**ETM / ORACLE UPGRDE QUOTE REQUEST FORM**

The person completing this order form is responsible for the accuracy of this data which will be used to create a quote to a customer.

|  |  |  |
| --- | --- | --- |
| **Customer Company** | NAME | |
|  | ADDRESS | |
|  |  | |
| **Partner AE** | NAME | |
|  | EMAIL | PHONE |
|  |  |  |
| **Customer Contact** | NAME |  |
|  | EMAIL | PHONE |
| **Customer Deployment Contact** (if different) | NAME | |
|  | EMAIL | PHONE |
| **MDS Completed By** | NAME | |
|  | EMAIL | PHONE |

**1. Technology Version**

|  |  |
| --- | --- |
| CURRENT ETM VERSION | EXPECTED ETM UPGRADE VERSION |
| CURRENT ORACLE VERSION | EXPECTED ORACLE UPGRADE VERSION |

**2. Will the customer move to a new ETM management server?**

|  |  |
| --- | --- |
| Yes | No |

**3. Will the customer move to a new ETM database server?**

|  |  |
| --- | --- |
| Yes | No |

**4. Is the customer going to migrate call records?**

|  |  |
| --- | --- |
| Yes | No |

**5. How many call records will migrate to the new ETM database server?**

|  |
| --- |
|  |

**4. Current Database Records**

|  |  |
| --- | --- |
| CALL RECORDS | EARLIEST CALL RECORD |
| DIAGNOSTIC RECORDS | ERROR LOG |
| IPS RECORDS |  |

**Notes**

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