

Hammer – PRODUCTS AND PRICING

**Stress Testing: Hammer On-Call**

- Provided as a one-time managed services engagement
- Stress testing delivered by Hammer includes:
  - Test plan jointly created w/ customer
  - Development and tuning of up to 5 test scripts
  - Attended execution of 4-hour load testing session
  - Access to Hammer portal w/ stress test results and performance trending
- Testing is focused on IVR only (either inbound IVR or outbound dialer). For end to end testing, please contact [hammerchannel@infovista.com](mailto:hammerchannel@infovista.com) or <https://hammer.channeltivity.com/>.
- Onsite virtual agents and Hammer endpoints will require Hammer discovery and scoping.
- All testing is assumed to use toll free #s (non-toll free #s will incur additional toll charges)

**4-Hour Test Session**

**4-Hour Retest Session**

Port Capacity	List Price	Vol. Price	Re-test List Price	Vol. Retest Price
500	\$ <u>32,335</u>	\$24,251	\$26,835	\$20,126
1,000	\$ <u>40,909</u>	\$30,681	\$35,409	\$26,556
2,000	\$ <u>52,222</u>	\$39,166	\$46,722	\$35,041
3,500	\$ <u>63,944</u>	\$47,958	\$58,444	\$43,833
5,000	\$ <u>72,906</u>	\$54,680	\$67,406	\$50,555

**Stress Testing: Hammer On-Demand Performance**

- Provided as a self-service load testing subscription contract
- End-user access to on-going stress testing capabilities on the Hammer Cloud Platform includes:
  - Web-based script creation capability w/ Go Script Builder
  - No limit on # of test scripts
  - No limit on # of test executions
  - Ability to schedule tests of up to 90 minutes in duration
  - Ability to customize a test profile by test scripts, time duration, call rate, and peak concurrent calls
  - Stress test results and performance trending
  - Includes 1 admin and 3 developer user licenses

- Access to Hammer Knowledge Center for self-paced training
- Introductory instructor led 1-hour training session
- Access to Hammer test experts for training, mentoring, and support
- All testing is assumed to use toll free #s (non-toll free #s will incur additional toll charges)

Annual Subscription

Port Capacity	Term	List Price	Vol. Price
100	12 months	\$85,800	\$64,350
200	12 months	\$140,800	\$105,600
500	12 months	\$305,800	\$229,350

Project Based Subscription

(Requires 1 week (7 contiguous days) purchase up front; must be consumed within 3 months)

Port Capacity	Term	List Price	Vol. Price
100	1 week	\$27,557	\$20,667
	1 day	\$8,267	\$6,200
200	1 week	\$34,604	\$25,953
	1 day	\$10,381	\$7,786
500	1 week	\$47,489	\$35,616
	1 day	\$14,247	\$10,685
1,000	1 week	\$60,904	\$45,678
	1 day	\$18,271	\$13,703

Feature/Functional/Regression Testing : Hammer On-Demand QA

- Provided as a subscription contract
- End-user access to on-going QA and regression testing capabilities on the Hammer Cloud Platform includes:
  - Web-based script creation capability w/ Go Script Builder
  - No limit on # of test scripts or executions

- 10 ports of call generation capacity
- Speech recognition support for American English and Spanish
- Access to data banking for data driven testing
- Ability to schedule tests at a future date/time
- Includes 1 admin and 3 developer user licenses
- Access to Hammer Knowledge Center for self-paced training
- Introductory instructor led 1-hour training session
- All testing is assumed to use toll free #s (non-toll free #s will incur additional toll charges)

Term	List Price	Vol. Price
12 months	\$107,800	\$80,850
1 month	\$10,780	\$8,085

**CX Monitoring: VoiceWatch**

- Provided as a subscription contract
- End-user access to monitoring capabilities on the Hammer Cloud Platform includes:
  - Web-based script creation capability w/ Go Script Builder
  - No limit on # of test scripts (but sized for # of active tests)
  - Speech recognition support for American English
  - Tests can run as often as every 15 minutes, 24 x 7
  - Time of day and day of week test scheduler
  - User experience alert thresholds
  - Alert notifications via email and SMS
  - Includes 1 admin and 1 developer user license
  - Access to Hammer Knowledge Center for self-paced training
  - Introductory instructor led 1-hour training session
- All testing is assumed to use toll free #s (non-toll free #s will incur additional toll charges)

Users/Agents	Term	List Price (per test)	Vol. Price
Connect Test	12 months	\$2,000	\$1,650
	1 month	\$200	\$165
Full VIR Transaction	12 months	\$12,000	\$9,900
	1 month	\$1,200	\$990

## Agent Monitoring: Hammer Edge

- Provided as a subscription contract
- Work from home agent monitoring capabilities on the Hammer Cloud Platform includes:
  - Tests will measure and report on:
    - Voice quality (Voice RNA, MOS)
    - Network impairments (jitter, dropped packets, delay)
    - Network speed (upload/download)
  - Administrator access includes:
    - Reporting access to all user measurement results
    - Alert thresholding and notifications
    - Test frequency and measurement server assignment
    - Configuration of allowable user selection for ISP, location, and user group
  - Includes admin user access and access to browser extension
  - Access to Hammer Knowledge Center for self-paced training
  - Introductory instructor led 1-hour training session

Users/Agents	Term	List Price per User	Vol. Price per User
100 - 1,000	12 month	\$240	\$192.00
	1 month	\$20	\$16
1,001 - 5,000	12 month	\$144	\$108.00
	1 month	\$12	\$9.00
5,001 - 10,000	12 month	\$120	\$90.00
	1 month	\$10	\$7.50
10,001 - 15,000	12 month	\$96	\$72.00
	1 month	\$8	\$6.00
15,001+	12 month	\$72	\$54.00
	1 month	\$6	\$4.50