



FEATURE SUMMARY & PRICING

Fall 2009.2

CORE FEATURES

3 License Minimum Purchase

- Log a Call
- Search (Inc. full text)
- Core Reports
- Email Notification Engine
- Call Monitor
- Roles / Rates
- Outlook Bridge (Plug-in)
- Calendar Events
- Variable Rate Structures
- User Account Management
- Spell Checker
- Internal Knowledge Base
- 100% Browser Based
- System Actions
- Color Coded Call Priority System
- Business Rules
- Category Management
- Powerful Time Management & Reconciliation features for contract & Pre-Paid support tracking

AVAILABLE DISCOUNTS

- Education, Government, Non-Profit: **10%**
- Bulk Purchase (11 to 24 Licenses): **10%**
- Bulk Purchase (25 to 50 Licenses): **20%**
- Bulk Purchase (51+ Licenses): **30%**
- Per Seat Licensing Option: **20%**

LICENSING AND PRICING MODEL

- Revelation is used by your support staff and management to support your end users
- Support staff require a license, your end users do not
- **Standard Pricing (below) is priced per license and is concurrent**
- Revelation allows for unlimited end users at no additional cost
- Pricing includes online training

MODULE PACKS

Scheduled Event Enabled

MANAGEMENT PLUS

- Enhanced Classic Reports
- Call Management Dashboard
- Parent / Child Feature
- Call Action Filter
- Save Reports
- Save Searches
- Custom Email Notifications
- Timesheet View
- Custom Contact Call Log

BUSINESS PRODUCTIVITY

- Report Builder
- Multi Edit (Coming early 2010)
- File Upload
- Asset Management
 - Active Audit³

PROCESS AUTOMATION

- Service Level Management
- Scheduled Events²
- Active Directory Integration³
- Call Templates
- Workflow
- Email Parser
 - Log calls via email
 - Add actions / bill time
 - Automatically parse email responses into open calls
 - Create parsing rules
 - Auto priority

PERSONALIZATION & SELF SERVICE

- Personalization
 - Phrase Control
 - Image Branding
 - Brandable Self Service Sites
- Customer Feedback
- End User Self Service
 - End User Knowledge Base

ANNUAL¹

LIFETIME

BEST VALUE

	We Host	You Host	updates & support ⁵	
CORE FEATURES	\$360.00	\$390.00	\$900.00	\$162.00
MODULE PACKS				
MANAGEMENT PLUS	\$150.00	\$180.00	\$385.00	\$69.30
BUSINESS PRODUCTIVITY	\$150.00	\$180.00	\$385.00	\$69.30
PROCESS AUTOMATION	\$150.00	\$180.00	\$385.00	\$69.30
PERSONALIZATION & SELF SERVICE	\$150.00	\$180.00	\$385.00	\$69.30
ULTIMATE⁴	\$690.00	\$740.00	\$1800.00	\$324.00

WE HOST: NOTES

- We (YellowFish)
 - Maintain your Revelation in our data center
 - Take care of all updates & maintenance

- Hosting included in price
- Setup, updates & support included

YOU HOST: NOTES

- Setup assistance Included
- Updates & support (with active agreement)

- You are responsible for 3rd party licensing
 - Windows Server
 - SQL Server