

Packet8 Complete Contact Center Product Q & A June 2007

1.1.0 What does Packet8 provide for call/contact centers?

Packet8 **Complete Contact Center (CCC)** includes multi-media routing and reporting (Voice, voicemail, email, chat, and fax) using a universal agent web based graphical user interface (GUI) and virtual office phone or other remote phone device when applicable to control a transactions. Packet8 Complete Contact Center's on demand platform provides world class contact center functionality without any specialized premise infrastructure. Packet8 Complete Contact Center agent positions require nothing more than a web browser and a virtual office phone or other PSTN phone. This also applies to supervisors and system administrators.

Packet8 Complete Contact Center end users control their own contact center environments from any location with web access. Supervisors and administrators manage and operate the contact center solution via a standard web browser. Voice traffic and application traffic are independent and need not travel over a common IP infrastructure. Packet8 Complete Contact Center agents require only a web browser and a uniquely addressable phone using Virtual Office extension, POTS line, Centrex, DID or VoIP. Packet8 Complete Contact Center does not require any specialized software or hardware for agent or supervisors stations. These simple requirements enable agents to be deployed cost effectively, regardless of their location. Minimal infrastructure and centralized management makes Packet8 Complete Contact Center the ideal solution for blending in-house and offsite or multi-site agents. Packet8 Complete Contact Center services include multi-media contact management including:

- Skills-based routing blended across all media types including voice, voicemail, chat, optional queuing support for email and faxes.
- Benefits include:
 - Multimedia routing on CRM lookup, email keywords, chat launch points and schedules
 - Queues and delivers voicemails based on priorities and skills
 - Customizable announcements and music per incoming contact skill
 - Virtual agent extension across any number of sites
- Optional recording of all or % of calls presented to agent, queue or whole contact center
- Optional Customer Relationship Management(CRM) for case management, email and fax queue management.
- Optional API to integrate service with Salesforce, Netsuite and other inhouse web CRM applications.

Packet8 CCC supports **call queue** and skills based priority routing as follows:

- Each incoming dialed number can have its own IVR/routing script or share a script with another incoming number.
- A script can provide different routing strategies based upon the time-of-day, day-of-week and specific dates.
- An incoming call script can solicit DTMF input and or use dialed number and calling line-id to make a direct routing decision. Alternately this information can be used to dip into Packet8 Complete Contact Center's CRM database or an external database and with the results used to make a routing choice.

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- Routing choices include a selection of audible treatments while waiting for service in a target queue/skill group plus priority of the queue/skill group and priority of the call within the queue/skill group.
- Queue/skill group selection can be further modified by looking ahead into the expected wait time or number of calls in a queue/skill group. If a threshold is exceeded an alternate routing strategy can be taken.
- Contact Center queue/skill group based voice mail is part of scripting and routing in two ways. First voice mail services are available using script logic to determine the conditions for use. Voice mails taken are routable to voice mail queues. These queue/skill groups have their own target agent skills, skill levels and priorities. They are pushed to targeted agents as any other incoming contact center interaction.
- Agents are assigned skills and skill levels. The combination of queue/skill group and call priority plus agent skill and skill level determine target and order of interactions presented to an agent.

Agents Anywhere

Agents at home or office, local or offshore, are handled in a uniform manner. Agent, supervisor and administration GUIs are all securely assessable from anywhere in the world through a standard web browser with a broadband Internet connection. Calls are held in queue on Packet8 Complete Contact Center's infrastructure. When an appropriately skilled agent becomes available, the Packet8 Complete Contact Center system extends the call to the agent logged in anywhere in the world. The agent GUI provides office and ACD phone features such as multiple lines, conference, transfer, hold, mute, record, ready, after call work, break, etc. without any special phone set requirements.

Any Phone, Anywhere

A directly addressable Packet8 Virtual Office Extension voice terminal can be a DID, PBX/Centerx telephone, a POTS line, a hard or soft VoIP phone or mobile phone. Packet8 Complete Contact Center's GUI allows agents and administrators to enter or change a direct dial phone number or VoIP address at any time. The interface includes a "make verification call" button to confirm proper setup prior to setting oneself in "Ready" mode.

Agent toolbar alleviates the need for a specialized dedicated ACD phone. Any phone that can be addressed using a Packet8 Virtual Office Extension, PSTN and or VoiP will work with Packet8 Complete Contact Center's On Demand Contact Center application. The toolbar provides all of the necessary ACD phone features.

Built-in IVR

The service includes IVR (Interactive Voice Response) capabilities managed through a web administrator interface. The IVR supports multi-tier menus, customer-entered digits, queue look-ahead logic for number of calls in queue and expected wait time. Multiple schedules with special day exceptions are supported in the IVR logic. Database dip results can be used to alter routing and call priority as well as being forwarded with the call to support intelligent screen pops. Each

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incoming channel (DNIS) can have its own IVR script and localized message set. Each queue or skill can have its own on-hold message. This supports varied applications including multi-language localizations. Testing can be done on test channels. Once the application is correct, a production channel can use the tested script. Changes can be made on-the-fly in real-time.

A key benefit of Packet8 Complete Contact Center's built-in IVR is its ease of use. Tenants are taught to be self sufficient in developing their own IVR scripts with two hours of training. Packet8 Complete Contact Center provides the tools to easily manage schedules, prompts, announcements, database dips, skills and priorities.

There are menu driven IVR capabilities our IP ACD supports. Including:

- Play Recordings
- Estimated Wait Time
- Play Music
- Digit Collection
- Text to Speech
- External IVR integration API

- Customizable greetings and prompts
- 100% configurable through web browser interface
- Voice main options based on contact center status and loads
- Open/closed/holiday logic (schedules)

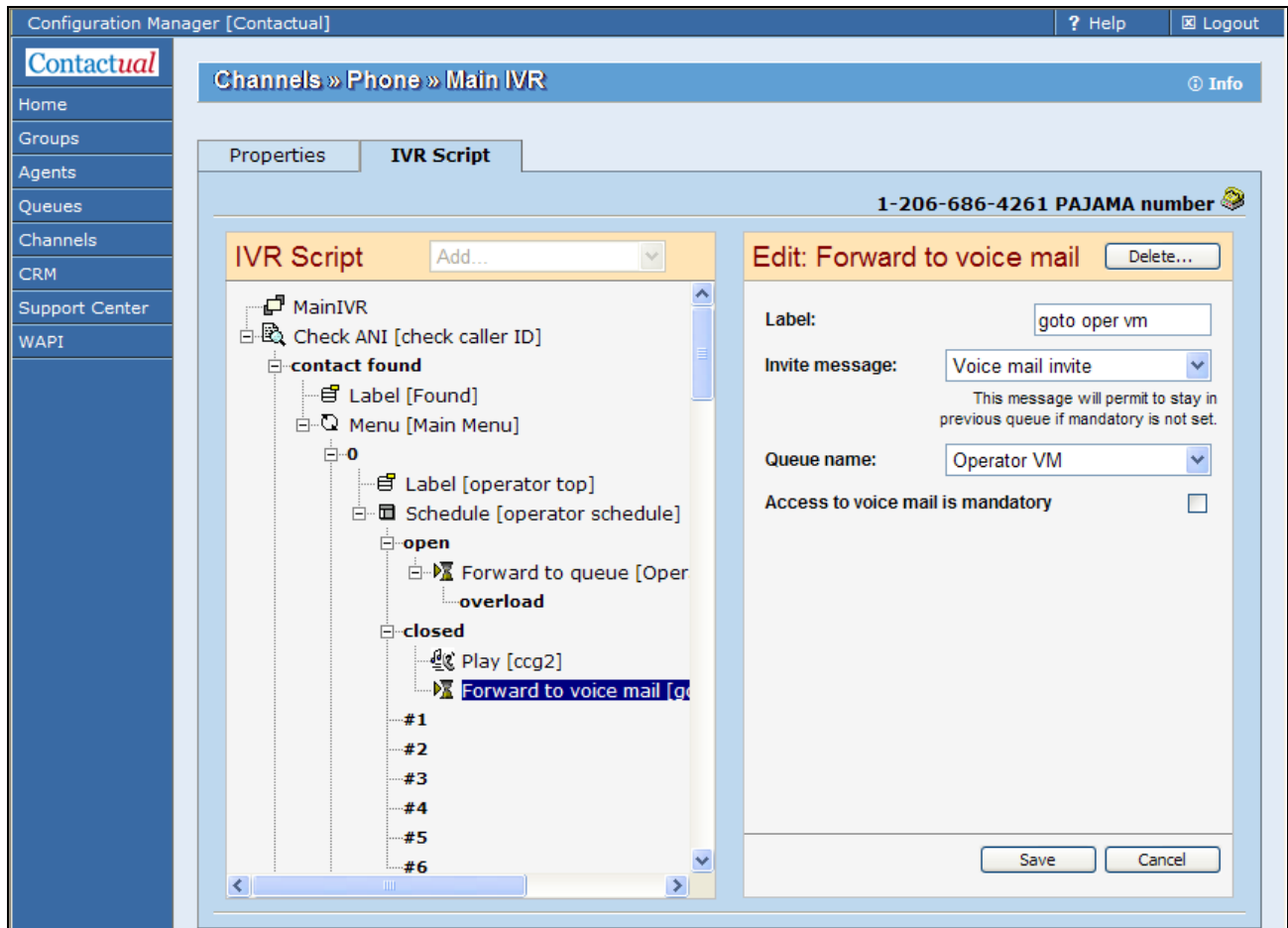
The Packet8 Complete Contact Center IVR includes a text-to-speech feature that can "read" the following:

- Numbers (e.g. account numbers)
- Currency (e.g. account balances)
- Dates

The IVR also supports the ability to make a call to an external resource from an IVR script. This gives the IVR script access to external data sources, for example, that can be used in call routing.

Packet8 Complete Contact Center's built-in IVR uses a web based GUI allowing each tenant to create and modify their own scripts.

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Packet8 Complete Contact Center's IVR scripting GUI

1.4.0 What does Packet8 Complete Contact Center currently provide for computer telephony integration (CTI - simple and complex) functionality? Simple, being screen pops based on information gathered from the switch or by the IVR, and complex being a screen pop based on information gathered from a customer's database.

Packet8 Complete Contact Center supports both simple and complex CTI screen pops. Some examples are as follows:

For users of on-demand CRM applications Packet8 Complete Contact Center offers an “out-of-the-box” integration with Netsuite and Salesforce.com.

An integrated on-demand CRM and Contact Center can have a dramatic impact on your business. Every customer interaction is monetized, new opportunities are realized and converted in real time. Packet8 Complete Contact Center has a proven integrated solution for Packet8 Complete Contact Center and NetSuite or Packet8 Complete Contact Center and Salesforce.com.

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Packet8 Complete Contact Center's integration points with NetSuite and Salesforce.com through the optional WAPI

- Single Sign-on - Don't worry about logging into two separate applications! Just sign into Packet8 Complete Contact Center OnDemand Contact Center and we'll bring up your NetSuite or Salesforce.com application.
- Click To Dial - Save time by easily contacting your customers by simply clicking on a phone number inside a Contact record.
- Screen Pop Records - Quickly identify whose calling and their history by having the caller's NetSuite or Salesforce.com record pop up once your representative answer the call.

If you are already a NetSuite or Salesforce.com customer, you can be up and running on Packet8 Complete Contact Center in minutes - Packet8 Complete Contact Center is 100% web-configurable using the application's critically acclaimed user interface.

In addition, there is an optional integration API that is triggered when transactions occur. This CRM API is a SOAP/XML API which allows for creation and management of CRM entities, like customers, cases, etc. For those wishing to integrate the Packet8 Complete Contact Center system with a third-party CRM or database the Packet8 Complete Contact Center Web-API provides the information necessary to integrate with third-party CRM and Data base applications providing the capability to integrate and enable Screen Pops, data directed routing and offers complete control for media (i.e. transfer, conference)

For those wishing to use Packet8 Complete Contact Center's optional integrated CRM, Packet8 Complete Contact Center provides screen pops and click to dial as well as data directed routing through our IVR.

A Contact and Case Management solution (CCM) is provided as an option for Customers who need simple yet effective contact / case management tool and generate additional revenue per customer. Packet8 Complete Contact Center's CCM provides a foundation for managing customer contacts and cases. A centralized repository of customer data ensures that agents have current information at their fingertips, regardless of the communication source.

The CCM tracks all interactions, ensuring closed-loop resolution. Your contact center is customized to route interactions, and to manage cases based on your business requirements. Incoming contacts can be routed to groups of agents or queues based upon criteria you select: agent availability, media, skill level, or other parameters. Agents can consult with another agent and the customer using chat or conference calling, or reassign the case to another agent.

The case management system provides a historical record of customer interactions. Agents have the ability to document the interactions with customers by creating new cases, editing cases, viewing cases, listing cases, searching cases, and creating follow ups.

For contact management, supervisors can set policy rules to control access to viewing, modifying, creating, or deleting contacts or cases. Agents can easily search contact with basic or advanced search capabilities. Built-in service level management notifies a supervisor if service levels fall below target, and notifications can be escalated according to your business rules.

Custom fields can also be created in the contact, case, and follow-up areas, where agents can enter, select and view data as well as search and run reports.

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Centralized and On-Demand Call Recording

Call recording is a core optional feature within Packet8 Complete Contact Center's On Demand Contact Center solution. Selectable criteria for recording are i) percentage of calls by skill, ii) percentage by agent id inbound and/or outbound and iii) on demand using a button on the agent toolbar. Recordings are indexed and viewable from any authorized supervisor position. Individual recordings can be played back or saved to disk as .wav files. A secure ftp site is provided to download recordings in bulk. Storage retention is offered in multiples of 30 days.

Packet8 Complete Contact Center's ACD records conversations based on any and all of the following criteria:

- Percent of calls handled by a particular skill
- Percent of calls handled by a particular agent
- Percent of direct calls to a particular agent
- Percent of outbound calls made by a particular agent
- On demand from the agent GUI

Packet8 Complete Contact Center supports optional 100% recording. To avoid overrunning storage, calls are stored for a pre-selected number of days and total allowable storage is capped on a per tenant basis.

- Live monitoring of agent calls in progress
- Quality and compliance call recording by skill, DNIS, Queue, agent
- Recording on demand by agent or supervisor
- Recordings retrievable by agent, queue, time of day and dialed number by any authorized supervisor
- Bulk downloads to local server through secure FTP

1.6.0 What does Packet8 Complete Contact Center provide for robust reporting functionality of our service, end customer, and agent/supervisor?

Packet8 Complete Contact Center uses a browser-based "Agent UI" to present and control agent interaction. No client software installation is required.

Agents can view the status of other agents within the desktop UI. Agents and supervisors can view the status of their queues. Supervisor positions show greater detail.

For the agent and supervisors all interaction types are handled in a universal queue with equal regards to routing and reporting. The agent toolbar generates screen pop synchronized with incoming call ringing, answer or hang-up. Agents can view call history information within the desktop and can access call history from the Agent UI.

Example of Agent / Supervisor UI showing all media queues in one view (universal queue)

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The top section of the agent/supervisor UI indicates the state of the agent position and has soft buttons to change the agent's state. The timer indicates the amount of time spent since any previous state change (time in current state).

The transaction box is collapsed in this example indicating the agent is not working on an active interaction otherwise selected transaction particulars would be displayed as below.



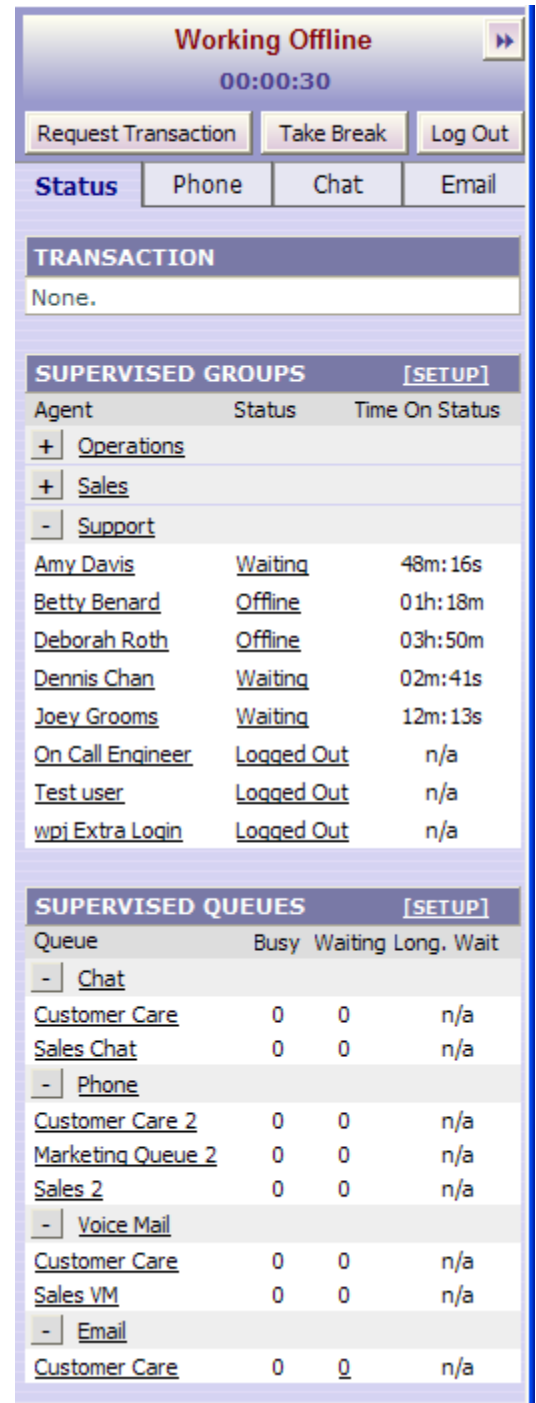
The "Support" group is being displayed by this supervisor agent UI. Clicking on the agent name opens new window showing the Agent Management UI. Clicking on status will show transaction information if the agent is handling a contact.

Supervisor monitoring capabilities available with our solution are identified in the following list.

- ✓ View current status of all agents
- ✓ Listen in and/or view the live interaction status
- ✓ Join the interaction
- ✓ Logout agents regardless of physical location
- ✓ Receives the same screen pop data that the agent receives
- ✓ Supervisor can see attached data associated with agent call

The supervised queues can be clicked which will open a queue management window which can be seen in the screen shot below.

The supervisor is presented real time information regarding:



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- Agent status: offline | waiting for call | on call | after call work | on break | direct outbound call
 - # of calls accepted
 - average and total call handling time
 - total login time
 - ratio of time spent in each state previous 30 min and full day views

- Queue status: # of agents busy working on calls in each queue
 - # of calls waiting in each queue
 - waiting time of the oldest call in each queue
 - SLA target % of time within objective for each queue
 - Attached data on calls connected to agents within supervisor's group.

Live Call Monitoring

Authorized supervisors can monitor live agent calls from any location. A supervisor uses a web browser to pick an agent to monitor. The system calls the supervisor's phone with the call in progress and the microphone muted. GUI buttons allow the supervisor to barge-in, select another agent or quit monitoring. Supervisors have scoped visibility to monitor and playback recordings only their own agent groups.

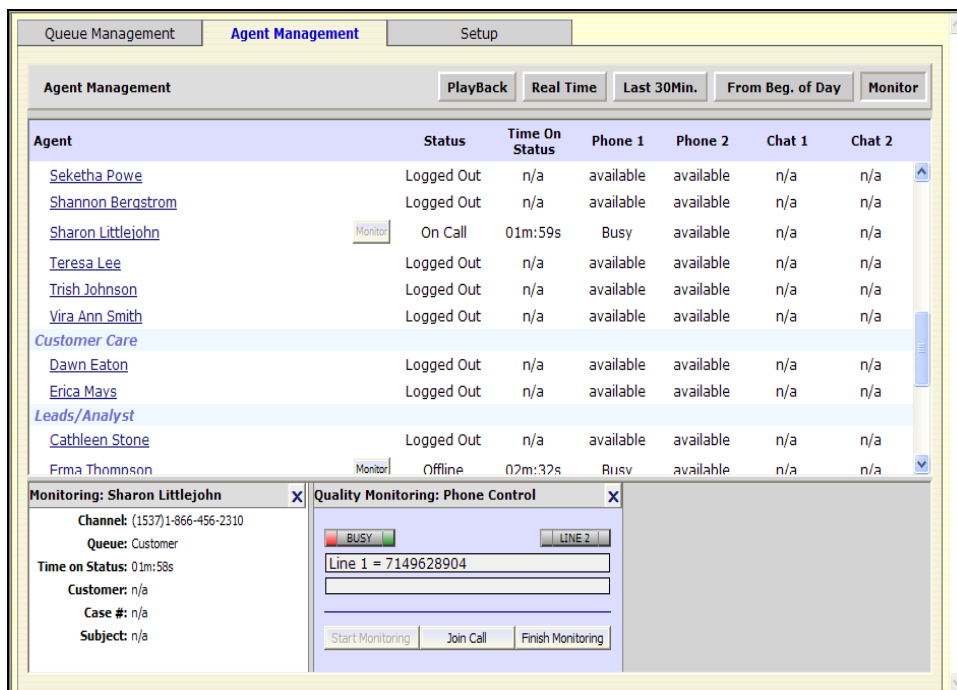


Figure 3.6 Figure 3.6 Supervisor Panel to select and monitor live calls.

Advanced Service Level Reporting and Alerting

Packet8 Complete Contact Center supports separate service level objectives for each queue/skill. Historical reports are organized to reflect the service level targets showing the intervals where the

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objectives are met and when they are not reached. In addition to historical reporting, the service level parameters can generate email notifications whenever an objective is not being met.

Real-Time Reporting

Supervisor positions are able to see the real-time status of their agents and the time the agent has been on a particular status. They are also able to see the number of calls in progress, the number waiting and the longest waiting call per queue/skill. Supervisors have access to real-time service level screens and real-time agent status graphs indicating the percentage of time in various states (e.g. on call, waiting, after work, on break, etc.).

Agent	# Accepted	# Rejected	Avg. Processing	Tot. Time Log. In	Time On Status %
<i>Branch Answering Service</i>					
Alesia Slack	0	0	00m:00s	00m:00s	[Progress Bar]
Allison Melton	0	0	00m:00s	00m:00s	[Progress Bar]
Amy Clegg	0	0	00m:00s	00m:00s	[Progress Bar]
Atikas Prohim	107	3	01m:05s	08h:03m	[Progress Bar]
Bertina Belle	0	0	00m:00s	00m:00s	[Progress Bar]
Cynthia Hagness	132	2	01m:39s	08h:16m	[Progress Bar]
Holly Webb	192	18	00m:59s	08h:28m	[Progress Bar]
Jacqueline Feld	0	0	00m:00s	00m:00s	[Progress Bar]
Janelle Johnson	0	0	00m:00s	00m:00s	[Progress Bar]
Jenny Ortega	134	6	01m:25s	08h:35m	[Progress Bar]
Joel Ness	0	0	00m:00s	00m:00s	[Progress Bar]
Kim Ash	106	4	01m:24s	06h:14m	[Progress Bar]
Lindsay Frasure	118	4	01m:11s	07h:26m	[Progress Bar]
Margie Ratigan	153	10	01m:12s	08h:35m	[Progress Bar]
Miranda Clarke	121	8	01m:00s	08h:29m	[Progress Bar]
Nikiesha Thornton	0	0	00m:00s	00m:00s	[Progress Bar]
Rachel Nichols	0	0	00m:00s	00m:00s	[Progress Bar]
Rachel Vaughan-Desir	70	3	01m:59s	06h:33m	[Progress Bar]

Packet8 Complete Contact Center's Real-Time Reporting View

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Historical Reporting

Packet8 Complete Contact Center provides 27 standard reports with extensive filtering capabilities. Reports are generated on demand and can be selected by date interval, agent groups, queues and media type. Reports are accessible through the supervisor agent GUI and are delivered in XML or Excel compatible formats.

Period	Media	Channel	Queue	Transaction	Origination	Customer	Create time	Agent (username)	Accept time	Total time processing transaction	Total time on post processing	Total time processing + post processing
4/3/2006	Chat	Customer Support	Customer Care	8183	N/A	N/A	4/3/2006 9:38	Dennis Chan (dennis)	4/3/2006 9:38	0:53:04	0:00:31	0:53:35
4/3/2006	Chat	Customer Support	Customer Care	8560	N/A	N/A	4/3/2006 13:12	Dennis Chan (dennis)	4/3/2006 13:12	0:13:06	0:00:31	0:13:37
4/3/2006	Email	support@Packet8 Complete Contact Center.com	Customer Care	9147	tbassing er@mc mservice sgroup .com	Bassinger , Todd	4/3/2006 17:24	Dennis Chan (dennis)	4/3/2006 17:25	0:01:02	0:00:00	0:01:02
Day Sub Total										1:53:28	0:01:33	1:55:01
4/4/2006	Chat	Packet8 Complete Contact Center Information	Sales Chat	15489	N/A	N/A	4/4/2006 14:24	Mark Corbett (mcorbett)	4/4/2006 14:24	0:00:30	0:00:03	0:00:33
4/4/2006	Chat	Packet8 Complete Contact Center Information	Sales Chat	15813	N/A	N/A	4/4/2006 15:37	Mark Corbett (mcorbett)	4/4/2006 15:37	0:01:15	0:00:10	0:01:25
4/4/2006	Chat	Customer Support	Customer Care	13176	N/A	N/A	4/4/2006 10:27	Matthew Yee (matt)	4/4/2006 10:27	0:00:33	0:00:32	0:01:05
4/4/2006	Chat	Customer Support	Customer Care	13188	N/A	N/A	4/4/2006 10:30	Matthew Yee (matt)	4/4/2006 10:30	0:00:30	0:00:31	0:01:01

Queues: Detailed accepted transactions activity (edited sample for illustration)

List of Standard Reports:

Packet8 Complete Contact Center's Hosted OnDemand Contact Center includes a comprehensive set of contact center related reports. This reporting capability is delivered via a web interface that allows you to view or generate pre-formatted reports based on parameters you choose

Real-Time Display Window

- Queue Management Statistics
- Agent Management Statistics
- Agent activity bar graph last 30 minutes
- Agent activity bar graph all day

Historical Reports

- Agents: Time on status
- Groups: Time on status
- Agents: Login time
- Agents: Inbound transactions
- Agents: Inbound transactions per media
- Agents: Inbound transactions per media per queue
- Agents: Inbound transactions per media per channel per queue
- Agents: Processing and post processing times

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Historical Reports (cont)

Agents: Processing and post processing times per media
Agents: Processing and post processing times per media per queue
Agents: Processing and post processing times per media per channel per queue
Agents: Other transactions analysis
Media: Inbound transactions
Queues: Inbound transactions
Channels: Inbound transactions
Media: Abandoned transactions
Queues: Abandoned transactions
Media: Accepted transactions - on line media
Queues: Accepted transactions - on line media
Channels: Accepted transactions - on line media
Media: Accepted transactions - off line media
Queues: Accepted transactions - off line media
Channels: Accepted transactions - off line media
Agents: Detailed accepted transactions activity
Queues: Detailed entered transactions activity
Queues: Detailed accepted transactions activity
Agents: Detailed Outbound call activity

These can be exported into Excel to be forwarded as reported and/or manipulated further if required.

1.6.0 What does Packet8 Complete Contact Center currently provide for direct customer access to our solution for the purposes of application management, adjustment or control

Tenant configuration management available to the end user administrator is extensive. Virtually all aspects of a tenant's configuration are accessible from the Configuration Manager GUI. Only the total number of allowable seats/logins, the incoming DNIS setup and carrier selection are not configurable by the tenant.

Packet8 Complete Contact Center's GUI based Configuration Management allows the tenant to:

- Upload, select and review prompts, hold music and wait messages
- Create/modify IVR scripts including ones with local and remote host data dips
- Setup schedule variables with time-of-day/day-of-week with customizable exclusion periods
- Create routing scripts using call associated data and the results of data dips to set target skill and priority
- Set percentage of calls recorded by skill and or agent
- Create/modify unlimited number of chat, email and voice mail skills and queues.
- Create/modify agents profile, skills, skill levels, access rights, % of an agent's calls recorded
- Create as many agent skills as needed and assign agents with multiple skills and skill levels

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- Setup supervisor access rights for monitoring and recording of multiple agent groups
- Manage, search and review agent recordings by agent, skill, time and key call data
- CTI screen pop with one button setup for major on-demand CRM providers (Salesforce & NetSuite). Includes GUI access to configuration of easy to use web services API well understood by web developers. Tenants often do not need any Packet8 Complete Contact Center professional services to generate their own custom screen pop.
- Contact center reporting GUI and report generator covering only this tenant's data

1.8.0 What does Packet8 Complete Contact Center provide for automated outbound calling functionality?

The Packet8 Complete Contact Center service provides out dial capabilities. Agents logged into the Packet8 Complete Contact Center agent or supervisor browser based agent UI can place calls to anywhere using the agent UI to enter the dialed party's number and clicking the dial soft key. We also support our own integrated CRM, the Netsuite CRM, and Salesforce.com CRM. These integrations provide campaign management capabilities and the agent can be presented with campaign lists that have been loaded into the CRM database and use the Click-to-dial (Choose a phone number in the CRM record, press a button, and a call is made through the Packet8 Complete Contact Center system) The Packet8 Complete Contact Center application connects the agent first and upon answer calls the dialed party and bridges the two call legs. Calls made through the agent or supervisor UI are tracked in the agent statistics and call logging reports. Supervisors can monitor these calls and these calls can be recorded on demand or set up by the administration UI to be recorded based on parameters satisfying their business needs.

This is the extent of individual station outbound dialing of calls and is the basis for enhanced out dialing capabilities. Currently we do not have an automated outbound dialing facility delivered through the platform or IVR. Our product roadmap has this functionality in development to be delivered in a future release.

1.9.0 What does Packet8 Complete Contact Center provide for web call back functionality for your customers?

We have multiple web call back capabilities delivered through our application. In the most common application of our web call back allows a customer to offer a web button on their corporate web site. Example "click here to have the next available agent call you back". Our application then pops a web-form dialogue box from that web link that asks the person browsing the corporate web site or web marketing link to enter the call back number and informs them the next available agent will call them back. The web form text entered (the phone number and any other information prompted from the form) is then queued based on parameters defined for skill group, priority and routing parameters. The first appropriate agent meeting the routing parameters is offered the web form text (phone number, other info) for a call return. All statistics are kept on the inbound web request channel for time in queue, and agent performance statistics.

The second method is delivered through our web chat capability where the web browser is again presented with "click here to have the next available agent call you back". Our application then pops a chat dialogue box from that web link with instructions to the person browsing the corporate web site or web marketing link to enter the call back number and informs them the next available agent will call them back. The chat dialog text entered (the phone number and any other

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information prompted from the chat from form) is then queued based on parameters defined for skill group, priority and routing parameters. The first appropriate agent meeting the routing parameters is offered the web chat (phone number, other info) for a call return. All statistics are kept on the inbound web chat request channel for time in queue, and agent performance statistics.

1.10.0 What does Packet8 Complete Contact Center provide for multimedia queue management tools for ACD, Email, IVR, web chat, web callback, and fax?

Universal Queue for Multiple Media

Packet8 Complete Contact Center services are built around a universal queue with skills based routing of voice, voice mail, chat, optional email, efax (including web callback). Agents can be assigned multiple skills with multiple skill levels for each skill. We do not provide IM in the current release and do not provide fax queuing. Please see Queued Fax sessions below:

Queued Chat Sessions

Chat sessions initiated from a web page link are queued and distributed to agents using the common universal queue for all media types. Incoming email is subject to scripting to check for viruses and spam and to deliver automatic responses/acknowledgements before being entered into the universal queue with an associated skill and priority.

Queued email

Incoming email are subject to scripting to check for viruses and spam and to deliver automatic responses/acknowledgements before being entered into the universal queue with an associated skill and priority. This service requires the concurrent CRM seats to manage queue sessions.

Queued Fax Sessions

Packet8 Complete Contact Center manage and queues faxes by working in conjunction with common fax services such as Rightfax®. A customer's fax server is programmed to delivers faxes via email and we are then able to handle faxes as an incoming email channel. Our platform then queues, manages and routes faxes just as we do email. Incoming fax-email is subject to scripting to check for viruses and spam. We can to deliver automatic responses/acknowledgements if required and then the Packet8 Complete Contact Center platform manages the faxes in the universal queue with an associated skill, routing parameters and priority along with visibility and reporting of the transaction processes. This service requires the concurrent CRM seats to manage queue sessions.

Queued Voice Mail

Packet8 Complete Contact Center supports voice mail queues. These are associated with IVR script logic and waiting on hold timeouts. Messages left in voice mail queues are associated with skills and priorities similar to any other interaction. As soon as there is an available agent with the appropriate skill and priority, the voice mail is pushed to the agent. Full contact center metrics are available for voice mail handling.

Packet8 Complete Contact Center's Hosted OnDemand Contact Center includes a comprehensive set of contact center related historical reports covering the multimedia universal queues. This reporting capability is delivered via a web interface that allows you to generate pre-formatted reports based on parameters you choose:

Examples of standard Packet8 Complete Contact Center Historical reports:

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- Agents: Time on Status
- Groups: Time on Status
- Agents: Login Time
- Agents: Inbound Transactions
- Agents: Inbound Transactions per media
- Agents: Inbound Transactions per media per queue
- Agents: Inbound Transactions per media per channel per queue
- Agents: Processing and Post Processing Times
- Agents: Processing and Post Processing Times per media
- Agents: Processing and Post Processing Times per media per queue
- Agents: Processing and Post Processing Times per media per channel per queue
- Agents: Other transactions analysis
- Media: Inbound Transactions
- Queues: Inbound Transactions
- Channels: Inbound Transactions
- Media: Abandoned Transactions
- Queues: Abandoned Transactions
- Channels: Abandoned Transactions
- 19 Media: Accepted Transactions- on line media
- Queues: Accepted Transactions- on line media
- Channels: Accepted Transactions- on line media
- Media: Accepted Transactions- off line media
- Queues: Accepted Transactions- off line media
- Channels: Accepted Transactions- off line media
- Agents: Detailed Accepted Transactions activity
- Queues: Detailed Entered Transactions activity
- Queues: Detailed Accepted Transactions activity
- Agents: Detailed Outbound Call Activity

These can be exported into Excel to be forwarded as reported and/or manipulated further if required.

1.11.0 What does Packet8 Complete Contact Center provide as options to callers waiting in a queue for treatment? Example: provide callers with the option to leave a message; to have an agent call them back when their position in the queue reaches the front of the queue.

Queued Voice Mail

Packet8 Complete Contact Center supports voice mail queues. These are associated with IVR script logic and waiting on hold timeouts or by giving the caller the option to opt out of the live queue and are played a message prompt with instructions or information to leave a message.

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Messages left in voice mail queues are associated with skills and priorities similar to any other interaction. These voice messages are queued and can maintain the same priority or be assigned a different priority. If you choose to maintain the same priority as the initial live call, as soon as there is an available agent with the appropriate skill and priority, the voice mail is pushed to the agent for call back. If you would like to change the associated skill level or priority or other calling parameters the voice mails can be delivered to the first available agent with the appropriate profile. Full contact center metrics are available for reporting queued voice mail handling.

1.14.0 What does Packet8 Complete Contact Center provide as ala carte services and/or how they we packaged.

See Exhibit B

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5.3.0 What does Packet8 Complete Contact Center provide when a customer would prefer to continue to provide voice mail services via their current PBX platform to all contact center agents when required?

Packet8 Complete Contact Center Hosted OnDemand Contact Center functionality supports the use of other voice messaging systems. We differentiate between agent voice mail (personal) and Queue based voice messaging. For messages forwarded or delivered to an agent extension where the appropriate messaging is (personal/individual) Packet8 Complete Contact Center can configure the call processing time out threshold to be longer than the personal extension and the "current Customer's" voice messaging platform would answer and process the call.

For Queue based messaging (i.e. opt out of queue for call back requests) the Packet8 Complete Contact Center platform would process and queue the message delivering it to the appropriate agent. It is necessary to maintain control and management of this type of messaging as we process it with our IVR. Statistics and calling details are kept for appropriate skill routing and statistical reporting. For Queue based messages forwarded or delivered to an agent extension where the appropriate messaging *not* (personal/individual) Packet8 Complete Contact Center configures the call processing time out threshold to be shorter than the personal extension. In this way the personal extension voice messaging platform would not answer and process the call. Similarly if a Queue based voicemail was delivered to an agent that did not answer the voice message would be recalled from the agent and offered to the next appropriate and available skilled agent.

6.2.0 What does Packet8 Complete Contact Center provide to interface or integrate into CRM applications and databases?

We have successfully integrated with Netsuite CRM, and Salesforce.com. These integrations provide the following:

- ❖ Single sign-on (ACD agents do not need to sign into the CRM separately)
- ❖ Screen pop (The CRM app is popped to show customer information when a call is received)
- ❖ Click-to-dial (Choose a customer in the CRM, press a button, and a call is made through the Packet8 Complete Contact Center system)

We supply a set of APIs that may be used by developers for integration purposes, including the Client API, which provides interaction control and event management; and the CRM API, which is used to manage CRM data (customers, cases, etc.).

Packet8 Complete Contact Center uses Web services API calls to access external databases. SOAP is the most prevalent Web services interface in use with Packet8 Complete Contact Center. The SOAP interface is DB independent. It is a standard integration method suitable for accessing databases and other data sources.

8.1.0 What is Packet8 Complete Contact Center's general company background?

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EXHIBIT A

REPORTING REAL TIME AND HISTORICAL

The following describes our real time reporting capabilities per interaction type, including the following:

- Statistics available
- What data is included in call detail records
- What presentation capabilities are available? Please describe and include screen shots as applicable

Report selection, filter and extract GUI

Reporting » Historical Reports

Available Reports:

- Agents: Time on status
- Groups: Time on status
- Agents: Login time
- Agents: Inbound transactions
- Agents: Inbound transactions per media
- Agents: Inbound transactions per media per queue
- Agents: Inbound transactions per media per channel per queue
- Agents: Processing and post processing times
- Agents: Processing and post processing times per media
- Agents: Processing and post processing times per media per queue

Data Granularity:
30 minutes

Dates Range:
Custom

Start Date:
03/01/2007

End Date:
04/09/2007

Queue selection: Checked 24 of 24 Show totals

Agent selection: Checked 37 of 37 [Transaction Graphs](#)

Report Preview:

Agents: Inbound transactions per media per queue

Period from: 07/18/2001 to 07/18/2001
Granularity: day

Period	Agent (username)	Media	Queue	# accepted	# rejected	# presented	% accepted	% rejected	Average time processing transaction	Av pos
7/18/2001	beatrice (bea)	Phone	Customer	10	2	12	83.33%	16.67%	0:12	
			Support	10	0	10	100.00%	0.00%	0:18	
		VoiceMail	Support	1	0	1	100.00%	0.00%	4:00	
		Email	Support	5	5	10	50.00%	50.00%	0:48	
Agent sub Total				26	7	33	78.79%	21.21%	0:30	
Day sub Total				26	7	33	78.79%	21.21%	0:30	
Grand Totals				26	7	33	78.79%	21.21%	0:30	

Export
Done

Historical reports are available in xml format. This is suitable for input to third party reporting packages as well as open able as an Excel spreadsheet.

- Statistics available

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- Agent Time On Status
 - Group Time On Status
 - Agent Login Time
 - Agent Inbound Transactions with skill and media type attributes
 - Agent Processing and Post Processing Times with skill, group, media attributes
 - Inbound Transactions with channel, group, skill and agent attributes
 - Abandoned Transactions with channel, group, skill, agent and time bracket info
 - Outbound Transactions with agent attributes
 - Transaction Details with time, channel, skill, transaction id, origination, customer info, processing time, total handling time plus transfer and conference information
- We support the capture of how many unique agent logins there were during a one month period in data available in the agent login time report.
 - We support the capture of the maximum unique agent logins at one time during a one month period in data available in the agent login time report.
 - The following is data included in call detail records. Sample CDR Report:

Agents: Detailed accepted transactions activity													
Period: 03/01/2007 - 04/09/2007													
Granularity: day													
Period	Agent (username)	Media	Channel	Queue	Transaction	Origination	Customer	Accept time	Total time processing transaction	Total time on post processing	Total time processing + post processing	From transfer	From conference
3/1/2007	Alain Tsai (atsai)	Phone	12066864261	Sales 2	948233	8016235474	N/A	3/1/2007 07:48	00:00:07	00:00:00	00:00:07		
Agent Sub Total									00:00:07	00:00:00	00:00:07		
3/1/2007	Amy Davis (amy)	Chat	Customer Suppo	Customer Care	981355	N/A	N/A	3/1/2007 15:10	00:04:01	00:00:36	00:04:37		
3/1/2007	Amy Davis (amy)	Phone	12066864261	Customer Care 2	975758	8103873431	N/A	3/1/2007 14:11	00:09:49	00:00:33	00:10:22		
3/1/2007	Amy Davis (amy)	Phone	16502924906	Customer Care 2	973871	3027244674	Sarah, Jason	3/1/2007 13:29	00:01:19	00:00:35	00:01:54		
3/1/2007	Amy Davis (amy)	Phone	16502924906	Customer Care 2	975421	6502928623	Amy, Davis	3/1/2007 13:54	00:00:27	00:00:00	00:00:27		
3/1/2007	Amy Davis (amy)	Phone	16502924906	Customer Care 2	975687	6502928623	Amy, Davis	3/1/2007 13:55	00:00:17	00:00:00	00:00:17		
3/1/2007	Amy Davis (amy)	Phone	16502924906	Customer Care 2	976026	6502928623	Amy, Davis	3/1/2007 14:01	00:00:16	00:00:00	00:00:16		
3/1/2007	Amy Davis (amy)	Phone	16502924906	Customer Care 2	976061	6502928623	Amy, Davis	3/1/2007 14:02	00:00:06	00:00:00	00:00:06		
3/1/2007	Amy Davis (amy)	Phone	16502924906	Customer Care 2	976109	6502928623	Amy, Davis	3/1/2007 14:02	00:00:09	00:00:00	00:00:09		
3/1/2007	Amy Davis (amy)	Phone	16502924906	Customer Care 2	976166	6502928623	Amy, Davis	3/1/2007 14:03	00:00:09	00:00:00	00:00:09		
3/1/2007	Amy Davis (amy)	Phone	16502924906	Customer Care 2	976224	6502928623	Amy, Davis	3/1/2007 14:03	00:00:19	00:00:31	00:00:50		
3/1/2007	Amy Davis (amy)	Phone	16502924906	Customer Care 2	976291	6502928623	Amy, Davis	3/1/2007 14:04	00:00:11	00:00:34	00:00:45		
3/1/2007	Amy Davis (amy)	Voice Mail	16502924906	Customer Care	948688	7804434886	N/A	3/1/2007 08:06	00:00:32	00:00:32	00:01:04		
3/1/2007	Amy Davis (amy)	Email	support@contact	Customer Care	952632	info@salesforce.com	Events, Salesforc	3/1/2007 08:47	00:01:03	00:00:00	00:01:03		
3/1/2007	Amy Davis (amy)	Email	support@contact	Customer Care	978708	agtmon@tooty.pl	Emmie, Logan G	3/1/2007 14:45	00:01:04	00:00:00	00:01:04		
3/1/2007	Amy Davis (amy)	Email	support@contact	Customer Care	985547	Support@360net	Netvertising, 360	3/1/2007 16:14	00:01:01	00:00:00	00:01:01		
Agent Sub Total									00:20:43	00:03:21	00:24:04		
3/1/2007	Betty Chin (bchin)	Phone	12066864261	Operator 2	950141	anonymous	N/A	3/1/2007 08:22	00:01:36	00:00:30	00:02:06		
Agent Sub Total									00:01:36	00:00:30	00:02:06		
3/1/2007	Buki Adeniji (buki)	Email	oemssupport@cor	OEM Support	536352	buki@contactual	Childs, Peter	3/1/2007 15:33	00:00:03	00:00:00	00:00:03		
3/1/2007	Buki Adeniji (buki)	Email	oemssupport@cor	OEM Support	542059	buki.adeniji@con	Adeniji, Buki	3/1/2007 15:33	00:00:01	00:00:00	00:00:01		
3/1/2007	Buki Adeniji (buki)	Email	oemssupport@cor	OEM Support	559565	fujieda@whitepap	Fujieda, Shigeka	3/1/2007 15:33	00:00:02	00:00:00	00:00:02		
3/1/2007	Buki Adeniji (buki)	Email	oemssupport@cor	OEM Support	605024	pmansel@contact	Ansel, Pierre-Mic	3/1/2007 15:33	00:00:04	00:00:00	00:00:04		
3/1/2007	Buki Adeniji (buki)	Email	oemssupport@cor	OEM Support	605944	fujieda@whitepap	Fujieda, Shigeka	3/1/2007 15:33	00:00:05	00:00:00	00:00:05		
3/1/2007	Buki Adeniji (buki)	Email	oemssupport@cor	OEM Support	612151	fujieda@whitepap	Fujieda, Shigeka	3/1/2007 15:33	00:00:06	00:00:00	00:00:06		
3/1/2007	Buki Adeniji (buki)	Email	oemssupport@cor	OEM Support	658427	pmansel@contact	Fujieda, Shigeka	3/1/2007 15:33	00:00:04	00:00:00	00:00:04		
3/1/2007	Buki Adeniji (buki)	Email	oemssupport@cor	OEM Support	698389	fujieda@whitepap	Fujieda, Shigeka	3/1/2007 15:34	00:00:06	00:00:00	00:00:06		
3/1/2007	Buki Adeniji (buki)	Email	oemssupport@cor	OEM Support	726745	fujieda@whitepap	Fujieda, Shigeka	3/1/2007 15:34	00:00:04	00:00:00	00:00:04		
3/1/2007	Buki Adeniji (buki)	Email	oemssupport@cor	OEM Support	933451	suzuki@whitepap	Suzuki, Yoshihiro	3/1/2007 15:34	00:00:04	00:00:00	00:00:04		
Agent Sub Total									00:00:39	00:00:00	00:00:39		

- The data retention limits for our historical reporting data is based upon the amount of storage the tenant has subscribed.

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- We support the offload of data into 3rd reporting engines enabling custom reporting outside your IP ACD as our report data is in xml format which is easily understood by most third party reporting systems.

The Reporting system includes real-time and historical reports. Real-time can be within the past 30 minutes or from the beginning of the day for either queues or a specific group of agents.

Sample of "canned" Packet8 Complete Contact Center Historical reports:

- 1 Agents: Time on Status
- 2 Groups: Time on Status
- 3 Agents: Login Time
- 4 Agents: Inbound Transactions
- 5 Agents: Inbound Transactions per media
- 6 Agents: Inbound Transactions per media per queue
- 7 Agents: Inbound Transactions per media per channel per queue
- 8 Agents: Processing and Post Processing Times
- 9 Agents: Processing and Post Processing Times per media
- 10 Agents: Processing and Post Processing Times per media per queue
- 11 Agents: Processing and Post Processing Times per media per channel per queue
- 12 Agents: Other transactions analysis
- 13 Media: Inbound Transactions
- 14 Queues: Inbound Transactions
- 15 Channels: Inbound Transactions
- 16 Media: Abandoned Transactions
- 17 Queues: Abandoned Transactions
- 18 Channels: Abandoned Transactions
- 19 Media: Accepted Transactions- on line media
- 20 Queues: Accepted Transactions- on line media
- 21 Channels: Accepted Transactions- on line media
- 22 Media: Accepted Transactions- off line media
- 23 Queues: Accepted Transactions- off line media
- 24 Channels: Accepted Transactions- off line media
- 25 Agents: Detailed Accepted Transactions activity
- 26 Queues: Detailed Entered Transactions activity
- 27 Queues: Detailed Accepted Transactions activity
- 28 Agents: Detailed Outbound Call Activity

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**EXHIBIT B
SERVICES; PRICING**

1. "Services" include the following:

<u>Telephony</u> Telephony Management Automatic Call Distributor Interactive Voice Response Computer Telephony Integration Recording Monitoring	<u>Email</u> Email Management
<u>Chat</u> Chat Session Management	<u>Self-Service</u> Searchable customer interface to CRM
Optional	<u>CRM</u> Contact Management Case Management Email and Efax queue management
<u>Other offerings included in the above</u> Knowledge Base/FAQ Develop project plan with Customer Real Time Reporting Historical Reporting Configuration Management Online Help	<u>JumpStart Implementation Services</u> Overview of Agent and Supervisor training modules Define business objectives and contact flow strategy Assistance with completion of requisite order form for telephone carriers Tenant configuration through configuration manager

2. **PRICING**

Services Prices: The foregoing Packet8 Complete Contact Center Services are standard prices set forth in a Service Quote, subject to possible volume pricing based on the number of agent seats per Customer:

Qty	OnDemand Services Pricing	Cost Per Month
	OnDemand Contact Center Agent Seat	\$150.00
	Includes: <ul style="list-style-type: none"> • Multi-media support (Telephony, Voicemail, Chat) • 1 Agent Login • 1 Multi-level ACD/IVR port • Standard Support Initial Agent Seat ordered includes: <ul style="list-style-type: none"> • 1 Tenant • 1 Voice Channel (toll free number) 	

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	<ul style="list-style-type: none"> • 250 MB Data Storage • 5 Personalized Greetings (must be ordered together) 	
	Additional Agent Login	\$35.00
	Packet8 Complete Contact Center Contact + Case Management Solution (CCM) and Email, fax routing / (per agent charge)	\$50.00
	Toll Free and Local Voice Channels / port	\$5.00
	Additional 1 Gb Storage for Data (16 hours Recording time)	\$15.00
	Additional Tenant	\$100.00
	Recording Services (unlimited)/ agent	\$50.00
	Additional ACD/IVR Voice Resource Port / port	\$25.00
	WAPI Tool (Application Program Interface) / tenant	\$125.00
	Inbound CCC Services	
	Toll Free 10000 min plan + .029/min from US	\$169.99 / .029
	Contact Center Virtual Number + .01/in either CC VN, CC int'l VN or toll free required for all Complete Contact Center calls	\$4.99 / .01
	Contact Center International Virtual Number + .01/ in	\$9.99 / .01
	Contact Center Virtual Extension + .019/min out (required when non VO extensions are used) eg: cell, land, POTS, Centrex	\$9.99 / .019

PACKET8 COMPLETE CONTACT CENTER PROFESSIONAL SERVICE and START UP:

	Fee – One time
Activation Fee (per agent charge)	\$50.00
Additional 5 Greetings (English)	\$200.00
<p>Jumpstart Program</p> <p>JumpStart training helps you translate your business objectives, roles and responsibilities, channels of customer contacts (e.g. phone, email, web) and contact flow strategy into contact center components. It will also cover basic usage of the service, clients, monitoring and reports</p> <p>Your JumpStart implementation professional will follow the below Implementation & Training Plan to meet your target go-live date. Sessions are 1.5 hours and are scheduled over 4 consecutive business days.</p> <p>Session One</p> <p><u>Target Go-Live Date</u> A target date will help the team to stay on track</p> <p>Order Telecommunications We can help you complete the appropriate telecommunications order form</p> <p><u>Professional Greetings</u> Five custom professional greetings are included with subscription to the application. Order completion time is ten business days. This task should be</p>	\$1500

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<p>completed by the end of the second session.</p> <p><u>Configuration Manager</u> Build your contact center as you learn. This first session includes hands-on exercises for: completing company information, identifying the administrator, setting the time zone, creating agent profiles and configuring a voice mail queue.</p> <p><u>Session Two</u></p> <p><u>Configuration Manager (continued)</u></p> <p>Create queues (phone, email, chat), assign members, specify skill levels and set service level agreements. Set business hours of operation. Define & build the call processing tree (IVR script)</p> <p><u>Session Three</u></p> <p>Define & build email processing and Chat configuration.</p> <p>Review the Support Center Capabilities The Support Center offers your customers the ability to create and check the status of cases and obtain frequently requested information without agent assistance. Support Center components are reviewed in order to help you plan where these might be incorporated into your web site. Review CRM Configuration options.</p> <p><u>Session Four</u></p> <p>Review Agents and Supervisor Training Modules Agent and supervisor on-line training modules are reviewed. This will help you determine how best to train your personnel.</p> <p><u>Closing</u> Discuss downtimes, call redirects Support hours & contact information</p>	
Professional Services Hourly Service Rate	\$275.00 + TE