

Professional Services

CONSULTING PACKAGES TAILORED TO YOUR NEEDS



Interalia offers consulting packages tailored to the needs of our customers. Our technical service professionals can provide as little or as much support as you need to ensure a solution that meets your needs.

For more information, or to order these packages, contact your Interalia representative or email info@interalia.com

Package A – Programming for basic ACD announcements or a simple call processing/auto attendant menu (Part # 24852)

Package A applies if you have one of the following:

- 1 to 4 menus (4 unique menus, or 1 main menu and 3 sub menus)
- Up to 16 ACD announcements
- Up to 4 MOH ports on the XMU+
- Up to 2 MOH ports on the SBX

Requirements:

- A complete call processing flow chart in any of the following formats: Visio, Excel, Word, PowerPoint or PDF
- Contact person's phone and/or email
- System serial number and location
- Date you would like project completed by

Notes:

- Interalia requires 3-5 business days from the time of receiving a complete flow chart
- Additional charges may be applied if flow chart is not provided
- Programming during normal business hours
- Message list (guide for recording)
- Remote loading of application
- Remote installation support during business hours for:
 - Wiring assistance
 - Software loading and communications
 - Announcement recordings

Package B – Programming for advanced ACD announcements or an advanced call processing/auto attendant menu (Part # 24853)

Package B applies if you require one of the following:

- 5 to 20 menus
- 16+ ACD announcements
- Combination of menus, announcements and MOH
- Up to 100 names for dial by name applications

Requirements:

- A complete call processing flow chart in any of the following formats: Visio, Excel, Word, PowerPoint or PDF
- .CSV file including all contacts for dial by name
- Contact person's phone and/or email
- Modem number for remote access
- System serial number and location
- Date you would like project completed by

Notes:

- Same as Package A

Package C – XMU+/SBX Configuration and Maintenance Training (Part # 24854)

Package C applies if you require one of the following services:

- XMUCOM+ remote/web based maintenance training. We will review the program that was written for you by Interalia and will show you how to implement future move/add/changes. (Limit 1 person, maximum 2 hours).
- Message Manager remote software training. We will provide Message Manager training for ongoing customer recordings.

Requirements:

- Must have web dialogs installed
- Contact person's phone and/or email
- System serial number and location
- Web access

Notes:

- Package C may only be ordered if package A or B have been ordered
- Programming during normal business hours

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Package D – XMU+/SBX Single Move, Add or Change Maintenance (Part # 24855)

Package D applies if you require one of the following services:

- This package can be used to perform a Move/Add/Change (MAC) on an existing system. All MAC activity must be arranged with InterAlia, so we can assist in determining the scope of work required. A MAC will be a maximum of 3 menu changes.
- This package includes assisting with XMU+ or SBX upgrades during normal business hours. We will step you through the process of loading your saved configuration and messages into the new XMU+/SBX system. We will edit and download all changes remotely.

Requirements:

- Detailed description of changes to be made supplied in any of the following formats: Visio, Excel, Word, PowerPoint or PDF
- Contact person's phone and/or email
- System serial number and location
- Date you would like project completed by
- Modem access number

Notes:

- InterAlia requires 3-5 business days from the time of receiving the detailed description of changes

Package E – XMU+/SBX Annual 12 Moves, Adds or Changes (Part# 24856)

Package E applies if you require one of the following services:

- This package is used to perform a Move/Add/Change (MAC) on an existing system for a period of one year. We will edit and download all changes remotely.
- 12 moves, adds or changes per year
- 1 move, add or change is limited to 3 menu changes
- All work will be done during normal business hours

Requirements:

- Detailed description of changes to be made supplied in any of the following formats: Visio, Excel, Word, PowerPoint or PDF.
- Contact person's phone and/or email
- System serial number and location
- Date you would like project completed by

Notes:

- InterAlia requires 3-5 business days from the time of receiving the detailed description of changes

Package F – Not Currently Available

Package G – iMCM Remote Setup Training (Part # 24862)

Package G applies to the following:

- iMCM installation setup (remote/web based)
- We will assist in the configuration for up to 5 iProMOH, as well as assistance with configuring iMCM for date and time schedules

Requirements:

- Must have web dialogs installed
- Contact person's phone and/or email
- Web access

Notes:

- Training during normal business hours

Package H – XMU+/SBX Annual 6 Moves, Adds or Changes (Part# 24857)

Package H provides the same service as Package E but is reduced to 6 Moves, Adds, Changes versus 12 Moves, Adds, Changes

Questions? Visit www.interalia.com or contact us at:

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