

Oracle Accelerate

Contact Center Anywhere v8 & Siebel CRM v7.2.2.8 Virtual CTI Integration

**Promero, Inc
Statement of Work**

2008

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: North America
- 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]. Promero is an Application Service Provider that hosts CCA software and is an authorized reseller. Promero currently manages CCA solutions for over 50 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.

Statement of Work

Solution Overview

Promero is pleased to provide an Accelerate Solutions proposal for Oracle Contact Center Anywhere On Premise implementation and Siebel CRM Virtual CTI Integration Statement of Work [SOW]. This SOW provides a comprehensive implementation and training plan, as well as a firm price quote based upon our standard implementation. 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.

Statement of Work includes

- A Summary of Responsibilities for the customer and Promero are described on page 2.
- Summary Project Plan for Standard Deployment for 25 Users as the minimum is described on page 3.
 - 25 User deployment: 39.13 manpower-days [53 calendar days]
 - 50 User deployment: 42.13 manpower-days [55 calendar days]
 - 100 User deployment: 46.13 manpower-days [59 calendar days]
- Geographic region: North America
- Detailed Project Plan for Standard Deployment is described on page 4.
- Travel and Lodging: A total of 2 weeks of on-site work for Standard deployment [25 User] at customer premise is planned. Other Promero scope of work will be completed remotely.
- Contact Center Anywhere Architectural Zone Overview is described on page 8.
- Application Server, OS, Database, Telephone Compatibility is described on page 10.
- Contact Center Anywhere Hardware Components are described on page 12.
- Contact Center Anywhere Training: Administrator, Supervisor, Agent remote training via WebEx. Training Index with training directory is included for review and is described on page 13.
- Post Deployment Support: 30 days of offsite technical support via email, telephone or online chat
- Industry Best Practices and Business Flows Overview are described on page 14.
- Fixed Scope and Fixed Price is described on page 18.
- Additional on-site resources can be made available by Promero; however, additional Travel & Living expenses would apply
- Non US deployments available upon request.

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

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Pompano Beach, Florida 33064
(954) 935 8867

Summary of Responsibilities

Customer Responsibility:

The customer responsibility is described in the Detailed Project Plan. The customer's Primary Owners of responsibilities are identified as Customer Executive and Customer Engineer. The customer must review the Detailed Project Plan and assign an internal IT resource(s) that has excellent knowledge of the customer's network architecture, operating system, database, data circuits, telecommunication circuits and firewall configurations. The resource must review, acknowledge and confirm compliance with the sections of this document, specifically:

- Zone Overview: Confirm that the customer has met the minimum requirements related to network architecture as described in section: Contact Center Anywhere Architectural Zone Overview
- Compatibility Requirements: Confirm that the customer has met the minimum requirements related to system compatibility as described in section: Application Server, Operating System, Database, Telephony Compatibility
- Minimum Hardware and Software Requirements: Confirm that the customer has met the minimum hardware and software requirements as described in section: Contact Center Anywhere Hardware Requirements.
- Time Requirement: Confirm that the IT resource or resources has allocated the required time to complete the tasks as described in section: Detail Project Plan as noted as Primary Owner for the 'Customer Engineer'.
- Training Requirement: Confirm and identify the IT resource that will be trained by Promero and is responsible for Network Administrative functions related to the technical aspects of Contact Center Anywhere. Confirm and identify the 'Trainer' that will be trained by Promero and is responsible for training the Supervisor and the Agents related to the user application aspects of Contact Center Anywhere. Within the scope of the Project Plan, the training is completed over 5 days. The full version training materials will be distributed to the resources in advance. Prior to training, the resources confirm that they have reviewed the training material as described in section: Contact Center Anywhere Training

Promero Responsibility:

Promero's responsibility is described in the Detailed Project Plan. Promero's Primary Owners of responsibilities are identified as Promero Sales, Promero PM, Promero Engineer 1, Promero Engineer 2, and Promero Trainer.

Summary Project Plan: Standard 25 User Deployment

For illustration purposes only

ID	Task Name	Duration	Sample Start Date	Sample End Date
1	Contact Center Anywhere Deployment	39.13 days	7/28/2008 8:00	9/19/2008 9:00
2	Initiation	4 days	7/28/2008 8:00	7/31/2008 17:00
8	Design	2.69 days	8/1/2008 8:00	8/5/2008 14:30
9	Agent design	2.69 days	8/1/2008 8:00	8/5/2008 14:30
17	Campaign Design	1.5 days	8/1/2008 8:00	8/4/2008 12:00
27	Network Design	1.63 days	8/1/2008 8:00	8/4/2008 14:00
35	Provisioning	5.13 days	8/5/2008 14:30	8/12/2008 15:30
104	CCA Back end Setup	4.73 days	8/12/2008 15:30	8/19/2008 13:20
105	Database	1.85 days	8/12/2008 15:30	8/14/2008 14:20
123	Install Web server software (BEA)	0.15 days	8/14/2008 14:20	8/14/2008 15:30
128	Install Application Servers	0.06 days	8/14/2008 14:20	8/14/2008 14:50
135	Install Soft Switch Servers	0.38 days	8/14/2008 14:20	8/15/2008 8:20
148	Install Recording Server	1.06 days	8/14/2008 14:20	8/15/2008 14:50
159	Configure Media Gateways	1.13 days	8/15/2008 8:20	8/18/2008 9:20
166	CCA Network	1.38 days	8/18/2008 9:20	8/19/2008 13:20
183	Testing	4.04 days	8/18/2008 13:20	8/22/2008 13:40
194	Deployment	1 day	8/22/2008 13:40	8/25/2008 13:40
197	Training	9 days	8/22/2008 14:00	9/4/2008 14:00
208	Launch	5.5 days	9/4/2008 14:00	9/12/2008 9:00
214	Post Launch	5 days	9/12/2008 9:00	9/19/2008 9:00

Detail Project Plan: Standard 25 User Deployment

For illustration purposes only

ID	Task Name	Duration	Sample Start Date	Sample End Date	Resource Name [Primary Owner]
1	Contact Center Anywhere Deployment	39.13 days	7/28/2008 8:00	9/19/2008 9:00	
2	Initiation	4 days	7/28/2008 8:00	7/31/2008 17:00	
3	Agreement sent	1 day	7/28/2008 8:00	7/28/2008 17:00	Promero Sales
4	Agreement signed and returned	1 day	7/29/2008 8:00	7/29/2008 17:00	Customer Executive
5	Finances Agreed and Remunerations Made	1 day	7/30/2008 8:00	7/30/2008 17:00	Customer Executive
6	Kick off call	0.2 days	7/30/2008 8:00	7/30/2008 9:36	Promero PM, Promero Engineer 1, Promero Engineer 2, Customer Engineer, Customer Executive
7	Project plan finalized	2 days	7/30/2008 8:00	7/31/2008 17:00	Promero PM
8	Design	2.69 days	8/1/2008 8:00	8/5/2008 14:30	
9	Agent design	2.69 days	8/1/2008 8:00	8/5/2008 14:30	
10	Define list of users	1 day	8/1/2008 8:00	8/1/2008 17:00	Customer Engineer
11	Determine permissions (agent, supervisor,	1 hr	8/4/2008 8:00	8/4/2008 9:00	Customer Engineer
12	Determine password policy	0.5 hrs	8/4/2008 9:00	8/4/2008 9:30	Customer Engineer, Promero Engineer 1
13	Determine agent configuration requirements	1 hr	8/4/2008 9:30	8/4/2008 10:30	Customer Engineer
14	Determine initial extensions	2 hrs	8/4/2008 10:30	8/4/2008 13:30	Promero Engineer 1, Customer Engineer
15	Determine method for voicemail/email delivery	1 hr	8/4/2008 13:30	8/4/2008 14:30	Customer Engineer
16	Checkpoint	1 day	8/4/2008 14:30	8/5/2008 14:30	
17	Campaign Design	1.5 days	8/1/2008 8:00	8/4/2008 12:00	
18	Define list of projects	3 hrs	8/1/2008 8:00	8/1/2008 11:00	Customer Engineer
19	Define Workgroups with members	2 hrs	8/1/2008 8:00	8/1/2008 10:00	Customer Engineer
20	Define Scripts/FAQ URLs	1 hr	8/1/2008 10:00	8/1/2008 11:00	Customer Engineer
21	Define Outcomes	1 hr	8/1/2008 11:00	8/1/2008 12:00	Customer Engineer
22	Define call flow for Project Menus	2 hrs	8/1/2008 11:00	8/1/2008 14:00	Customer Engineer, Promero Engineer 1
23	Define scripts for IVR	1 hr	8/1/2008 11:00	8/1/2008 12:00	Customer Engineer
24	Record IVR prompts	1 day	8/1/2008 11:00	8/4/2008 11:00	Customer Engineer
25	Determine DID/Inbound numbers	1 hr	8/1/2008 11:00	8/1/2008 12:00	Customer Engineer
26	Checkpoint	1 day	8/1/2008 13:00	8/4/2008 12:00	
27	Network Design	1.63 days	8/1/2008 8:00	8/4/2008 14:00	
28	Identify network segments	1 hr	8/1/2008 8:00	8/1/2008 9:00	Customer Engineer, Promero Engineer 1,
29	Design network infrastructure	3 hrs	8/1/2008 9:00	8/1/2008 12:00	Customer Engineer
30	Determine network architecture	2 hrs	8/1/2008 9:00	8/1/2008 11:00	Customer Engineer
31	Model growth needs	1 hr	8/1/2008 11:00	8/1/2008 12:00	Customer Engineer, Promero Engineer 1
32	Verify WAN capacities	1 hr	8/1/2008 13:00	8/1/2008 14:00	Customer Engineer
33	Verify WAN redundancy	1 hr	8/1/2008 13:00	8/1/2008 14:00	Customer Engineer
34	Checkpoint	1 day	8/1/2008 14:00	8/4/2008 14:00	
35	Provisioning	5.13 days	8/5/2008 14:30	8/12/2008 15:30	
36	Order equipment	1 hr	8/5/2008 14:30	8/5/2008 15:30	Customer Engineer
37	Equipment shipped	2 days	8/5/2008 15:30	8/7/2008 15:30	
38	Equipment Delivered	3 days	8/7/2008 15:30	8/12/2008 15:30	
39	Order DB software	0.5 hrs	8/5/2008 14:30	8/5/2008 15:00	Customer Engineer, Promero Engineer 1
40	Order Web server Software (BEA)	0.5 hrs	8/5/2008 14:30	8/5/2008 15:00	Customer Engineer, Promero Engineer 1
41	Order mail software	1 hr	8/5/2008 14:30	8/5/2008 15:30	Customer Engineer
42	NOC Site	2.38 days	8/5/2008 14:30	8/8/2008 8:30	
43	Computer room preparation	1 day	8/5/2008 14:30	8/6/2008 14:30	Customer Engineer
44	Power	0.75 days	8/5/2008 14:30	8/6/2008 11:30	
45	Verify Power needs	1 hr	8/5/2008 14:30	8/5/2008 15:30	Customer Engineer
46	Add Breakers as needed	2 hrs	8/5/2008 15:30	8/6/2008 8:30	Customer Engineer
47	Add receptacles as needed	2 hrs	8/6/2008 8:30	8/6/2008 10:30	Customer Engineer
48	Add power strips as needed	1 hr	8/6/2008 10:30	8/6/2008 11:30	Customer Engineer
49	AC	2.38 days	8/5/2008 14:30	8/8/2008 8:30	
50	Verify Heat dissipation/cooling capacity	1 hr	8/5/2008 14:30	8/5/2008 15:30	Customer Engineer
51	Modify AC capacity if needed	2 days	8/5/2008 15:30	8/7/2008 15:30	Customer Engineer
52	Modify AC venting and Exhaust if needed	2 days	8/5/2008 15:30	8/7/2008 15:30	Customer Engineer
53	Install heat alarm as needed	1 hr	8/7/2008 15:30	8/7/2008 16:30	Customer Engineer
54	Verify remote alerting of heat alarm	1 hr	8/7/2008 16:30	8/8/2008 8:30	Customer Engineer
55	TELCO	1 day	8/5/2008 14:30	8/6/2008 14:30	
56	Circuits ordered from carrier	1 hr	8/5/2008 14:30	8/5/2008 15:30	Customer Engineer
57	TELCO install	0.5 days	8/5/2008 15:30	8/6/2008 10:30	Customer Engineer
58	MUX install	2 hrs	8/6/2008 10:30	8/6/2008 13:30	Customer Engineer, Promero Engineer 1,
59	Patch Panel to Mux install	1 hr	8/6/2008 13:30	8/6/2008 14:30	Customer Engineer, Promero Engineer 1,
60	Equipment Prep	0.75 days	8/5/2008 14:30	8/6/2008 11:30	
61	Inventory equipment received	0.5 days	8/5/2008 14:30	8/6/2008 9:30	Customer Engineer, Promero Engineer 1
62	Power cords	20 mins	8/6/2008 9:30	8/6/2008 9:50	Customer Engineer
63	Rails	1 hr	8/6/2008 9:30	8/6/2008 10:30	Customer Engineer
64	Bezels	20 mins	8/6/2008 9:50	8/6/2008 10:10	Customer Engineer

65	Verify equipment profiles	0.13 days	8/6/2008 9:30	8/6/2008 10:30	
66	Correct drives	1 hr	8/6/2008 9:30	8/6/2008 10:30	Customer Engineer, Promero Engineer 1
67	Correct NICs	1 hr	8/6/2008 9:30	8/6/2008 10:30	Customer Engineer, Promero Engineer 1
68	Correct OS	1 hr	8/6/2008 9:30	8/6/2008 10:30	Customer Engineer, Promero Engineer 1
69	Correct RAM	20 mins	8/6/2008 9:30	8/6/2008 9:50	Customer Engineer, Promero Engineer 1
70	Correct wire management	1 hr	8/6/2008 9:30	8/6/2008 10:30	Customer Engineer
71	Mount server rails	1 hr	8/6/2008 10:30	8/6/2008 11:30	Customer Engineer
72	Cabinets	1.79 days	8/5/2008 14:30	8/7/2008 11:50	
73	Verify Equipment Cabinet capacity	1 day	8/5/2008 14:30	8/6/2008 14:30	Customer Engineer
74	Order cabinet parts if needed	20 mins	8/6/2008 14:30	8/6/2008 14:50	Customer Engineer
75	Assemble cabinets	2 hrs	8/6/2008 14:50	8/6/2008 16:50	Customer Engineer
76	Install Cabinets	1 hr	8/6/2008 16:50	8/7/2008 8:50	Customer Engineer
77	Rack all server equipment	3 hrs	8/7/2008 8:50	8/7/2008 11:50	Customer Engineer
78	Rack VoIP Gateway(s)	20 mins	8/7/2008 8:50	8/7/2008 9:10	Customer Engineer
79	Rack switches	20 mins	8/7/2008 8:50	8/7/2008 9:10	Customer Engineer
80	Rack routers	20 mins	8/7/2008 8:50	8/7/2008 9:10	Customer Engineer
81	Server Base Configurations	0.63 days	8/6/2008 10:30	8/6/2008 16:30	
82	Power up servers/verify OS	1 hr	8/6/2008 10:30	8/6/2008 11:30	Customer Engineer
83	Install all service packs and updates	0.5 days	8/6/2008 11:30	8/6/2008 16:30	Customer Engineer
84	Configure OS and profile of servers	1 hr	8/6/2008 11:30	8/6/2008 13:30	Customer Engineer
85	Confirm version and build to be deployed	20 mins	8/6/2008 11:30	8/6/2008 11:50	Customer Engineer, Promero Engineer 1
86	Obtain media	20 mins	8/6/2008 11:30	8/6/2008 11:50	Customer Engineer
87	Network configuration	1.84 days	8/5/2008 14:30	8/7/2008 13:15	
88	Switches	1.84 days	8/5/2008 14:30	8/7/2008 13:15	
89	Power up LAN equipment	5 mins	8/7/2008 9:10	8/7/2008 9:15	Customer Engineer
90	Verify network segmentation	1 hr	8/5/2008 14:30	8/5/2008 15:30	Customer Engineer, Promero Engineer 1,
91	Verify all Switches configured	1 hr	8/7/2008 9:15	8/7/2008 10:15	Customer Engineer, Promero Engineer 1
92	Configure NIC's	1 hr	8/7/2008 10:15	8/7/2008 11:15	Customer Engineer
93	Verify all switch port speeds match NICs	1 hr	8/7/2008 11:15	8/7/2008 13:15	Customer Engineer
94	Routers	0.25 days	8/7/2008 9:10	8/7/2008 11:10	
95	Configure Router(s)	1 hr	8/7/2008 9:10	8/7/2008 10:10	Customer Engineer
96	Test router fail over	1 hr	8/7/2008 10:10	8/7/2008 11:10	Customer Engineer
97	Firewall	0.17 days	8/5/2008 14:30	8/5/2008 15:50	
98	Rules identified	1 hr	8/5/2008 14:30	8/5/2008 15:30	Customer Engineer, Promero Engineer 1,
99	Configure Firewall	20 mins	8/5/2008 15:30	8/5/2008 15:50	Customer Engineer
100	Gateways	0.1 days	8/5/2008 14:30	8/5/2008 15:20	
101	Confirm protocols	20 mins	8/5/2008 14:30	8/5/2008 14:50	Customer Engineer, Promero Engineer 1,
102	Install Media Gateway	30 mins	8/5/2008 14:50	8/5/2008 15:20	Customer Engineer, Promero Engineer 1
103	Checkpoint	1 day	8/7/2008 13:15	8/8/2008 13:15	
104	CCA Back end Setup	4.73 days	8/12/2008 15:30	8/19/2008 13:20	
105	Database	1.85 days	8/12/2008 15:30	8/14/2008 14:20	
106	Install Java	10 mins	8/12/2008 15:30	8/12/2008 15:40	Customer Engineer, Promero Engineer 1
107	Install DB	0.67 hrs	8/12/2008 15:40	8/12/2008 16:20	Customer Engineer, Promero Engineer 1
108	Set DB properties	20 mins	8/12/2008 16:20	8/12/2008 16:40	Customer Engineer, Promero Engineer 1
109	Modify High memory settings	20 mins	8/12/2008 16:20	8/12/2008 16:40	Customer Engineer, Promero Engineer 1
110	SP configure memory usage	30 mins	8/12/2008 16:20	8/12/2008 16:50	Customer Engineer, Promero Engineer 1
111	Verify access	20 mins	8/12/2008 16:20	8/12/2008 16:40	Customer Engineer, Promero Engineer 1
112	Create DB users as needed	20 mins	8/12/2008 16:20	8/12/2008 16:40	Customer Engineer, Promero Engineer 1
113	Create Maintenance plan	30 mins	8/12/2008 16:20	8/12/2008 16:50	Customer Engineer, Promero Engineer 1
114	Modify views	1 hr	8/12/2008 16:20	8/13/2008 8:20	Customer Engineer, Promero Engineer 1
115	Modify indexes	1 hr	8/12/2008 16:20	8/13/2008 8:20	Customer Engineer, Promero Engineer 1
116	Identify custom tables	1 hr	8/12/2008 16:20	8/13/2008 8:20	Customer Engineer, Promero Engineer 1
117	Identify any table modifications needed	1 hr	8/12/2008 16:20	8/13/2008 8:20	Customer Engineer, Promero Engineer 1
118	Identify and triggers needed	1 hr	8/12/2008 16:20	8/13/2008 8:20	Customer Engineer, Promero Engineer 1
119	Test backup	1 hr	8/13/2008 8:20	8/13/2008 9:20	Customer Engineer, Promero Engineer 1
120	Test restore	1 hr	8/13/2008 9:20	8/13/2008 10:20	Customer Engineer, Promero Engineer 1
121	Modify process as needed	3 hrs	8/13/2008 10:20	8/13/2008 14:20	Customer Engineer, Promero Engineer 1
122	Checkpoint	1 day	8/13/2008 14:20	8/14/2008 14:20	Customer Engineer, Promero Engineer 1
123	Install Web server software (BEA)	0.15 days	8/14/2008 14:20	8/14/2008 15:30	Customer Engineer, Promero Engineer 1
124	Identify directory structures	30 mins	8/14/2008 14:20	8/14/2008 14:50	Customer Engineer, Promero Engineer 1
125	Identify logging needs	15 mins	8/14/2008 14:50	8/14/2008 15:05	Customer Engineer
126	Identify logging archive as needed	15 mins	8/14/2008 14:50	8/14/2008 15:05	Customer Engineer
127	Deploy application	0.67 hrs	8/14/2008 14:50	8/14/2008 15:30	Customer Engineer, Promero Engineer 1, Promero Engineer 2

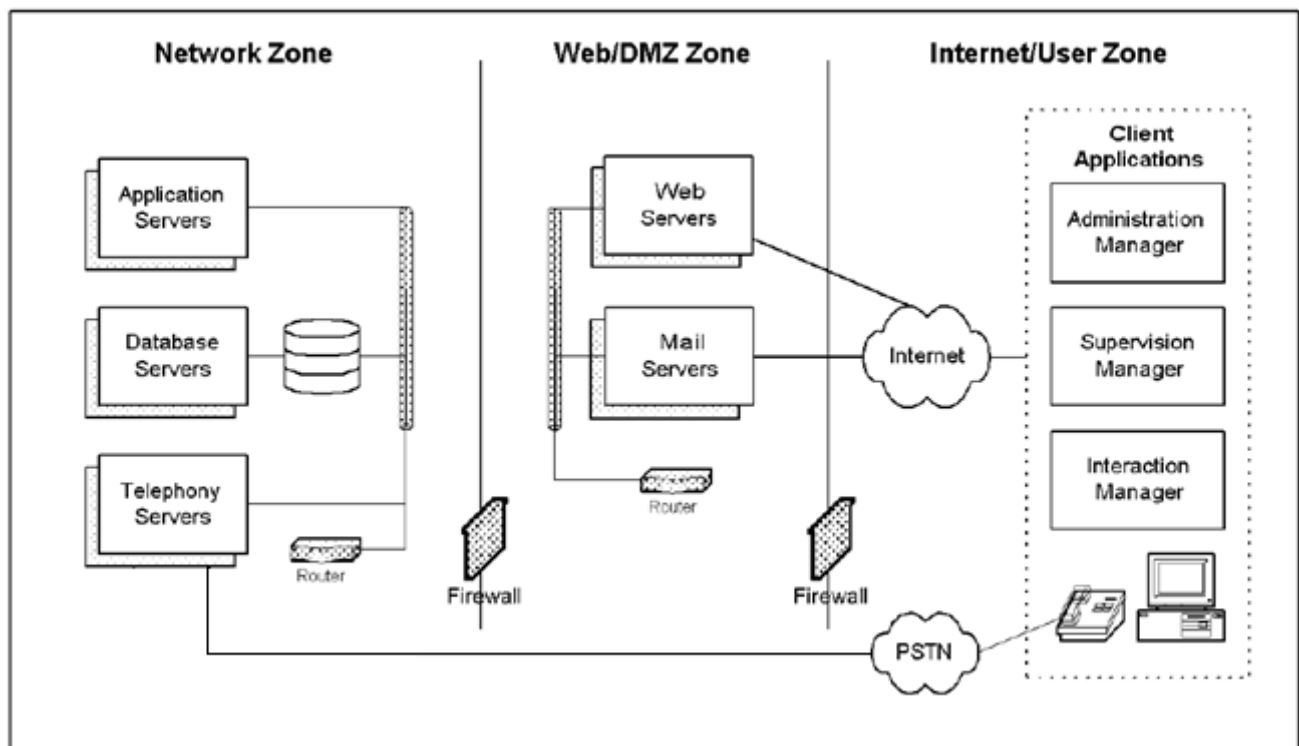
128	Install Application Servers	0.06 days	8/14/2008 14:20	8/14/2008 14:50	
129	Set up directories	30 mins	8/14/2008 14:20	8/14/2008 14:50	Customer Engineer, <u>Promero Engineer 1</u>
130	Set up DSN's	10 mins	8/14/2008 14:20	8/14/2008 14:30	Customer Engineer, <u>Promero Engineer 1</u>
131	Test DSN's	5 mins	8/14/2008 14:30	8/14/2008 14:35	Customer Engineer, <u>Promero Engineer 1</u>
132	Install software	30 mins	8/14/2008 14:20	8/14/2008 14:50	Customer Engineer, <u>Promero Engineer 1</u>
133	Identify logging needs	5 mins	8/14/2008 14:20	8/14/2008 14:25	Customer Engineer
134	Identify logging archive as needed	5 mins	8/14/2008 14:25	8/14/2008 14:30	Customer Engineer
135	Install Soft Switch Servers	0.38 days	8/14/2008 14:20	8/15/2008 8:20	
136	Install TCP/IP Bus	20 mins	8/14/2008 14:20	8/14/2008 14:40	Customer Engineer, <u>Promero Engineer 1</u>
137	Install Conference resource	20 mins	8/14/2008 14:20	8/14/2008 14:40	Customer Engineer, <u>Promero Engineer 1</u>
138	Set up DSN's	10 mins	8/14/2008 14:20	8/14/2008 14:30	Customer Engineer, <u>Promero Engineer 1</u>
139	Test DSN's	5 mins	8/14/2008 14:30	8/14/2008 14:35	Customer Engineer, <u>Promero Engineer 1</u>
140	Install software	40 mins	8/14/2008 14:20	8/14/2008 15:00	Customer Engineer, <u>Promero Engineer 1</u>
141	Start bus	2 mins	8/14/2008 14:20	8/14/2008 14:22	Customer Engineer, <u>Promero Engineer 1</u>
142	Set up TELCO interface protocols	1 hr	8/14/2008 14:20	8/14/2008 15:20	Customer Engineer, <u>Promero Engineer 1</u>
143	Identify TELCO parameter file settings	1 hr	8/14/2008 15:20	8/14/2008 16:20	Customer Engineer, <u>Promero Engineer 1</u>
144	Set up local patterns	1 hr	8/14/2008 15:20	8/14/2008 16:20	Customer Engineer, <u>Promero Engineer 1</u>
145	Set up dialing plans	1 hr	8/14/2008 16:20	8/15/2008 8:20	Customer Engineer, <u>Promero Engineer 1</u>
146	Identify Logging needs	10 mins	8/14/2008 14:20	8/14/2008 14:30	Customer Engineer
147	Identify logging archive as needed	10 mins	8/14/2008 14:30	8/14/2008 14:40	Customer Engineer
148	Install Recording Server	1.06 days	8/14/2008 14:20	8/15/2008 14:50	
149	Verify array configurations	10 mins	8/14/2008 14:20	8/14/2008 14:30	Customer Engineer, <u>Promero Engineer 1</u>
150	Identify DVD needs	10 mins	8/14/2008 14:30	8/14/2008 14:40	Customer Engineer
151	Identify if any directory tweaks are needed	15 mins	8/14/2008 14:30	8/14/2008 14:45	Customer Engineer, <u>Promero Engineer 1</u>
152	Identify archival needs	5 mins	8/14/2008 14:30	8/14/2008 14:35	Customer Engineer, <u>Promero Engineer 1</u>
153	Identify archival process	5 mins	8/14/2008 14:35	8/14/2008 14:40	Customer Engineer, <u>Promero Engineer 1</u>
154	Install Software	30 mins	8/14/2008 14:20	8/14/2008 14:50	Customer Engineer, <u>Promero Engineer 1</u>
155	Install TCP/IP bus	10 mins	8/14/2008 14:30	8/14/2008 14:40	Customer Engineer, <u>Promero Engineer 1</u>
156	Identify Logging needs	10 mins	8/14/2008 14:30	8/14/2008 14:40	Customer Engineer
157	Identify logging archive as needed	10 mins	8/14/2008 14:40	8/14/2008 14:50	Customer Engineer
158	Checkpoint	1 day	8/14/2008 14:50	8/15/2008 14:50	
159	Configure Media Gateways	1.13 days	8/15/2008 8:20	8/18/2008 9:20	
160	set up interfaces	30 mins	8/15/2008 8:20	8/15/2008 8:50	Customer Engineer, <u>Promero Engineer 1</u>
161	Set up routing	2 hrs	8/15/2008 8:20	8/15/2008 10:20	Customer Engineer, <u>Promero Engineer 1</u>
162	Set up codec's	20 mins	8/15/2008 8:20	8/15/2008 8:40	Customer Engineer, <u>Promero Engineer 1</u>
163	Identify Call Delivery rules	1 hr	8/15/2008 8:20	8/15/2008 9:20	Customer Engineer, <u>Promero Engineer 1</u>
164	Make physical connections to any existing equipment	1 hr	8/15/2008 8:20	8/15/2008 9:20	Customer Engineer, <u>Promero Engineer 1</u>
165	Checkpoint	1 day	8/15/2008 9:20	8/18/2008 9:20	
166	CCA Network	1.38 days	8/18/2008 9:20	8/19/2008 13:20	
167	Set up company resources	1 hr	8/18/2008 9:20	8/18/2008 10:20	Customer Engineer, <u>Promero Engineer 1</u>
168	Setup SMTP server and group	10 mins	8/18/2008 10:20	8/18/2008 10:30	Customer Engineer, <u>Promero Engineer 1</u>
169	Setup Storage POP3	10 mins	8/18/2008 10:20	8/18/2008 10:30	Customer Engineer, <u>Promero Engineer 1</u>
170	Start TCP/IP busses	2 mins	8/18/2008 10:20	8/18/2008 10:22	Customer Engineer, <u>Promero Engineer 1</u>
171	Start company Resources	15 mins	8/18/2008 10:22	8/18/2008 10:37	Customer Engineer, <u>Promero Engineer 1</u>
172	Start Web sites	15 mins	8/18/2008 10:20	8/18/2008 10:35	Customer Engineer, <u>Promero Engineer 1</u>
173	Connect TELCO	1 hr	8/18/2008 10:37	8/18/2008 11:37	Customer Engineer, <u>Promero Engineer 1</u>
174	Test TELCO	0.67 hrs	8/18/2008 11:37	8/18/2008 13:17	Customer Engineer, <u>Promero Engineer 1</u>
175	Create Agents	1 hr	8/18/2008 10:20	8/18/2008 11:20	Customer Engineer
176	Create workgroups	1 hr	8/18/2008 10:20	8/18/2008 11:20	Customer Engineer
177	Create URLs	10 mins	8/18/2008 10:20	8/18/2008 10:30	Customer Engineer
178	Create Company Prompts	10 mins	8/18/2008 10:20	8/18/2008 10:30	Customer Engineer
179	Create Project Menus	1 hr	8/18/2008 10:20	8/18/2008 11:20	Customer Engineer
180	Create Outcomes	10 mins	8/18/2008 10:20	8/18/2008 10:30	Customer Engineer
181	Create Projects	2 hrs	8/18/2008 10:20	8/18/2008 13:20	Customer Engineer
182	Checkpoint	1 day	8/18/2008 13:20	8/19/2008 13:20	
183	Testing	4.04 days	8/18/2008 13:20	8/22/2008 13:40	
184	Create test plan	2 days	8/18/2008 13:20	8/20/2008 13:20	Promero PM, Customer Engineer, <u>Promero Engineer 1</u>
185	Create test agents	20 mins	8/20/2008 13:20	8/20/2008 13:40	Promero PM, Customer Engineer, <u>Promero Engineer 1</u>
186	Create test projects	1 hr	8/20/2008 13:20	8/20/2008 14:20	Promero PM, Customer Engineer, <u>Promero Engineer 1</u>
187	Connect to server testing	10 mins	8/20/2008 13:20	8/20/2008 13:30	Promero PM, Customer Engineer, <u>Promero Engineer 1</u>
188	Inbound/Outbound call delivery testing	3 hrs	8/20/2008 13:20	8/20/2008 16:20	Promero PM, Customer Engineer, <u>Promero Engineer 1</u>
189	Email testing	30 mins	8/20/2008 13:20	8/20/2008 13:50	Promero PM, Customer Engineer, <u>Promero Engineer 1</u>
190	Create test project email account	30 mins	8/20/2008 13:20	8/20/2008 13:50	Promero PM, Customer Engineer, <u>Promero Engineer 1</u>
191	Test delivery to agent	20 mins	8/20/2008 13:20	8/20/2008 13:40	Customer Engineer
192	Test response delivery	20 mins	8/20/2008 13:20	8/20/2008 13:40	Customer Engineer
193	System Tests defined in test plan	2 days	8/20/2008 13:40	8/22/2008 13:40	

194	Deployment	1 day	8/22/2008 13:40	8/25/2008 13:40	
195	Install Client software on agent PC's	1 day	8/22/2008 13:40	8/25/2008 13:40	<u>Customer Engineer</u>
196	Test Connect to server	20 mins	8/22/2008 13:40	8/22/2008 14:00	<u>Customer Engineer</u>
197	Training	9 days	8/22/2008 14:00	9/4/2008 14:00	
198	Update CCA documentation	2 days	8/22/2008 14:00	8/26/2008 14:00	<u>Promero Trainer</u>
199	Schedule Training	1 day	8/26/2008 14:00	8/27/2008 14:00	<u>Promero Trainer</u>
200	System Training	1 day	8/26/2008 14:00	8/27/2008 14:00	<u>Promero Trainer</u>
201	Application Training	1 day	8/26/2008 14:00	8/27/2008 14:00	<u>Promero Trainer</u>
202	Print documentation	1 day	8/27/2008 14:00	8/28/2008 14:00	<u>Promero Trainer</u>
203	Trainer arrive at customer site	1 day	8/28/2008 14:00	8/29/2008 14:00	<u>Promero Trainer</u>
204	Admin Manager Training	1 day	8/29/2008 14:00	9/1/2008 14:00	<u>Promero Trainer</u>
205	Interaction Manager Training	1 day	9/1/2008 14:00	9/2/2008 14:00	<u>Promero Trainer</u>
206	Supervision Manager Training	1 day	9/2/2008 14:00	9/3/2008 14:00	<u>Promero Trainer</u>
207	Deliver soft copy of documentation to customer	1 day	9/3/2008 14:00	9/4/2008 14:00	<u>Promero Trainer</u>
208	Launch	5.5 days	9/4/2008 14:00	9/12/2008 9:00	
209	Swing 1 test number	0.5 days	9/4/2008 14:00	9/5/2008 9:00	<u>Customer Engineer</u> , <u>Promero Engineer 1</u>
210	Verify all functioning	2 days	9/5/2008 9:00	9/9/2008 9:00	<u>Customer Engineer</u> , <u>Promero Engineer 1</u> , <u>Promero PM</u>
211	Go-No Go decision made	1 day	9/9/2008 9:00	9/10/2008 9:00	<u>Customer Executive</u>
212	Go Live	1 day	9/10/2008 9:00	9/11/2008 9:00	
213	Swing all numbers	1 day	9/11/2008 9:00	9/12/2008 9:00	<u>Customer Engineer</u>
214	Post Launch	5 days	9/12/2008 9:00	9/19/2008 9:00	
215	Evaluation	5 days	9/12/2008 9:00	9/19/2008 9:00	<u>Customer Engineer</u> , <u>Customer Executive</u> , <u>Promero PM</u> , <u>Promero Engineer 1</u>
216	Feed back for additional action items	1 day	9/12/2008 9:00	9/15/2008 9:00	<u>Promero PM</u> , <u>Customer Engineer</u> , <u>Promero Engineer 1</u>

Contact Center Anywhere Architectural Zone Overview

Contact Center Anywhere is a browser based, distributed architecture application. This application is generally deployed across three distinct application areas or “Zones”. Each Zone provides specific functionality for the operation of the application, and can either be distributed across multiple locations, or consolidated in a single site.

The Following Logical Diagram illustrates a standard Architectural Overview of a Contact Center Anywhere Network:



Internet/User Zone

Administrators, Supervisors and Agents log-on to Contact Center Anywhere using Internet Explorer 6, or above, from their workstations. These log-ons can occur anywhere, including home-based (telecommuters), or from a formal call center. These user applications are completely browser-based and therefore require no special PC configurations or custom programming. The Internet Zone and the users that operate inside of it are naturally not controlled by the Service Provider; however, there are guidelines for optimal use of a hosted Contact Center Anywhere offering detailed here.

Web/DMZ Zone

The target address where these users point their browsers live in the hosted Web/DMZ zone. Here is where the hosted Web Servers and Mail Servers belonging to the Service Provider or Internal Call Center

Services department operate. It is in this zone where the Web Services handle all system requests are located.

The Web Zone is where the Web Servers and Mail Servers live. As mentioned earlier, this is the location that the user GUI addresses are pointed to access the application.

The Web Zone houses two types of servers:

1. Web Servers: Where the Web Software, Systems Servlets and JDBC connection threads live and
2. Mail Servers

Web Servers

Contact Center Anywhere Web Server which handles all the Call Center's Internet traffic, including web-calls uses BEA/Oracle WebLogic®.

Resource Bundles

In order to provide multi language support, Call Center Anywhere utilizes Java-based "Resource Bundles" that based on the parameters passed when the user logs on, will forward the appropriate language interfaces to the user for the length of the session connection.

Network Zone

The Network Zone is where the heart of the Contact Center Anywhere applications live. There are three types of servers that occupy the Network Zone:

- 1) Application Servers (housing Contact Center Anywhere application servers such as the ACD, CTI, Statistics Server, E-Mail Distributor, for example);
- 2) Database Servers (this is where the partitioned data stores reside on customer owned database);
- 3) The Soft Switch/Telephony Servers.

The Network Zone is a secure unicast environment, with distributed application resources, including Telephony Equipment, Database, Application Servers, etc.

Application Server, OS, Database, Telephony Compatibility

Application Area	Windows 2000 SP4	Windows 2003 SP1	Solaris 5.9 & 5.10	Red Hat LINUX ES4
Session Servers & Java				
Oracle Application Server 10g Release 3 (10.1.3.1)	---	Yes	Yes	Yes
BEA Weblogic 8.1 SP5	Yes	Yes	Yes	---
Sun Microsystems SunOne Java Application Server Enterprise Edition 8.1_02 (build b11-fcs).	---	---	Yes	---
IBM Websphere Application Server, 5.1.0.5 Build Number: cf50427.04 Build Date: 07/10/2004	---	Yes	Yes	---
Java SDK 1.4.2_13	Yes(1)	Yes(1)	Yes(1)	Yes(1)
Java Runtime Environment 1.5_10	Yes(1)	Yes(1)	Yes(1)	Yes(1)
Databases				
SQL Server 2005	Yes	Yes	---	---
SQL Server 2000 SP4		Yes	---	---
Oracle 9i		Yes (2)	Yes (2)	---
Oracle 10g		Yes (2)	Yes (2)	Yes (2)
Telephony - SIP/H323 Soft Switch Only				
Dialogic 5.11	Yes	No	---	---
Dialogic 6.0	No	Yes	---	---
Cisco	Yes	Yes	Yes (SIP Only)	Yes
Quintum	Yes	Yes	Yes (SIP Only)	Yes
Audiocodes	Yes	Yes	Yes (SIP Only)	Yes
Other				
RealOne Player Build 6.0.10.505				
Microsoft Media Player 9.0				
Microsoft Sound Recorder 5.0				
Norton v7.60.926 (Server/Enterprise)				
Adobe v7	Required to view Advanced Reports			
Lame (V3.97)	Required for MP3 conversion. Must now be supplied by customer.			
Browsers				
Internet Explorer Vers. 6 and Vers. 7	Yes	Vista 1.5.0_10 Yes		
NEW - Firefox Vers.2.0.0.1	Yes (3)	Yes (3)		

NOTES: (1) Must use Server 1.4.2_13 and Client Java 1.5_10 due to DST changes for 2007. There is also a subsequent patch from BEA that should be applied.

(2) Oracle 9i, 10g supported with JServer V 9.0.2

(3) Firefox: The current JVM version needs to be downloaded by hand. Reference installation notes.

(4) If using the Siebel Integration with Parameter Extensions, Weblogic must be upgraded to Version 10

(5) Resin may be used for custom development activities. Resin should be upgraded to version 3.0.23 to be compatible with the Axis2 changes.

Contact Center Anywhere Hardware Components

This table depicts a basic layout of the components that make up the system. A minimum and redundant count of each component is depicted.

NOTE: This is for illustrative purposes only. Engineering of the exact components would be an interactive consultation with several options, variables and suggestions detailed.

Component	Redundant	Minimum Recommended	Scale	Comments
Web servers	2	1	300 users per server	Dual CPU 2 G RAM
Database	2	1	Thousands of users	Quad CPU 8G RAM fast IO system
Application Servers*	2	1	1000 users per server	Dual CPU 2 G RAM fast network
Soft Switch Servers*	2	1	250 simultaneous call legs	Dual CPU 2 G RAM
MCU (conference) Servers*	2	1	125 simultaneous conference legs	Dual CPU 2 G RAM
MP3 server*	1	1	Thousands of users	Dual CPU 2 G RAM hard drive space, MP3 recordings consume 60KB per recorded second
VoIP Gateways	2	1	Based on T1 cards	Quintum, Audiocodes and Cisco are certified with units up to 32 T1 per chassis

* May be combined based on traffic requirements

The main area that is of substantial variability is the VoIP and Phone capacity since certain campaigns may use a higher ratio than others. Having call history or traffic projections will greatly enhance the ability to provide more specific details with regard to server units needed. Servers specified above are single core CPU with multiple sockets. Dual and Quad core processors provide enhanced power management and provide additional processing power.

Contact Center Anywhere Training

- **Administration Manager Training**
- **Supervision Manager Training**
- **Interaction Manager Training**

Administration Manager Training Manual & User Guide [125 page] is provided in advance

Training Table of Contents

- Overview of Administration Manager
- Getting started with Administration Manager
- Creating Contact Center Anywhere Libraries
- Customizing Prompts
- Creating Administrator, Agent and supervisor Accounts.
- Setting Up Workgroups
- Creating Project Menus

Supervision Manager Training Manual & User Guide [97 page] is provided in advance

Training Table of Contents

- Overview of Supervision Manager
- Features and Benefits of Using Supervision Manager
- Launching the Supervision Manager
- Global Command Buttons
- Agents Status Screen
- Working with Supervision Manager
- Agent Statistics
- Workgroups
- Interactions
- Review Recordings
- Reports
- Statistics

Interaction Manager Training Manual [10 page] is provided in advance

Training Table of Contents

- Overview of Interaction Manager
- Features and Benefits of Using Interaction Manager
- Launching the Interaction Manager
- Global Command Buttons
 - General Tab
 - Phone Tab
 - Help

- About
- Logout
- Interaction Control Screen
- Understanding the Interaction Manager Information Bar
- Phone Status
- Agent Status
- Navigating in the Interaction Manager
- Call Control Screens
- Using the Predictive Dialer
- Activate a predictive call

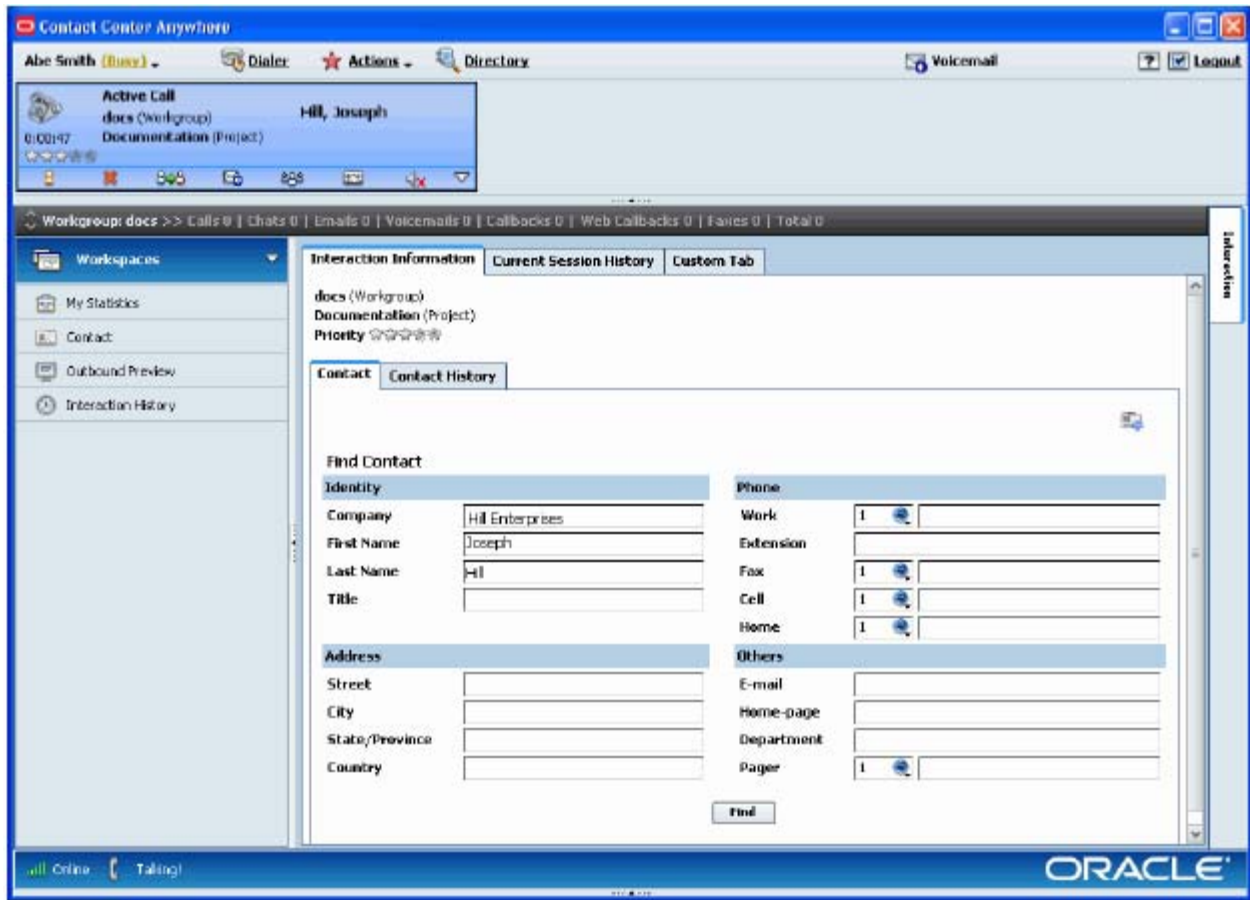
Industry Best Practices and Business Flow

Contact Center Anywhere is configurable to accommodate professional services groups, customer care centers, contact centers and call center operators. This solution provides configurations that support best practices for these industries. The business flow diagrams show high level overviews related to Receiving an ACD [auto call distribution] Call, Initiating a Predictive Call, Initiating a Preview Call, and Initiating an Outbound Call.

Receiving an ACD Call

When you receive a new ACD call, the caller's information, if available, appears in the Interaction Control Bar.

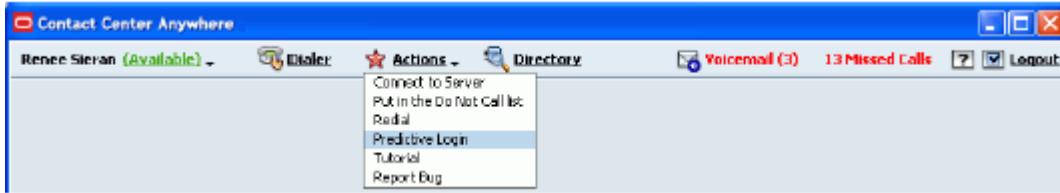
1. Click the Accept icon. The Contact Information tab opens, showing contact information, if available.
2. Pick up your phone and begin speaking. Notice that the workspace opens to show the Interaction Information tab.



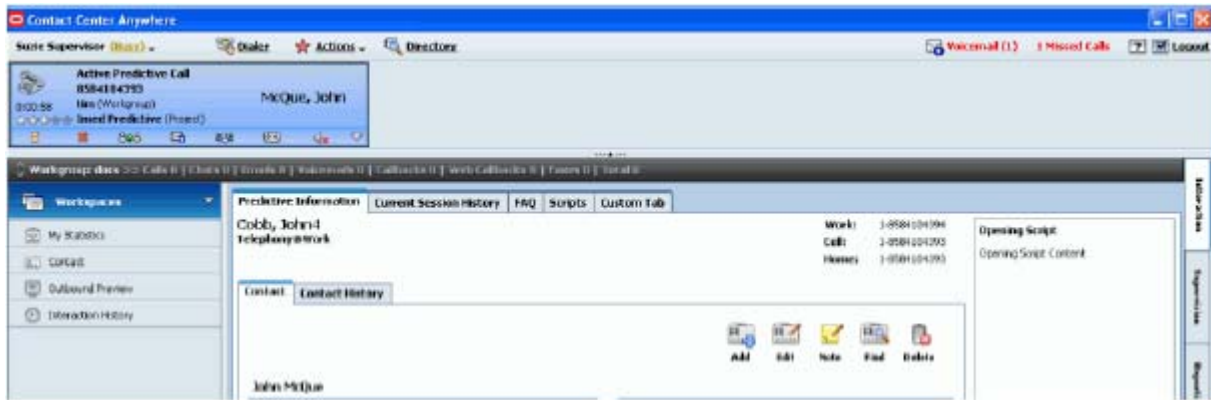
3. If this is an existing contact, the system displays the contact's name prominently in the Interaction Control Bar. Verify and complete the information.

Initiating a Predictive Call

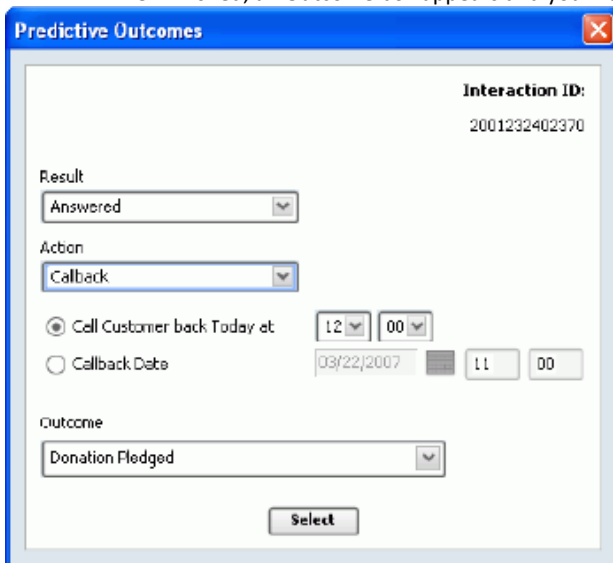
1. If you are assigned to Predictive Project, log into the project by selecting Predictive Login from the Actions link.



Now, after selecting Predictive Login, CCA knows you are available to receive Predictive calls from one or more projects. IM offers you a New Predictive Call in the Interaction Control Bar. IM also populates your workspace with the contact's information, including the contact's name, phone number, and company name (if known).



2. If you are working *on-hook*, your phone will ring. Answer your phone and speak to the contact. Or if you are working *off-hook*, you will hear a beep when IM delivers the call to you.
3. Proceed as you would a standard phone interaction.
4. When finished, an Outcome box appears and you must select an outcome for the call.

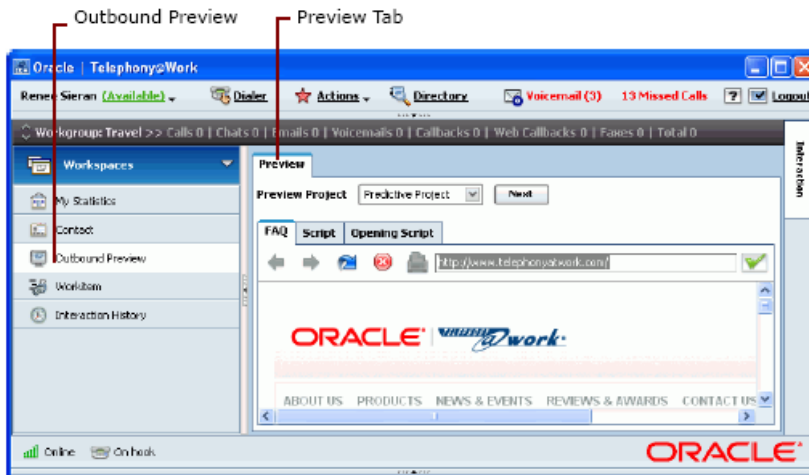


Initiating a Preview Call

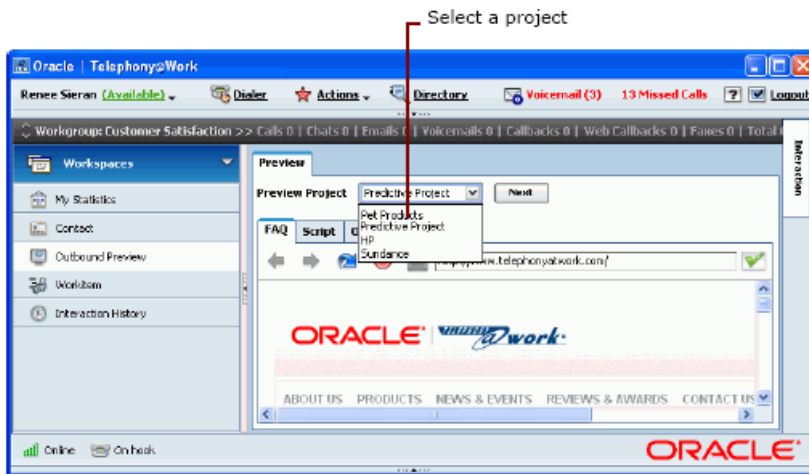
When your contact center conducts a Preview Calling project, the system places calls to prospective customers. When a prospective customer answers the call, the system routes the call to the next available agent.

In **Preview Calling**, the agent selects a project and tells the system to dial a customer number, and then waits for the customer to answer.

1. From the Sidebar, click Outbound Preview and the Preview tab opens in your workspace.



2. From the Preview Project drop-down list, select a project.



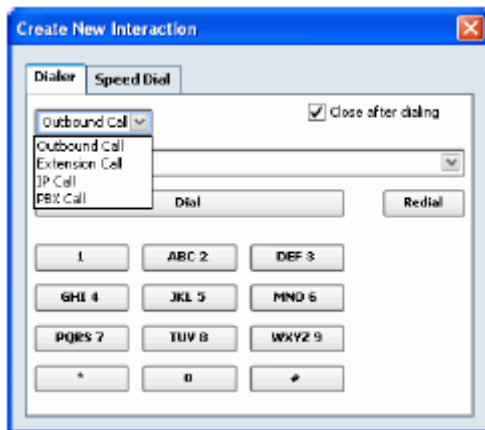
3. Click the Next button to view the first record.
4. IM presents phone numbers as links. Click the phone number you would like to try first. IM dials the number.

Initiating an Outbound Call

1. From the Toolbar, click the Dialer link.



The Create New Interaction dialog box opens to the Dialer tab.



2. From the drop-down list, select Outbound Call.
3. From the country drop-down list, select a country code and then type the phone number in the box
4. Click the Dial button. IM calls the number.

Price Section

1). Scope: Contact Center Anywhere [CCA] Installation & Training including Travel and Lodging

Overview:

Assumes deployment of the customers' Contact Center Anywhere software at the customer's location [assumes that the network meets the minimum recommended hardware configuration], 5 days Contact Center Anywhere training [Administrator, Supervisor, Interaction Manager (User)], and assurance testing.

Price:

25 Users:	\$35,750.00	[Scope: 39.12 manpower-days]
50 Users:	\$42,500.00	[Scope: 42.13 manpower-days]
100 Users:	\$56,000.00	[Scope: 46.13 manpower-days]
>100 Users:	\$6750.00	Per additional block of 25 Users [Scope: Add 2 manpower-days]

2). Optional Scope: Contact Center Anywhere End User Help Desk Support

Overview:

Support calls are answered from M-F 9am-9pm EST. Support Desk response if provided via: Toll Free, Email, or Chat.

Price:

Annual End User Help Desk Support Agreement [Includes calls up to the maximum level]

25 Users:	\$4625.00 per year [Max Calls 600 calls/yr]
50 Users:	\$6875.00 per year [Max Calls 1200 calls/yr]
100 Users:	\$10,625.00 per year [Max Calls 2400 calls/yr]
>100 Users:	\$1875.00 per year per additional block of 25 Users [Max additional calls 600/yr]

3). Optional Scope: Integrate Contact Center Anywhere to Siebel CRM

Overview:

Basic Integration of CCA to customer owned Siebel CRM [Siebel Enterprise CRM v7.2.2.8 or higher]. Integration of CCA to CRM is contemplated at the same time of installation of CCA at customer premise. The integration is based on Web Services and directly connects the Siebel Enterprise CRM and the Contact Center Anywhere products together without the need for additional middleware components. Although the integration between Siebel Enterprise CRM and Contact Center Anywhere is currently limited to the voice channel only, all other features of Contact Center Anywhere are available within the standalone Contact Center Anywhere desktop application.

Price: \$8500.00

Additional Items

- 1) Price includes Travel and Lodging within North America.
- 2) Promero may perform scope identified for Customer Engineers 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. 1/3 due upon execution of agreement.
 2. 1/3 due 15 calendar days into the project plan.
 3. Balance due upon completion of Promero scope and acceptance by customer.