

DIR Contract Number DIR-TSO-2986
Appendix C Pricing Index

Platform as a Service

LiveOps is a hosted contact center infrastructure platform for management of voice communications, as well as wireless communications, chat, email, social network communications, and other non-voice communication methods. Customer data will remain within the Continental US at all times.

| Service | Customer Discount (includes DIR Administrative Fee) |
|---|--|
| Implementation | |
| LiveOps Voice Starter Pack | 10% |
| LiveOps Chat & Email Starter Pack | 10% |
| LiveOps Social Starter Pack | 10% |
| LiveOps Multichannel Starter Pack | 10% |
| Speech Recognition IVR Implementation & Training | 10% |
| Optional Implementation Services | |
| Voice Setup Services Package (included in Voice Starter Pack) | 10% |
| Chat & Email Setup Services Package (included in Chat & Email Starter Pack) | 10% |
| Social Setup Services Package (included in Social Starter Pack) | 10% |
| Audit Queue Implementation & Training | 10% |
| Survey Implementation & Training | 10% |
| Reporting File Export | 10% |
| Report Building Workshop | 10% |
| Screen Recording Implementation and Training | 10% |
| Monet Software Work Force Management Integration | 10% |
| IEX Work Force Management Integration | 10% |

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|---|----------|
| Outbound Dialer Implementation and Training | 10% |
| a la Carte Technical Services Rates | |
| Technical Services Hourly Rate | 10% |
| Recording Studio | 10% |
| Voice Talent | 10% |
| Platform Packages (all pricing concurrent seat/mo) | |
| LiveOps Voice Basic | 35% |
| LiveOps Voice Professional | 35% |
| LiveOps Voice Enterprise | 35% |
| LiveOps Chat & Email | 35% |
| LiveOps Social | 35% |
| Multichannel Bundle Basic | 35% |
| Multichannel Bundle Professional | 35% |
| Multichannel Bundle Enterprise | 35% |
| LiveOps Voice CTI/CRM Integrations Basic | 35% |
| LiveOps Voice CTI/CRM Integrations Professional | 35% |
| LiveOps Voice CTI/CRM Integrations Enterprise | Included |
| LiveOps Voice Recording - Professional & Enterprise only | Included |
| Premium Voice Recording Enterprise | 35% |
| Premium Voice Recording Professional | Included |
| LiveOps Support | |
| Basic Support- Portal Access Only | Included |
| Premium Support Enterprise | 5% |
| Premium Support Professional | 5% |

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|---------------------------------|----|
| Speech Recognition IVR | 0% |
| TDM Inbound | 0% |
| TDM Outbound | 0% |
| Direct Voice Peering Connection | 0% |