

Arc Pro Attendant Console & Call Centre Software Upgrade Policy



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1. Purpose and Audience

This document defines the upgrade process for the Arc Pro portfolio of attendant console software. Its intended audience is Arc Solutions personnel, and reseller/distributor staff.

2. Copyright Statement

Copying of this document by any third party is strictly prohibited. This document contains information that should not be disclosed outside of the Arc reseller community without the permission of Enghouse Interactive

3. Usage of this document

This document is to be used by Resellers and Distributors in order to assign the appropriate product codes to Arc software upgrades. The document also offers referral to the appropriate regional price lists and account teams.

4. Overview:

Arc Solutions will from time to time release new (updated) versions of the Arc Pro Software. These upgrades will be categorized as either:

- **Minor Upgrades (including Maintenance Releases):** This includes the addition of some new minor features, software enhancements, bug fixes and updates to incorporate third party integration capabilities.
- **Major Upgrades:** This includes the addition of new major features & functionality that did not exist prior to this upgrade, software enhancements, bug fixes and updates to incorporate third party integration capabilities.

The product codes relating to Major and Minor upgrades are defined in section 6 of this document.

5. Current Arc Upgrade Software Product Code Table:

Upgrade product codes are dependent on whether an upgrade is deemed as Minor or Major, together with whether the customer site is covered under a valid 'plus' support contract, as follows: **(where 'XXX' relates to the region into which the upgrade is supplied i.e. USA, MEA, EUR, APAC)**

Note that MAJOR upgrades (that is, those moving from one major version to another, such as from version 4.x to 5.x) will usually require an upgrade VIA the major version and won't be possible in one single step. Please refer to the release notes and installation / upgrade documentation available with the product release for further information)

Original Arc Software Version	To upgrade to	Upgrade Part Code For unsupported customers or PROFESSIONAL support contract holders	Upgrade Part Code For PREMIUM support contract holders
Arc 4.x thru to 5.1.1	Arc 6.3 Pro	MAJOR NON-SUPPORTED UPG-MA-NS-XXX	MAJOR SUPPORTED UPG-MA-S-XXX
Arc 5.1.2 to 6.2	Arc 6.3 Pro	MINOR NON-SUPPORTED* UPG-MI-NS-XXX	MINOR SUPPORTED* UPG-MI-S-XXX

*Assuming single CUCM cluster, single tenant, single dial plan. If any of these are required as part of the upgrade then Enghouse Interactive Professional Services or the skills of a certified partner will be required in order to facilitate the upgrade. Simple installations (defined as including single cluster, single dial plan, single-tenant but including Publisher-Subscriber server setup, Call Centre Agents, Attendant Console clients, directory sources, queues and configuration of the CUCM CTI resources) are supported by way of the Arc installation and upgrade wizard introduced in **Arc 6.3**

6. Pricing

Pricing for the above product codes is available from your local Enghouse Interactive Sales office.

7. Additional options

There are a number of additional, chargeable options that are available to Arc Pro customers that may not have been available on previous versions of attendant console software.

Option	Description
Click-2-Dial	Enables Arc Operators to dial and transfer calls to any telephone that is found in any other application. i.e. Intranet directory/crm system
Supervisor	A comprehensive management and reporting tool capable of controlling and the Arc server and associated client applications
Wallboard	Real time performance indication software which enables key statistics to be displayed on a PC screen
Server resilience	Duplicated Arc servers for enhanced resilience and disaster recovery
SMS Messaging	Enable Arc Operators to send text messages directly to cellular phones
Voice Connect	Server module which provides in-queue, out of hours and information voice messages
Call Connect Agent Desktop	Desktop client to enable users in departments, small call centers and helpdesks to answer calls in a more formal manner
Additional CUCM Cluster support	Up to 10 CTI connectors can be configured, therefore typically allowing support of up to 5 CUCM clusters at the same time
Console Role support	Four different types of call reception client are now available via the Arc Pro Attendant console, plus the Call Center agent and Accessibility agent.

8. Associated costs

In addition to the Arc software upgrade, there are a number of other associated costs that will be the responsibility of the Reseller to quote appropriately. Please note that the Arc software upgrade does not include the following:

- 1) **Professional Services** required to perform the upgrade – This will be provided by either suitably qualified Reseller engineers or by Arc engineers. If the upgrade services are to be provided by Arc engineers, this work will be quoted to the Reseller.

- 2) **Minimum hardware specifications** will be published by Arc Solutions for each new version of Arc. It is the responsibility of the Reseller to ensure that the hardware platform is adequate to meet the minimum requirements for the proposed software release.
- 3) **Third party software licensing** requirements may change from version to version. It is the responsibility of the Reseller to ensure that all third party licensing requirements for the Arc Software are adequately fulfilled as specified by the Third party. For Example, Microsoft SQL licensing.

9. End Users upgrade eligibility.

a. PROFESSIONAL supported customers

Customers whose Arc software is covered by an enhanced **PROFESSIONAL** support contract, are eligible for all minor and major software upgrades to be provided at no additional charge, on the condition that the support contract is continual, with no lapse in coverage.

(Excludes those items detailed in section 9 of this document).

b. BUSINESS Supported Customers

Customers whose Arc software is covered by a standard **BUSINESS** contract, are eligible for all minor software upgrades to be provided at no additional charge, with major upgrades being chargeable, at a discounted rate. This is on the condition that the support contract is continual, with no lapse in coverage.

(Excludes those items detailed in section 8 of this document).

c. Non Supported Customers

Unsupported customers will firstly be required to purchase a support contract before being supplied any upgrade. Upgrades will then be supplied dependent on the type of contract purchased, as detailed above. Arc Solutions reserves the right to levy an additional charge for any unsupported period of software usage, prior to the upgrade.

(Excludes those items detailed in section 9 of this document).

d. Cisco SolutionsPlus Customers

All upgrades from SolutionsPlus to Arc Pro remain chargeable. (Price on application). The current version of Arc Pro Attendant Console will be supplied.

For clarifications and upgrade pricing, please refer to your local Arc or Enghouse Interactive account team.

10. Notes on Arc Software Upgrades:

As with all upgrades, Arc will from time to time announce that particular upgrades must be applied to customer sites as part of standard support. It is the responsibility of Resellers to apply these upgrades (and Engineering Specials) as they are made available by Arc.

Arc has a defined and published **End of Life Policy** for software. Upgrades and ongoing support for old versions of Arc software will be made available based on this Policy.

11. Contacting Arc:

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