



Customer's Guide to Assisted Installation and Training

Introduction

The Adaptive system is straightforward to install. Communications and IT Professionals will have most, if not all of the skills required, to complete a successful install with only a limited amount of input from NMS.

So that we can be available at each stage of the installation and training process, we use remote technology. This means that the onsite work can be done and NMS can be called in whenever it is our turn to complete a task.

Remote access technology also enables us to monitor the site in the first few days after go-live and if teething problems arise we can provide rapid technical support.

To deliver training we use a mix of web based live training and online multimedia training. Typically, system managers are trained using an instructor led WebEx Meeting. User training is available in our online training portal, which is available 24 hours a day 7 days a week, at www.nms-adaptive.com.

We have found that Assisted Installation and Training services keeps services costs to a minimum, whilst still delivering first class installation and training.

Role of the Adaptive Pre-Installation Checklist

The Pre-Installation Checklist is supplied by NMS each time we receive an order. This document is key to a successful implementation because it ensures that all necessary hardware and software requirements are met and that equipment is configured and ready to be used when it is needed.

The NMS team is available to help you to complete the document and we are happy to have a web meeting or call with you, should you wish to discuss it.

Who Does What and What Skills Do They Need?

There are a number of people who will typically be involved in installation and training. The table below defines each role and provides an overview of responsibilities and skills required to perform the role. Please note that some roles may be performed by the same person!

| Role | Overview of duties and required skills |
|-----------------------------------|--|
| Phone system supplier | <p>Provision and configuration of telephone system, cabling, etc</p> <p>Installation of any required CTI licences (TAPI or otherwise) onto the telephone system</p> <p>Installation and Configuration of TSP / phone system drivers that provide 3rd Party Call Control onto the Adaptive Server computer</p> |
| Computer supplier | <p>Provision and installation of required computer hardware and software as per the Adaptive Pre-Installation Checklist</p> <p>If Terminal Server / Citrix is to be used, configuration of servers and LAN / WAN infrastructure</p> |
| On-site IT support | <p>Configuration of LAN user accounts and permission; shared drives and drive mappings</p> <p>For a domain: setup of a login script with drive mappings</p> <p>For email: configure POP3 and SMTP services</p> <p>Configuration of Firewall and anti-virus to open three TCP ports</p> <p>Configuration of www.logmein.com or similar remote access to enable Adaptive support reps to access the Adaptive Server computer.</p> |
| On-site Adaptive Installer | <p>Download Adaptive software from www.nms-adaptive.com</p> <p>Install Adaptive Client and Management Console software onto each client computer</p> <p>For Call Recorder : Installation of USB or PCI or PCIE hardware & drivers</p> <p>For SMS / GSM Modem: Installation of Serial devices & drivers</p> |

| | |
|---|---|
| Remote Adaptive Engineer (to facilitate installation and deliver training) | Installation and configuration of the Adaptive Server Software If Call Recorder: Installation of Adaptive Call Recorder software If Predictive Dialler: Installation of Predictive Dialler software Adaptive System Manager Training |
| End user (Adaptive) Managers | Take part in online live training sessions with NMS Engineer Access online training to learn how to use the Adaptive system |
| End user (Adaptive) Users | Access online multimedia training to learn how to use the Adaptive system |

To Enable Remote Access by NMS Engineer

NMS can use a wide variety of remote access tools. If your organisation has a preferred tool, we will gladly use it, and if not we will use a mixture of www.logmein.com and www.webex.com remote support. If you would like further information or advice on remote access technology, please contact your NMS account manager.

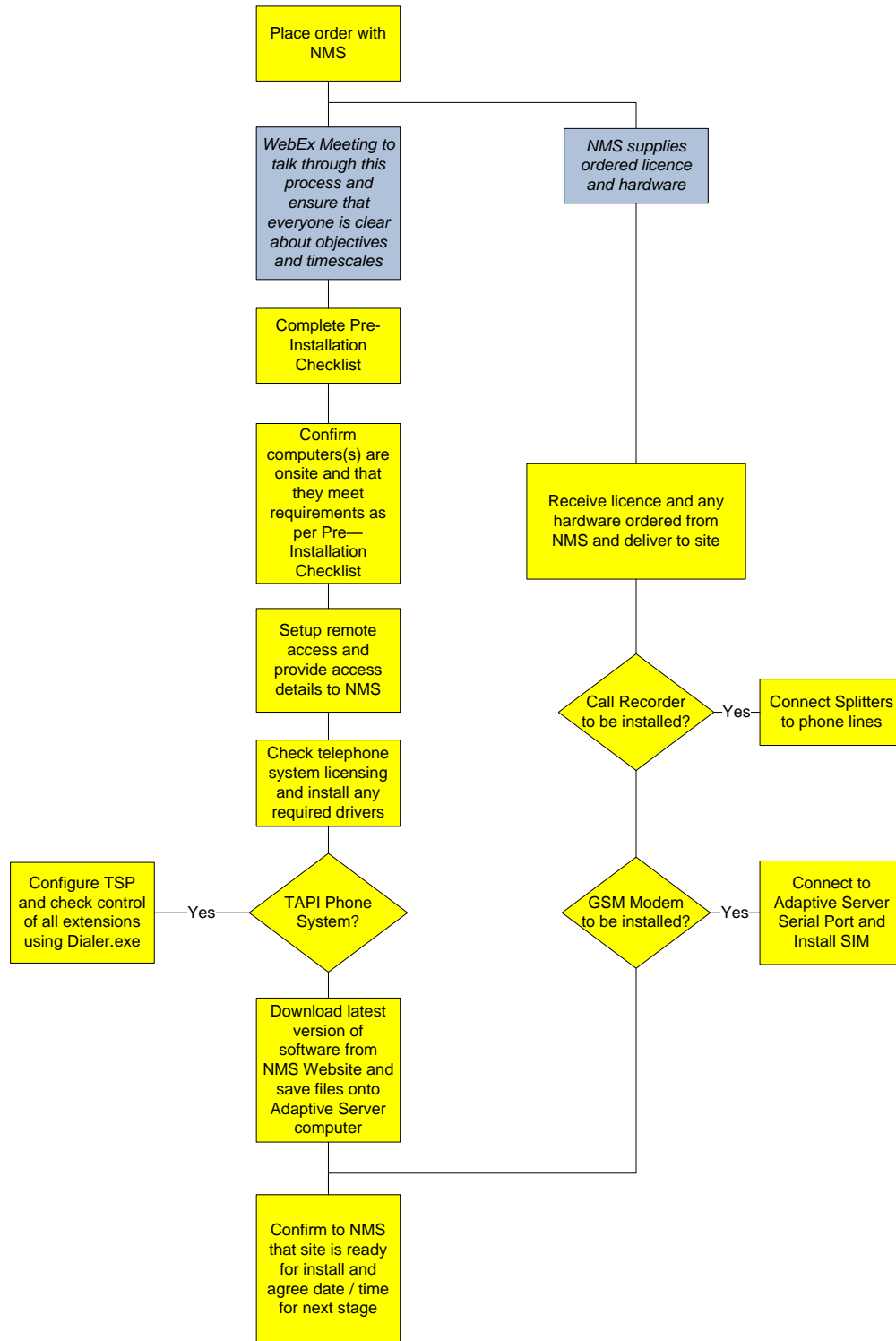
Time Taken to Implement

The table below shows the estimated time that it will take to implement an Adaptive solution and to train system managers and users.

| Product | On-site Adaptive Installer | Adaptive Remote Engineer | System Manager Training | User Training |
|---|----------------------------|--------------------------|-------------------------|---------------|
| Adaptive CTI Professional | 1 day | ½ day | 1 x 1 hour session | 30 minutes |
| Adaptive Desktop SMS | ½ day | ½ day | 1 x 1 hour session | 30 minutes |
| Adaptive Office Bundle | 1 day | ½ day | 1 x 1 hour session | 45 minutes |
| Adaptive Call Recorder | 1 day | ½ day | 1 x 1 hour session | None |
| Adaptive Progressive Dialler | 1 ½ days | 1 day | 3 x 2 hour sessions | 30 minutes |
| Adaptive Predictive Dialler | 1 ½ days | 2 days | 4 x 2 hour sessions | 30 minutes |
| Adaptive Messaging | 1 ½ days | 2 days | 3 x 2 hour sessions | 30 minutes |
| Adaptive Web Assist | 1 day | 1 day | 1 x 1 hour session | 30 minutes |
| Adaptive SMB Contact Center | 2 days | 3 days | 4 x 2 hour sessions | 60 minutes |
| Adaptive Enterprise Contact Centre | 3 days | 3 days | 5 x 2 hour sessions | 60 minutes |
| SQL Integration support – primarily for customers who wish to connect their Adaptive Dialler system to an SQL Database | - | 2 days | - | - |

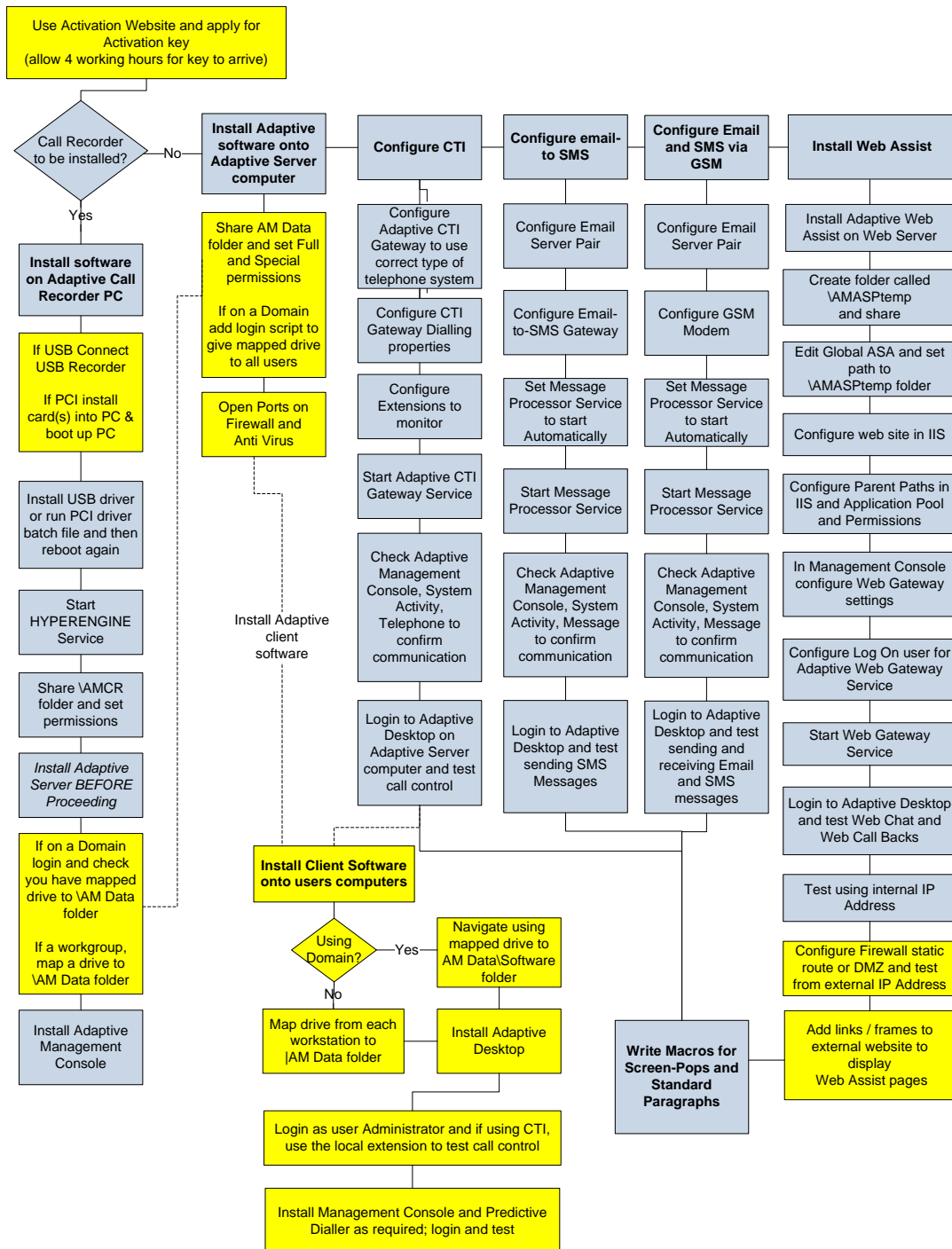
Process to Prepare for an Assisted Installation

The following diagram shows the typical process followed to prepare for an Assisted Installation. Yellow boxes are jobs performed by the On-site Adaptive Installer and blue boxes are performed by the Remote Adaptive Engineer.



Process to Install Adaptive Products

The following diagram shows the typical process followed to install Adaptive products. Yellow boxes are jobs performed by the On-site Adaptive Installer and blue boxes are performed by the Remote Adaptive Engineer.



Taking Part in an Online, Live Training Session (Typically System Managers)

Online live training sessions are conducted using WebEx Meeting Centre. To take part you will need a telephone to access the conference call and a PC to join the online session. The PC can be running Windows 2000, 32-bit XP, 2003 32-bit/64-bit or Vista:

- Internet Explorer 6/7/8
- Firefox 2/3/3.5
- Chrome 3
- JavaScript and cookies enabled
- Recommend ActiveX be enabled for Internet Explorer
- Intel or AMD processor (1GHz or faster)
- At least 512 MB RAM (at least 2 GB RAM for Vista)

Taking Part in an Online Multimedia Training Session (Typically Users)

Online multimedia training is available from our website www.nms-adaptive.com. The training modules are Flash based multimedia presentations. To run the training you will need a modern, Internet connected, computer that has a browser that is capable of running Flash animations, a sound card and headphones or speakers.