

Stage 1 - Telephony Integration

Task	Responsibility	Timeframe
Provide Talkative with customer's network details	Customer provides information to Talkative. Information required is externally accessible SIP URIs, SIP port, and RTP ports	1 hour *
Test calls from Talkative to phone system	Talkative to perform test calls and ensure stable voice connection and correct network settings	1 day
	Customer to answer phone during test call	1 hour

Stage 2 - Website Integration

Required tasks:

Task	Responsibility	Timeframe
Include Talkative 3 lines of code onto website	Customer webmaster or tag management system.	1 hour *
Configure UI of Talkative communication widget	Customer to choose text and colours and configure manually.	1 hour *
	OR; Talkative can configure options	1 hour

Optional additional tasks:

Task	Responsibility	Timeframe
Configure engagement rules and office hours settings	Customer configures settings within admin panel	1 hour *
Test on development or test website	Customer needs to add scripts to test website	1 hour *
Configure Talkative website-facing API	Talkative provides API and guide to customer	1 hour
	Customer web developers have flexibility over scope of integration	Depends on complexity

Stage 3 - Deployment

Task	Responsibility	Timeframe
Adding user accounts	Customer can add users within admin panel	1 hour *
Training (optional)	Talkative to perform agent and supervisor training	2 hours
	Agents to attend training session	2 hours

* Timeframes stated are estimates for the time required to complete the task. Actual timeframes for completion are dependent on the customer.