

Implementation of the blueButler system involves a series of defined processes that ensures a fully configured and tested system.

Project Management

Upon receipt of the signed Purchase Order for the blueButler system, blueC will assign a Project Manager to the project. The Project Manager will review Customer's technical environment and will review the project milestones to be completed. blueC and Customer will agree upon target dates to achieve the project milestones and both blueC and Customer agree to use commercially reasonable efforts to abide by dates agreed upon.

Central staging

Server to be shipped to blueC staging site with 32-bit Windows 7, XP Pro, 2003 or 2008 installed.

NOTE: Ensure that the server is installed with IIS and .NET 4.

blueC will install the no charge Microsoft SQL Express license unless Customer provides a full SQL license to be used.

blueC will arrange to have the line cards shipped to the staging site and installed in the server.

blueC staff will install and configure the blueButler software and required software components (i.e. Tomcat, Java, LDAP, etc).

Customer to ensure user desktops (or Terminal Server) have the Microsoft .NET 4 framework and latest Windows Media Player installed.

Alternative - Remote staging

Customer to supply server with 32-bit Windows 7, XP Pro, 2003 or 2008 installed. blueC staff requires remote access to the server (ie. VPN, LogMeIn, etc).

NOTE: Ensure that the server is installed with IIS, .NET 4.

blueC will install the no charge Microsoft SQL Express license unless Customer provides a full SQL license to be used.

blueC will have the line cards shipped to the staging site. Customer to install the line cards in the server. blueC staff will install and configure the blueButler software and required software components (i.e. Tomcat, Java, LDAP, etc).

Customer to ensure user desktops (or Terminal Server) have the Microsoft .NET 4 framework and latest Windows Media Player installed.

Wiring

Customer to arrange for PBX technician to install wiring to connect blueButler hardware to PBX phones / trunks to be recorded.

- T-connect or Bridge-clip wiring for digital phones and analog trunks
- SPAN or passive tap connection for IP phones
- RJ45 splitters for T1/E1 digital trunks

If required, Customer to arrange installation of the wiring and configuration of the station ports on the PBX for the Dialogic card(s).

Onsite install

Customer to arrange for IT technician to install Windows server and connect it to their LAN. Connect the line card cables to the proper tap points.

System test

blueC and Customer test a set of sample phones / users – configure the IP/MAC addresses and/or digital ports for each test phone. blueC to document a list of test calls to be made on the system. Perform each test case individually.

**Configuration**

Customer provides blueC with a flat file (or Excel file) listing of phone extensions, users and directory information. blueC configures the user profiles and directory. Make sample calls on each phone. Verify that access permissions have been correctly set.

Training*Administrator Training*

blueC provides one-on-one training for the Administrator of the system on the following topics:

- Setting up a Backup/Archive schedule; Adding Departments; Move/Add/Change procedures (users and phone taps);
- Monitoring Hard Disk space and SQL file size; Maintenance procedures (monthly restart, image backup)

Supervisor / Manager Training

blueC provides group-based training for the Supervisors and Managers on the following topics:

- How blueButler works (architecture, call recording file storage, SQL tables); Live Call monitoring (option);
- Creating and Running reports; Scheduling a report; Maintaining the User Profiles;
- Optional Quality Evaluation module (Creating an Evaluation Template, Performing an Evaluation, Grading system)

End-User Training

blueC provides a train-the-trainer session for End User / Agent training on the following topics:

- blueButler overview; Installing the blueButler Client application; How to Search/Access your call recording files;
- Playing a recording file; Real-time Call Activity; Adding searchable information to the call record;
- Optional topics (How to Download/Email recording files; Adding Call Tags to a call; Copying a Link to your BMS/CRM system;
- On Demand recording; Using Scripts; Reviewing files in the Document Repository)

Supplemental Training

blueC recommends scheduling a Supplemental Q&A Training session two or three months after the system has been operational to answer questions from the users and to reinforce the topics covered in the earlier training sessions.

Monitoring

blueC remotely monitors the system for a designated time period (typically 2 weeks) to ensure that it is functioning as expected.