

Technology Pillar	Solution Type	Service	Credit Estimate	Description
		Priority Tickets	10	When you declare an emergency ticket it will cost 10 credits for the emergency
		Quarterly Workshops	4	Mandatory quarterly meetings to define objectives and goals
		Monthly Check-in	4	Monthly check-in calls to review progress against defined goals
Collaboration	workshop	Strategic Workshop	6	Work with customer to define strategic direction
Expressway	Implementation	Deploy Expressway MRA	22	Configure one existing Expressway pair for MRA
Expressway	Implementation	B2B Calling Configuration	22	Configure one existing Expressway pair for B2B calling
Expressway	Implementation	Expressway Deployment	45	Deploy one Expressway pair for MRA and/or B2B calling
Expressway	Maintenance	Certificate Renewals	6	Update Expressway certificates
Expressway	Maintenance	Toll-Fraud Mitigation	6	Deploy toll fraud mitigations
Expressway	Upgrade	Expressway Software Upgrade	11	Upgrade one pair of Expressway servers
Collaboration	Maintenance	Toll-Fraud Assessment	22	Assess dial plan for potential toll-fraud issues and remediate
Collaboration	Maintenance	Certificate Renewals	6-22	Renew expired, self-signed certificates
Collaboration	Maintenance	Minor Software Upgrade	11-33	Software upgrade to new minor release of one application stack
Collaboration	Troubleshooting	UC environment troubleshooting	6-22	Assist customer with troubleshooting of identified issue(s)
Collaboration	MACD Work	Moves/Adds/Changes within UC environment	3-11	Assist customer with day-to-day MACD work
Contact Center		Call Script Updates (Basic)	3-11	Assist customer with updating existing scripts for new functionality
Contact Center		Call Script Updates (Advanced)	11-22	Assist customer with updating existing scripts for new functionality
Contact Center	Implementation	Call Script Development	11-22	Work with customer to develop and deploy a new call script
Collaboration	Implementation	Implementation of a new site (<25 users)	54	New site implementation into existing UC environment
Webex	Implementation	Setup directory sync within Webex Tenant	6-11	
Webex	Implementation	Setup SSO within Webex Tenant	6-11	
Webex	Implementation	Setup CVI between Webex and MSFT Teams	6-11	
Collaboration	VG Config/UCM	PRI to SIP Conversion	22-65	Work with the customer to converts PRI circuits from PRI to SIP.
Collaboration	Application Addition	Add Collaboration app On-Premise	22-65	Work with customer to define new application server to add.
Collaboration	Upgrade	Minor release upgrade of UC software	87-130	Upgrade of customer's UC environment to a new minor release
Collaboration	Implementation	Implementation of new site (25 - 50 users)	108	New site implementation into existing UC environment