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**3) Third Party Licenses.** End User acknowledges and agrees it is solely responsible for procuring or otherwise obtaining any third-party software, interface licenses, or other licenses in any intellectual property rights necessary for the use of any Interface Application developed hereunder.

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Any Dispute shall be resolved in accordance with the following provisions. The disputing party shall give the other party written notice of the Dispute. The parties will attempt in good faith to resolve each Dispute within thirty (30) days, or such other longer period as the parties may mutually agree, following the delivery of such notice, by negotiations between designated representatives of the parties who have dispute resolution authority. If a Dispute that arose anywhere other than in the United States or is based upon an alleged breach committed anywhere other than in the United States cannot be settled under these procedures and within these timeframes, it will be conclusively determined upon request of either party by a final and binding arbitration proceeding to be held in accordance with the Rules of Arbitration of the International Chamber of Commerce by a single arbitrator appointed by the parties or (failing agreement) by an arbitrator appointed by the President of the International Chamber of Commerce (from time to time), except that if the aggregate claims, cross claims and counterclaims by any one party against any or all other parties exceed One Million U.S. Dollars at the time all claims, including cross claims and counterclaims are filed, the proceeding will be held in accordance with the Rules of Arbitration of the International Chamber of Commerce by a panel of three arbitrator(s) appointed in accordance with the Rules of Arbitration of the International Chamber of Commerce. The arbitration will be conducted in the English language, at a location agreed by the parties or (failing agreement) ordered by the arbitrator(s). The arbitrator(s) will have authority only to award compensatory damages within the scope of the limitations of these Software License Terms and will not award punitive or exemplary damages. The arbitrator(s) will not have the authority to limit, expand or otherwise modify the terms of these Software License Terms. The ruling by the arbitrator(s) will be final and binding on the parties and may be entered in any court having jurisdiction over the parties or any of their assets. The parties will evenly split the cost of the arbitrator(s)' fees, but each party will bear its own attorneys' fees and other costs associated with the arbitration. The parties, their representatives, other participants and the arbitrator(s) will hold the existence, content and results of the arbitration in strict confidence to the fullest extent permitted by law. Any disclosure of the existence, content and results of the arbitration shall be as limited and narrowed as required to comply with the applicable law. By way of illustration, if the applicable law mandates the disclosure of the monetary amount of an arbitration award only, the underlying opinion or rationale for that award may not be disclosed.

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TABLE 1

<b>R9.0.3 Mat Codes IPO/IPOCC/ACCS</b>	<b>Short Description</b>	<b>Verint License Type</b>
<b>Contact Recording / Compliance Recording</b>		
273905	IPO R9 CONTACT RECORDER PLDS LIC	Server
275623	IPO R9 CONTACT RECORDER ADI LIC	Server

**Avaya Aura Workforce Optimization**

<b>R15 Material Codes</b>	<b>Short Description</b>	<b>Verint License Type</b>
385458	WFO R15 CR IC INTG	Server
385459	WFO R15 CR IC INTG ENTL	Server
385910	WFO R15 CR IC INTG UPG	Server
385911	WFO R15 CR DIALER INTG	Server
385912	WFO R15 CR DIALER INTG ENTL	Server
385913	WFO R15 CR DIALER INTG UPG	Server
192073	VERINT GENERIC SFTW	Seat, Server
<b>Contact Recording / Compliance Recording</b>		
385914	WFO R15 CR PKG	Seat
398954	WFO R15 ACRA PKG	Seat
385915	WFO R15 CR PKG ENTL	Seat
385916	WFO R15 CR PKG UPG	Seat
385919	WFO R15 REDUN CR PKG	Seat
385920	WFO R15 REDUN CR PKG ENTL	Seat
385921	WFO R15 REDUN CR PKG UPG	Seat
385917	WFO R15 ADV CR ENTL	Seat
385918	WFO R15 ADV CR UPG	Seat
385922	WFO R15 TEL REPLAY PT	Seat
385923	WFO R15 CNTRL REPLAY SRVR SFTW	Seat
385924	WFO R15 TEL REPLAY CR PKG	Server
385925	WFO R15 TEL REPLAY CR PKG ENTL	Server
385926	WFO R15 TEL REPLAY CR PKG UPG	Server
385927	WFO R15 CR QM ENCRYPTION	Seat
385928	WFO R15 CR QM ENCRYPTION ENTL	Seat
385929	WFO R15 CR QM ENCRYPTION UPG	Seat
385930	WFO R15 FULL TIME SCREEN RCDG	Seat

R15 Material Codes	Short Description	Verint License Type
385931	WFO R15 FULL TIME SCREEN RCDG ENTL	Seat
385932	WFO R15 FULL TIME SCREEN RCDG UPG	Seat
385933	WFO R15 CR MASS EXP ENH STATUS RPTG	Server
385940	WFO R15 CR MASS EXP ENH RPTG ENTL	Server
385941	WFO R15 CR MASS EXP ENH RPTG UPG	Server
398955	WFO R15 N+N CR Redundancy	Seat
398957	WFO R15 ACTIVE PARALLEL CR Redundancy	Seat
398958	WFO R15 TEXT INTERACTION RECORDING	Seat
398959	WFO R15 FACE TO FACE VOICE INTERACTION RECORDING ADD-ON	Seat
399050	WFO R15 CR QM ACTIVE PARALLEL ENCRYPTION	Seat
399051	WFO R15 SCREEN INTERACTION RECORDING	Seat
<b>Quality Monitoring</b>		
385934	WFO R15 QM PKG	Seat
399052	WFO R15 QM ACRA PKG	Seat
385935	WFO R15 QM PKG ENTL	Seat
385936	WFO R15 QM PKG UPG	Seat
385937	WFO R15 ADV QM PKG	Seat
399053	WFO R15 ADV QM ACRA PKG	Seat
385938	WFO R15 ADV QM PKG ENTL	Seat
385939	WFO R15 ADV QM PKG UPG	Seat
399054	WFO R15 AUTO QM PKG	Seat
399055	WFO R15 AUTO QM ADV PKG	Seat
399056	WFO R15 AUTO QM ACRA PKG	Seat
399057	WFO R15 AUTO QM ADV ACRA PKG	Seat
<b>Workforce Management</b>		
385959	WFO R15 WFM PKG	Seat
385960	WFO R15 WFM PKG ENTL	Seat
385961	WFO R15 WFM PKG UPG	Seat
385962	WFO R15 ADV WFM PKG	Seat
385963	WFO R15 ADV WFM PKG ENTL	Seat
385964	WFO R15 ADV WFM PKG UPG	Seat
385965	WFO R15 WFM TIME OFF MGR	Seat
385966	WFO R15 WFM TIME OFF MGR ENTL	Seat
385967	WFO R15 WFM TIME OFF MGR UPG	Seat
385968	WFO R15 WFM SHIFT BIDDING	Seat
385969	WFO R15 WFM SHIFT BIDDING ENTL	Seat
385970	WFO R15 WFM SHIFT BIDDING UPG	Seat
385972	WFO R15 ADV SCORECARD	Seat
385973	WFO R15 ADV SCORECARD ENTL	Seat
385974	WFO R15 ADV SCORECARD UPG	Seat
385975	WFO R15 BASIC TO ADV SCORECARD UP-BUY	Seat
385976	WFO R15 KPI DESIGN ADAPTER	Server
385977	WFO R15 KPI DESIGN ADAPTER ENTL	Server
385978	WFO R15 KPI DESIGN ADAPTER UPG	Server
385979	WFO R15 LESSON MGMT	Seat
385980	WFO R15 LESSON MGMT ENTL	Seat
385981	WFO R15 LESSON MGMT UPG	Seat
385982	WFO R15 COMP BASED LEARNING	Seat
385983	WFO R15 COMP BASED LEARNING ENTL	Seat
385984	WFO R15 COMP BASED LEARNING UPG	Seat
385989	WFO R15 ADV ADHERENCE	Seat
385990	WFO R15 ADV ADHERENCE ENTL	Seat
385991	WFO R15 ADV ADHERENCE UPG	Seat
399058	WFO R15 WFM OPERATIONS VISUALIZER	Seat
399059	WFO R15 WFM CONVERSION MANAGER	Seat



R15 Material Codes	Short Description	Verint License Type
399060	WFO R15 WFM FLEX MANAGER	Seat
<b>Workforce Optimization Package (CR + QM + WFM)</b>		
385992	WFO R15 WFO PKG	Seat
399061	WFO R15 WFO ACRA PKG	Seat
385993	WFO R15 WFO PKG ENTL	Seat
385994	WFO R15 WFO PKG UPG	Seat
385995	WFO R15 ADV WFO PKG	Seat
399062	WFO R15 ADV WFO ACRA PKG	Seat
385996	WFO R15 ADV WFO PKG ENTL	Seat
385997	WFO R15 ADV WFO PKG UPG	Seat
399063	WFO R15 AUTO WFO PKG	Seat
399064	WFO R15 AUTO ADV WFO PKG	Seat
399065	WFO R15 AUTO WFO ACRA PKG	Seat
399066	WFO R15 AUTO ADV WFO ACRA PKG	Seat
<b>Desktop and Process Analytics</b>		
385998	WFO R15 DPA TRACKER	Seat
385999	WFO R15 DPA TRACKER ENTL	Seat
386000	WFO R15 DPA TRACKER UPG	Seat
386001	WFO R15 ADV DPA	Seat
386002	WFO R15 ADV DPA ENTL	Seat
386003	WFO R15 ADV DPA UPG	Seat
386004	WFO R15 STR DPA	Seat
386005	WFO R15 STR DPA ENTL	Seat
386006	WFO R15 STR DPA UPG	Seat
385942	WFO R15 DPA TRACKER TO ADV DPA UP-BUY	Seat
386007	WFO R15 ADV TO STR DPA UP-BUY	Seat
386008	WFO R15 AET TO STR DPA UP-BUY	Seat
386009	WFO R15 APP ANLYS STR DPA UP-BUY	Seat
385947	WFO R15 STRATEGIC PLANNER	Seat
385948	WFO R15 STRATEGIC PLANNER ENTL	Seat
385949	WFO R15 STRATEGIC PLANNER UPG	Seat
385950	WFO R15 APPL ANLYS	Seat
385951	WFO R15 APPL ANLYS ENTL	Seat
385952	WFO R15 APPL ANLYS UPG	Seat
399067	WFO R15 ROBOTIC PROCESS AUTOMATION	Robot
399068	WFO R15 AUTOMATION AUTHORIZING STUDIO	Seat
399069	WFO R15 PROCESS ASSISTANT	Seat
<b>Speech Analytics</b>		
386011	WFO R15 SPH ESSENTIALS ENTL	Seat
386012	WFO R15 SPH ESSENTIALS UPG	Seat
386016	WFO R15 SPH ESSENT TO ADV UP-BUY	Seat
386013	WFO R15 SPH ADV	Seat
386014	WFO R15 SPH ADV ENTL	Seat
386015	WFO R15 SPH ADV UPG	Seat
386017	WFO R15 INTERCT DATA EXP MGR	Seat
386018	WFO R15 INTERCT DATA EXP MGR ENTL	Seat
386019	WFO R15 INTERCT DATA EXP MGR UPG	Seat
386020	WFO R15 SPH ANLYTCS ADDL LANG	Seat
386021	WFO R15 SPH ANLYTCS ADDL LANG ENTL	Seat
386022	WFO R15 SPH ANLYTCS ADDL LANG UPG	Seat
386076	WFO R15 ANLYTCS DRIVEN QUALITY	Seat
385943	WFO R15 ANLYTCS DRIVEN QUALITY ENTL	Seat
385944	WFO R15 ANLYTCS DRIVEN QUALITY UPG	Seat
385945	WFO R15 ADQ TO SPH ADV UP-BUY	Seat
399070	WFO R15 ANLYTCS DRIVEN QUALITY ADDL LANG	Language
399071	WFO R15 SPH ANLYTICS TRNSCRPT EXPORT	Seat

R15 Material Codes	Short Description	Verint License Type
399072	WFO R15 REAL TIME SPH ANALYTICS ADD-ON	Seat
<b>Customer Feedback</b>		
386023	WFO R15 CUSTMR FDBCK ADV	Seat
386024	WFO R15 CUSTMR FDBCK ADV ENTL	Seat
386025	WFO R15 CUSTMR FDBCK ADV UPG	Seat
<b>Base Package Up-Buys</b>		
386026	WFO R15 CR TO QM PKG UP-BUY	Seat
386027	WFO R15 CR TO ADV QM PKG UP-BUY	Seat
386028	WFO R15 CR TO WFO PKG UP-BUY	Seat
399073	WFO R15 QM to AUTO QM UP-BUY	Seat
399074	WFO R15 ADV QM to AUTO QM ADV UP-BUY	Seat
399075	WFO R15 WFO to AUTO QM WFO UP-BUY	Seat
399076	WFO R15 ADV WFO to AUTO QM ADV WFO UP-BUY	Seat
386029	WFO R15 CR TO ADV WFO UP-BUY	Seat
386030	WFO R15 ADV CR TO ADV QM PKG UP-BUY	Seat
386031	WFO R15 ADV CR TO ADV WFO PKG UP-BUY	Seat
386032	WFO R15 QM TO ADV QM PKG UP-BUY	Seat
386033	WFO R15 QM TO WFO UP-BUY	Seat
386034	WFO R15 QM TO ADV WFO UP-BUY	Seat
386035	WFO R15 ADV QM TO ADV WFO UP-BUY	Seat
386036	WFO R15 WFM TO ADV WFM PKG UP-BUY	Seat
386037	WFO R15 WFM TO WFO UP-BUY	Seat
386038	WFO R15 WFM TO ADV WFO UP-BUY	Seat
386039	WFO R15 ADV WFM TO ADV WFO UP-BUY	Seat
386040	WFO R15 WFO TO ADV WFO UP-BUY	Seat
<b>Lab/Trial</b>		
386041	WFO R15 CR PKG CUST LAB	Seat
386042	WFO R15 SCR N RCDG CUST LAB	Seat
386043	WFO R15 ADV QM PKG CUST LAB	Seat
386044	WFO R15 ADV WFM PKG CUST LAB	Seat
386045	WFO R15 ADV WFO PKG PTNR LAB	Seat
386046	WFO R15 ADV WFO PKG CUST LAB	Seat
386047	WFO R15 AV INT LAB	Seat, Server
<b>Additional Features</b>		
386048	WFO R15 SDK FOR QM AND WFM	Server
385946	WFO R15 SDK FOR QM AND WFM ENTL	Server
385953	WFO R15 SDK FOR QM AND WFM UPG	Server
386051	WFO R15 DATA CTR REDUN	Seat
386052	WFO R15 DATA CTR REDUND ENTL	Seat
386053	WFO R15 DATA CTR REDUND UPG	Seat
386049	WFO R15 INTRADAY PERFORM MGMT	Seat
385954	WFO R15 INTRADAY PERFORM MGMT ENTL	Seat
385955	WFO R15 INTRADAY PERFORM MGMT UPG	Seat
399077	WFO R15 PRODUCTIVITY AND ITEM TRACKING	Seat
<b>AACC codes for WFO s/w for non-AAWFO solution with SIP CC</b>		
264920	AACC NODAL WFO INTERFACE	Seat
264921	AACC NODAL WFO INTERFACE - 3RD-PARTY	Seat
<b>WFO R15 AACC Midsize Bundle</b>		
386062	WFO R15 CR MIDSIZE ENTPRS ENTL	Seat
386063	WFO R15 CR MIDSIZE ENTPRS UPG	Seat
<b>WFO R15 SMB Elite Bundle (WFO packages for the midmarket)</b>		
386064	WFO R15 MIDMKT CR	Seat
386065	WFO R15 MIDMKT CR ENTL	Seat
386066	WFO R15 MIDMKT CR UPG	Seat
386067	WFO R15 MIDMKT CR QM BNDL	Seat
386068	WFO R15 MIDMKT CR QM BNDL ENTL	Seat

R15 Material Codes	Short Description	Verint License Type
386069	WFO R15 MIDMKT CR QM BNDL UPG	Seat
386070	WFO R15 MIDMKT WFM	Seat
386071	WFO R15 MIDMKT WFM ENTL	Seat
386072	WFO R15 MIDMKT WFM UPG	Seat
386073	WFO R15 MIDMKT CR QM WFM BNDL	Seat
386074	WFO R15 MIDMKT CR QM WFM BNDL ENTL	Seat
386075	WFO R15 MIDMKT CR QM WFM BNDL UPG	Seat
<b>WFO R15 Elite Midsize Bundle</b>		
385958	WFO R15 CR FOR ELITE-M BNDLS ENTL	Seat
385971	WFO R15 CR FOR ELITE-M BNDLS UPG	Seat

R12 Material Codes	Short Description	Verint License Type
272940	WFO R12 CR IC INTG	Server
272941	WFO R12 CR IC INTG ENTL	Server
272942	WFO R12 CR IC INTG UPG	Server
272943	WFO R12 CR DIALER INTG	Server
272944	WFO R12 CR DIALER INTG ENTL	Server
272945	WFO R12 CR DIALER INTG UPG	Server
<b>Contact Recording / Compliance Recording</b>		
272946	WFO R12 CR PKG	Channel
272947	WFO R12 CR PKG ENTL	Channel
272948	WFO R12 CR PKG UPG	Channel
272949	WFO R12 REDUN CR PKG	Channel
272950	WFO R12 REDUN CR PKG ENTL	Channel
272951	WFO R12 REDUN CR PKG UPG	Channel
382788	WFO R12 ADV CR ENTL	Channel
382789	WFO R12 ADV CR UPG	Channel
272954	WFO R12 TEL REPLAY PT	Channel
272955	WFO R12 CNTRL REPLAY SRVR SFTW	Channel
272959	WFO R12 TEL REPLAY CR PKG	Server
272960	WFO R12 TEL REPLAY CR PKG ENTL	Server
272961	WFO R12 TEL REPLAY CR PKG UPG	Server
272962	WFO R12 CR QM ENCRYPTION	Seat
272963	WFO R12 CR QM ENCRYPTION ENTL	Seat
272964	WFO R12 CR QM ENCRYPTION UPG	Seat
272965	WFO R12 FULL TIME SCREEN RCDG	Seat
272966	WFO R12 FULL TIME SCREEN RCDG ENTL	Seat
272967	WFO R12 FULL TIME SCREEN RCDG UPG	Seat
<b>Quality Monitoring</b>		
272968	WFO R12 QM PKG	Seat
272969	WFO R12 QM PKG ENTL	Seat
272970	WFO R12 QM PKG UPG	Seat
272974	WFO R12 ADV QM PKG	Seat
272975	WFO R12 ADV QM PKG ENTL	Seat
272976	WFO R12 ADV QM PKG UPG	Seat
272980	WFO R12 UNIFY EWARE VIEWER	Server
272981	WFO R12 DIALER ADPTR FOR QM	Server
272982	WFO R12 DIALER ADPTR FOR QM ENTL	Server

272983	WFO R12 DIALER ADPTR FOR QM UPG	Server
272984	WFO R12 CONTENT PRODUCER	Server
272985	WFO R12 CONTENT PRODUCER ENTL	Server
272986	WFO R12 CONTENT PRODUCER UPG	Server
272987	WFO R12 STRATEGIC PLANNER	Seat
272988	WFO R12 STRATEGIC PLANNER ENTL	Seat
272989	WFO R12 STRATEGIC PLANNER UPG	Seat
272990	WFO R12 APPL ANLYS	Seat
272991	WFO R12 APPL ANLYS ENTL	Seat
272992	WFO R12 APPL ANLYS UPG	Seat
<b>Reporting</b>		
272993	WFO R12 AD-HOC RPT ADDL USER	Seat
272994	WFO R12 AD-HOC RPT ADDL USER ENTL	Seat
272995	WFO R12 AD-HOC RPT ADDL USER UPG	Seat
272996	WFO R12 COGNOS RPT STUDIO	Seat
272997	WFO R12 COGNOS RPT STUDIO ENTL	Seat
272998	WFO R12 COGNOS RPT STUDIO UPG	Seat
<b>Workforce Management</b>		
272999	WFO R12 WFM PKG	Seat
273000	WFO R12 WFM PKG ENTL	Seat
273001	WFO R12 WFM PKG UPG	Seat
273005	WFO R12 ADV WFM PKG	Seat
273006	WFO R12 ADV WFM PKG ENTL	Seat
273007	WFO R12 ADV WFM PKG UPG	Seat
273011	WFO R12 WFM TIME OFF MGR	Seat
273012	WFO R12 WFM TIME OFF MGR ENTL	Seat
273013	WFO R12 WFM TIME OFF MGR UPG	Seat
273014	WFO R12 WFM SHIFT BIDDING	Seat
273015	WFO R12 WFM SHIFT BIDDING ENTL	Seat
273016	WFO R12 WFM SHIFT BIDDING UPG	Seat
273017	WFO R12 WFM MULTISITE MGMT	Seat
273018	WFO R12 ADV SCORECARD	Seat
273019	WFO R12 ADV SCORECARD ENTL	Seat
273020	WFO R12 ADV SCORECARD UPG	Seat
383160	WFO R12 BASIC TO ADV SCORECARD UPBUY	Seat
273021	WFO R12 KPI DESIGN ADAPTER	Server
273022	WFO R12 KPI DESIGN ADAPTER ENTL	Server
273023	WFO R12 KPI DESIGN ADAPTER UPG	Server
273024	WFO R12 LESSON MGMT	Seat
273025	WFO R12 LESSON MGMT ENTL	Seat
273026	WFO R12 LESSON MGMT UPG	Seat
273027	WFO R12 COMP BASED LEARNING	Seat
273028	WFO R12 COMP BASED LEARNING ENTL	Seat
273029	WFO R12 COMP BASED LEARNING UPG	Seat
383161	WFO R12 LESS MGMT TO CBL UP-BUY	Seat
273030	WFO R12 APPL LINK SRVR	Server
273031	WFO R12 APPL LINK SRVR ENTL	Server
273032	WFO R12 APPL LINK SRVR UPG	Server
273033	WFO R12 ADV ADHERENCE	Seat
273034	WFO R12 ADV ADHERENCE ENTL	Seat
273035	WFO R12 ADV ADHERENCE UPG	Seat
<b>Workforce Optimization Package (CR + QM + WFM)</b>		

273036	WFO R12 WFO PKG	Seat
273037	WFO R12 WFO PKG ENTL	Seat
273038	WFO R12 WFO PKG UPG	Seat
273042	WFO R12 ADV WFO PKG	Seat
273043	WFO R12 ADV WFO PKG ENTL	Seat
273044	WFO R12 ADV WFO PKG UPG	Seat
<b>Desktop and Process Analytics</b>		
273048	WFO R12 DPA TRACKER	Seat
273049	WFO R12 DPA TRACKER ENTL	Seat
273050	WFO R12 DPA TRACKER UPG	Seat
273051	WFO R12 ADV DPA	Seat
273052	WFO R12 ADV DPA ENTL	Seat
273053	WFO R12 ADV DPA UPG	Seat
273054	WFO R12 STR DPA	Seat
273055	WFO R12 STR DPA ENTL	Seat
273056	WFO R12 STR DPA UPG	Seat
383162	WFO R12 ADV DPA TO STR DPA UP-BUY	Seat
273057	WFO R12 AET TO STR DPA UP-BUY	Seat
273058	WFO R12 APP ANLYS STR DPA UP-BUY	Seat
273100	WFO R12 DPP GUIDANCE	Seat
273101	WFO R12 DPP GUIDANCE ENTL	Seat
273102	WFO R12 DPP GUIDANCE UPG	Seat
<b>Speech Analytics</b>		
273059	WFO R12 SPH ESSENTIALS	Seat
273060	WFO R12 SPH ESSENTIALS ENTL	Seat
273061	WFO R12 SPH ESSENTIALS UPG	Seat
383163	WFO R12 SPH ESSENT TO SPH ADV UP-BUY	Seat
273062	WFO R12 SPH ADV	Seat
273063	WFO R12 SPH ADV ENTL	Seat
273064	WFO R12 SPH ADV UPG	Seat
273065	WFO R12 INTERCT DATA EXP MGR	Seat
273066	WFO R12 INTERCT DATA EXP MGR ENTL	Seat
273067	WFO R12 INTERCT DATA EXP MGR UPG	Seat
273068	WFO R12 SPH ANLYTCS ADDL LANG	Seat
273069	WFO R12 SPH ANLYTCS ADDL LANG ENTL	Seat
273070	WFO R12 SPH ANLYTCS ADDL LANG UPG	Seat
382787	WFO R12 ANLYTCS DRIVEN QUALITY	Seat
<b>Customer Feedback</b>		
273071	WFO R12 CUSTMR FDBCK ADV	Seat
273072	WFO R12 CUSTMR FDBCK ADV ENTL	Seat
273073	WFO R12 CUSTMR FDBCK ADV UPG	Seat
<b>Base Package Up-Buys</b>		
273074	WFO R12 CR TO QM PKG UP-BUY	Seat
273075	WFO R12 CR TO ADV QM PKG UP-BUY	Seat
273076	WFO R12 CR TO WFO PKG UP-BUY	Seat
273077	WFO R12 CR TO ADV WFO UP-BUY	Seat
383164	WFO R12 ADV CR TO ADV QM PKG UP-BUY	Seat
383165	WFO R12 ADV CR TO ADV QM PKG UP-BUY	Seat
273080	WFO R12 QM TO ADV QM PKG UP-BUY	Seat
273081	WFO R12 QM TO WFO UP-BUY	Seat
273082	WFO R12 QM TO ADV WFO UP-BUY	Seat
273083	WFO R12 ADV QM TO ADV WFO UP-BUY	Seat

273084	WFO R12 WFM TO ADV WFM PKG UP-BUY	Seat
273085	WFO R12 WFM TO WFO UP-BUY	Seat
273086	WFO R12 WFM TO ADV WFO UP-BUY	Seat
273087	WFO R12 ADV WFM TO ADV WFO UP-BUY	Seat
273088	WFO R12 WFO TO ADV WFO UP-BUY	Seat
<b>Lab/Trial</b>		
273089	WFO R12 CR PKG CUST LAB	Channel
273625	WFO R12 SCR N RCDG CUST LAB	Seat
273090	WFO R12 ADV QM PKG CUST LAB	Seat
273091	WFO R12 ADV WFM PKG CUST LAB	Seat
273092	WFO R12 ADV WFO PKG PTNR LAB	Seat
273093	WFO R12 ADV WFO PKG CUST LAB	Seat
306607	WFO R12 AV INT LAB	Server, Channel, Seat
<b>Additional Features</b>		
305383	WFO R12 SDK FOR QM AND WFM	Server
305384	WFO R12 DATA CTR REDUN	Seat
306454	WFO R12 INTRADAY PERFORM MGMT	Seat
306455	WFO R12 ADV PERFORM MGMT PKG	Seat
383166	WFO R12 DATA CTR REDUND ENTL	Seat
383167	WFO R12 DATA CTR REDUND UPG	Seat
306456	WFO R12 DSKTP GADGETS	Seat
306457	WFO R12 BLENDED MEDIA SCHEDULING	Seat
306458	WFO R12 OUTBND	Seat
306459	WFO R12 MULTISITE	Seat
306590	WFO R12 PROJECTS	Seat
306591	WFO R12 TIME BANKING	Seat
306592	WFO R12 SCR N POP-UP ALERTS	Seat
306593	WFO R12 QUEUE HOPPING	Seat
306594	WFO R12 NG APPLINK	Seat
306595	WFO R12 MONTHLY FORECAST AND SCHED RULES	Seat
306596	WFO R12 FORECAST AND SCHEDULE SRVR SIDE	Seat
306597	WFO R12 CAMPAIGN POOLING	Seat
306598	WFO R12 USER DEFINED FIELDS	Seat
306599	WFO R12 CR LIVE MNTR	Seat
306600	WFO R12 CALL AVOIDANCE	Seat
306601	WFO R12 CALL AVOIDANCE ADD ON	Seat
306602	WFO R12 SERVICE RCVRY	Seat
306603	WFO R12 SERVICE RCVRY ADD ON	Seat
306604	WFO R12 COST TO SERVE	Seat
306605	WFO R12 COST TO SERVE ADD ON	Seat
306606	WFO R12 CR SELECTIVE RCDG	Channel
306583	WFO R12 CR SEARCH AND REPLAY	Channel
<b>AACC codes for WFO s/w for non-AAWFO solution with SIP CC</b>		
264920	AACC NODAL WFO INTERFACE	Seat
264921	AACC NODAL WFO INTERFACE - 3RD-PARTY	Seat
<b>WFO R12 AACC Midsize Bundle</b>		
273094	WFO R12 CR MIDSIZ E ENTPRS	Channel
273650	WFO R12 CR MIDSIZ E ENTPRS ENTL	Channel
273651	WFO R12 CR MIDSIZ E ENTPRS UPG	Channel
<b>WFO R12 SMB Elite Bundle</b>		
273095	WFO R12 MIDMKT CR	Channel

273652	WFO R12 MIDMKT CR ENTL	Channel
273653	WFO R12 MIDMKT CR UPG	Channel
273096	WFO R12 MIDMKT CR QM BNDL	Channel, Seat
273654	WFO R12 MIDMKT CR QM BNDL ENTL	Channel, Seat
273655	WFO R12 MIDMKT CR QM BNDL UPG	Channel, Seat
273097	WFO R12 MIDMKT WFM	Seat
273656	WFO R12 MIDMKT WFM ENTL	Seat
273657	WFO R12 MIDMKT WFM UPG	Seat
273098	WFO R12 MIDMKT CR QM WFM BNDL	Channel, Seat
273658	WFO R12 MIDMKT CR QM WFM BNDL ENTL	Channel, Seat
273659	WFO R12 MIDMKT CR QM WFM BNDL UPG	Channel, Seat
<b>WFO R12 Elite Midsize Bundle</b>		
302511	WFO R12 CR FOR ELITE-M BNDLS	Channel
302512	WFO R12 CR FOR ELITE-M BNDLS ENTL	Channel
302513	WFO R12 CR FOR ELITE-M BNDLS UPG	Channel

<b>R11.x Material Codes</b>	<b>Short Description</b>	<b>Verint License Type</b>
267603	WFO R11 ACR DIALER INTG	Server
267604	WFO R11 ACR DIALER INTG ENTL	Server
267605	WFO R11 ACR DIALER INTG UPG	Server
<b>Contact Recording / Compliance Recording</b>		
267606	WFO R11 CR PKG	Channel
267607	WFO R11 CR PKG ENTL	Channel
267608	WFO R11 CR PKG UPG	Channel
269192	WFO R11 CR PKG CH IN	Channel
269193	WFO R11 CR PKG CH IN ENTL	Channel
269194	WFO R11 CR PKG CH IN UPG	Channel
267609	WFO R11 REDUN CR PKG	Channel
267610	WFO R11 REDUN CR PKG ENTL	Channel
267611	WFO R11 REDUN CR PKG UPG	Channel
269195	WFO R11 REDUN CR PKG CH IN	Channel
269196	WFO R11 REDUN CR PKG CH IN ENTL	Channel
269197	WFO R11 REDUN CR PKG CH IN UPG	Channel
267600	WFO R11 PASSIVE CR PKG	Channel
267612	WFO R11 REDUN PASSIVE CR PKG	Channel
267618	WFO R11 TEL REPLAY PT	Channel
267621	WFO R11 CNTL REPLAY SRVR SFTW	Channel
267624	WFO R11 ARCHIVE MGR	Channel
267625	WFO R11 ARCHIVE MGR ENTL	Channel
267626	WFO R11 ARCHIVE MGR UPG	Channel
267627	WFO R11 TEL REPLAY CR PKG	Server
267628	WFO R11 TEL REPLAY CR PKG ENTL	Server
267629	WFO R11 TEL REPLAY CR PKG UPG	Server
267630	WFO R11 CR/QM ENCRYPTION	Seat
267631	WFO R11 CR/QM ENCRYPTION ENTL	Seat
267632	WFO R11 CR/QM ENCRYPTION UPG	Seat
267633	WFO R11 FULL TIME SCREEN RECORD	Seat
267619	WFO R11 FULL TIME SCREEN RECORD ENTL	Seat
267620	WFO R11 FULL TIME SCREEN RECORD UPG	Seat

258647	VERINT DIR TO AVAYA CR/QM/WFM MIGRATION ENT	Channel/Seat
<b>Quality Monitoring</b>		
267634	WFO R11 QM PKG	Seat
267635	WFO R11 QM PKG ENTL	Seat
267636	WFO R11 QM PKG UPG	Seat
270810	WFO R11 QM PKG CH IN	Seat
270811	WFO R11 QM PKG CH IN ENTL	Seat
270812	WFO R11 QM PKG CH IN UPG	Seat
267615	WFO R11 REDUN QM PKG	Seat
270813	WFO R11 REDUN QM PKG CH IN	Seat
267637	WFO R11 ADV QM PKG	Seat
267638	WFO R11 ADV QM PKG ENTL	Seat
267639	WFO R11 ADV QM PKG UPG	Seat
270814	WFO R11 ADV QM PKG CH IN	Seat
270815	WFO R11 ADV QM PKG CH IN ENTL	Seat
270816	WFO R11 ADV QM PKG CH IN UPG	Seat
267673	WFO R11 REDUN ADV QM PKG	Seat
270816	WFO R11 REDUN ADV QM PKG CH IN	Seat
267640	WFO R11 UNIFY EWARE VIEWER	Server
267643	WFO R11 DIALER ADPTR FOR QM	Server
267644	WFO R11 DIALER ADPTR FOR QM ENTL	Server
267645	WFO R11 DIALER ADPTR FOR QM UPG	Server
267646	WFO R11 CONTENT PRODUCER	Server
267647	WFO R11 CONTENT PRODUCER ENTL	Server
267648	WFO R11 CONTENT PRODUCER UPG	Server
267649	WFO R11 STRATEGIC PLANNER	Seat
267650	WFO R11 STRATEGIC PLANNER ENTL	Seat
267651	WFO R11 STRATEGIC PLANNER UPG	Seat
267652	WFO R11 APPL ANALYS	Seat
267653	WFO R11 APPL ANALYS ENTL	Seat
267654	WFO R11 APPL ANALYS UPG	Seat
<b>Reporting</b>		
267655	WFO R11 AD-HOC RPT ADDL USER	Seat
267656	WFO R11 AD-HOC RPT ADDLUSER ENT	Seat
267657	WFO R11 AD-HOC RPT ADDLUSER UPG	Seat
267658	WFO R11 COGNOS RPT STUDIO	Seat
267659	WFO R11 COGNOS RPT STUDIO ENT	Seat
267660	WFO R11 COGNOS RPT STUDIO UPG	Seat
<b>Workforce Management</b>		
267661	WFO R11 WFM PKG	Seat
267662	WFO R11 WFM PKG ENTL	Seat
267663	WFO R11 WFM PKG UPG	Seat
267691	WFO R11 REDUN WFM PKG	Seat
267664	WFO R11 ADV WFM PKG	Seat
267665	WFO R11 ADV WFM PKG ENTL	Seat
267666	WFO R11 ADV WFM PKG UPG	Seat
267713	WFO R11 REDUN ADV WFM PKG	Seat
267667	WFO R11 WFM TIME OFF MGR	Seat
267668	WFO R11 WFM TIME OFF MGR ENTL	Seat
267669	WFO R11 WFM TIME OFF MGR UPG	Seat
267670	WFO R11 WFM SHIFT BIDDING	Seat
267671	WFO R11 WFM SHIFT BIDDING ENTL	Seat



267672	WFO R11 WFM SHIFT BIDDING UPG	Seat
267676	WFO R11 WFM MULTISITE MGMT	Seat
267679	WFO R11 ADV SCORECARD	Seat
267680	WFO R11 ADV SCORECARD ENTL	Seat
267681	WFO R11 ADV SCORECARD UPG	Seat
267682	WFO R11 KPI DESIGN ADAPTER	Server
267683	WFO R11 KPI DESIGN ADAPTER ENT	Server
267684	WFO R11 KPI DESIGN ADAPTER UPG	Server
267685	WFO R11 LESSON MGMT	Seat
267686	WFO R11 LESSON MGMT ENTL	Seat
267687	WFO R11 LESSON MGMT UPG	Seat
267688	WFO R11 COMP BASED LEARNING	Seat
267689	WFO R11 COMP BASED LEARNING ENTL	Seat
267690	WFO R11 COMP BASED LEARNING UPG	Seat
267692	WFO R11 APPL LINK SRVR	Seat
267693	WFO R11 APPL LINK SRVR ENTL	Seat
267694	WFO R11 APPL LINK SRVR UPG	Seat
267695	WFO R11 ADV ADHERENCE	Seat
267696	WFO R11 ADV ADHERENCE ENTL	Seat
267697	WFO R11 ADV ADHERENCE UPG	Seat
<b>Workforce Optimization Package (CR + QM + WFM)</b>		
267698	WFO R11 WFO PKG	Seat
267699	WFO R11 WFO PKG ENTL	Seat
267700	WFO R11 WFO PKG UPG	Seat
267716	WFO R11 REDUN WFO PKG	Seat
267701	WFO R11 ADV WFO PKG	Seat
267702	WFO R11 ADV WFO PKG ENTL	Seat
267703	WFO R11 ADV WFO PKG UPG	Seat
267719	WFO R11 REDUN ADV WFO PKG	Seat
<b>Desktop and Process Analytics</b>		
267704	WFO R11 DSKTP APPL TRACKER	Seat
270818	WFO R11 DSKTP APPL TRACKER ENTL	Seat
270819	WFO R11 DSKTP APPL TRACKER UPG	Seat
267705	WFO R11 ADV DSKTP ANALYTICS	Seat
267706	WFO R11 ADV DSKTP ANALYTICS ENTL	Seat
267707	WFO R11 ADV DSKTP ANALYTICS UPG	Seat
267708	WFO R11 STR DSKTP PROCESS ANALYTICS	Seat
270820	WFO R11 STR DSKTP PROC ANALYTICS ENTL	Seat
270821	WFO R11 STR DSKTP PROC ANALYTICS UPG	Seat
267709	WFO R11 AET TO STRATEGIC DPA UP-BUY	Seat
267710	WFO R11 APP ANALYS TO STR DPA UP-BUY	Seat
270822	WFO R11 DATA PROPAGATE PROC GUIDE	Seat
<b>Speech Analytics</b>		
270262	WFO R11 SPEECH ESSENTIALS	Seat
270263	WFO R11 SPEECH ESSENTIALS ENTL	Seat
270264	WFO R11 SPEECH ESSENTIALS UPG	Seat
270265	WFO R11 SPEECH ADVANCED	Seat
270266	WFO R11 SPEECH ADVANCED ENTL	Seat
270267	WFO R11 SPEECH ADVANCED UPG	Seat
270268	WFO R11 INTERACT DATAEXPORT MGR	Seat
270377	WFO R11 INTERACT DATAEXPORT MGR ENTL	Seat
270378	WFO R11 INTERACT DATAEXPORT MGR UPG	Seat

270269	WFO R11 SPH ANALYTICS LANG ADD	Seat
270270	WFO R11 SPH ANALYTICS LANG ADD ENTL	Seat
270271	WFO R11 SPH ANLYS LANG ADD UPG	Seat
<b>Customer Feedback</b>		
267721	WFO R11 CUSTMR FDBCK ADVANCED	Seat
267722	WFO R11 CUSTMR FDBCK ADVANCED ENTL	Seat
267723	WFO R11 CUSTMR FDBCK ADVANCED UPG	Seat
267724	WFO R11 CUSTMR SEGMENT RPTG	Seat
267725	WFO R11 CUSTMR SEGMENT RPTG ENTL	Seat
267726	WFO R11 CUSTMR SEGMENT RPTG UPG	Seat
267727	WFO R11 EMAIL FDBCK MGMT RESEARCH	Seat
267728	WFO R11 EMAIL FDBCK MGMT RSRCH ENTL	Seat
267729	WFO R11 EMAIL FDBCK MGMT RSRCHUPG	Seat
<b>Base Package Up-Buys</b>		
267731	WFO R11 CR TO QM PKG UP-BUY	Seat
267732	WFO R11 CR TO ADV QM PKG UP-BUY	Seat
267733	WFO R11 CR TO WFO UP-BUY	Seat
267734	WFO R11 CR TO ADV WFO UP-BUY	Seat
267735	WFO R11 ADV CR TO ADV QM PKG UP-BUY	Seat
267736	WFO R11 ADV CR TO ADV WFO UP-BUY	Seat
267737	WFO R11 QM TO ADV QM PKG UP-BUY	Seat
267738	WFO R11 QM TO WFO UP-BUY	Seat
267739	WFO R11 QM TO ADV WFO UP-BUY	Seat
267740	WFO R11 ADV QM TO ADV WFO UP-BUY	Seat
267741	WFO R11 WFM TO ADV WFM PKG UP-BUY	Seat
267742	WFO R11 WFM TO WFO UP-BUY	Seat
267743	WFO R11 WFM TO ADV WFO UP-BUY	Seat
267744	WFO R11 ADV WFM TO ADV WFO UP-BUY	Seat
267745	WFO R11 WFO TO ADV WFO UP-BUY	Seat
<b>Lab/Trial</b>		
267746	WFO R11 ADV CR PKG CUST LAB	Channel
267747	WFO R11 ADV QM PKG CUST LAB	Seat
267748	WFO R11 ADV WFM PKG CUST LAB	Seat
267749	WFO R11 ADV WFO PKG PTNR LAB	Seat
267750	WFO R11 ADV WFO PKG CUST LAB	Seat
<b>WFO R11 for AACC Midsize Enterprise (Bundled offer)</b>		
270687	WFO R11 CR MIDSIZE ENTRPRS	Channel
<b>WFO R11 for Mid-market (Bundled offer)</b>		
271546	WFO R11 MIDMARKET CR	Channel
271547	WFO R11 MIDMARKET CR QM	Seat
271548	WFO R11 MIDMARKET WFM	Seat
271549	WFO R11 MIDMARKET CR QM WFM	Seat
<b>WFO R11 for Elite Midsize Bundle</b>		
301729	WFO R11 CR FOR ELITE-M R6 BNDLS	Seat

<b>R10.1 Material Codes</b>	<b>Short Description</b>	<b>Verint License Type</b>
248060	AV WFO R10 ACR IC INTG	Server
248061	AV WFO R10 ACR IC INTG ENTL	Server
248062	AV WFO R10 ACR IC INTG UPG	Server

248063	AV WFO R10 ACR DIALER INTG	Server
248064	AV WFO R10 ACR DIALER INTG ENTL	Server
248065	AV WFO R10 ACR DIALER INTG UPG	Server
<b>Contact Recording / Compliance Recording</b>		
248066	AV WFO R10 COMP RCD PKG	Channel
248067	AV WFO R10 COMP RCD PKG ENTL	Channel
248068	AV WFO R10 COMP RCD PKG UPG	Channel
263535	AV WFO R10 COMP RCD PKG CN IN	Channel
263536	AV WFO R10 COMP RCD PKG UPG CHINA INDIA	Channel
248069	AV WFO R10 REDUN COMP RCD PKG	Channel
248070	AV WFO R10 REDUN COMP RCD PKG ENTL	Channel
248071	AV WFO R10 REDUN COMP RCD PKG UPG	Channel
263537	AVWFOR10 REDUNCOMPRCDPKG CHINA INDIA	Channel
263538	AV WFO R10 REDUN COMP RCD UPG CHINA INDIA	Channel
248072	AV WFO R10 ADV COMP PKG	Channel
248073	AV WFO R10 ADV COMP PKG ENTL	Channel
248074	AV WFO R10 ADV COMP PKG UPG	Channel
269203	AV WFO R10 ADV CR PKG CN IN	Channel
248075	AV WFO R10 ADV COMP PKG REDUN	Channel
269204	AV WFO R10 REDUN ADV CR PKG CN IN	Channel
248076	AV WFO R10 ADV COMP PKG REDUN ENTL	Channel
248077	AV WFO R10 ADV COMP PKG REDUN UPG	Channel
248078	AV WFO R10 TEL REPLAY PT	Channel
248079	AV WFO R10 TEL REPLAY PT ENTL	Channel
248080	AV WFO R10 TEL REPLAY PT UPG	Channel
248084	AV WFO R10 CNTL REPLAY SRVR SFTW	Server
248085	AV WFO R10 CNTL REPLAY SRVR SFTW ENTL	Server
248086	AV WFOR10 CNTRL REPLAY SRVR SFTW UPG	Server
248087	AV WFO R10 ARCHIVE MGR PKG ADD-ON	Server
248088	AV WFO R10 ARCHIVE MGR PKG ADD-ON ENTL	Server
248089	AV WFO R10 ARCHIVE MGR PKG ADD UPG	Server
248090	AV WFO R10 TEL REPLAY COMP PKG ADD	Server
248091	AV WFO R10 TEL RPLY COMP PKG ADDON ENTL	Server
248092	AV WFO R10 TEL RPLY COMP PKG ADD UPG	Server
248093	AV WFO R10 QM/ACR ENCRPN OPT	Seat
248094	AV WFO R10 QM/ACR ENCRPN OPT ENTL	Seat
248095	AV WFO R10 QM/ACR ENCRPN OPT UPG	Seat
263510	AV WFO R10.1 FULL TIME SCREEN RECORD	Seat
258647	VERINT DIR TO AVAYA CR/QM/WFM MIGRATION ENT	Channel/Seat
<b>Quality Monitoring</b>		
248096	AV WFO R10 QLTY MON PKG	Seat
248097	AV WFO R10 QLTY MON PKG ENTL	Seat
248098	AV WFO R10 QLTY MON PKG UPG	Seat
269205	AV WFO R10 QLTY MON PKG CN IN	Seat
248099	AV WFO R10 ADV QLTY PKG	Seat
248100	AV WFO R10 ADV QLTY PKG ENTL	Seat
248101	AV WFO R10 ADV QLTY PKG UPG	Seat
269206	AV WFO R10 ADV QLTY PKG CN IN	Seat
248111	AV WFO R10 UNIFY ENTLWARE/VIEWR PKG ADD	Server
248112	AV WFO R10 UNFY ENTLWARE/VWR PKG ADD ENTL	Server
248113	AV WFO R10 UNFY ENTLWARE/VWR PKG ADDUPG	Server

248114	AV WFO R10 DIALER ADPTR FOR QM	Server
248115	AV WFO R10 DIALER ADPTR FOR QM ENTL	Server
248116	AV WFO R10 DIALER ADPTR FOR QM UPG	Server
248117	AV WFO R10 CONTENT PRODUCER	Server
248118	AV WFO R10 CONTENT PRODUCER ENTL	Server
248119	AV WFO R10 CONTENT PRODUCER UPG	Server
248123	AV WFO R10 STRATEGIC PLANNER	Seat
248124	AV WFO R10 STRATEGIC PLANNING ENTL	Seat
248125	AV WFO R10 STRATEGIC PLANNER UPG	Seat
248126	AV WFO R10 DESKTOP APP MGR	Seat
248127	AV WFO R10 DSKTP APP MGR ENTL	Seat
248128	AV WFO R10 DESKTOP APP MGR UPG	Seat
248129	AV WFO R10 CNCT VISUALIZATION	Seat
248130	AV WFO R10 CNCT VISUALIZATION ENTL	Seat
248131	AV WFO R10 CNCT VISUALIZATION UPG	Seat
<b>Reporting</b>		
263923	AV WFO R10.1 AD-HOC RPT ADDL USER	Seat
263924	AV WFO R10.1 AD-HOC RPT ADDLUSER ENT	Seat
263925	AV WFO R10.1 AD-HOC RPT ADDLUSER UPG	Seat
263926	AV WFO R10.1 COGNOS RPT STUDIO	Seat
263927	AV WFO R10.1 COGNOS RPT STUDIO ENT	Seat
263928	AV WFO R10.1 COGNOS RPT STUDIO UPG	Seat
<b>Workforce Management</b>		
248153	AV WFO R10 WORKFORCE MGMT PKG	Seat
248154	AV WFO R10 WORKFORCE MGMT PKG ENTL	Seat
248155	AV WFO R10 WORKFORCE MGMT PKG UPG	Seat
248156	AV WFO R10 ADV WFM PKG	Seat
248157	AV WFO R10 ADV WFM PKG ENTL	Seat
248158	AV WFO R10 ADV WFM PKG UPG	Seat
248162	AV WFO R10 WFM TIME OFF MGR PKG ADD	Seat
248163	AV WFO R10 WFM TIMEOFFMGR PKG ADD ENTL	Seat
248164	AV WFO R10 WFM TIMEOFFMGR PKG ADD UPG	Seat
248165	AV WFO R10 WFM SHIFT BID PKG ADD-ON	Seat
248166	AV WFO R10 WFM SHIFT BID PKG ADDON ENTL	Seat
248167	AV WFO R10 WFM SHIFT BID PKG ADD UPG	Seat
248168	AV WFO R10 WFM MULTIMED PKG ADD-ON	Seat
248169	AV WFO R10 WFM MULTIMED PKG ADD-ON ENTL	Seat
248170	AV WFO R10 WFM MULTIMED PKG UPG	Seat
248171	AV WFO R10 WFM MULTISITE MGMT	Seat
248172	AV WFO R10 WFM MULTISITE MGMT ENTL	Seat
248173	AV WFO R10 WFM MULTISITE MGMT UPG	Seat
248174	AV WFO R10 ADV SCORECARD	Seat
248175	AV WFO R10 ADV SCORECARD ENTL	Seat
248176	AV WFO R10 ADV SCORECARD UPG	Seat
258648	AV WFO R10 KPI DESIGN ADAPTER	Server
258649	AV WFO R10 KPI DESIGN ADAPTER ENT	Server
258650	AV WFO R10 KPI DESIGN ADAPTER UPG	Server
248177	AV WFO R10 LESSON MGMT	Seat
248178	AV WFO R10 LESSON MGMT ENTL	Seat
248179	AV WFO R10 LESSON MGMT UPG	Seat
248180	AV WFO R10 COMP BASED LEARNING	Seat
248181	AV WFO R10 COMP BASED LEARNING ENTL	Seat

248182	AV WFO R10 COMP BASED LEARNING UPG	Seat
263511	AV WFO R10.1 PERF MGMT COACHING	Seat
263929	AV WFO R10.1 APPL LINK SRVR	Seat
263930	AV WFO R10.1 APPL LINK SRVR ENTL	Seat
263931	AV WFO R10.1 APPL LINK SRVR UPG	Seat
263932	AV WFO R10.1 ADV ADHERENCE	Seat
263933	AV WFO R10.1 ADV ADHERENCE ENTL	Seat
263934	AV WFO R10.1 ADV ADHERENCE UPG	Seat
<b>Workforce Optimization Package (CR + QM + WFM)</b>		
248183	AV WFO R10 WORKFORCE OPT PKG	Seat
248184	AV WFO R10 WORKFORCE OPT PKG ENTL	Seat
248185	AV WFO R10 WORKFORCE OPT PKG UPG	Seat
248186	AV WFO R10 ADV WFO PKG	Seat
248187	AV WFO R10 ADV WFO PKG ENTL	Seat
248188	AV WFO R10 ADV WFO PKG UPG	Seat
<b>Desktop and Process Analytics</b>		
263512	AV WFO R10.1 DESKTOP APPLIC TRACKER	Seat
263513	AV WFO R10.1 ADV DESKTOP ANALYTICS	Seat
263935	AV WFO R10.1 ADV DESKTOP ANALYTICS ENT	Seat
263936	AV WFO R10.1 ADV DESKTOP ANALYTICS UPG	Seat
263514	AV WFO R10.1 STR DESKTOP PROCESS ANALYTICS	Seat
263937	AV WFO R10.1 AET TO STR DPA UP-BUY	Seat
263938	AV WFO R10.1 APP ANALYSIS TO STR DPA UP-BUY	Seat
<b>Speech Analytics</b>		
248132	AV WFO R10 SPEECH ESSENTIALS	Seat
248133	AV WFO R10 SPEECH ESSENTIALS ENTL	Seat
248134	AV WFO R10 SPEECH ESSENTIALS UPG	Seat
248135	AV WFO R10 SPEECH ADVANCED	Seat
248136	AV WFO R10 SPEECH ADVANCED ENTL	Seat
248137	AV WFO R10 SPEECH ADVANCED UPG	Seat
263467	AV WFO R10.1 INTERACT DATAEXPORT MGR	Seat
263939	AV WFO R10.1 SPH ANLYS LANG ADD	Seat
263940	AV WFO R10.1 SPH ANLYS LANG ADD ENT	Seat
263941	AV WFO R10.1 SPH ANLYS LANG ADD UPG	Seat
<b>Customer Feedback</b>		
248141	AV WFO R10 CUSTMR FDBCK ADVANCED	Seat
248142	AV WFO R10 CUSTMR FDBCK ADVANCED ENTL	Seat
248143	AV WFO R10 CUSTMR FDBCK ADVANCED UPG	Seat
248147	AV WFO R10 CUSTMR SEGMENT RPTG	Seat
248148	AV WFO R10 CUSTMR SEGMENT RPTG ENTL	Seat
248149	AV WFO R10 CUSTMR SEGMENT RPTG UPG	Seat
248150	AV WFO R10 EMAIL FDBCK MGMT RESEARCH	Seat
248151	AV WFO R10 EMAIL FDBCK MGMT RSRCH ENTL	Seat
248152	AV WFO R10 EMAIL FDBCK MGMT RSRCHUPG	Seat
<b>Base Package Up-Buys</b>		
263942	AV WFO R10 COMP TO ADVCOMP PKG UPBUY	Channel
248105	AV WFO R10 COMP TO QM PKG UP-BUY	Seat
248108	AV WFO R10 COMP TO ADV QM PKG UP-BUY	Seat
248189	AV WFO R10 COMP TO WFO UP-BUY	Seat
262575	AV WFO R10 COMP TO ADV WFO UP-BUY	Seat
262576	AV WFO R10 ADV COMP TO ADV QM UP-BUY	Seat
262577	AV WFO R10 ADV COMP TO ADV WFO UP-BUY	Seat

248102	AV WFO R10 QM TO ADV QM PKG UP-BUY	Seat
248192	AV WFO R10 QM TO WFO UP-BUY	Seat
262573	AV WFO R10 QM TO ADV WFO UP-BUY	Seat
262574	AV WFO R10 ADV QM TO ADV WFO UP-BUY	Seat
248159	AV WFO R10 WFM TO ADV WFM PKG UP-BUY	Seat
248195	AV WFO R10 WFM TO WFO UP-BUY	Seat
262578	AV WFO R10 WFM TO ADV WFO UP-BUY	Seat
262579	AV WFO R10 ADV WFM TO ADV WFO UP-BUY	Seat
266030	AV WFO R10 WFO TO ADV WFO UP-BUY	Seat
<b>Lab/Trial (see note 4)</b>		
248198	AV WFO R10 COMP RECORDING CUST LAB	Channel
248199	AV WFO R10 QM CUST LAB	Seat
248200	AV WFO R10 WORKFORCE MGMT CUST LAB	Seat
248201	AV WFO R10 WORKFORCE OPT PTNR LAB	Seat
248202	AV WFO R10 WORKFORCE OPT CUST LAB	Seat
<b>WFO 10.0 s/w for CCE 5.x and 4.x when the 5.x release</b>		
245388	CCE R5 WORKFORCE MGMT EXPRESS LIC	Seat
245387	CCE R5 CALL RECORDING LIC	Seat
259672	CCE R5 UPG CALL RECORDING ENTL	Seat
259671	CCE R5 UPG CALL RECORDING LIC	Seat
<b>AACC 6.1 code for WFO 10.1 s/w for non-AAWFO solution with SIP CC</b>		
264920	AACC NODAL WFO INTERFACE	Seat
264921	AACC NODAL WFO INTERFACE - 3RD-PARTY	Seat
<b>AACC 6.1 codes for WFO 10.1 s/w in mid-size market applications</b>		
263943	AACC R6 WFO R10 ESS WFM EXPRS	Seat
263945	AACC R6 WFO R10 ESS WFM EXPRS MIGCCE	Seat
263946	AACC R6 WFO R10 WFM EXP MIG CCE ENT	Seat
263947	AACC R6 WFO R10 ESS CALL RCDG PT	Channel
263948	AACC R6 WFO R10 ENT CALL RCDG MIGCCE	Channel
263949	AACC R6 WFO R10 CALL RCDG MIGCCE ENT	Channel
<b>WFO 10.1 for AACC 6 Essential Plus bundle offer</b>		
268921	AV WFO R10.1.2 CR MIDSIZE ENTPRS	Channel

## Verint Resale

Material Codes	Short Description	Verint License Type
189302	VERINT GENERIC SOFTWARE	Subject to M above, see order quotation