

# Arc Enterprise Software Upgrade Policy



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# Document History

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## 1. Purpose and Audience

This document defines the upgrade process for the Arc Solutions portfolio of attendant console software. Its intended audience is Arc Solutions personnel, and reseller/distributor staff.

## 2. Copyright Statement

Copying of this document by any third party is strictly prohibited. This document contains information that should not be disclosed outside of the Arc reseller community without the permission of Arc Solutions (International) Ltd.

## 3. Usage of this document

This document is to be used by Resellers and Distributors in order to assign the appropriate product codes to Arc software upgrades. The document also offers referral to the appropriate regional price lists and account teams.

## 4. Overview:

Arc Solutions will from time to time release new (updated) versions of the Arc Attendant Console Software. These upgrades will be categorized as either:

- **Minor Upgrades (including Maintenance Releases):** This includes the addition of some new minor features, software enhancements, bug fixes and updates to incorporate third party integration capabilities.
- **Major Upgrades:** This includes the addition of new major features & functionality that did not exist prior to this upgrade, software enhancements, bug fixes and updates to incorporate third party integration capabilities.

The product codes relating to Major and Minor upgrades are defined in section 6 of this document.

## 5. New Features:

The table below shows a summary of major feature differences between software versions. Those marked with \* are subject to an additional chargeable license fee or associated component.



= New Feature Included



=Existing Feature Included from Previous Version

Feature	V4.1.0	V4.1.0 sr2	V4.1.1	V4.1.1 sr1	V4.1.2	V4.1.3	V4.1.3 sr1	V4.1.3 sr2	V4.1.4	V4.1.4 sr2	V 5.0.0	V 5.0.1	V 5.1
Auto Call Redirect	<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for 4000 BLF		<input checked="" type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Absent Message & LDAP changes		<input checked="" type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dial plan enhancements		<input checked="" type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arc Presence Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Call Park	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reverted Call Control	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arc Contact Summary Tables					<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Set Call Forwarding				<input checked="" type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phonetic/Direct Searching					<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Filter Prioritization					<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Multi-Tenancy						<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Directory/Page Group Scalability							<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Default Authentication Domain			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Search Settings for LDAP			<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wildcards, 'and' Search							<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International Dialling Codes							<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Hot Standby*</i>									<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directory Colour Coding									<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DDI Diversion with ID									<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notes, V-mail & Contact Hot Keys										<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Configurable Direct Transfer										<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direct Field Mappings										<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Available/Unavailable										<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Auto Record All Calls*</i>										<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced keyword searching										<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cross Tab											<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<i>Cisco CUPS Integration*</i>											<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<i>Microsoft OCS Integration*</i>											<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<i>Exchange Server Calendar *</i>											<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Short Message Service (SMS) *												<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Click to Dial *												<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Web Connect *												<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Phonetic Searching												<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Serial Calling													<input checked="" type="checkbox"/>	<input type="checkbox"/>
Consolidated Presence form													<input checked="" type="checkbox"/>	<input type="checkbox"/>
Enhanced Graphical User														<input checked="" type="checkbox"/>
Flexible Font Sizing														<input checked="" type="checkbox"/>
JAWS Screen Reader 9.0														<input checked="" type="checkbox"/>
Directory A-Z/Z-A Sort														<input checked="" type="checkbox"/>
Enhanced User Rights (Disable														<input checked="" type="checkbox"/>
Presence short cut key <small>(Arc Keyboard only)</small>														<input checked="" type="checkbox"/>
Extended Dial Plan														<input checked="" type="checkbox"/>
Enhanced localization														<input checked="" type="checkbox"/>
Large scale BLF support (10k														<input checked="" type="checkbox"/>
Platform support for Windows Server/SQL Server 2008														<input checked="" type="checkbox"/>

## 6. Current Arc Upgrade Software Product Code Table:

Upgrade product codes are dependent on whether an upgrade is deemed as Minor or Major, together with whether the customer site is covered under a valid 'plus' support contract, as follows: *(where 'XXX' relates to the region into which the upgrade is supplied i.e. USA, MEA, EUR, APAC)*

Original Arc Software Version	Upgraded To Version:	Upgrade Part Code For unsupported customers or 'standard' support contract holders	Upgrade Part Code For " Plus" support contract holders
Pre Arc 4.1.0	<b>Arc 5.1 Premium</b>	MAJOR NON-SUPPORTED <b>UPG-MA-NS-XXX</b>	MAJOR SUPPORTED <b>UPG-MA-S-XXX</b>
Arc 4.1.0 thru to 4.1.1	<b>Arc 5.1 Premium</b>	MAJOR NON-SUPPORTED <b>UPG-MA-NS-XXX</b>	MAJOR SUPPORTED <b>UPG-MA-S-XXX</b>
Arc 4.1.2 thru to 4.1.4sr2	<b>Arc 5.1 Premium</b>	MAJOR NON-SUPPORTED <b>UPG-MA-NS-XXX</b>	MAJOR SUPPORTED <b>UPG-MA-S-XXX</b>
Arc 5.0.1 thru to 5.0.2	<b>Arc 5.1 Premium</b>	MINOR NON SUPPORTED <b>UPG-MI-NS-XXX</b>	MINOR SUPPORTED <b>UPG-MI-S-XXX</b>
Arc 4.1.0 Solutions+	<b>Arc 5.1 Premium</b>	MAJOR NON-SUPPORTED <b>UPG-SPLUS-XXX</b>	MAJOR SUPPORTED <b>UPG-SPLUS-XXX</b>

## 7. Pricing

Pricing for the above product codes is available from your local Arc Sales office.

## 8. Additional options

There are a number of additional, chargeable options that are available to Arc Enterprise Premium 5.1 customers that may not have been available on previous versions of attendant console software.

Option	Description
<b>XML Presence</b>	Enables Cisco IP phones to enter their presence status via the handset, which is then visible to Arc Console Operators
<b>XML Whisper Page</b>	Provides Arc Operators with the ability to send text messages to Cisco IP Telephone screens, with an option for users to reply
<b>CUP/OCS Integration</b>	Integration to both Cisco and Microsoft presence management tools, to provide presence information to the Arc Operators
<b>Click-2-Dial</b>	Enables Arc Operators to dial and transfer calls to any telephone that is found in any other application. i.e. Intranet directory/crm system
<b>Supervisor</b>	A comprehensive management and reporting tool capable of controlling and the Arc server and associated client applications
<b>Wallboard</b>	Real time performance indication software which enables key statistics to be displayed on a PC screen
<b>Hot Standby</b>	Duplicated Arc servers for enhanced resilience and disaster recovery
<b>SMS Messaging</b>	Enable Arc Operators to send text messages directly to cellular phones
<b>Voice Connect</b>	Server module which provides in-queue, out of hours and information voice messages
<b>Call Connect Agent Desktop</b>	Desktop client to enable users in departments, small call centers and helpdesks to answer calls in a more formal manner

## 9. Associated costs

In addition to the Arc software upgrade, there are a number of other associated costs that will be the responsibility of the Reseller to quote appropriately. Please note that the Arc software upgrade does not include the following:

- 1) **Professional Services** required to perform the upgrade – This will be provided by either suitably qualified Reseller engineers or by Arc engineers. If the upgrade services are to be provided by Arc engineers, this work will be quoted to the Reseller.
- 2) **Minimum hardware specifications** will be published by Arc Solutions for each new version of Arc. It is the responsibility of the Reseller to ensure that the hardware platform is adequate to meet the minimum requirements for the proposed software release.
- 3) **Third party software licensing** requirements may change from version to version. It is the responsibility of the Reseller to ensure that all third party licensing requirements for the Arc Software are adequately fulfilled as specified by the Third party. For Example, Microsoft SQL licensing.

## 10. End Users upgrade eligibility.

### a. 'Business Plus' and 'Total Plus' supported customers

Customers whose Arc software is covered by an enhanced '**plus**' contract, are eligible for all minor and major software upgrades to be provided at no additional charge, on the condition that the support contract is continual, with no lapse in coverage. (Excludes those items detailed in section 9 of this document).

### b. 'Business' or 'Total' Supported Customers

Customers whose Arc software is covered by a standard '**Business**' or '**Total**' contract, are eligible for all minor software upgrades to be provided at no additional charge, with major upgrades being chargeable, at a discounted rate. This is on the condition that the support contract is continual, with no lapse in coverage. (Excludes those items detailed in section 9 of this document).

### c. Non Supported Customers

Unsupported customers will firstly be required to purchase a support contract before being supplied any upgrade. Upgrades will then be supplied dependant on the type of contract purchased, as detailed above. Arc Solutions reserves the right to levy an additional charge for any unsupported period of software usage, prior to the upgrade. (Excludes those items detailed in section 9 of this document).

### d. SolutionsPlus Customers

All upgrades from SolutionsPlus to Arc Enterprise *Premium* remain chargeable. (Price on application)

*For clarifications and upgrade pricing, please refer to your local Arc account team.*

## 11. Notes on Arc Software Upgrades:

As with all upgrades, Arc will from time to time announce that particular upgrades must be applied to customer sites as part of standard support. It is the responsibility of Resellers to apply these upgrades (and Engineering Specials) as they are made available by Arc.

Arc has a defined and published **End Of Life Policy** for software. Upgrades and ongoing support for old versions of Arc software will be made available based on this Policy.

## 12. Contacting Arc:

Arc Solutions Europe  
Innovations House  
Pincent Lane, Tilehurst  
Reading, RG31 4UH  
United Kingdom  
Tel: +44 118 943 9200  
[info@arcsolutions.com](mailto:info@arcsolutions.com)

Arc Solutions MEA  
Room D306  
Dubai Silicon Oasis  
PO Box 341042  
Dubai  
Tel: +971 4 501 5600  
[mea-info@arcsolutions.com](mailto:mea-info@arcsolutions.com)

Arc Solutions Inc  
4819 Emperor Blvd  
Research Triangle Park  
Durham, NC 27703  
USA  
Tel: +1 877 9560 257  
[inquiries@arcsolutions.com](mailto:inquiries@arcsolutions.com)

Arc Solutions Asia Pacific  
2 Marks Street  
Naremburn  
NSW 2065  
Australia  
Tel: +61 409 692 480  
[apac-info@arcsolutions.com](mailto:apac-info@arcsolutions.com)