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| **Shortcut Change & New Request Form** | |
| **Request Date:** |  |
| **Project Number (Freshdesk ID):** |  |
| **nVoq Tenant Name:** |  |
| **Group Name:** |  |
| **Requested by (Name and Date):** |  |
| **Shortcut Name:** |  |
| **Purpose of request?** |  |
| **If existing, where is the shortcut now? *(test, personal, group)*** |  |
| **What Type of shortcut is this? *(HTML, Template, Keyboard, or Workflow/AutoIt*)** |  |
| **Does this shortcut have any Parent or Child relationships?  *(list names of Parent and/or Child shortcuts)*** |  |
| **To what group(s) *should* the shortcut be deployed?** |  |
| **Describe the new shortcut or the updates needed:** |  |
| **Paste Image(s)/Screenshot(s) with Arrows/Brief Explanation:** |  |

Email completed form to [**support@nvoq.com**](mailto:support@nvoq.com?subject=Request%20for%20New%20/%20Changed%20Shortcut)

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| **Estimated Hours to complete the Work:**  ***(1-2 hours, 3-4 hours, or 5+ hours*)** |  |
| **E**stimated **Cost for Shortcut:** |  |

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Please put an X in the box to the left to **acknowledge** this estimate and authorize beginning this work.

**Date:**\_\_\_\_\_\_\_\_\_ **Signature\*:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Actual Hours needed complete the Work:** |  |
| **Actual** **Cost for Shortcut:** |  |

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Please put an X in the box to the left to **ACCEPT**\*\*the work delivered and authorize invoicing for payment.

**Date:**\_\_\_\_\_\_\_\_\_ **Signature\*:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If you do **NOT ACCEPT** this shortcut, please explain the changes that need to be made in the box below:

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\*The person(s) signing this Work Order on AT&T’s behalf is duly authorized and empowered to approve this Work Order and to authorize nVoq or an approved subcontractor to perform the services.

\*\*Acceptance Process: The Deliverables and all portions thereof ("Deliverables") shall be verified by Customer for conformity with the Work Order and all appropriate corrections as a result of such verification shall be made, prior to final delivery to Customer. Upon receipt of a Deliverable, Customer shall have a period of five (5) business days or such longer periods as may be agreed to in writing by both Parties (the “Acceptance Period”) within which to test the item for substantial conformity to the Work Order and to notify nVoq in writing of its acceptance or rejection. If Deliverable is rejected by Customer, Customer shall provide a detailed explanation of the reason for rejection and recommend corrective action. If Customer has not given notice of rejection within the Acceptance Period, the Deliverable will be deemed to be accepted.