



## Maintenance Questionnaire

Please answer the questions below to the best of your knowledge. This will enable M&C Associates to provide your organization with a budgetary price quote for maintenance support without doing a remote audit of your current IVR systems. Once completed, please Fax: 631-467-8767 or email the questionnaire to your M&C contact. Thank you.

System model (MPS-500, 1000, VPS-7XXX, 9XXX, 7012/7016) \_\_\_\_\_

Where are the systems physically located (what city/state)? \_\_\_\_\_

System serial number(s) (located inside the cabinet). \_\_\_\_\_

What IVR release level is the system?  
(MPS2.1, 3.0, 3.5 VPS5.4.1, 5.4.2, other) \_\_\_\_\_

How many systems do you have in production? \_\_\_\_\_

How many ports do you have in production, 24, 48, 96, other? \_\_\_\_\_

Do you have any test and development systems? YES NO

Do you want the development systems covered? YES NO

Do you have the production systems Speech enabled? YES NO

Are all the production ports speech enabled? YES NO

If NO, What systems are speech enabled? \_\_\_\_\_

Do you have the development systems Speech enabled? YES NO

Are all the development ports speech enabled? YES NO

If NO, What systems are speech enabled?

What type of speech licenses do you have?  
Speech recognition or text to speech. \_\_\_\_\_

What release is your speech license? \_\_\_\_\_

Do you have the production systems CTI enabled? YES NO

If YES, What CTI is being used?

AVAYA, Nortel, Genesys, Cisco ICM, other. \_\_\_\_\_

Is the server used for CTI vendor supplied? YES NO

Do you have any of the following:

- |   |     |    |
|---|-----|----|
| - Call Progress Detection (CPD)   | YES | NO |
| - Fax   | YES | NO |
| - Any type of SQL Connection<br>ODBC or native ORACLE, DB2, MSSQL, CORBA, etc | YES | NO |
| - Host Connections  | YES | NO |
| Telnet, serial, tokenRing, webServices, JSB, other                            |     |    |
| - PeriView / MPS Manager  | YES | NO |
| Do you have PeriView/MPS Manager workstations?                                | YES | NO |
| Are the workstations vendor supplied?   | YES | NO |
| How many?   |     |    |
| - PeriStudio / MPS Studio   | YES | NO |
| Do you have PeriStudio/MPS Studio workstations?                               | YES | NO |
| Are the workstations vendor supplied?   | YES | NO |
| How many?   |     |    |
| - PeriProducer / MPS Developer  | YES | NO |
| Do you have PeriProducer/MPS Developer workstations?                          | YES | NO |
| Are the workstations vendor supplied?   | YES | NO |
| How many?   |     |    |

What is your current coverage 8X5 or 7X24? \_\_\_\_\_

What coverage would you like quoted? (8X5 MF) or (7X24X365)

Who currently supports your system? \_\_\_\_\_

Do you also require a quote for application support? YES NO

Please note: All customers who would like a quote for application support must provide M&C Associates with either an updated call flow or source code.

This maintenance questionnaire will allow M&C Associates to provide you with a budgetary price quote. Should you wish to obtain a firm price quote, please provide us with your remote access information and we can perform a remote audit of your system.

Additionally, we will make our audit script available to you for review and to run on the systems if we do not have remote access. This audit is non-intrusive to your platform.

For dialup access:

Dial up number: \_\_\_\_\_

Username/Password: \_\_\_\_\_/\_\_\_\_\_

For VPN access we will contact you for the details on the type of VPN used and what is needed for us to connect.

Please provide your contact information below:

Name \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_



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