

Comstice Call Recording

Data Sheet



On-Premises Audio Recording

Comstice offers an audio recording solution for compliance recording, quality assessments and customer sentiment analysis. The solution also creates transcripts of the recorded audio and stores on its local database. Users can do a keyword search on this solution as well as analyse the conversations for new ideas, common complaints and agent service quality assessments.

Automate Service Quality Assessments

You can create rules to automate service quality such as whether agent greeted the customer with name and similar criteria. Each call is checked for the criteria and marked as one or zero. You can get a report about what percentage of the calls agent answered the call with her name.

Protect Customer Voice

In the age of AI and voice biometrics, it is very important to store the audio recordings safely since they can be used for fraud and other illegal activities. Comstice Call Recording runs on-premises with the full privacy of your network.

Analyse Customer Conversations

Using AI that you can run locally, you can analyse the call transcripts and filter the new feature requests, product ideas, common complaints and overall customer's position in the upselling lifecycle. You can try to guess the potential next purchases or possible cancellations and take actions proactively.

Comstice Call Recording Features

On-Premises and Fully Ecnrypted

Comstice Call Recording solution runs on a Linux VM and can be hosted on-premises. You can enable encryption on the database as well as the hard drive.

Integrates with CDR data

Comstice Call Recording integrates with the CDR data of the IP PBX or generates its own CDR so you can search for the calling number, called number and other parameters available.

Audio Transcripts

Comstice Call Recording creates the text transcripts of the calls and stores them in the local database. Users can do a keyword search to find the calls with specific keywords.

Customer Sentiment Analysis (Optional)

Comstice Call Recording has AI-powered analytics module that can analyse the customer sentiment on each call. This is an optional component since it requires additional hardware resources and vector database optimisation.

Real-Time Customer Sentiment Analysis (Requires SIPREC)

Comstice Call Recording can also transcribe the call audio real-time and alerts the real-time customer sentiment in a dashboard. Supervisors can silently monitor active calls with negative sentiment, barge in or intercept if needed.

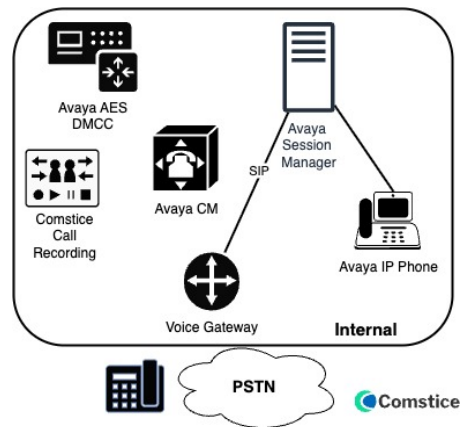
Integration with Avaya

Comstice Call Recording can integrate with Avaya in two ways;

- Using SIPREC and Comstice SIP SBC
- Using Avaya AES and DMCC

Avaya AES and DMCC

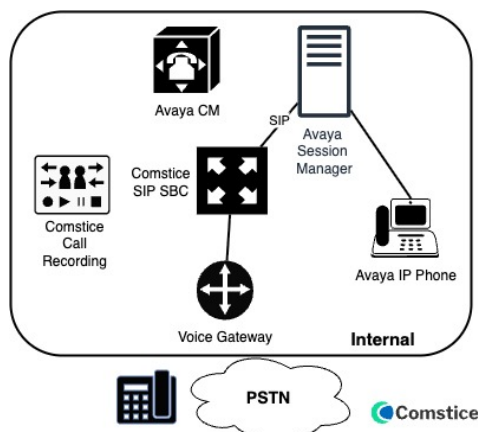
Integration with Avaya AES does not require any design change and relatively quicker. However, this requires DMCC Basic License and TSAPI Basic License for each agent.



Using SIPREC

SIP standard includes an audio recording standard called SIPREC. With SIPREC, each call needs to go through Comstice SIP SBC. Comstice SBC Media module creates a copy of the audio stream and sends it to the recorder. This solution does not require Avaya licenses, therefore helps to manage the cost.

This option also supports real-time sentiment analysis.



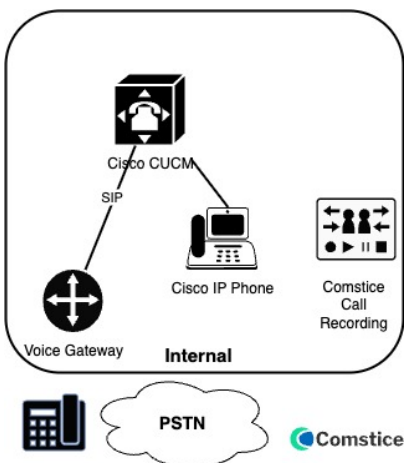
Integration with Cisco CUCM

Comstice Call Recording can integrate with Cisco CUCM in two ways;

- Using SIPREC and Comstice SIP SBC
- Using Cisco CUCM Built-In Bridge

Cisco CUCM Built-In Bridge

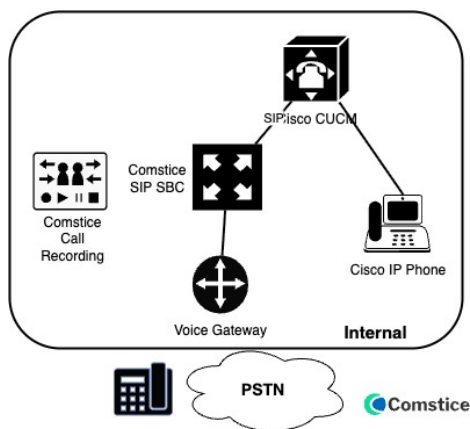
Integration with Cisco CUCM does not require any design change and relatively quicker.



Using SIPREC

SIP standard includes an audio recording standard called SIPREC. With SIPREC, each call needs to go through Comstice SIP SBC. Comstice SBC Media module creates a copy of the audio stream and sends it to the recorder. This solution does not require Avaya licenses, therefore helps to manage the cost.

This option also supports real-time sentiment analysis.



Draft Project Plan - Avaya

Task	Owner
Provide VMs or Docker images	Comstice / Week 1
Upload Comstice OVAs to VMWare or provide RedHat Server as VM	Client / Week 1-2
Add Avaya TSAPI and DMCC licenses (or update the call flow with Comstice SIP SBC)	Client / Week 1
Configure Avaya CDR with Comstice	Client & Comstice / Week 1-2
Configure Firewall and security permissions for Comstice solutions	Client / Week 1-2
Provide the requested information for SSO integration	Client / Week 2-3
Configure SSO Integration	Comstice / Week 2-3
Power User and Admin Training	Comstice / Week 3-4
UAT	Comstice / Week 3-4

Draft Project Plan - Cisco

Task	Owner
Provide VMs or Docker images	Comstice / Week 1
Upload Comstice OVAs to VMWare or provide RedHat Server as VM	Client / Week 1-2
Configure CUCM Recording (or update the call flow with Comstice SIP SBC)	Client / Week 1
Configure Cisco CUCM CDR with Comstice	Client & Comstice / Week 1-2
Configure Firewall and security permissions for Comstice solutions	Client / Week 1-2
Provide the requested information for SSO integration	Client / Week 2-3
Configure SSO Integration	Comstice / Week 2-3
Power User and Admin Training	Comstice / Week 3-4
UAT	Comstice / Week 3-4

Technical Background

Comstice Wallboard and Quartz Reporting Services will run as docker containers on a Linux VM. VMWare or Opeshift/Kubernetes can be used. Minimum two servers are recommended for high availability;

Name	Qty	RAM	CPU	HDD	OS
Comstice Quartz Server	2	32GB	4xvCPUs	500GB	Ubuntu 20LTS / Redhat 8/9

Support

What does it cover?

Comstice provides a software maintenance support for the Comstice Quartz software. It is a break-fix support.

Standard Support is provided on a 24-hr email response and up to 5 business days fix basis due to all the dependencies around the solution. It is available in weekdays, between 4AM-11PM US Eastern.

Priority Support is provided on up to 1-hr response and up to 24 hours fix basis due to all the dependencies around the solution. This is not guaranteed, however we aim to resolve 90% of all support queries within this time frame. Priority support is available 24/7 and requires High Availability server.

Support service provided by qualified engineers via email or WebEx. Troubleshooting steps are performed via Webex.

How to raise a support ticket?

End customer IT personnel or partners can raise a support tickets online from www.comstice.com/support or by calling Comstice Support Desks from +1-713-929-3714 or +44 203 051 7796. Alternatively, you can send an email to support@comstice.com or use webchat feature at comstice.com

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Pricing: Wallboard Amazon Connect

Comstice Wallboard Amazon Connect annual subscription, in USD;

Product SKU	Description	Unit	Qty	Total
CST-QA-Ann-Subsc25	Wallboard annual up to 25 agents	\$3,700	1	\$3,700
CST-PS	Deployment, customisation, testing and Training	\$1,800	0.5	\$900
			Year 1	\$4,600

- Subscription includes Wallboard Desktop Ticker app
- There is no license limit on the number of concurrent sessions
- Licensing is based on the number of named agents to be reported

Support

What does it cover?

Comstice provides **break-fix support** for the Comstice Quartz software.

Priority Support is provided on up to 1-hr response and up to 24 hours fix basis due to all the dependencies around the solution. This is not guaranteed, however we aim to resolve 90% of all support queries within this time frame. **Priority support is available 24/7 and requires High Availability servers and secondary UCCX server.**

Support service provided by qualified engineers via email or WebEx. Troubleshooting steps are performed via Webex.

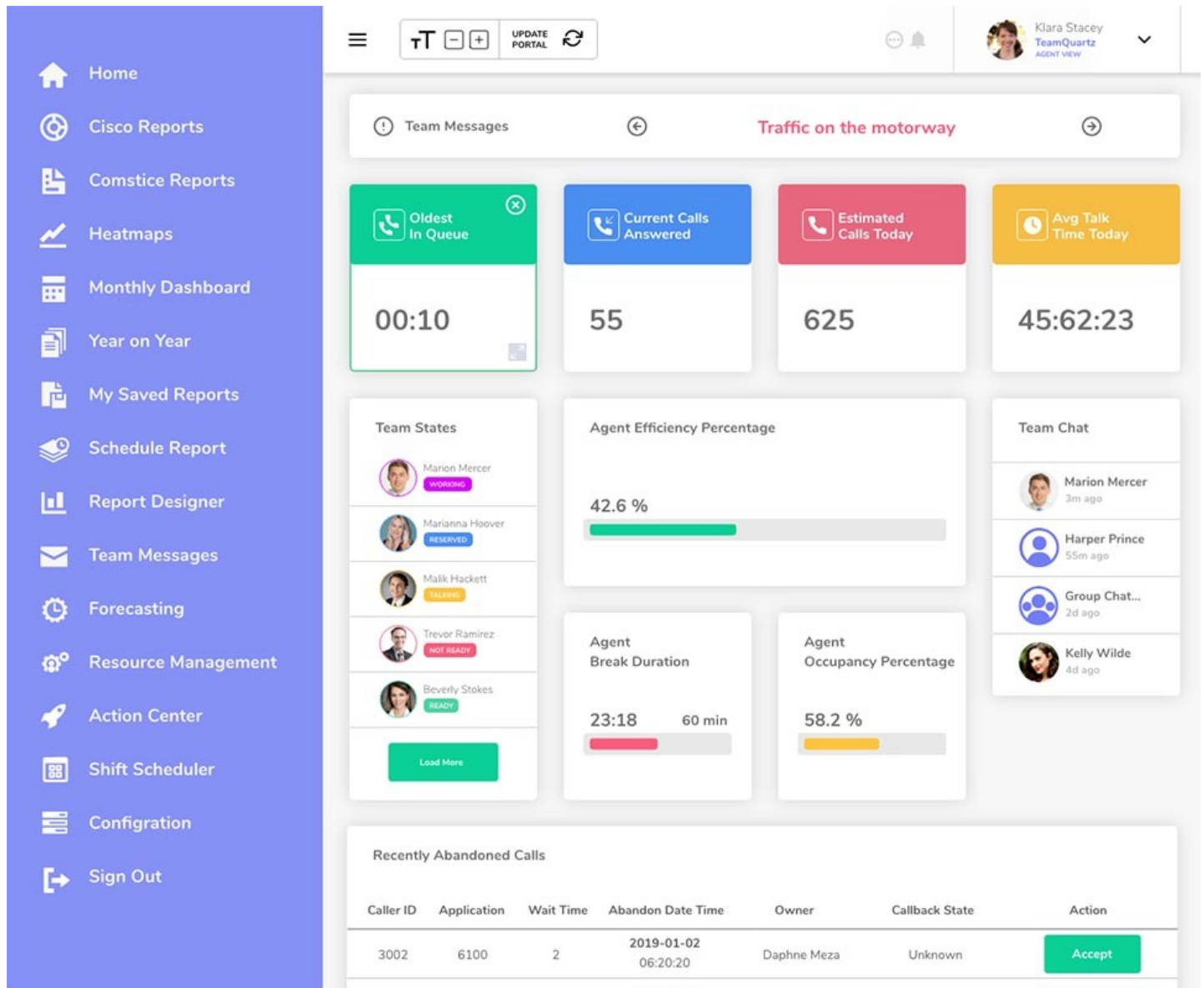
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Comstice Quartz Reporting and Analytics

Comstice Quartz Reporting and Analytics helps to access Avaya CMS stock reports, Comstice stock reports, report designer, scorecards, report scheduling and historical dashboards.



Pricing: 25

Below is the annual subscription for Amazon Connect solutions for 25 users;

Product SKU	Description	Unit	Qty	Total
CST-AWS-Subsc-Ann25	Amazon Connect Suite 1st Year Subscription	\$720	25	\$18,000
CST-PS	Deployment, Testing, Training, 3rd Party Integration	\$1,400	2	\$2,800
TOTAL				\$20,800

- First year subscription is \$720 per agent for the first 25 agents and \$480 per agent for additional agents
- **In upcoming years, the annaul subscription cost will be \$480 per agent for all the agents unless the amount is updated based on the annual inflation.**
- There is no licence limit on the number of concurrent sessions for the wallboard and Quartz reporting. Licensing is based on the number of named agents to be reported.
- **Amazon Connect Suite includes; Wallboard, Quartz Reporting, Desktop Softphone app and Mobile Softphone app**
- Comstice Amazon Connect Suite offered does not include Comstice Workforce Management solution.

Comstice Quartz Reporting and Analytics

Comstice Quartz Reporting and Analytics helps to access Cisco UCCE stock reports, Comstice stock reports, report designer, visual team and agent scorecards, daily actionable insights by email, report scheduling and historical dashboards, agent reskilling, team calendar and shift scheduler.

The dashboard provides a comprehensive overview of team and agent performance. Key metrics include:

- Oldest In Queue:** 00:10
- Current Calls Answered:** 55
- Estimated Calls Today:** 625
- Avg Talk Time Today:** 45:62:23
- Agent Efficiency Percentage:** 42.6 %
- Agent Break Duration:** 23:18 (60 min limit)
- Agent Occupancy Percentage:** 58.2 %

Team States:

- Marion Mercer: **IN QUEUE**
- Marianna Hoover: **RESERVED**
- Malik Hackett: **TALKING**
- Trevor Ramirez: **NOT READY**
- Beverly Stokes: **READY**

Team Chat:

- Marion Mercer: 3m ago
- Harper Prince: 55m ago
- Group Chat...: 2d ago
- Kelly Wilde: 4d ago

Recently Abandoned Calls:

Caller ID	Application	Wait Time	Abandon Date Time	Owner	Callback State	Action
3002	6100	2	2019-01-02 06:20:20	Daphne Meza	Unknown	<button>Accept</button>

Quartz + Wallboard + Webphone - 250 Agents

Comstice Wallboard, Webphone and Quartz Reporting for 250 named agents for Cisco UCCX monthly and annual payments

Option 1: Monthly

Product SKU	Description	Unit	Qty	Total
CST-Bundle3-250-Mth	Wallboard Webphone, Quartz Reporting Monthly min 250 agts	\$29	250	\$7,250

Option 2: Annual

Product SKU	Description	Unit	Qty	Total
CST-Bundle3-250-Ann	Wallboard Webphone, Quartz Reporting Annual min 500 agts	\$264 (\$22 x 12)	250	\$66,000

- **Wallboard and Quartz:** There is no licence limit on the number of concurrent sessions. Licensing is based on the number of named agents to be reported.
- **Webphone:** The pricing is for the number of named Finesse agents or CUCM users
- The pricing is valid for minimum 250 agents/users
- The pricing does not include Workforce Management Module

Reporting + Wallboard + Webphone

Comstice Wallboard, Webphone and Quartz Reporting for 250 named agents with Cisco UCCX

Option 1: Monthly

Product SKU	Description	Unit	Qty	Total
CST-Bundle5-250-Mth	Wallboard Webphone, Quartz Reporting monthly min 250 agents	\$29	250	\$7,250

Option 2: Annual

Product SKU	Description	Unit	Qty	Total
CST-Bundle5-250-Ann	Wallboard Webphone, Quartz Reporting annual min 250 agents	\$264	250	\$66,000

- There is no licence limit on the number of concurrent sessions for Wallboard and Quartz Reporting. Licensing is based on the number of named agents to be reported.
- Webphone subscription is for the number of named agents.
- Subscriptions can be reallocated by Comstice

Comstice Wallboard and Quartz Reporting Pricing: Terms of Sale

- There is no licence limit on the number of concurrent sessions. Licensing is based on the number of named agents to be reported.
- Comstice Quartz Workforce Management Module is not included
- Solutions will be hosted by the client in a virtualized environment.
- High availability pricing not included
- One Wallboard server, one server for Quartz Reporting Server and one server for Quartz data repository
- Minimum server requirements;
 - Wallboard: 4GB RAM 40GB HDD 2xvCPUs
 - Quartz Reporting: 8 GB RAM 40 GB HDD 2xvCPUs
 - Quartz Date Repository: 8GB RAM 80GB HDD and 2xvCPUs

Why Comstice Quartz Reporting for Avaya AACC

Call Center Reporting is quite key for the efficient use of limited resources and more accurate estimate for the resource needs. There are a few generic reporting solutions out there however Comstice Quartz Reporting is a specialist solution to focus on Avaya AACC and customer service in general.

Missing Reports in Avaya AACC: There are quite a few reports not available out of the box in Avaya AACC. Comstice covers these reports within Quartz.

Visual, Automated Scorecards: Companies can create [visual scorecards](#) for the team and individual agent performance and schedule them to be delivered daily, weekly and monthly.

Repetitive Call Analysis: This feature helps to identify the calling numbers making multiple calls in a short period of time. You can identify the callerID, list each call they made and drill down to individual call to see the customer journey map. This will help to identify the items customers are calling multiple times, minimise repetitive calls and maximise First Contact Resolution.

Customer Patience Index: This feature shows how long callers wait before abandoning the call for each queue. You can check this value for the time of the day and day of the week as well and allocate resources accordingly.

Call Result and Call Variable Analysis: Companies can create visual reports for the call result breakdowns per skill or agent as well as based on the timeframe; hourly or daily.

Abandon Callback Engine: This is not a report but a utility for the agents to take ownership of the recently abandoned calls and call them back. They can then select one of the available result codes and try again if needed. When the shift ends, they can release these calls for another agent to pick up and call back again.

Customer Journey Maps: Quartz reports each call and call legs of a particular call. It also creates a visual timeline of the call called Customer Journey Map so you can see the experiences caller has gone through.

Proof of Concept

Proof of concept will be used to prove that the features promised are available. **A detailed PoC checklist will be agreed by both parties prior to the PoC kick-off.**

Product SKU	Description	Unit	Qty	Total
CST-Bundle3-PoC	PoC (up to 2 weeks)	\$9,000	1	\$9,000

- **Comstice requires a remote access via VPN to Comstice servers hosted by the partner during the PoC. This will help to minimise the time for the deployment and any updates needed**
- PoC payment will be deducted from the subscription cost in case of a purchase.
- PoC includes reporting, wallboard and webphone
- Agent Greeting and Whisper features are not included
- PoC is simplex. No High Availability servers.

Unified OmniChannel Scorecards

Daily, Weekly and Monthly Scorecards for Teams and Each Agent by Email:

By using the Quartz report designer, managers can design visual reports using chart and table-based omnichannel indicators for Amazon Connect data as well as the data from the third-party platforms integrated with Comstice Quartz. Designed reports can be scheduled to run daily, weekly and monthly on a team level or individual agent level. Recipients will receive the URL of the report by email.



Bundle Wallboard and Quartz

Comstice Quartz Reporting and Analytics for Cisco UCCX 1-Year contract, in USD;

Product SKU	Description	Unit	Qty	Total
CST-Q-Subsc-10-1Yr	Qrtz Subsc 10agt 1-YR Cisco UCCX	\$6,900	1	\$6,900
CST-WB-Subsc-10-1Yr	Wallboard Subsc 10agt 1- YR Cisco UCCX	\$4,900	1	\$4,900
			TOTAL	\$11,800
	Bundle Price	20% Discount		\$9,440

- Pricing is valid until December 31, 2021

Pricing: Wallboard - 100 Agents

Below is the pricing for Cisco UCCX 100 agents. The number of agents are the concurrent number of agents which will be reported. The pricing is provided in USD.

Product SKU	Description	Unit	Qty	Total
CST-WB-A-Lic-100	Wallboard 100 agent lic. one-time	\$8100	1	\$8100
CST-WB-Std-Supp	Annual Standard Support	\$2800	1	\$2800
CST-WB-HA	High Availability Server	\$2900	0	\$0
CST-PS	PS Admin and power user training	\$1,400	1	\$1,400
TOTAL-Year 1				\$12,300
Year 2 and 3	Annual Standard Support	\$2800	2	\$5600

- Pricing does not include high availability
- Pricing includes free access to Comstice Wallboard Desktop Ticker App and Wallboard Mobile App

Quartz Reporting Pricing

Here is the pricing for Comstice Quartz Reporting for UCCX 100 agents with options,

Option 1: 1-Year

Product SKU	Description	Unit	Qty	Total
CST-Q-Subsc-Ann-100	Quartz Reporting Annual Subscription 100 agents	\$17,640	1	\$17,640
Total-1Yr				\$17,640

Option 2: 3-Year

Product SKU	Description	Unit	Qty	Total
CST-Q-Subsc-3-yr-100	Quartz Reporting 3-Year Subscription 100 agents	\$37,044	1	\$37,044
Total-3Yr				\$37,044

Pricing

Pricing for Comstice Wallboard and Quartz Reporting and Analytics 160 agents AVAYA with options, in USD;

Option 1: Annual Subscription

Annual Subscription	Cost	Quantity	Total
Wallboard+ Reporting	\$16,500	1	\$16,500

- Annual Subscription: Paid annually.

Option 2: 3-Year Subscription

3-Year Subscription	Cost	Quantity	Total
Wallboard+ Reporting	\$24,900	1	\$24,900

- 3-Year Subscription: Paid in full at the beginning of the 3-Year term.

Pricing: Mobile and Desktop Softphone

Below is the pricing for Amazon Connect 5 named agents, Mobile and Desktop Softphone, . The pricing is provided in USD.

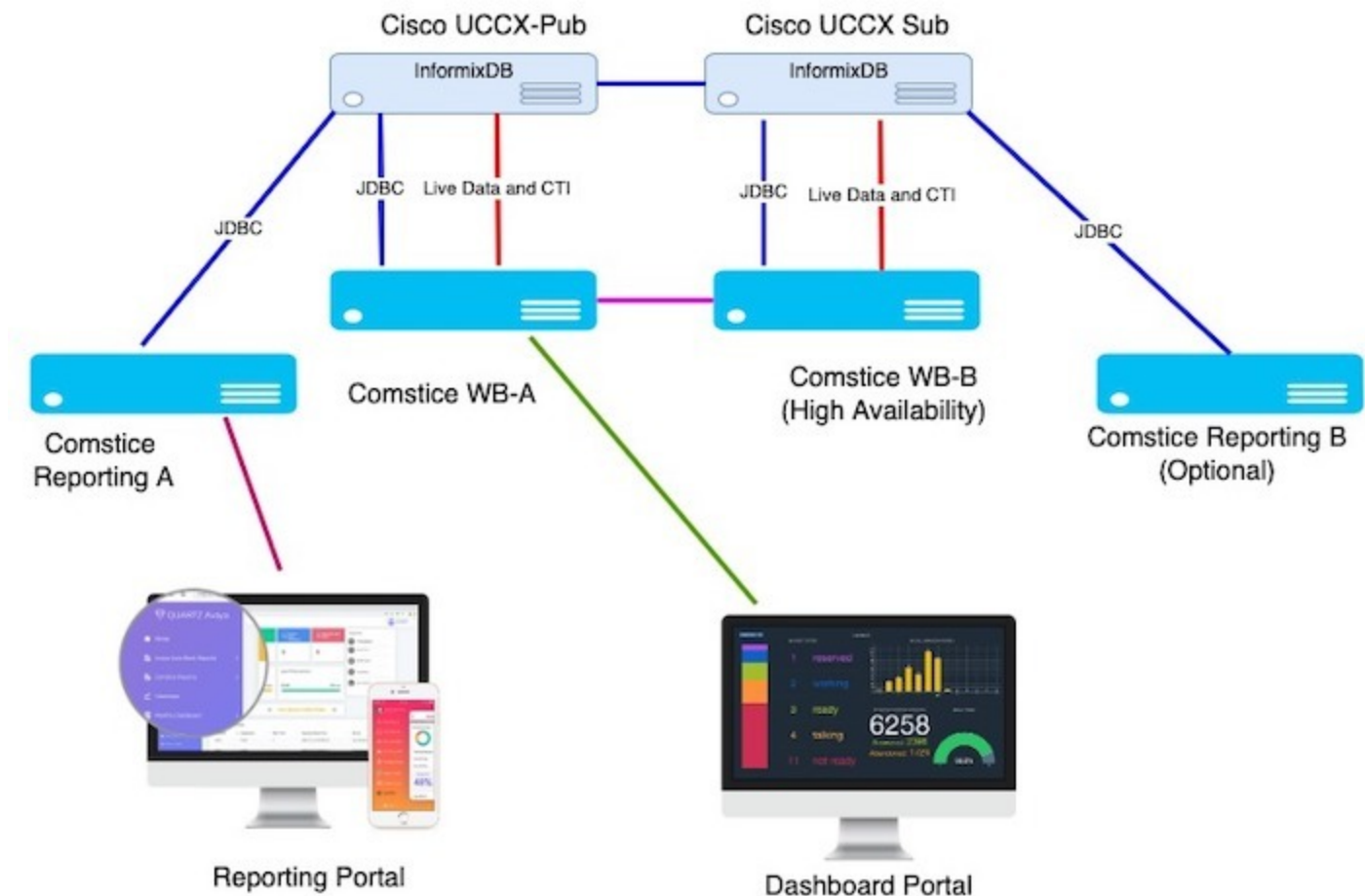
Product SKU	Description	Unit	Qty	Total
CST-MA-Ann	Bundle 4: WB, Mobile Softphone, Desktop Softphone, Reporting 5 named agents	\$4,800	1	\$4,800
CST-AC-Svr-Ann	Amazon Connect Server Annual Subscription	\$2,800	1	\$2,800
TOTAL-Annual				\$7,600

- Pricing includes standard support
- Agent count is based on the number of named agents
- Mobile softphone subscription also includes access to desktop softphone for the same named users

Comstice Setup for Cisco UCCX

Comstice integrates with Cisco UCCX Informix database for the real-time and the historical data. It communicates with InformixDB via JDBC and also retrieves the real-time activity from Cisco Live Data Feed and UCCX real-time CTI events.

Comstice Quartz Reporting can run the user portal and the database on a single server per high availability site. Comstice recommends to run those on separate virtual servers. Comstice solutions run on LinuxOS with Postgresql Database.



Pricing

Comstice Quartz Reporting and Contact Widget development 40 agents for Cisco UCCX, in USD;

Item	Price
Contact Widget development (one-time)	\$5,850
Year 1	
Comstice Quartz Reporting	\$18,900
Total-1 Year	\$24,750
3-YearSingle Payment	
Comstice Quartz Reporting	\$39,690
Total-3 Year	\$45,540

Unified OmniChannel Scorecards for Teams and Each Agent by Email

Daily, Weekly and Monthly Scorecards for Teams and Each Agent by Email:

By using the Quartz report designer, managers can design visual reports using chart and table-based omnichannel indicators for Amazon Connect data as well as the data from the third-party platforms integrated with Comstice Quartz. Designed reports can be scheduled to run daily, weekly and monthly on a team level or individual agent level. Recipients will receive the URL of the report by email.



Bundle Pricing

Below, Pricing for Comstice Wallboard and Quartz Reporting and Analytics 1000 agents for AVAYA , in USD;

Annual Subscription	Price
Wallboard	\$23,000
Reporting	\$39,100
Wallboard and Reporting Bundle price	\$52,785
Comstice Experiences Portal (Includes Wallboard and Reporting)	\$190,000
3-Year Subscription	Price
Wallboard	\$52,900
Reporting	\$89,930
Wallboard and Reporting Bundle price	\$121,406
Comstice Experiences Portal (IncludesWallboard and Reporting)	\$437,000

Pricing-10 Agents

Below, Pricing for Comstice Wallboard and Quartz Reporting and Analytics 10 agents for AVAYA , in USD;

Annual Subscription	Price
Wallboard	\$7,900
Reporting	\$12,640
Wallboard and Reporting Bundle price	\$18,486
3-Year Subscription	Price
Wallboard	\$16,590
Reporting	\$26,544
Wallboard and Reporting Bundle price	\$38,821

Pricing-50 Agents

Below, Pricing for Comstice Wallboard and Quartz Reporting and Analytics 50 agents for AVAYA , in USD;

Annual Subscription	Price
Wallboard	\$8,900
Reporting	\$14,240
Wallboard and Reporting Bundle price	\$20,826
3-Year Subscription	Price
Wallboard	\$18,690
Reporting	\$29,904
Wallboard and Reporting Bundle price	\$43,735

Pricing-100 Agents

Below, Pricing for Comstice Wallboard and Quartz Reporting and Analytics 100 agents for AVAYA , in USD;

Annual Subscription	Price
Wallboard	\$12,500
Reporting	\$20,000
Wallboard and Reporting Bundle price	\$29,250
3-Year Subscription	Price
Wallboard	\$26,250
Reporting	\$42,000
Wallboard and Reporting Bundle price	\$61,425

Bundle Pricing

Below, Pricing for Comstice Wallboard and Quartz Reporting and Analytics 350 agents for AVAYA , in USD;

Annual Subscription	Price
Wallboard	\$22,050
Reporting	\$45,500
High Availability Server	\$4,800
Professional Services	\$5,400 (3-Day*\$1,800)
Total	\$77,750
Wallboard and Reporting 1-Year Bundle price	\$69,975
3-Year Subscription	Price
Wallboard	\$50,715
Reporting	\$104,650
High Availability Server	\$11,040
Professional Services	\$5,400 (3-Day*\$1,800)
Total	\$171,805
Wallboard and Reporting 3-Year Bundle price	\$154,625

5-Year Subscription	Price
Wallboard	\$77,175
Reporting	\$159,250
High Availability Server	\$16,800
Professional Services	\$5,400 (3-Day*\$1,800)
Total	\$258,625
Wallboard and Reporting 5-Year Bundle price	\$232,763

Pricing

Below, Pricing for Comstice Quartz Reporting and Analytics 400 agents for Cisco UCCX , in USD;

Annual Subscription	Price
Reporting	\$28,500
High Availability Server	\$4,800 *2
Professional Services	\$5,400 (3-Day*\$1,800)
Total	\$43,500
3-Year Subscription	Price
Reporting	\$59,800
High Availability Server	\$28,800
Professional Services	\$5,400 (3-Day*\$1,800)
Total	\$94,000

Quartz Reporting Pricing

Below, Pricing for Comstice Quartz Reporting and Analytics 1000 agents for AVAYA , in USD;

Annual Subscription	Price
Reporting	\$36,100
Total	\$36,100

Comstice Wallboard and Quartz Reporting Pricing - 100

Product SKU	Description	Unit	Qty	Total
CST-A-WB-Ann-100	Wallboard Annual Subscription 100 agents	\$7,900	1	\$7,900
CST-A-QR-Ann-100	Quartz Reporting Annual Subscription 100 agents	\$13,700	1	\$13,700
TOTAL	Annual			\$21,600
Annual Bundle Price (Purchased together)	15% Discount			\$18,360
3-Year Upfront (for the bundle)	30% Discount			\$38,556

There is no licence limit on the number of concurrent sessions. Licensing is based on the number of named agents to be reported.

- Comstice Quartz Workforce Management Module is not included
- Solutions will be hosted by the client in a virtualized environment.
- Pricing is based in USD.
- Minimum one Wallboard server, one server for Quartz Reporting Server and one server for Quartz data repository
- Minimum server requirements; Wallboard: 4GB RAM 40GB HDD 2xvCPUs, Quartz Reporting: 8 GB RAM 40 GB HDD 2xvCPUs, Quartz Date Repository: 8GB RAM 80GB HDD and 2xvCPUs

Bundle Pricing- 1000 Users

Pricing for Comstice Wallboard and Quartz Reporting and Analytics 1000 users with subscription options;

Option 1: 1-Year Subscription

1-Year Subscription	Cost	Quantity(users)	Total
Wallboard+ Reporting	\$108 (\$9 per month)	1000	\$108,000

Option 2: 3-Year Subscription

3-Year Subscription	Cost	Quantity	Total
Wallboard+ Reporting	\$248,400	1	\$248,400

Bundle Pricing

Below is the bundle pricing with options, in USD;

Year 1	Price
Wallboard	\$5,100
Desktop Softphone	\$19,080
Mobility	\$29,800
Total	\$53,980
Bundle price (20% discount)	\$43,184
3-YearSingle Payment	Price
Wallboard	\$10,710
Desktop Softphone	\$36,108
Mobility	\$58,620
Total	\$105,438
Bundle price (20% discount)	\$84,351

Comstice Reporting Pricing

Below, Comstice Quartz Reporting and Analytics 15 agents to be reported for AVAYA AACC pricing with options;

Year 1	Price
Reporting	\$9,800
Total 1-Year	\$9,800
3-YearSingle Payment	Price
Reporting	\$20,580
Total 3-Year	\$20,580

- There is no license limit on the number of reporting users and concurrent sessions.
- Pricing is provided in USD.

Comstice Wallboard and Reporting Pricing

Below, Comstice Wallboard and Quartz Reporting and Analytics 520 agents to be reported for Amazon Connect pricing with options, in USD;

Year 1	Price
Wallboard	\$24,500
Reporting	\$39,200
Server	\$2,800
Professional Services, Deployment and Training	\$5,400 (\$1,800/day*3day)
Total 1-Year	\$71,900
3-Year Single Payment	Price
Wallboard	\$56,350
Reporting	\$90,160
Server	\$5,880
Professional Services, Deployment and Training	\$5,400 (\$1,800/day*3day)
Total 3-Year	\$157,790

- There is no license limit on the number of reporting users and concurrent sessions.
- Pricing is provided in USD.

Comstice Wallboard and Reporting Pricing

Below, Comstice Wallboard and Quartz Reporting and Analytics 90 agents to be reported for Amazon Connect pricing with options, in USD;

Year 1	Price
Wallboard	\$10,500
Reporting	\$16,800
Server	\$2,800
Professional Services, Deployment and Training	\$1,800 (\$1,800/day*1day)
Total 1-Year	\$31,900
3-Year Single Payment	Price
Wallboard	\$24,150
Reporting	\$38,640
Server	\$5,880
Professional Services, Deployment and Training	\$1,800 (\$1,800/day*1day)
Total 3-Year	\$70,470

- There is no license limit on the number of reporting users and concurrent sessions.
- Pricing is provided in USD.

Comstice Wallboard and Reporting Pricing

Below, Comstice Wallboard and Quartz Reporting and Analytics 150 agents to be reported for Amazon Connect pricing with options, in USD;

Year 1	Price
Wallboard	\$12,900
Reporting	\$20,640
Server	\$2,800
Professional Services, Deployment and Training	\$3,600 (\$1,800/day*2day)
Total 1-Year	\$39,940
3-Year Single Payment	Price
Wallboard	\$29,670
Reporting	\$47,472
Server	\$5,880
Professional Services, Deployment and Training	\$3,600 (\$1,800/day*2day)
Total 3-Year	\$86,622

- There is no license limit on the number of reporting users and concurrent sessions.
- Pricing is provided in USD.

Comstice Wallboard and Reporting Pricing

Below, Comstice Wallboard and Quartz Reporting and Analytics 250 agents to be reported for Amazon Connect pricing with options, in USD;

Year 1	Price
Wallboard	\$14,500
Reporting	\$23,200
Server	\$2,800
Professional Services, Deployment and Training	\$3,600 (\$1,800/day*2day)
Total 1-Year	\$44,100
3-Year Single Payment	Price
Wallboard	\$33,350
Reporting	\$53,360
Server	\$5,880
Professional Services, Deployment and Training	\$3,600 (\$1,800/day*2day)
Total 3-Year	\$96,190

- There is no license limit on the number of reporting users and concurrent sessions.
- Pricing is provided in USD.

Comstice Wallboard and Quartz Reporting Pricing

Below, we provide Comstice Wallboard and Quartz Reporting and Analytics 80 agents for AWS pricing with options, in USD;

Year 1	Price
Wallboard	\$10,500
Reporting	\$19,400
Server	\$2,800
Total 1-Yr	\$32,700
Bundle Price	\$29,430
3-YearSingle Payment	Price
Wallboard	\$22,050
Reporting	\$40,740
Server	\$5,880
Total 3-Yr	\$68,670
Bundle Price	\$61,803

- There is no licence limit on the number of concurrent sessions. Licensing is based on the number of named agents to be reported.

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Server	\$5,880
Total 3-Yr	\$68,670
Bundle Price	\$61,803

- There is no licence limit on the number of concurrent sessions. Licensing is based on the number of named agents to be reported.

Pricing

Below is the pricing Comstice Wallboard, Softphone and Quartz Reporting, Voice recording annual and 3-Yr subscriptions for 30 agents for Cisco UCCX, in USD;

Item	Price
Annual Subscription	
Wallboard	\$6,900
Softphone	\$11,700
Reporting	\$10,500
Voice recording (server subscription+ 20 user subscription)	$\$4,400 + (20 \times 290) = \$10,200$
Total-1 Year	\$39,300
3-Year Subscription	
Wallboard	\$14,490
Softphone	\$24,570
Reporting	\$22,050
Voice recording (server subscription+ 20 user subscription)	\$21,420
Total-3 Year	\$82,530

Pricing

Here is the pricing for Comstice Wallboard and Quartz Reporting and Analytics Avaya CMS 200 agents with subscription options in EUR,

Option 1: 1-Year Subscription

1-Year Subscription	Cost	Quantity	Total
Wallboard+ Reporting	€38,000	1	€38,000
Professional services (One-time)	€1,800	5	€9,000
Total-1Yr			€47,000

Option 2: 3-Year Subscription

3-Year Subscription	Cost	Quantity	Total
Wallboard+ Reporting	€79,800	1	€79,800
Professional services (One-time)	€1,800	5	€9,000
Total-3Yr			€88,800

Pricing

Below is the pricing for Avaya CMS 200 named agents, Wallboard and Quartz Reporting 3Year subscription. The pricing is provided in USD.

Product SKU	Description	Unit	Qty	Total
CST-Bundl4-25-3Yr	Wallboard, Reporting 25 named agents, 3Yr subscription	\$21,000	1	\$21,000
CST-PS	Professional Services Deployment Configuration, User and Admin Training (one-time)	\$1,800	2	\$3,600
TOTAL-Annual				\$24,600

- Pricing includes standard support
- Agent count is based on the number of named agents
- VMWare ESXi environment will be provided by the client
- Real-time data feed requires Avaya RT_Socket license

Wallboard Pricing

Here is the Pricing for Comstice Wallboard Avaya 1500 agents annual and 3-Yr subscriptions;

Option 1: 1-Yr Subscription

1-YearSubscription	Cost	Quantity	Total
Wallboard	\$54,050	1	\$54,050
Professional services (One-time)	\$1,800	3	\$5,400
Total-1Yr			\$59,540

Option 2: 3-Yr Subscription

3-YearSubscription	Cost	Quantity	Total
Wallboard	\$113,505	1	\$113,505
Professional services (One-time)	\$1,800	3	\$5,400
Total-3Yr			\$118,905

Bundle Pricing

Below is the pricing Comstice Wallboard, Softphone and Quartz Reporting annual and 3-Yr subscriptions for 100 agents for Cisco UCCX, in USD;

Item	Price
Annual Subscription	
Wallboard	\$9,800
Softphone	\$25,200
Reporting	\$17,640
Total-1 Year	\$52,640
Annual Bundle Pricing	\$47,376
3-Year Subscription	
Wallboard	\$20,580
Softphone	\$50,940
Reporting	\$37,044
Total-3 Year	\$108,564
3-Yr Bundle Pricing	\$97,708

Bundle Pricing

Below is the pricing Comstice Wallboard, Workforce Management and Quartz Reporting annual and 3-Yr subscriptions for 60 agents AVAYA, in USD;

Item	Price
Annual Subscription	
Wallboard	\$15,525
Reporting	\$24,840
WFM	\$23,400
Professional Services	\$10,800 (\$1,800*6 days)
Total-1 Year	\$74,565
Annual Bundle Pricing	\$65,000
3-Year Subscription	
Wallboard	\$32,600
Reporting	\$52,164
WFM	\$49,140
Professional Services	\$10,800(\$1,800*6 days)
Total-3 Year	\$144,704
3-Yr Bundle Pricing	\$124,620

Comstice Wallboard and Desktop Softphone Pricing

Below is the pricing Comstice Wallboard and Softphone annual and 3-Yr subscriptions for 450 agents for Cisco UCCX, in USD;

Item	Price
Annual Subscription	
Wallboard	\$28,000
Softphone	\$103,500
Total-1 Year	\$131,500
Annual Bundle Pricing	\$118,350
3-Year Subscription	
Wallboard	\$64,400
Softphone	\$238,050
Total-3 Year	\$302,450
3-Yr Bundle Pricing	\$272,205

Pricing

Below is the pricing Comstice Wallboard and Quartz Reporting annual and 3-Yr subscriptions for 50 agents for Cisco UCCX, in USD;

Item	Price
Annual Subscription	
Wallboard	\$9,800
Reporting	\$17,640
Total-1 Year	\$27,440
Annual Bundle Pricing	\$24,696
3-Year Subscription	
Wallboard	\$22,540
Reporting	\$40,572
Total-3 Year	\$63,112
3-Yr Bundle Pricing	\$56,800

Pricing

Below is the pricing Comstice Wallboard and Quartz Reporting annual and 3-Yr subscriptions for 14 agents for Cisco UCCX integration with Service Now, in USD;

Item	Price
Annual Subscription	
Wallboard	\$7,900
Reporting	\$12,640
Simplex Server	\$3,900
Duplex Server	\$7,800 (\$3,900*2)
Total-1 Year (with Simplex Server)	\$24,440
Annual Bundle Pricing (with Simplex Server)	\$22,386
Total-1 Year (with Duplex Server)	\$28,340
Annual Bundle Pricing (with Duplex Server)	\$26,286
3-Year Subscription	
Wallboard	\$16,590
Reporting	\$26,544
Simplex Server	\$11,700
Duplex Server	\$23,400
Total-3 Year (with Simplex Server)	\$54,834
3-Yr Bundle Pricing (with Simplex Server)	\$50,520
Total-3 Year (with Duplex Server)	\$66,534
3-YrBundle Pricing (with Duplex Server)	\$62,220

- The pricing includes up to five new widgets and five layouts each year. Widgets can display third-party data as long as the data is available in an API form. Data requested also needs to be accessible in the third-party platform. Comstice can not display the data if it is not made available by the platform. For example, there is no API available to see the real-time chat activity at Salesforce.
- For the reporting, Comstice will work with the client and implement their business requirements.
- **You can pay these hosting fees annually. If you pay 3-Year upfront, you will not be affected from any price adjustments end of each year**

Pricing

Below is the pricing Comstice Wallboard and Quartz Reporting annual and 3-Yr subscriptions for 300 agents for Cisco PCCE. **All the prices are given in USD;**

Item	Price
Annual Subscription	
Wallboard+Reporting	\$22,500
Total-1 Year	\$22,500
3-Year Subscription	
Wallboard+Reporting	\$47,250
Total-3 Year	\$47,250

Quartz Reporting Pricing

Here is pricing for Comstice Quartz Reporting 200 Avaya CMS agents;

Option 1: 1-Year Subscription

Product SKU	Description	Unit	Qty	Total
CST-Q-Subsc-Ann-200	Quartz Reporting Annual Subscription 200 agents	€25,000	1	€25,000
CST-PS (One-time)	Professional Services Installation Deployment and Training	€1,800	2	€3,600
Total-1Yr				€28,600

Option 2: 3-Year Subscription

Product SKU	Description	Unit	Qty	Total
CST-Q-Subsc-3-yr-200	Quartz Reporting 3-Year Subscription 200 agents	€52,500	1	€52,500
CST-PS (One-time)	Professional Services Installation Deployment and Training	€1,800	2	€3,600
Total-3Yr				€56,100

Comstice Quartz Reporting SoW

Comstice Quartz Reporting is a historical reporting tool which retrieves data from Avaya CMS and presents it in table and chart based formats. Users can also create and schedule reports to send as an email weblink.

1. Comstice will provide pre-built Linux-based Quartz Virtual Servers, or client can provide a redhat license and build a Redhat 7 VMs. Client will provide IP addresses for each virtual server. There will be at least one server for the reporting interface and one server as a data repository. For high availability, we can have two servers from each and total four servers
2. Client will deploy virtual servers provided by Comstice into their VMWare ESXi environment.
3. Client will allocate IP addresses and Comstice will configure the servers with the new IPs.
4. Quartz retrieves data from Avaya CMS Informix DB using read-only Informix DB user. Client will provide the CMS DB details and the read-only user.
5. On the Webex session, Comstice will configure the Quartz servers and test with the historical data
6. Comstice will provide admin training over the webex for basic administration and troubleshooting
7. Comstice will provide a power user / supervisor training to present the features and functionality of Wallboard web interface and ticker interface.
8. Customer may provide some reporting formats they prefer and Comstice will help to create these reports and schedule them.
9. Customer will provide SAN SSL certificates and Comstice will enable HTTPS on the server web interface
10. Comstice will provide the final Quartz Reporting Low Level Design guide with client's IP address and other details updated.

Pricing: Annual Subscription 50

Below is the pricing for Avaya CMS 50 named agents, Wallboard, Quartz Reporting annual subscription. The pricing is provided in USD.

Product SKU	Description	Unit	Qty	Total
CST-Bundl4-5Ann	Wallboard, Reporting 50 named agents, annual subscription	\$12,500	1	\$12,500
CST-PS	Professional Services Deployment Configuration, User and Admin Training (one-time)	\$1,800	2	\$3,600
TOTAL-Annual				\$16,100

- Pricing includes standard support and no high availability
- Agent count is based on the number of named agents
- VMWare ESXi environment will

The client would like to have the following features for the active calls and the contact reporting

For 100 agents, Wallboard and Quartz Reporting agent count is based on the number of named agents reported

- For 250 agents or more, Wallboard named agent count can go up to 2 times the licensed agent count on the same instance. This is to help the agents in different timezones in the same instance.
- Quartz reporting is historical, therefore can not be concurrent agent count. Quartz agent licenses will be fixed to the agent IDs and can be updated by Comstice in 5 business days.

Comstice Standard Support is included

Daily Actionable Insights Email

Team leaders can set thresholds for the agents and the queues and receive daily emails for the list of agents and the queues exceeding the thresholds.

Home / [Actionable Insights](#)

[Daily Insights](#) [Action Thresholds](#)

[AGENT TARGETS](#) CALL AND QUEUE TARGETS

Performance Indicators	Threshold	Description
Maximum Daily Missed Calls	<input type="text" value="0"/> Calls	Calls were missed by the agents and sent back to the queue
Total Lunch Break Duration	<input type="text" value="0"/> Minutes <input data-bbox="771 829 917 892" type="text" value="Reason Code"/>	A daily alert for the agents who had lunch break longer than the threshold
Total Short Break Duration	<input type="text" value="0"/> Minutes <input data-bbox="771 924 917 987" type="text" value="Reason Code"/>	A daily alert for the agents who had total small break duration longer than the threshold
Maximum Handle Time per Call	<input type="text" value="0"/> Calls	List of agents who exceeded the maximum handle time for a single call

Agent Insights

- 4 agents have missed more calls than the threshold (2 calls): List agents
- 3 agents exceeded meal break threshold (30 minutes): List agents
- 1 agent exceeded total short break threshold (30 minutes): List agents
- 2 agents exceeded maximum handle time per call threshold (10 minutes): List agents
- 1 agent was below minimum agent efficiency % (30%): List agents
- 2 agents were below minimum agent occupancy % (40%): List agents
- 5 agents exceeded Maximum after call work (ACW) time (5 minutes): List agents

Queue Insights

- 3 queues exceeded maximum abandon rate (20%): List queues
- 2 queues exceeded maximum ASA (120 seconds): List queues
- 4 queues exceeded maximum handle time per call: (10 minutes): List queues
- 1 queue was below the minimum answer rate per queue (70%): List queues
- 15 Repeat Callers calling more than threshold (3 calls): List callers
- 8 calls exceeded maximum wait time before abandon (300 seconds): List calls
- 4 queues were below minimum daily service level (60%) : List queues
- 3 queues exceeded the maximum number of not ready agents (11 agents): List queues

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- Quartz reporting is historical, therefore can not be concurrent agent count. Quartz agent licenses will be fixed to the agent IDs and can be updated by Comstice in 5 business days.

Comstice Standard Support is included

Comstice Wallboard SoW

Comstice Wallboard is a real-time and daily historical data visualisation tool which also offers alerts and notifications with a desktop ticker. Here are the scope of works and the rollout steps for Comstice Wallboard.

1. Comstice will provide pre-built Linux-based Wallboard Virtual Servers, or client can provide a redhat license and build a Redhat 7 VMs. Client will provide IP addresses for each virtual server
2. Client will deploy virtual servers provided by Comstice into their VMWare ESXi environment.
3. Client will allocate IP addresses and Comstice will configure the servers with the new IPs.
4. Wallboard retrieves data from Avaya CMS Informix DB using read-only Informix DB user. Client will provide the CMS DB details and the read-only user.
5. On the Webex session Comstice will configure the Wallboard server and test with the real-time and the historical data. Client Avaya CMS Server must have RT_Socket licence available for Wallboard to retrieve the real-time data.
6. Comstice will provide admin training over the webex for basic administration and troubleshooting
7. Comstice will provide a power user / supervisor training to present the features and functionality of Wallboard web interface and ticker interface.
8. Any changes or new KPIs will be added as a widget. Only Avaya CMS-related data is in the current scope. No third-party data will be shown in the current scope.
9. Customer will provide SAN SSL certificates and Comstice will enable HTTPS on the server web interface
10. Comstice will provide the final Low Level Design guide with client's IP address and other details updated.

Quartz Reporting Pricing

Here is pricing for Comstice Quartz Reporting 100 Avaya ACCS agents;

Option 1: 1-Year Subscription

Product SKU	Description	Unit	Qty	Total
CST-Q-Subsc-Ann-100	Quartz Reporting Annual Subscription 100 agents	£27,420	1	£27,420
CST-PS	Professional Services Installation Deployment and Training	£1,715	6	£10,290
Total-1Yr				£37,710

Option 2: 3-Year Subscription

Product SKU	Description	Unit	Qty	Total
CST-Q-Subsc-3-yr-100	Quartz Reporting 3-Year Subscription 100 agents	£57,5825	1	£57,585
CST-PS	Professional Services Installation Deployment and Training	£1,715	6	£10,290
Total-3Yr				£67,875

The client would like to have the following features for the active calls and the contact reporting

For 100 agents, Wallboard and Quartz Reporting agent count is based on the number of named agents reported

- For 250 agents or more, Wallboard named agent count can go up to 2 times the licensed agent count on the same instance. This is to help the agents in different timezones in the same instance.
- Quartz reporting is historical, therefore can not be concurrent agent count. Quartz agent licenses will be fixed to the agent IDs and can be updated by Comstice in 5 business days.

Comstice Standard Support is included

Cisco Finesse Contact Gadget

Comstice Contact Gadget will be presented to the agents during an active call. It will have the contact fields that will be finalized with the client so that agent can fill out information about the caller and the details can be attached to the calling number.

Agent will also have a "Notes" field to add comments about the call and the customer. She will also be able to select one or more call result codes about the call. These call result codes will be created on Comstice Quartz Reporting solution by the administrators of Comstice Quartz at the client's side.

If a call is received from a known contact, agent will be able to see the contact details and the details about the previous calls.

Call Result codes will be reportable; the client will be able to generate reports about the call result codes count for the selected time interval. Then they can drill down and see the list of calls for the specific call result.

Comstice Wallboard and Quartz Reporting Pricing - 50

Product SKU	Description	Unit	Qty	Total
CST-A-WB-Ann-50	Wallboard Annual Subscription 50 agents	\$6,900	1	\$6,900
CST-A-QR-Ann-50	Quartz Reporting Annual Subscription 50 agents	\$11,500	1	\$11,500
TOTAL	Annual			\$18,400
Annual Bundle Price (Purchased together)	15% Discount			\$15,640
3-Year Upfront (for the bundle)	30% Discount			\$32,844

There is no licence limit on the number of concurrent sessions. Licensing is based on the number of named agents to be reported.

- Comstice Quartz Workforce Management Module is not included
- Solutions will be hosted by the client in a virtualized environment.
- Pricing is based in USD.
- Minimum one Wallboard server, one server for Quartz Reporting Server and one server for Quartz data repository
- Minimum server requirements; Wallboard: 4GB RAM 40GB HDD 2xvCPUs, Quartz Reporting: 8 GB RAM 40 GB HDD 2xvCPUs, Quartz Date Repository: 8GB RAM 80GB HDD and 2xvCPUs

Bundle Pricing

Comstice Wallboard and Quartz Reporting and Analytics 100 agents for Avaya ACCS annual and 3-Year subscription options;

Annual Subscription	Price
Wallboard	£18,665
Reporting	£37,710
Total	£56,375
Bundle price	£50,740
3-YearSubscription	Price
Wallboard	£35,430
Reporting	£67,875
Total	£103,305
Bundle price	£92,975

Limitless Data Retention

Cisco UCCX and Cisco CUCM databases delete the old data after 12 months to create some space for the newly generated data. Comstice Quartz stores UCCX and CUCM CDR data on its database as long as your business needs.

Companies can also archive some of the data in the compressed format but this archive can be extracted and reused when needed.

Wallboard - 80 Agents

Comstice Wallboard up to 80 agents for Cisco UCCX annual subscription. **All the prices are given in GBP**

Product SKU	Description	Unit	Qty	Total
CST-WB-X-Subsc-80-HA	Wboard annual subsc 80 named agts with High availability	£7700	1	£7700
CST-QR--X-Subsc-80	Quartz Reporting annual subsc80 named agts no High availability	£14000	1	£14000
	Year-1			£21700
If ordered together	Bundle Discount	%10	Annual	£19500

- Subscription is based on the number of named agents to be reported.
- Comstice Wallboard will be hosted at VMWare ESXi server provided by the customer as a virtual server. Minimum 4GB RAM, 30GB HDD and 2xvCPUs required.
- Comstice Quartz Reporting will be hosted at VMWare ESXi server provided by the customer as a virtual server. Minimum 8GB RAM, 80GB HDD and 2xvCPUs required.