 WFM TO WFO UP-BUY	Seat
262578	AV WFO R10 WFM TO ADV WFO UP-BUY	Seat
262579	AV WFO R10 ADV WFM TO ADV WFO UP-BUY	Seat
266030	AV WFO R10 WFO TO ADV WFO UP-BUY	Seat
Lab/Trial (see note 4)		
248198	AV WFO R10 COMP RECORDING CUST LAB	Channel
248199	AV WFO R10 QM CUST LAB	Seat
248200	AV WFO R10 WORKFORCE MGMT CUST LAB	Seat
248201	AV WFO R10 WORKFORCE OPT PTNR LAB	Seat
248202	AV WFO R10 WORKFORCE OPT CUST LAB	Seat
WFO 10.0 s/w for CCE 5.x and 4.x when the 5.x release		
245388	CCE R5 WORKFORCE MGMT EXPRESS LIC	Seat
245387	CCE R5 CALL RECORDING LIC	Seat
259672	CCE R5 UPG CALL RECORDING ENTL	Seat
259671	CCE R5 UPG CALL RECORDING LIC	Seat
AACC 6.1 code for WFO 10.1 s/w for non-AAWFO solution with SIP CC		
264920	AACC NODAL WFO INTERFACE	Seat
264921	AACC NODAL WFO INTERFACE - 3RD-PARTY	Seat
AACC 6.1 codes for WFO 10.1 s/w in mid-size market applications		
263943	AACC R6 WFO R10 ESS WFM EXPRS	Seat
263945	AACC R6 WFO R10 ESS WFM EXPRS MIGCCE	Seat
263946	AACC R6 WFO R10 WFM EXP MIG CCE ENT	Seat
263947	AACC R6 WFO R10 ESS CALL RCDG PT	Channel
263948	AACC R6 WFO R10 ENT CALL RCDG MIGCCE	Channel

263949	AACC R6 WFO R10 CALL RCDG MIGCCE ENT	Channel
WFO 10.1 for AACC 6 Essential Plus bundle offer		
268921	AV WFO R10.1.2 CR MIDSIZE ENTPRS	Channel