<u>Highlight in Advanced Support = Yellow</u>

<u>Table 1. Simple MACDs for MVP</u>

Type of Request	Can Request Be Performed in Bulk?	Bulk Quantity Max
Management of Call Flows		
Object extension number	Yes	1000
Queue members	Yes	1000
Ring group members	No	N/A
Queue distribution method	Yes	1000
Queue wrap up time	Yes	1000
Queue or ring group greetings, audio while connecting, or hold music	Yes	1000
Queue name	Yes	1000
Queue manager	Yes	1000
IVR prompt	Yes	1000
IVR key presses	Yes	1000
Hours of operation	No	N/A
Custom rules	No	N/A
Site fax recipient	No	N/A
Creation of new simple call flows, not to exceed:		
Configuration of one (1) main number,	No	N/A
Five (5) custom rules,	No	N/A
Two (2) IVR menus, or	Yes	2
Eight (8) call queues and ring groups	For call queues - Yes For ring groups - No	8

Type of Request	Can Request Be Performed in Bulk?	Bulk Quantity Max
Up to thirty (30) minutes of consultation of alternative call flow offers	N/A	N/A
Moves, Adds, Changes, Deletes		
User extension	Yes	1000
Phone Numbers	Yes	1000
Devices	Yes	1000
Message only Extensions	No	N/A
Announcement only Extensions	No	N/A
Limited Extensions	Yes	1000
IVR	Yes	1000
Site	Yes	1000
Park locations	No	N/A
Site CNAM	No	N/A
OCID	Yes	1000
User email address	Yes	1000
User permissions	Yes	1000
User name	Yes	1000
User timezone	Yes	1000
Apply user template	Yes	1000
Password/ PIN reset	Yes	1000
Site address	Yes	1000
Blocked numbers	No	N/A
Voicemail recipients	No	N/A
Voicemail hours	No	N/A

Type of Request		Can Request Be Performed in Bulk?	Bulk Quantity Max
	Voicemail notifications	No	N/A
	Fax notifications	No	N/A
	Missed call notifications	No	N/A
	International calling countries enabled	No	N/A
	Custom role (if enabled)	No	N/A
	User template	No	N/A
	Limited Extension template	No	N/A

Table 2. Complex MACDs for MVP

Type of Request
Integration Assistance
Health checks
Gateway configuration
3rd Party Device Assistance
Provisioning of devices not purchased through RC
Custom device configuration
Network Assistance
Migrations
Paging setup
SSO setup
Call monitoring configuration
E911 address
Voicemail recordings
Audio prompt recordings

Porting	
Acquisition of vanity numbers	
Directory assistance	
Report generation or distribution	
Dashboard generation or distribution	
Onsite engagements	

Table 3. Simple MACDs for Contact Center

Type of Request	Can Request Be Performed in Bulk?	Bulk Quantity Max
Moves, Adds, Changes, Deletes		
Security profile (Roles and Permissions)	No	N/A
Station profile	No	N/A
User profile	No	N/A
Disposition	No	N/A
Unavailable code	No	N/A
User	Yes	50
Skill	Yes	50
Team	No	N/A
Scheduling Reports	No	N/A
Campaign	No	N/A
Point of contact provisioned to BU	Yes	50
Point of contact assigned to existing script	No	N/A
List fields	No	N/A
Change Existing Hours of Operation	No	N/A
Change to voice prompt - Recording of	No	N/A

Type of Request	Can Request Be Performed in Bulk?	Bulk Quantity Max
voice prompts not covered		

Table 4. Complex MACDs for Contact Center

Type of Request
Management of existing call flows
New CRM integrations
API integrations
Health checks
New routing configurations
Data directed routing
Agent directed routing
ASR configuration
Personal connection dialer campaigns
Proactive XS integration
New channel configuration (i.e. Email, Chat, SMS)
WFO configuration and changes
WFM
QM
Screen Recording
Analytics
ECHO configuration
Out of hours changes and go-live support
Recording new voice announcements
Creation of new simple call flows

Adjustment of existing channel integration(s)
Email or basic web-chat
Report changes
Custom report creation
Changes to routing
Recording of voice prompts
Training