

# **Oracle** Accelerate

**Contact On Demand**  
**Rapid Setup**

**Promero, Inc**

**Statement of Work**

**2009**

## Company Profiles

### Partner Profile

#### Promero, Inc

- Founded in 2001
- World's Largest ASP provider of Contact Center Anywhere call center solution and predictive dialer
- 22 Employees
- Coverage: Global
- 52 Call Center Anywhere Hosted Customers with more than 5000 CCA Users
- Provides 24/7 Level 1 Help Desk support

#### Promero, Inc

Promero, established in 2001, is highly experienced in the deployment, integration and management of Oracle Contact Center Anywhere [CCA] and Contact On Demand [COD]. Promero is an Application Service Provider that hosts CCA software and is an authorized reseller. Promero has extensive expertise in the Call Center Software applications field including setup and configuration of COD. Promero currently manages Contact Center Anywhere solutions for call center customers around the globe and provides service level agreements for all hosted customers. Promero operates a state of the art network operation center for hosted solutions customers.

## Oracle Corporation

### Oracle Profile

- Founded in 1977
- World's Largest Enterprise Software Vendor
- \$10 Billion Revenue
- 200,000 customers
- 40% midsize businesses across all industries
- 60 Countries
- 40,000 Employees
- Over \$1 Billion to be invested in FY01 R&D
- More than 1,600 partners

For over 20 years, Oracle Corporation (Oracle) has set the standard for information products, processes, and services. Oracle is the world's leading supplier of software for information management. With annual revenues exceeding \$10 billion, and with over 40,000 employees, the company offers its products and services in more than 145 countries worldwide. Headquartered in Redwood Shores, California, Oracle is the first software company to develop and employ 100 percent internet-enabled enterprise software across its entire product line: database, server, enterprise business applications, and application development and decision support tools. Oracle is the only company capable of offering complete global e-business solutions that extend from front Office customer relationship management to back office operational applications to platform infrastructure.

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## Statement of Work

### Solution Overview

Promero is pleased to provide an Accelerate Solutions proposal for Oracle Contact On Demand [COD] Initial Setup and Configuration. This proposal provides a comprehensive implementation plan, as well as a firm price quote based upon our standard initial setup and configuration. The plan has a clear division of responsibility between Promero and Customer Resources. Promero would be pleased to modify the scope of work or division of responsibilities at the customer's request. The price will be adjusted accordingly.

#### **Statement of Work includes**

- Summary of Responsibilities for the Customer and Promero are described on page 3.
- Standard Deployment Summary is described on page 3.
  - Standard Scope
  - Validation and System Review
  - Post Deployment Review
  - Training
  - Exclusions
- Summary Project Plan as described on page 4
- Detailed Project Plan as described on page 5
- Architecture Overview as describe on page 6.
- Hardware Overview as describe on page 7
- Training is described on page
- Industry Best Practices and Business Flows are described on pages.
- Geographic region: Global
- Travel and Lodging: There is no travel expenses contemplated for this solution. All activities are completed remotely.
- Post Deployment Support: 30 days of offsite technical support via email, telephone or online chat.
- Non US deployments available upon request.
- Price section is on page.

#### **Notes**

Additional on-site resources can be made available by Promero; however, additional Travel & Living expenses would apply. Any additional Promero scope of work will be completed remotely.

If you have any questions about this proposal, please contact:

Cameron Holden  
VP of Sales - Promero, Inc  
1100 Park Central Boulevard South, Suite 2500  
Pompano Beach, Florida 33064  
(954) 935 8867

## Summary of Responsibilities

### Customer Responsibility:

The customer responsibility is described in the Detailed Project Plan. The primary resources are identified as Customer Executive and Customer Engineer. The resource must review, acknowledge and confirm compliance with the sections of this document, specifically:

- **Architecture and Hardware Overview:** Confirm that the customer has met the minimum requirements related to network architecture as described in section: Architecture Overview and Hardware Overview
- **Time Requirement:** Confirm that the Customer has identified the appropriate resources and allocated the required time to complete the tasks as described in section: Detail Project Plan which describes task ownership by resource type: 'Customer Executive', 'Business Requirements Owner', 'Customer Administrator' and 'Customer IT'.

### Promero Responsibility:

Promero's responsibility is described in the Detailed Project Plan. Promero's Primary Owners of responsibilities are identified by resource type: Promero Sales, Promero Project Manager, Promero Engineer 1, Promero Engineer 2, and Promero Trainer.

## Standard Deployment Summary

Because all customers have varying requirements, the actual implementation needs, and the corresponding activities completed, may differ from that of the average or typical services described here. For most customers, unique requirements will result in a simple reallocation of time or effort from one activity to another.

Some customers, who have implementation requirements that significantly exceed the typical services described on the following pages, may need to purchase additional consulting hours.

## Standard Scope

### Design and Configuration

COD Rapid Setup and Configuration of Qty 25 Users

25 User structure

- Set up 25 Users
- Up to 5 Work Groups (eg. Operator, back office, sales, customer support, tech support, etc)
- Up to 5 Projects with one associated IVR (customer to provide prompts)
- The IVR may have up to 15 DTMF menu actions
- Define up to 10 outcome dispositions
- Upload IVR voice recordings (recordings are to be provided by the customer)
- Define skills (Up to 10)
- Set up company business events / schedules (up to 4 business events)
- Quantity of 2 - training webinars (2 hours each) to cover User , Supervisor, Admin Basic training)

Optional Services:

- Administrator Advanced (includes Campaigns)
- Email setup
- Additional projects
- Reports Setup

Please NOTE: Telecommunications connectivity is setup by Oracle

Optional Add on:

- 1) 4 Hours - Working with CCA Campaigns
- 2) As required by customer

## **Validation & System Review**

Conduct a two-hour system review presentation for the customer's project team to review and validate the Contact On Demand configuration and telecommunications configuration.

- Test #1 Basic Connectivity to Agents (connect to server)
- Test #2 (Outbound call)
- Test #3 (Inbound call)
- Test #4 (inbound voicemail)
- Test #5 (inbound IVR)
- Test #6 (Silent monitor)
- Test #7 (whisper monitor)
- Test #8 (barge in monitor)
- Test #9 (recording)
- Test #10(message to agent)

1 hour of online support during production cutover of call traffic

## **Post-Deployment Reviews**

Conduct one conference call, four days after completion of customer's End User Training, to review progress

## **Training**

### **Exclusions**

1. No database queries in campaign IVR
2. No web services interactivity in campaign IVR

## Summary Project Plan: Setup and Configuration

*For illustration purposes only*

Task Name	Resource Names
<b>[-] Project Planning</b>	
Assign Project Manager	Promero
Create Plan	Promero
<b>[-] Business Requirements</b>	
<b>[-] Executive Workshop</b>	
Define Business Objectives	Team
Success Criteria	Team
Metrics	Team
<b>[-] Functional Requirements</b>	
Business Requirements	Team
Processes	Team
Activation Requirements	Team
Requirements Document Complete	Promero
Requirements Document Review	Customer
<b>[-] System Design / Configuration</b>	
Configuration Workbooks Completed	Promero
Configuration Workbooks Review	Customer
<b>[-] COD Configuration and Set up</b>	
Create users	Promero
Create Workgroups	Promero
Create Projects	Promero
Create Outcomes	Promero
Create Skills	Promero
<b>[-] System Review</b>	
Review Meeting	Team
System Validation	Team
<b>[-] Post Deployment Review</b>	
4th Day Review	Team

## **Detail Project Plan: Setup and Configuration**

*For illustration purposes only*

ID	Task Name	Duration	Start	Finish	Predecessors	Resource Names
1	<b>Contact Center Anywhere Deployment</b>	<b>17.21 days</b>	<b>Fri 8/21/09</b>	<b>Thu 9/17/09</b>		
2	<b>Initiation</b>	<b>6.38 days</b>	<b>Fri 8/21/09</b>	<b>Tue 9/1/09</b>		
3	Agreement sent	1 day	Fri 8/21/09	Mon 8/24/09		Promero Sales
4	Agreement signed and returned	1 day	Mon 8/24/09	Tue 8/25/09	3	Customer Executive
5	Finances Agreed Remunerations made	4 days	Tue 8/25/09	Mon 8/31/09	4	Customer Executive
6	Kick off call	1 hr	Mon 8/31/09	Mon 8/31/09	5	Customer Engineer, Customer Executive, Promero Engineer, Promero PM
7	Project plan finalized	2 hrs	Tue 9/1/09	Tue 9/1/09	6	Promero PM
8	<b>CCA Design</b>	<b>4.63 days</b>	<b>Tue 9/1/09</b>	<b>Tue 9/8/09</b>		
9	<b>Agent design</b>	<b>1.5 days</b>	<b>Tue 9/1/09</b>	<b>Wed 9/2/09</b>		
10	Define list of users	5 hrs	Tue 9/1/09	Tue 9/1/09	7	Customer Engineer
11	Determine permissions (agent, supervisor, administrator)	1 hr	Wed 9/2/09	Wed 9/2/09	10	Customer Engineer
12	Define Supervision Hierarchy	1 hr	Wed 9/2/09	Wed 9/2/09	11	Customer Engineer
13	Determine password policy	1 hr	Wed 9/2/09	Wed 9/2/09	12	Customer Engineer
14	Determine agent configuration requirements	1 hr	Wed 9/2/09	Wed 9/2/09	13	Customer Engineer
15	Determine initial extensions	1 hr	Wed 9/2/09	Wed 9/2/09	14	Customer Engineer
16	Determine method for voicemail/email delivery	1 hr	Wed 9/2/09	Wed 9/2/09	15	Customer Engineer
17	Checkpoint	1 hr	Wed 9/2/09	Wed 9/2/09	16	Customer Engineer, Promero Engineer, Customer Executive, Promero PM
18	<b>System Design</b>	<b>3.13 days</b>	<b>Thu 9/3/09</b>	<b>Tue 9/8/09</b>		
19	Define list of projects	3 hrs	Thu 9/3/09	Thu 9/3/09	17	Customer Engineer
20	Define Workgroups with members	1 hr	Thu 9/3/09	Thu 9/3/09	19	Customer Engineer
21	Define Scripts/FAQ URLs	1 hr	Thu 9/3/09	Thu 9/3/09	20	Customer Engineer
22	Define Outcomes	1 hr	Thu 9/3/09	Thu 9/3/09	21	Customer Engineer
23	Define call flow for Project Menus	1 day	Thu 9/3/09	Fri 9/4/09	22	Customer Engineer
24	Define scripts for IVR	1 hr	Mon 9/7/09	Mon 9/7/09	23	Customer Engineer
25	Record IVR prompts	1 day	Mon 9/7/09	Tue 9/8/09	24	Customer Engineer
26	Determine DID/inbound numbers	1 hr	Tue 9/8/09	Tue 9/8/09	25	Customer Engineer
27	Checkpoint	1 hr	Tue 9/8/09	Tue 9/8/09	26	Customer Engineer, Promero Engineer, Customer Executive, Promero PM
28	<b>CCA Back end Software Setup</b>	<b>1.05 days</b>	<b>Tue 9/8/09</b>	<b>Wed 9/9/09</b>		
29	<b>System Implementation</b>	<b>1.05 days</b>	<b>Tue 9/8/09</b>	<b>Wed 9/9/09</b>		
30	Create workgroups	10 mins	Tue 9/8/09	Tue 9/8/09	27	Promero Engineer
31	Create Agents	1 hr	Tue 9/8/09	Tue 9/8/09	30	Promero Engineer
32	Associate Agents to Workgroups	5 mins	Tue 9/8/09	Tue 9/8/09	31	Promero Engineer
33	Create URLs	10 mins	Tue 9/8/09	Tue 9/8/09	32	Promero Engineer
34	Upload Company Prompts	15 mins	Tue 9/8/09	Tue 9/8/09	33	Promero Engineer
35	Create Project Menus	1 hr	Tue 9/8/09	Tue 9/8/09	34	Promero Engineer
36	Create Business Events	30 mins	Tue 9/8/09	Wed 9/9/09	35	Promero Engineer
37	Create IVR Campaign	3 hrs	Wed 9/9/09	Wed 9/9/09	36	Promero Engineer
38	Create Outcomes	15 mins	Wed 9/9/09	Wed 9/9/09	37	Promero Engineer
39	Create Projects	1 hr	Wed 9/9/09	Wed 9/9/09	38	Promero Engineer
40	Checkpoint	1 hr	Wed 9/9/09	Wed 9/9/09	39	Customer Engineer, Promero Engineer, Customer Executive, Promero PM
41	<b>Testing</b>	<b>1.03 days</b>	<b>Wed 9/9/09</b>	<b>Thu 9/10/09</b>		
42	Create test plan	30 mins	Wed 9/9/09	Wed 9/9/09	40	Customer Engineer, Promero Engineer
43	Create test agents	5 mins	Wed 9/9/09	Wed 9/9/09	42	Customer Engineer, Promero Engineer
44	Create test projects	10 mins	Wed 9/9/09	Wed 9/9/09	43	Customer Engineer, Promero Engineer
45	Connect to server testing	5 mins	Wed 9/9/09	Wed 9/9/09	44	Customer Engineer, Promero Engineer
46	Inbound/Outbound call delivery testing	2 hrs	Wed 9/9/09	Thu 9/10/09	45	Customer Engineer, Promero Engineer
47	Email testing	1 hr	Thu 9/10/09	Thu 9/10/09	46	Customer Engineer, Promero Engineer
48	Create test project email account	5 mins	Thu 9/10/09	Thu 9/10/09	47	Customer Engineer, Promero Engineer
49	Test delivery to agent	1 hr	Thu 9/10/09	Thu 9/10/09	48	Customer Engineer
50	Test response delivery	20 mins	Thu 9/10/09	Thu 9/10/09	49	Customer Engineer
51	System Tests defined in test plan	3 hrs	Thu 9/10/09	Thu 9/10/09	50	Customer Engineer, Promero Engineer
52	<b>Deployment</b>	<b>1.04 days</b>	<b>Thu 9/10/09</b>	<b>Mon 9/14/09</b>		
53	Install Client software on agent PC's	1 day	Thu 9/10/09	Mon 9/14/09	51	Customer Engineer
54	Test Connect to server	0.04 days	Mon 9/14/09	Mon 9/14/09	53	Customer Engineer
55	<b>Training</b>	<b>0.52 days</b>	<b>Mon 9/14/09</b>	<b>Mon 9/14/09</b>		
56	Schedule Training	10 mins	Mon 9/14/09	Mon 9/14/09	54	Promero Trainer
57	Deliver soft copy of documentation	0 mins	Mon 9/14/09	Mon 9/14/09	56	Promero Trainer
58	Admin Manager Training	4 hrs	Mon 9/14/09	Mon 9/14/09	57	Promero Trainer
59	<b>Launch</b>	<b>2.31 days</b>	<b>Mon 9/14/09</b>	<b>Thu 9/17/09</b>		
60	Swing 1 test number	30 mins	Mon 9/14/09	Mon 9/14/09	58	Customer Engineer, Promero Engineer
61	Verify all functioning	2 hrs	Mon 9/14/09	Tue 9/15/09	60	Customer Engineer, Promero Engineer
62	Go-No Go decision made	1 day	Tue 9/15/09	Wed 9/16/09	61	Customer Executive
63	Go Live	1 day	Wed 9/16/09	Thu 9/17/09	62	
64	<b>Post Launch</b>	<b>0.25 days</b>	<b>Thu 9/17/09</b>	<b>Thu 9/17/09</b>		
65	Evaluation	30 mins	Thu 9/17/09	Thu 9/17/09	63	Customer Engineer, Customer Executive
66	Feed back for additional action items	1.5 hrs	Thu 9/17/09	Thu 9/17/09	65	Customer Engineer, Customer Executive

## Architecture Overview

Being a Software As A Service, Oracle manages the Contact On Demand architecture for its customers, without the need for the customer to install any equipment. Contact On Demand supports customization primarily through a point-and-click interface. The application is accessed via a standard web browser by accessing a standard URL address.

### System Requirements

#### Oracle Contact Center Anywhere On Demand System Requirements

Browser	Microsoft Internet Explorer 6 or 7
Operating System	<ul style="list-style-type: none"> <li>• Microsoft Windows 2000 Professional Edition</li> <li>• Microsoft Windows XP Professional and Home Version</li> <li>• Microsoft Windows Vista</li> </ul>
Display	Super VGA (1024x768 resolution) with color quality of at least 256 colors
Other requirements	Adobe Flash Player 9

## Hardware Overview

The Contact On-Demand system is provided without the need to the customer to install any proprietary equipment. The application is accessed via a standard web browser by accessing a standard URL address.

#### Oracle CRM On Demand System Requirements

Processor	Pentium III (Pentium III equivalent) or greater
Processor speed	500 MHz (1.2 GHz recommended)
RAM	128 MB (256+ MB recommended)
Hard Drive	1+ GB (4GB recommended)
CD-ROM	None
Sound Card	Yes
Speakers/Headphones	Either

## Administrator Training

- I. Creating COD Libraries
- II. Customizing Prompts
- III. Creating Administrator, Agent, and Supervisor Accounts
- IV. Setting Up Workgroups
- V. Creating Project Menus
- VI. Creating Projects
  
- VII. Setting Up Project Schedules
  
- VIII. Call Blocking
  
- IX. Customizing Application Interfaces (If Configured)
  
- X. Extending the Interaction Manager

## Supervisor – User Training

- I. Launching Supervision Manager
- II. Configuring SM
- III. Working With Agents
- IV. Configuring Alarms
- V. Viewing Statistics
- VI. Reports

## Agent – User Training

- I. Launching Interaction Manager
- II. Configuring IM
- III. Finding Anyone in the Company Directory
- IV. Agent Status and Statistics
- V. Managing Phone Interactions
- VI. Creating and Joining Conference Calls
- VII. Using Interaction History
- VIII. Managing Personal Voicemails and Missed Calls
- IX. Managing Callback Requests
  
- X. Managing Multiple Interactions
  
- XI. Making Calls

## Industry Best Practices and Business Flow

Contact On Demand is a highly configurable and flexible application that meets the most rigid business flow requirements. Promero provides Industry Best Practices and Business Flow methodologies that will efficiently enable the Initial Setup and Configuration of Contact On Demand.

### Promero Best Practices and Business Flow

- Planning
- Contact Center Anywhere Setup Template
- Set Up Libraries
  - Outcomes
  - Agent Status
  - Prompts
- Set up Users
  - Controls and Restrictions
  - Email
  - Follow Me
  - Phone
  - Profile
  - Regional Settings
  - Supervisor
  - Workgroups
- Set up Work Groups (eg. Operator, back office, sales, customer support, tech support, etc)
  - Name
  - Association
  - Options
  - Overflow
  - Service Level
  - Skills
- Set up Projects with one associated IVR (customer to provide prompts)
  - General
  - Outcomes
  - Phone
- Define up to 10 outcome dispositions
- Upload IVR voice recordings (recordings are to be provided by the customer)
- Define skills (Up to 10)
- Set up company business events / schedules (up to 4 business events)
- Conduct training webinars (2 hours each) to cover User , Supervisor, Admin Basic training

## Planning

Planning during the initial stages is critical component of a successful setup and configuration deployment. The process begins with the identification of each participant's stake holders that have ownership of responsibilities during the process, review of the milestones as described in the Project Plan and a detailed review of the documents that will be used during the engagement.

## Resource Identification

Customer resources described by type:

- **Customer Executive**
- **Call Flow Ops Owner**
- **Customer Administrator**
- **Customer IT Resource**

Promero resources described by type:

- **Promero Project Manager [PM]**  
This resource creates the project plan and measures/reports on progress, as well as assigning additional human resources.
- **Promero Engineer**  
These resources are the "hands on" individuals/teams that implement the project plan, such as creating System Resources: Users, Projects, Workgroups etc.
- **Promero Trainer**

## Information Gathering Documents

### Information Templates

These documents are designed to efficiently and effectively gather the information needed to successfully deploy Contact Center Anywhere On-Demand. These documents include but are not limited to:

- Contact Center Anywhere Setup Template

### Contact On Demand Setup Template

This set of templates helps gather important information about users, Workgroups, Projects, Outcomes, ANI, DNIS, Skills, Prompt Names, URLs, and Business Events for the organization. Each sheet in this workbook assists in working through part of the process. The sheets are defined below:

### Users Profile

This Worksheet as shown in Figure 1 is used to define user profiles, information such as username, password, permission level is entered here ( the illustration below depicts a subset of the entire sheet)

			Profile											
First Name	Last Name	Username	Password	Permission	Address	City	State	Zipcode	Country	Homephone	Disable Call Trace	Allow Call Recording in Interaction Manager	Enable Automatic Call recording	Percentage of Calls to Reco
First 1	Last 1	user1		Administrator							No	No	Yes	100%
First 2	Last 2	user2		Supervisor							No	No	Yes	100%
First 3	Last 3	user3		Supervisor							No	No	Yes	100%
First 4	Last 4	user4		Supervisor							No	No	Yes	100%
First 5	Last 5	user5		Agent							No	No	Yes	100%
First 6	Last 6	user6		Agent							No	No	Yes	100%
First 7	Last 7	user7		Agent							No	No	Yes	100%
First 8	Last 8	user8		Agent							No	No	Yes	100%
First 9	Last 9	user9		Agent							No	No	Yes	100%
First 10	Last 10	user10		Agent							No	No	Yes	100%
First 11	Last 11	user11		Agent							No	No	Yes	100%
First 12	Last 12	user12		Agent							No	No	Yes	100%
First 13	Last 13	user13		Agent							No	No	Yes	100%
First 14	Last 14	user14		Agent							No	No	Yes	100%
First 15	Last 15	user15		Agent							No	No	Yes	100%
First 16	Last 16	user16		Agent							No	No	Yes	100%
First 17	Last 17	user17		Agent							No	No	Yes	100%
First 18	Last 18	user18		Agent							No	No	Yes	100%
First 19	Last 19	user19		Agent							No	No	Yes	100%
First 20	Last 20	user20		Agent							No	No	Yes	100%
First 21	Last 21	user21		Agent							No	No	Yes	100%
First 22	Last 22	user22		Agent							No	No	Yes	100%
First 23	Last 23	user23		Agent							No	No	Yes	100%
First 24	Last 24	user24		Agent							No	No	Yes	100%
First 25	Last 25	user25		Agent							No	No	Yes	100%

Figure 1

**Projects**

This Worksheet as shown in Figure 2 is used to define Projects, the starting point of any interaction, information such as Project Name, Call Routing, Phone Number is entered here ( the illustration below depicts a subset of the entire sheet)

General											
Project Name	Description	Default Language	Outbound ANI	Enable Interaction Limit	Interaction Limit	Use For Billing	Play Menu After Disconnect	Enable Automatic Recording	Percentage to Record	Project Phone Number	Priority
Project1		English(US)		No		Yes		Yes	100%		Normal
Project2		English(US)		No		Yes		Yes	100%		Normal
Project3		English(US)		No		Yes		Yes	100%		Normal
Project4		English(US)		No		Yes		Yes	100%		Normal
Project5		English(US)		No		Yes		Yes	100%		Normal

Figure 2

**Workgroups**

This Worksheet as shown in Figure 3 is used to define Workgroups, the organizational unit used by Contact On Demand to route ACD interactions, information such as Workgroup Name, Workgroup Skills and Workgroup Membership is entered here ( the illustration below depicts a subset of the entire sheet)

Name	Association		Skills											
	Allow Routing Association	Routing Association Wait Time In Seconds	Skill Name 1	Weight	Skill Name 2	Weight	Skill Name 3	Weight	Skill Name 4	Weight	Skill Name 5	Weight	Skill Name 6	Weight
Workgroup1	No													
Workgroup2	No													
Workgroup3	No													
Workgroup4	No													
Workgroup5	No													

Figure 3

### Outcomes

This Worksheet as shown in Figure 4 is used to define Outcomes, also known as Call Dispositions

<b>Outcome Name</b>
Outcome1
Outcome2
Outcome3
Outcome4
Outcome5
Outcome6
Outcome7
Outcome8
Outcome9
Outcome10

Figure 4

### Skills

This Worksheet as shown in Figure 5 is used to define Workgroup Skills.

<b>Skill Names</b>
Skill1
Skill2
Skill3
Skill4
Skill5
Skill6
Skill7
Skill8
Skill9
Skill10

Figure 5

**Scripts and FAQs**

This Worksheet as shown in Figure 6 is used to define the URLs of Sales and other types of call center scripting.

<b>Script Name</b>	<b>Script Address</b>	<b>Faq Name</b>	<b>Faq Address</b>
Script1	http://Script1.com	Faq1	http://Faq1.com
Script2	http://Script2.com	Faq2	http://Faq2.com
Script3	http://Script3.com	Faq3	http://Faq3.com
Script4	http://Script4.com	Faq4	http://Faq4.com
Script5	http://Script5.com	Faq5	http://Faq5.com
Script6	http://Script6.com	Faq6	http://Faq6.com
Script7	http://Script7.com	Faq7	http://Faq7.com
Script8	http://Script8.com	Faq8	http://Faq8.com
Script9	http://Script9.com	Faq9	http://Faq9.com
Script10	http://Script10.com	Faq10	http://Faq10.com

Figure 6

## Price Section

### 1. Scope: Contact On Demand Rapid Setup and Configuration – Up to 25 Users

#### Overview

Rapid Setup for Contact On Demand is an economical implementation package restricted to implementations of up to 25 users with simple business requirements. The level of effort for Rapid Setup is capped at 24 hours which must be used within 60 days. The Standard Deployment Summary is described on page 3 and describes a ‘start to finish’ implementation to be completed. If the customers’ implementation is for greater than 25 users, or if the limitations in the Rapid Setup package do not match the customer’s requirements, then Optional Scope packages may be appropriate.

#### Customer Initiated Delay

In the event of delays that are initiated by the customer which result in the completion of this solution that exceeds 60 days from the start date, the customer will be charged a Re-engagement Fee of 25% of the solution price.

This solution is completed via remote access [not on-site] by Promero staff. Additional assumptions are that the Customer’s network meets the minimum recommended hardware requirements, operating software and browser configurations to support Contact On Demand as described in this document. The Customer enables and identifies the internal resources necessary to provide the business requirements to complete the setup and configuration.

#### Price:

Up to 25 Users	\$3,900
Up to 50 Users	\$7,800
Up to 100 Users	\$12,500

### 2) Optional Scope: Create one [1] Custom Management Report

#### Overview

From customer provided details, complete one custom management report derived from readily available COD data. Up to 8 hours is included.

#### Price:

Custom Report	\$1,240
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### 3) Optional Scope: Set up One [1] COD Campaign

#### Overview

From customer provided details, configure one COD Campaign. Up to 4 hours is included.

#### Price:

COD Campaign	\$620
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**Additional Items**

- 1) Price does not include travel.
- 2) Promero may perform scope identified for Customer Resources at the request of the Customers. Effort will be billed on a time and material basis.
- 3) Delays not attributable to Promero (e.g. Customer scope) that affects Promero's ability to complete Promero scope as per schedule may cause additional delays and charges which would be calculated on a time and material basis.
- 4) Promero scope of work is deemed accepted and complete once the system is in service/commercial use or 30 days after completion of last milestone, whichever comes first.
- 5) Assumes no work permits necessary.
- 6) Pricing and Payment Terms:
  - a. All prices quoted are in \$US. Customer is responsible for any applicable taxes.
  - b. Balance due in three payments:
    1. 45% due upon execution of agreement.
    2. 45% due 15 calendar days into the project plan.
    3. 10% due upon completion of Promero scope and acceptance by customer.