

Contact Center Billing Codes and Pricing

Service	Bill Code (one time)	One Time Cost (OCC)	Bill Code (monthly)	Monthly Cost (MRC)	Entity Information
Contact Center Agent Service: Avaya					
eACD Avaya Agent	N/A	0.00 (refer to MSA)	E ACD Agent	\$0 (refer to MSA)	For SHC<SCH<SU
eACD Avaya Desktop Set V9611	N/A	N/A	SET V 9611	\$7.00	For SHC<SCH<SU
eACD Avaya Desktop Set V9640	N/A	N/A	SET V 9640	\$7.00	For SHC<SCH<SU
eACD Avaya Desktop Set w Sidecar V9611	N/A	N/A	SET LAV 9611 Bun	\$10.00	For SHC<SCH<SU
Contact Center Remote Agents: Avaya					
Avaya 1X Agent (IP Agent Only)	EACID IPA LIC O	\$1,435	N/A	N/A	For SHC<SCH<SU
Avaya 1X IP Lic Only (existing Agent in place)	Proj O	\$410	N/A	N/A	For SHC<SCH<SU
Contact Center Agent Service: Cisco UCCE					
Cisco Contact Center Agent	N/A (MSA)	\$0 (MSA)	CCE Agent HC	\$0 (MSA)	For Healthcare Only
Cisco Contact Center Agent	No One Time	No One Time	CCE Agent	\$117	For University Agents
Cisco 8851 Desktop	SET 8851 O	\$216	SET 8851 CC	\$6 (no longer available for leasing)	For SHC<SCH<SU
New Contact Center	UCC Proj O	Scoped per requirements	N/A	N/A	For SHC<SCH<SU
Verint Call Recording and WorkForce Manager: Avaya/Cisco					
Verint Call Recording (Cisco only) Provides call and screen recording for contact center agents	N/A	N/A	CALL RECORD CISCO	\$21.55	For SHC<SCH<SU
Verint Call Recording Supervisor Provides supervisors access to listen to agent call recordings	N/A	N/A	WFO WFM Supv Lic	\$8.50	For SHC<SCH<SU
Packaged Verint Workforce Management Coaching, evaluations, quality assurance, scheduling, forecasting, performance management and agent call recording *Must have existing contact center service	N/A	N/A	WFO WFM Agt Bun	\$70.35	For SHC<SCH<SU
Verint Workforce Manager Supervisor Provides supervisors/managers access to WFM system data *Must have existing contact center service	N/A	N/A	WFO WFM Supv Lic	\$7.50	For SHC<SCH<SU
Contact Center Call Back Service: Avaya					
Call Back Assist	N/A	N/A	HC CBA	\$0 (refer to MSA)	For SHC
Call Back Assist Over Band	N/A	N/A	HC CBA OVER	\$35 (per each menu added)	For SHC
Contact Center Call Back Service: Cisco					
Basic Call Back	UCC Proj O	\$500	N/A	\$0	For SHC<SCH<SU
Advanced Call Back			AdvCallBk	\$0.95 (cost per callback)	For SHC<SCH<SU
Small (up to 3 PQ)	CCE CB S O	\$500			For SHC<SCH<SU
Medium (up to 6 PQ)	CCE CB M O	\$750			For SHC<SCH<SU
Large (up to 10 PQ)	CCE CB L O	\$1,050			For SHC<SCH<SU
Custom Reporting: Avaya/Cisco					
Custom Data Feed	UCC Proj O	Scoped per requirements	Auto data feed	\$75 (cost per data feed)	For SHC<SCH<SU