



Consultare Professional Services



Virtuos Consultare RapidPro

Oracle RightNow RapidPro Consulting and Professional Services (CAPS) Package is designed to deliver incredible speed and efficiency for a small price. Choose from a la carte or buffet services bundled for maximizing your success – instantly.



Virtuos Consultare Project Methodology

**5 YEARS OF
EXPERIENCE
IN
RIGHTNOW**

Virtuos Consultare delivers industry-specific counsel and integrated, end-to-end solutions that support our customers' strategic, operational, and financial goals. Consultare team consists of Business, Technology and Solution Consultants & Architects with deep industry expertise and extensive experience in strategizing and implementing the right IT Solution for your business.

Virtuos Solutions, Oracle Gold Certified Partner with specialization in RightNow CX has a deep experience of over 5 years. Virtuos Consultare - the Professional Services and Consulting Division implements solutions for customers using Virtuos Lifecycle® and Collabra® Project management methodologies. Virtuos carries a rich experience in providing exceptional Customer Experiences across Retail & E-commerce, Travel & Transportation, Banking & Financial Services and Consumer Electronics verticals. The projects are managed by certified Oracle RightNow Domain Specialists and Consultants at Virtuos around "Harvesting, Acquisition, Retention, Efficiency" (HARE) proposition contributing to significant ROI.

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ADVICE: With comprehensive know-how and customized workshops to deeply understand your needs, we are always there to guide you with your exact requirements

IMPLEMENTATION: Virtuos' certified professional consultants will be working on the project implementation & will not only help to deploy Oracle RightNow CX Suite, but also integrate it seamlessly into the existing system landscape.

TRAINING: Virtuos helps provide training to both- end users as well as the Trainers. Role and Team specific training will be provided on-site or remotely.

SERVICE: Consultare is all about Service. With consultants always eager to service you, the Service Levels are always met, yes, we guarantee that! Always happy to help, our Consultants are just a call away!





Elite Debut Package

RightNow CX RapidPro Pilot Services



RightNow Web Experience

Elite Debut Web includes the following

Services for 5 to 10 Users.

Email Response Setup for 5 users

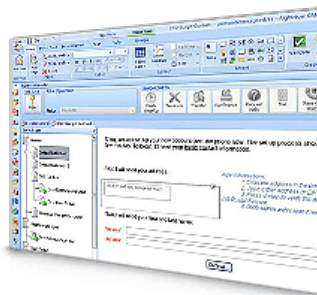
Chat Cloud Service Setup for 3 users

Web-Self Service (20 Articles)

1 Day OffSite Admin Training

2 Day Offsite Monitoring

Total 20 ManDays US\$6000



RightNow Contact Center

Elite Debut Contact Center includes the

following services for 10-15 Agents

Incident Management

Agent Desktop Configuration

Advanced Rules & Workflows*

1 Day OffSite Admin Training

2 Day Offsite Monitoring

Limited to 20 ManDays US\$7000

Social Monitor Cloud Add US\$500

Self-Service for Facebook Add US\$500

**Limited to 1 Manday effort*



RightNow Service Experience Platform

Elite Debut Service includes the following
services for 10-15 Users Incident Management

Agent Desktop Configuration

Advanced Rules & Workflows*

Activating Multi-Channels using

Voice, Email, Chat and Social.

Open standard API Integration with back end

System**

Limited to 20 ManDays US\$8000

1 Day OffSite Admin Training

2 Day Offsite Monitoring

**Limited to 1 Manday effort*

*** Subject to feasibility*



Elite A la carte Services

Virtuos Consultare offers fixed time A la carte Services with package inclusions. The entire Elite A la carte services can be tailored to meet the customer requirement. All the Elite A la carte services come with two full day remote Discovery and Systems requirement gathering included in the following packages.



Knowledge Management and Incident Management		US\$ 11875
Package Inclusion:		
Description	Quantity	
Creation of Staff Accounts, Profiles	25	
Custom Fields	20	
Workspaces	5	
Navigation Sets	5	
Login IP Restriction	1	
CP Branding	1	
KB Articles, Answer Access Levels	100 Articles, 2 access levels,	
Process	1	
Guides	5	
Answer Stop Words	50	
SLA	2	
Holidays	5	
Products, Categories and Dispositions	25 Products, 25 Categories, 5 Disposition	
Queues	10	
Standard Text	100	
Incident Stop Words	50	
Incident Creation Process and Business rules	1 Process, 20 Rules	



Knowledge Management and Standalone Chat		US\$ 12250
Package Inclusion:		
Description	Quantity	
Creation of Staff Accounts, Profiles	25	
Custom Fields	20	
Workspaces	5	
Navigation Sets	5	
Login IP Restriction	1	
CP Branding	1	
KB Articles, Answer Access Levels, Review Dates,	100	
Process	1	
Guides	5	
Answer Stop Words	50	
SLA	2	
Holidays	5	
Product, Categories, Dispositions	25 Products, 25 Categories, 5 Disposition	
Chat Queues	10	
Standard Text	100	
Chat Process and Rules	1 Process, 20 Rules	
Proactive Chat Rules	2	



Knowledge Management		US\$ 7125
Package Inclusion:		
Description	Quantity	
Creation of Staff Accounts, Profiles	5	
Custom Fields	5	
Workspaces	1	
Navigation Sets	1	
Login IP Restriction	1	
CP Branding	1	
KB Articles, Answer Access Levels, Review Dates,	100	
Process	1	
Guides	5	
Answer Stop Words	50	



Consultare Professional Services



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All the Professional Services are delivered remotely. If the customers require specific onsite services, it may be necessary to buy T&E Pack which will be available on demand as per the project location.