

CIC-Maintenace Breakdown (Updated 10-3-2017)

Customer Interaction Center Court Expenses

	Qty	Maintenance Unit Price	Extended Unit Price
Interaction Supervisor add-on	8.00	\$137.50	\$1,100.00
Unified Messaging add-on	228.00	\$7.70	\$1,755.60
Desktop Faxing add-on	82.00	\$2.20	\$180.40
Interaction Client for Outlook Edition Add-on	0.00	\$13.20	\$0.00
Basic Station	72.00	\$14.30	\$1,029.60
Business Client	228.00	\$20.90	\$4,765.20
Contact Center Level 1	3.00	\$178.20	\$534.60
		Grand Total:	\$9,365.40

Customer Interaction Center Clerk Expenses

	Qty	Maintenance Unit Price	Extended Unit Price
Interaction Supervisor add-on	7.00	\$137.50	\$962.50
Unified Messaging add-on	47.00	\$7.70	\$361.90
Desktop Faxing add-on	7.00	\$2.20	\$15.40
Interaction Client for Outlook Edition Add-on	26.00	\$13.20	\$343.20
Basic Station	17.00	\$14.30	\$243.10
Business Client	56.00	\$20.90	\$1,170.40
Contact Center Level 1	15.00	\$178.20	\$2,673.00
		Grand Total:	\$5,769.50

Customer Interaction Center Court Total Expenses: \$22,612.70

Customer Interaction Center Clerk Total Expenses: \$19,016.80

Maintenance Grand Total: \$41,629.50

CIC-Maintenace Breakdown (Updated 10-3-2017)

Customer Interaction Center Shared Expenses

	Qty	Maintenance Unit Price	Extended Unit Price
Basic Session	141.00	\$33.00	\$4,653.00
Advanced Session	93.00	\$82.50	\$7,672.50
Advanced Server	1.00	\$4,840.00	\$4,840.00
Switchover clone for CIC server	1.00	\$825.00	\$825.00
Interaction Dialer Server	1.00	\$825.00	\$825.00
Medium Interaction Media Server and SIP Proxy (75 sessions)	1.00	\$1,151.04	\$1,151.04
Medium Interaction Media Server (75 sessions); SIP Proxy cap	1.00	\$1,151.04	\$1,151.04
RealSpeak Base Language/Voice Selection	24.00	\$143.00	\$3,432.00
HMP RTP Audio G.711 only	122.00	\$2.20	\$268.40
HMP RTP Audio G.711 only-Switchover	122.00	\$1.10	\$134.20
HMP Conference	50.00	\$10.56	\$528.00
HMP Conference-Switchover	50.00	\$5.28	\$264.00
HMP T.38 Fax	9.00	\$19.80	\$178.20
HMP Fax-Switchover	9.00	\$9.90	\$89.10
HMP Voice	122.00	\$2.64	\$322.08
HMP Voice-Switchover	122.00	\$1.32	\$161.04

Grand Total: \$26,494.60
 Court & Clerk Contribution **\$13,247.30**

Customer Interaction Center Remaining Expenses

	Qty	Maintenance Unit Price	Extended Unit Price
Interaction Supervisor add-on	15.00	\$137.50	\$2,062.50
Unified Messaging add-on	275.00	\$7.70	\$2,117.50
Desktop Faxing add-on	89.00	\$2.20	\$195.80
Interaction Client for Outlook Edition Add-on	26.00	\$13.20	\$343.20
Basic Station	89.00	\$14.30	\$1,272.70
Business Client	284.00	\$20.90	\$5,935.60
Contact Center Level 1	18.00	\$178.20	\$3,207.60

Grand Total: \$15,134.90