

CIC-Maintenace Breakdown (Updated 6-30-2016)

Customer Interaction Center Court Expenses

	Qty	Maintenance Unit Price	Extended Unit Price
Interaction Supervisor add-on	8.00	\$118.75	\$950.00
Unified Messaging add-on	228.00	\$6.65	\$1,516.20
Desktop Faxing add-on	82.00	\$1.90	\$155.80
Interaction Client for Outlook Edition Add-on	0.00	\$11.40	\$0.00
Basic Station	72.00	\$12.35	\$889.20
Business Client	228.00	\$18.05	\$4,115.40
Contact Center Level 1	3.00	\$153.90	\$461.70
		Grand Total:	\$8,088.30

Customer Interaction Center Clerk Expenses

	Qty	Maintenance Unit Price	Extended Unit Price
Interaction Supervisor add-on	7.00	\$118.75	\$831.25
Unified Messaging add-on	47.00	\$6.65	\$312.55
Desktop Faxing add-on	7.00	\$1.90	\$13.30
Interaction Client for Outlook Edition Add-on	26.00	\$11.40	\$296.40
Basic Station	17.00	\$12.35	\$209.95
Business Client	56.00	\$18.05	\$1,010.80
Contact Center Level 1	15.00	\$153.90	\$2,308.50
		Grand Total:	\$4,982.75

Customer Interaction Center Court Total Expenses: \$19,372.19

Customer Interaction Center Clerk Total Expenses: \$16,266.64

Maintenance Grand Total: \$35,638.83

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Customer Interaction Center Shared Expenses

	Qty	Maintenance Unit Price	Extended Unit Price
Basic Session	141.00	\$28.50	\$4,018.50
Advanced Session	93.00	\$71.25	\$6,626.25
Advanced Server	1.00	\$4,180.00	\$4,180.00
Switchover clone for CIC server	1.00	\$712.50	\$712.50
Interaction Dialer Server	1.00	\$712.50	\$712.50
Medium Interaction Media Server and SIP Proxy (75 sessions)	1.00	\$837.12	\$837.12
Medium Interaction Media Server (75 sessions); SIP Proxy cap	1.00	\$837.12	\$837.12
RealSpeak Base Language/Voice Selection	24.00	\$123.50	\$2,964.00
HMP RTP Audio G.711 only	122.00	\$1.90	\$231.80
HMP RTP Audio G.711 only-Switchover	122.00	\$0.95	\$115.90
HMP Conference	50.00	\$9.12	\$456.00
HMP Conference-Switchover	50.00	\$4.56	\$228.00
HMP T.38 Fax	9.00	\$17.10	\$153.90
HMP Fax-Switchover	9.00	\$8.55	\$76.95
HMP Voice	122.00	\$2.28	\$278.16
HMP Voice-Switchover	122.00	\$1.14	\$139.08

Grand Total: \$22,567.78
 Court & Clerk Contribution **\$11,283.89**

Customer Interaction Center Remaining Expenses

	Qty	Maintenance Unit Price	Extended Unit Price
Interaction Supervisor add-on	15.00	\$118.75	\$1,781.25
Unified Messaging add-on	275.00	\$6.65	\$1,828.75
Desktop Faxing add-on	89.00	\$1.90	\$169.10
Interaction Client for Outlook Edition Add-on	26.00	\$11.40	\$296.40
Basic Station	89.00	\$12.35	\$1,099.15
Business Client	284.00	\$18.05	\$5,126.20
Contact Center Level 1	18.00	\$153.90	\$2,770.20

Grand Total: \$13,071.05