

## Free Flowchart Trial Offer Streamlined Ordering Exhibits Page

For use with Consistacom Hosted Services Agreement #3 dated April 15, 2008

This is a streamlined ordering form and Services Circular, to be used only with the Consistacom Flowcharting Free Trial Offer announced on April 21, 2008. It combines Exhibits 1.1 and 1.2 to the Consistacom Hosted Services Agreement.

Please ensure the completed fields are legible. Handwritten answers are acceptable.

### Step 1: Service Contact

Please designate the individual with overall responsibility for fulfilling the End User responsibilities described in the attached Services Circular

Name: \_\_\_\_\_  
Phone \_\_\_\_\_ Email \_\_\_\_\_

### Step 2: Ordering Authority

By signing this agreement I certify my authority to obligate my End User Organization (named below) as described in the attached Services Circular for this free trial offer, which I have received and examined.

End User Organization/  
Company \_\_\_\_\_  
Name (printed) \_\_\_\_\_  
Title \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_

Please fax this completed ordering page, along with a filled in and signed Hosted Services Agreement, to Consistacom at 906-483-0950

-or-

Send a scanned copy of both forms to email address [serviceorders@consistacom.com](mailto:serviceorders@consistacom.com)

A Consistacom representative will contact you promptly to schedule your free trial

For assistance completing this form, please call Consistacom at 906-483-2641

## Free Trial Of Vector Program Flowchart Documentation

Offer Code CCFC-FLEX-EU-FT08Q2

### Executive Summary

The Call Center Flow Charting service produces a graphical depiction of Avaya Communication Manager (“ACM”) vector programs. These vectors control the automated handling of calls entering Communication Manager. The graphical depiction makes it possible to quickly, easily, and accurately understand not only the vector programs’ logic, but to also see the names of other ACM resources used by the programs.

The deliverables from this Offer make it possible for anyone with a modest knowledge of call center missions or operations to quickly understand the programmed treatment of arriving calls.

Key differentiators from manual flow charting efforts include

- The production process is completely automated
- Flowcharts are produced directly from programming information extracted from the customer’s Communication Manager system, eliminating the possibility of human errors
- The actual vector text is reproduced adjacent to the graphical flow chart, facilitating use of the CCFC by everyone in the call center team, from technicians to senior managers
- Delivery in standard Adobe PDF format, for ease of use and simple distribution
- Optional inclusion of a Visio file for each charted vector, to facilitate maintenance of documentation
- Uses the same data source as other Vector Vision reporting and analysis solutions

This is a promotional service offer, with scope and options that are limited compared to the full-service Offer Code CCFC-FLEX-EU.

### Applicable Documents

Documents relevant to the ordering, delivery, and use of this service are listed immediately below and incorporated into this Service Offer:

- The CCFC-EUSC Service Component, found elsewhere in this Services Circular
- **Remote data collection component**
- “Secure Network Connections For Vector Vision Services”, an informational document
- The online VPN configuration questionnaire found at <http://www.consistacom.com/suite/acdaudithome/VPNprocess.php>
- “Read-Only Login Administration for Communication Manager 4.0+”, a Consistacom publication

### Services and Deliverables

#### **Data Collection**

Remote access to the End User’s Data Network (to which the ACM systems are connected) will be utilized for this service. See Service Component CCNA-EUSC for details.

#### **Flowchart Files**

The single Delivery shall be comprised of the following components, as described in the CCFC -EUSC Service Component document. Basic Adobe PDF report file

1. The optional VDN To Vector Reference
2. Optional Visio files
3. E-Mail Delivery
4. Web conference to review the flowchart files

#### **Trial Deliverables Size**

This free trial delivers flowcharts for a limited number of vectors, depending on the number of vectors programmed with populated steps in the ACM system. For systems with less than 400 programmed vectors, 5 flowcharts are delivered. For larger systems, 10 flowcharts are delivered.

### **Work Schedules and Milestones**

The milestones for Flexibly Scheduled Vector Flowcharting are data collection and report delivery.

#### **Data Collection**

Collection shall begin within two business days of connection acceptance as defined in the End User Network Access Service Component CCNA-EUSC. Data collection in this case may take up to 4 additional Business Days to complete. Loss of connection due to circumstances within the End User's control will result in data collection restart, with a corresponding restart of the milestone interval.

#### **Report Delivery**

The Visio Files and Vector Flowcharting report will be delivered by electronic mail within 5 Business Days following the conclusion of End User Network Access Data Collection. Delivery will be scheduled at a time mutually agreeable to Consistacom and the End User. The flowcharts will be presented via web conference, with concurrent email delivery of the flowchart files.

### **Roles and Responsibilities**

#### **Consistacom**

1. Establish and maintain the infrastructure to produce the deliverables for this Offer, at Consistacom expense.
2. Initiating contact with the Customer, upon acceptance of an order for this Offer, to establish the type and configuration of the secure remote connection to the Customer's telephone system.
3. Notifying the Customer Contact designated on the service ordering form of progress, when milestones are attained or delays are encountered.
4. The cost of the web conference to deliver and review the flowchart files

#### **Customer**

- A. Provide and maintain a unique login ID/password set of authentication and access credentials for each telephone system to be accessed.
- B. Notify Consistacom promptly of any service delivery schedule conflicts with Customer's planned activities, when those activities can be reasonably expected to delay or interfere with Consistacom's performance of assigned responsibilities in this Offer.
- C. Participation in a web conference to receive delivery of the flowchart files.

### **Completion/Acceptance**

Vector Flowcharting reports and Visio Files are automatically accepted upon delivery.

### **Cancellation/Termination**

An order may be cancelled in its entirety and without penalty for any reason.

## Vector Program Flowcharting Service Component

Component Code CCFC-EUSC

### Executive Summary

The Call Center Flow Charting Service Component produces a graphical depiction of Avaya Communication Manager (“ACM”) vector programs. These vectors control the automated handling of calls entering Communication Manager. The graphical depiction makes it possible to quickly, easily, and accurately understand not only the vector programs’ logic, but to also see the names of other ACM resources used by the vectors. Key differentiators from manual flow charting efforts include:

- The CCFC process is completely automated
- Flowcharts are produced directly from programming information extracted from the customer’s Communication Manager system, eliminating the possibility of human errors
- The actual vector text is reproduced adjacent to the graphical flow chart, facilitating use of the CCFC by everyone in the call center team, from technicians to senior managers
- Delivery in standard Adobe PDF format, for ease of use and simple distribution
- Uses the same data source as other Consistacom reporting and analysis solutions
- Automatic generation of optional Visio 2000 graphics files

### Services And Deliverables

The CCFC service mandatory deliverable is an Adobe PDF report file comprising the vector documentation of a single Avaya Communication Manager switching system. Organization of the report is:

- Header page, including Avaya branding within the physical page constraints of the Consistacom ccFlowCam
- Report Statistics (may be included on the Header page)
- Documentation of each vector, in ascending numerical order, comprised of”
  - A standardized graphical depiction, which may span several pages for larger vector programs, including the names (where available) of ACM resources referenced by the vector
  - A Vector Text Report, showing the vector program steps displayed substantially as on Communication Manager native administration forms
  - A hyperlinked index of all vectors appearing in the report

A service offer incorporating this component may optionally include any or all of the optional components in Table 1

Visio Files	A standard ZIP format collection of one Visio 2007 file per vector appearing in the PDF report file. The Visio files are identical to the PDF rendering, except page headers and footers are not included.
VDN To Vector Reference	A simple cross-reference report showing the VDNs pointing to each vector

A Service Offer may specify any of the delivery options in Table 2, subject to any constraints described therein

<b>Table 2 - Report Delivery Options</b>		
<b>Option Name</b>	<b>Description</b>	<b>Default if allowed but not specified by the EUOSOW</b>
Consistacom Web Portal Delivery	<p>Completed deliverables will be placed a public Consistacom online storage area, protected by an encryption password. Deliverables remain available for 30 calendar days or until an updated report is generated for the ACM instance.</p> <p>This delivery option is provided for unusual circumstances in which the deliverable files are unexpectedly too large for Customers' electronic mailboxes</p>	
E-Mail Delivery	<p>Provides electronic mail delivery to one and only one <u>Customer provided</u> email address. This address shall not be hosted or administered by Consistacom. The address may be administered as a list. Each CCFC report may use a unique email address.</p>	This is the default delivery method
<p><i>Delivery Note: CCFC report files can be moderately large, on the order of 10 to 15 Megabytes. Customers with mail delivery servers allowing less than 15 megabyte attachments are advised to contact Consistacom Sales at 906-483-2641 before choosing a delivery method.</i></p>		

CCFC reports are generated using data that is extracted in a Read-Only manner from the End User's ACM system. Standard Avaya interfaces are used for the extraction. Data collection may take place at any time and does not affect ACD call processing. The method of connection is essentially the same as that employed by the Avaya Site Administration tool.

This Service Component utilizes the most recent generally released version of the Consistacom ccFlowCam software application.

**Additional Terms And Conditions**

**Accidental Changes**

Consistacom shall not be liable for any accidental changes to ACM configurations occurring during data collection for this service.

**Misdirected Mail**

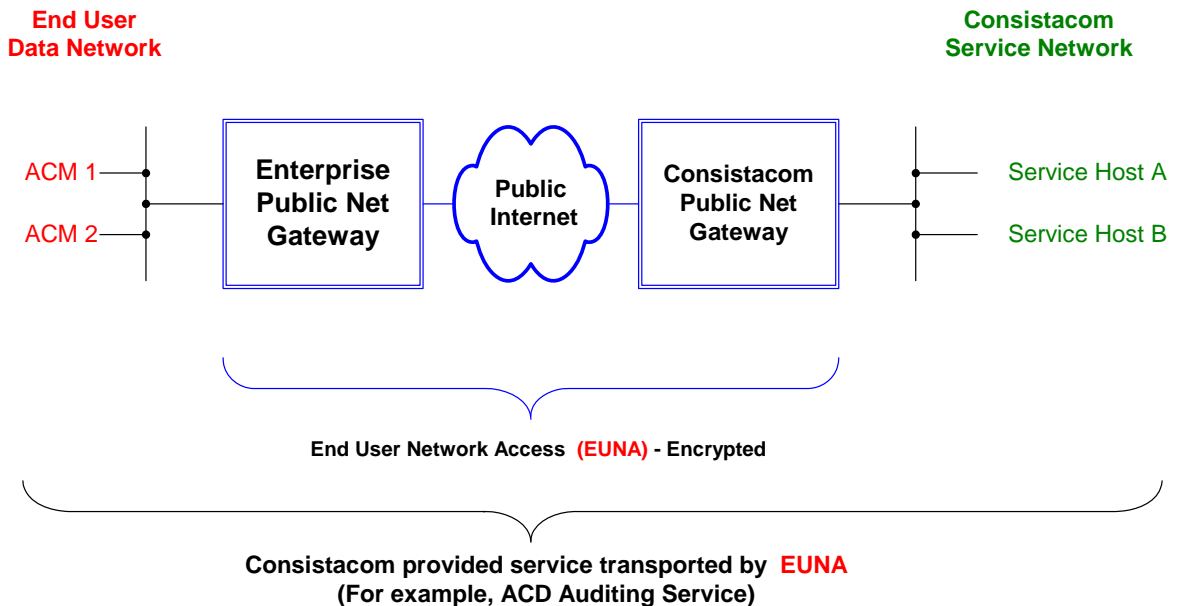
Consistacom is not liable for any consequences of misaddressed or misdirected electronic mail messages associated with this service element.

## End User Network Access Service Component

Component Code CCNA-EUSC

### Executive Overview

This End User Network Access Service Component, known as “EUNA”, provides multiple means of securely connecting a Consistacom service center with one or more End User Avaya Communication Manager (“ACM”) telephone systems. This connectivity is used as the data transport channel for other services provided by Consistacom, including (but not limited to) Change History Management and ACD Auditing. One EUNA arrangement may be capable of supporting multiple ACM switches, as depicted in this diagram.



This Component is only available to End Users through incorporation in an End User Service Offer.

### Applicable Documents

Documents relevant to the ordering, delivery, and use of this service include:

- “Secure Network Connections For Vector Vision Services, an informational document
- “VPN / Remote Access Configuration For Avaya Branded Services Provided by Consistacom”, a provisioning and configuration questionnaire

### Services And Deliverables

EUNA is available in two forms. Both are suitable for one-time service delivery, but only option A can be used for the continuous connection required by some Vector Vision services.

#### **Option A – Site To Site IPSec VPN**

This option delivers a standards-based IPSec site-to-site VPN employing a shared secret (rather than a certificate). The VPN shall be established between an End User data network (which may provide access to additional networks of the same End User) and the Consistacom Service Network. This connection may be utilized by Consistacom services requiring connectivity of any duration.

Once established, Consistacom will maintain the EUNA as long as at least one service using for transport is being provided to the End User. When the last such service has been terminated for at least 10 days, or upon receipt of a written EUNA service cancellation, Consistacom will disconnect the EUNA.

Consistacom shall configure the VPN using any technically compatible options specified by the End User on a Consistacom VPN configuration questionnaire.

**Option B – SSL-VPN Access Provided By End User**

This option is only available for use with Vector Vision services requiring a snapshot of telephone system data lasting two business days or less. It shall not be provided for use with any service requiring continuous, unattended connectivity.

Use of this option puts the connection provisioning and maintenance tasks squarely on the End User. It shall only be accepted for use by Consistacom when the End User has already established the SSL-VPN capability. In addition, the End User shall provide Consistacom with personalized credentials that must be disabled promptly upon completion of data collection activities by Consistacom.

**Work Schedules And Milestones**

Service establishment milestones are measured in “Business Days” defined as Monday through Friday 08:00 to 17:00 United States Eastern Time, excepting United States federal holidays. Daylight time is observed per US federal statutes and regulations.

<b>Business Day</b>	<b>Milestones for Option A (IPSec Site To Site VPN)</b>
1	Consistacom receives fully and properly completed Secure Access configuration questionnaire, a standard Consistacom document carrying an Avaya brand.
4	Consistacom VPN peer is configured per the configuration document and ready for testing with End User
11	End User VPN peer configuration is completed and VPN acceptance is achieved

Milestones for Option A connectivity are detailed in the table above. The only milestone for Option B is delivery of working credentials and access instructions to Consistacom by 16:30 Eastern Time the business day before data collection is scheduled to begin. Delay in milestones for which the End User is responsible will result in a day for day allowance in meeting Consistacom milestones. It may additionally be necessary to reschedule deliveries of the Consistacom Services to an even later date, depending on the availability of Consistacom services resources.

Cancellation requests for Option A service will be processed and service stopped within 5 business days.

**Roles And Responsibilities**

**Consistacom**

1. All Consistacom responsibilities are at Consistacom expense
2. Completing and submitting End user security questionnaires, change management forms, and access configuration forms, to the extent technical information is involved and the number and type of requests is commercially reasonable for Consistacom to fulfill in light of the service revenue to be derived.
3. Participate in cooperative acceptance testing with the End User
4. Maintain the VPN connection so long as the associated services are active.
5. Provide a trouble reporting protocol and contact information

**End User**

- A. All End user responsibilities are at End User expense.
- B. Providing a main point of contact for resolving EUNA configuration and operation issues
- C. Issue unique access credentials (i.e., they are not known by or in use by any other party) for use by Consistacom, and disabling the credentials promptly upon completion of Consistacom service activities
- D. Participate in cooperative acceptance testing with Consistacom
- E. Assumes all risk associated with the configuration and use of Option B arrangements



### **Dependencies**

All ACM switch IP addresses within the End User network that will be accessible to Consistacom through Option A EUNA must be public IP addresses, or a private address that is reachable through translation from a public IP address provided to Consistacom.

### **Completion /Acceptance**

The service is accepted upon Consistacom demonstrating the ability to receive a login prompt from each of the ACM switches enumerated as accessible hosts in the VPN Configuration specification. Successful login is not required, just receipt of the login prompt.

In the event the VPN configuration document specifies a list of accessible networks rather than individual hosts, acceptance occurs upon Consistacom successfully establishing all configured tunnels per the configuration document. Consistacom network equipment log files are sufficient evidence that the tunnels have been established.

### **Cancellation / Termination**

An order for service under this SOW may be cancelled without penalty at any time before the acceptance criteria has been met.

Accepted service may be cancelled with 30 days written notice, per the Agreement. Cancellation of End User Network Access does not automatically cancel any Consistacom provided services using the EUNA transport, but renders them unusable.

There is no cancellation fee or penalty for established EUNA service.

### **Additional Terms And Conditions**

#### **Availability:**

- 1 This service is available globally except where
  - 1.1 the service components or technology employed to deliver the service are prohibited by local laws or regulations at the location of the ACM instance or telephone stations of any type served by the instance, or
  - 1.2 The secure connection technology required for End User Network Access Service is not available

#### **Confidential Information:**

The following are declared as End User Confidential Information, as defined in the Agreement:

- All written and verbal communications regarding configuration or operation of the End User data network that Consistacom may be party to