



## Offer Description – Product

# Cisco Workflows

This Offer Description is part of the [General Terms](#) or similar terms existing between You and Cisco (e.g., the End User License Agreement) (the “**Agreement**”). Capitalized terms, unless defined in this document, have the meaning in the Agreement. Any references to a Supplemental End User License Agreement or SEULA mean Offer Description.

### 1. Summary

Cisco Workflows (the “**Product**”) is a Cloud Service automation and orchestration solution that provides cross-domain outcomes to existing Cisco customers. The Product streamlines repetitive and error-prone tasks across both Cisco and third-party applications through premade automations available through Automation Hub or a “design your own” with the low to no code workflow designer. Please consult the Product Documentation located at <https://workflows.networking.cisco.com/help/workflows>.

### 2. Support and Other Services

Your purchase of the Product includes [Community Support Services](#). You may also purchase Advantage (Enhanced) support tier which includes the Basic level of [Cisco Software Support Services](#).

### 3. Performance Standards

**Service Level Objective.** If You purchase the Advantage (Enhanced) support tier, the Service Level Objective (“**SLO**”) attached to this Offer Description applies to the Product.

### 4. Data Protection

**Privacy Data Sheet.** As the Product runs on the Intersight platform, the [Intersight Privacy Data Sheet](#) applies. It describes the Personal Data that Cisco collects and processes as part of delivering the Product.

### 5. Special Terms

The Product is available at no cost provided You have a registered Cisco ID. If You wish to purchase the Advantage (Enhanced) support tier, You must enable Cisco Smart Licensing and use the Product as described in the Product Documentation.



## Service Level Objective

# Cisco Workflows

This Service Level Objective (“**SLO**”) applies to Cisco Workflows as set out in the applicable [Offer Description](#) provided You have purchased the Advantage (Enhanced) support tier. If capitalized terms are not defined in this SLO, then they have the same meaning as under the Offer Description.

### 1. Service Level

Cisco will use commercially reasonable efforts to deliver the Cloud Service so that the Core Services meet or exceed the performance standards described in the table below (“**Service Level**”). For clarity, this SLO is intended only to describe Cisco's target availability of the Core Services and does not constitute a warranty or obligation beyond using commercially reasonable efforts as stated above.

<b>Service Level</b>	During each Measurement Period, the target Availability of the Core Services will be 99%
<b>Measurement Period</b>	One calendar quarter

### 2. Response to missed Service Level

2.1 **Response.** If the Availability of the Core Services falls below the Service Level described in Section 1 for a given Measurement Period, Cisco will:

- (A) Conduct an internal technical analysis of why the Service Level was not met; and
- (B) When practicable, implement reasonable measures based on the technical analysis to help prevent any recurrence.

2.2 **Exclusions.** The following will not be considered Downtime for the purposes of this SLO:

- (A) Scheduled, planned, or emergency maintenance (‘emergency maintenance’ is unscheduled maintenance where Cisco performs work to prevent or mitigate downtime or degradation of the Cloud Service or to prevent or mitigate a security incident);
- (B) Your integrations of any software, hardware, or services not provided by Cisco or other integrations that have not been certified by Cisco;
- (C) You are using a beta, evaluation, or trial version of the Product;
- (D) Your failure to (1) use the Product or perform responsibilities in accordance with Your applicable agreement (e.g., General Terms or Enterprise Agreement), Offer Description, or the Documentation, or (2) apply updates or upgrades when made available; or
- (E) Factors outside of Cisco’s reasonable control, such as events described as Force Majeure in Your applicable agreement, Internet outages, pandemics, acts of government, cyber-attacks,

industry-wide shortages, failures (including failures involving software, hardware, equipment or technology) for which Cisco is not responsible under Your applicable agreement, or delays of common carriers

### 3. Definitions

Term	Meaning
<b>Availability</b>	Calculated as follows and converted into a percentage:  $\frac{\text{Total Service Time} - \text{Total Downtime}}{\text{Total Service Time}}$
<b>Core Services</b>	Cisco Workflows with the following capabilities: Workflows API Services and Workflows Portal
<b>Downtime</b>	The period during which the Core Services are not available, subject to the exclusions stated in Section 2.2 (Exclusions) of this SLO, and which: (A) begins (i) when Cisco logs an incident ticket based on Cisco's identification of Core Services downtime, or (ii) upon Cisco's confirmation of Core Services downtime You report to Cisco; and (B) ends when the Core Services are restored.
<b>Total Downtime</b>	The aggregate total Downtime during a Measurement Period (rounded upward to the nearest minute).
<b>Total Service Time</b>	The total number of minutes in a Measurement Period (calculated by multiplying 60 (minutes) by 24 (hours) by the number of calendar days in the Measurement Period).