

## Speech Application Cost Estimation Table

*This following table provides **estimates** of the cost for converting a DTMF application to speech based upon the complexity and size of the application. Note that the dollar amounts presented in this table are rough estimates **ONLY** that are based upon typical deployments. In no way should these figures be construed as binding price quotes.*

Application Element Complexity Description	Example Applications	Estimated Professional Service Costs (\$) For Converting DTMF Application to Speech Based Upon Application Size (Assumes 1 Language)		
		Small (1-10 input states)	Medium (11-30 input states)	Large (31 +input states)
<p><b>Simple</b> applications contain only the following:</p> <ul style="list-style-type: none"> <li>• Recognition:                             <ul style="list-style-type: none"> <li>○ Yes/No</li> <li>○ Fixed-length digit strings</li> <li>○ Static menus/lists of up to 10 items</li> </ul> </li> <li>• (Optional) DTMF entry for numeric items</li> <li>• No list navigation</li> <li>• Standardized IR Reporting</li> <li>• Up to 2 host transactions with existing API</li> <li>• No CTI integration</li> </ul>	<ul style="list-style-type: none"> <li>• PIN reset</li> <li>• Surveys</li> <li>• Auto-attendant with only department names</li> <li>• Information line</li> <li>• Store locator by U.S. zip code</li> </ul>	10K-15K	15K-25K	25K-35K

Attachment 2

<p><b>Average</b> complexity applications contain any of the simple application elements plus one or more of the following:</p>	<ul style="list-style-type: none"> <li>• Recognition:               <ul style="list-style-type: none"> <li>○ Variable length digit strings</li> <li>○ Fixed length alphanumeric strings</li> <li>○ Dates</li> <li>○ Times</li> <li>○ Money</li> <li>○ Credit card numbers</li> <li>○ Natural numbers</li> <li>○ Customized lists of up to 500 items</li> <li>○ List navigation</li> </ul> </li> <li>• Full DTMF back-up for all states</li> <li>• Up to 2 customized reports</li> <li>• Simple Host Transactions with Existing API</li> <li>• No CTI</li> </ul>	<ul style="list-style-type: none"> <li>• Travel reservations (transfer to agent to gather name)</li> <li>• Order tracking</li> <li>• Fares &amp; Schedule information</li> <li>• Product Help Desk</li> <li>• Account inquiry</li> <li>• Bill payment</li> <li>• Store location by non-U.S. postal code</li> </ul>	<p>35K-55K</p>	<p>55K-80K</p>	<p>80K-125K</p>
<p><b>High</b> complexity applications contain any of the simple or average application elements plus one or more of the following:</p>	<ul style="list-style-type: none"> <li>• Recognition:               <ul style="list-style-type: none"> <li>○ Names</li> <li>○ Addresses</li> <li>○ Variable length alphanumeric strings</li> <li>○ Customized lists of more than 500 items</li> </ul> </li> <li>• Dynamic menus</li> <li>• Dynamic grammars</li> <li>• More than 2 customized reports</li> <li>• Customized API for host transactions</li> <li>• Complex host transactions</li> <li>• CTI Integration</li> </ul>	<ul style="list-style-type: none"> <li>• Auto-attendant (with names)</li> <li>• Change of address</li> <li>• Bill Paying w/personalized payee list</li> <li>• Fully automated travel reservations</li> <li>• Roadside Assistance</li> </ul>	<p>125K-135K</p>	<p>135K-150K</p>	<p>150K +</p>