Cisco Collaboration Contact Center 3.0

February 2023

Contents

Introduction

Purpose of this guide

This ordering guide is designed to help Cisco's account teams and qualified Cisco® partners quote and order Flex 3.0 Contact Center.

Using this guide and the supporting material, you will:

- Understand the Flex 3.0 Contact Center offer

- Understand the included components for each service, according to each deployment model

- Learn the quoting and ordering process

- Understand the resources available to you

A comprehensive list of all included features, services, and entitlements are included in the data sheets for the applicable service and buying model. Terms of use are stated in the applicable license or service terms. See the offer documentation section of this guide for a complete list of applicable terms and agreements.

Audience

The intended audiences for this ordering guide are Cisco sales teams and partners who have been approved to sell Collaboration Flex Plan. Partners must be eligible to sell this offer and have accepted Collaboration Flex Plan terms and conditions.

You should be familiar with the Cisco Commerce Workspace (CCW) Annuity platform. You should have completed Software as a Service (SaaS) subscriptions training as part of your company's SaaS subscription resale certification.

Offer overview

The Cisco Collaboration Flex Plan is a single subscription that gives you access to Cisco's collaboration services and software. It allows your customers to mix and match deployment models during the subscription, depending on their needs. One agreement covers software, features, services, and technical support.

Deployment models and platforms

Customers can choose whether to deploy products on-premises or on Cisco's cloud. Customers can also choose the platform that best fits their needs. Deployment models and platforms can either be selected alone or mixed as desired on a subscription.

Buying model and agent types

Collaboration Flex Plan offers a Concurrent Agent buying model with Standard and Premium agent types for its product. Supervisors for all platforms require a Premium Agent type.

Contact centers use agent counts for buying, so the measure would be Concurrent Agents or Named Agents. Named Agent is only available for Webex Contact Center. Agent types include Standard and Premium. You have the ability to choose both Standard and Premium.

For complete information about the deployment models, platforms, buying model, and agent types, refer to the Cisco Collaboration Flex Plan 3.0 Contact Center data sheet. A complete list of all SKUs and prices is in the appendix to this ordering guide.

Webex Contact Center

Webex Contact Center is a cloud deployment option that allows the customer to consume Contact Center services hosted on Cisco's cloud.

Customers can choose the agent types that best fit their needs. Agent types include Standard and Premium. Standard provides essential contact center functionality, chat, email. Premium includes the same plus, social channels including SMS and Facebook Messenger, outbound progressive dialing, and Supervisor functionality.

For complete information about Webex Contact Center and its agent types, refer to the Flex Plan Contact Center data sheet.

Webex Contact Center List Price

Platform	SKU Type	List Price
Webex Contact Center	Standard Named	$85
	Premium Named	$130
	Additional Interactive Voice Response (IVR) Port	$70
	Standard Concurrent	$115
	Premium Concurrent	$170
	Additional IVR Port	$70

*Note that all prices listed are in USD.

Webex Contact Center Enterprise

Webex Contact Center Enterprise is a unified, omnichannel cloud deployment option that enables the customer to consume Contact Center services hosted on Cisco's cloud.

Customers can choose the agent types that best fit their needs. Agent types include Standard and Premium. Standard provides essential contact center functionality. Premium includes the same plus email, chat, social channels including SMS and Facebook Messenger and outbound predictive and progressive dialing capabilities. Supervisors require Premium.

For complete information about Webex Contact Center Enterprise and its agent types, refer to the Flex Plan Contact Center data sheet.

Webex Contact Center Enterprise List Price

Platform	SKU Type	New List Price
Webex Contact Center Enterprise	Standard Concurrent	$155
	Premium Concurrent	$235
	Additional Customer Voice Portal (CVP) IVR Port	$80

Infrastructure as a Service (IaaS) for Webex Contact Center Enterprise		
Virtual CPU	**Virtual CPU memory**	**Virtual SSD Disc capacity**
$150.00 per 2.8 GHz	$125 per 32 Gigabytes	$300.00 per 1 Terabyte

Webex Contact Center Enterprise Non-Production System Deployment

The Webex Contact Center Enterprise Non-Production System is provided for use by customers in an environment where production calls will not be taken. Typical examples are use in development, testing, system integration testing, and load testing. Non-production systems cannot be used in production systems or merged with production system licenses.

Seasonality and overage for Cloud

Webex CC and Webex CCE have overage SKUs that can be used for your seasonal needs as well as providing the ability to go over your committed amount.

Details for Webex Contact Center (Webex CC) and Webex Contact Center Enterprise (Webex CCE):

- Overage SKUs are added to every order
- Overage SKUs are now same price and discount as committed SKUs
- Overage SKUs are used for any usage above committed values
  - Agents
  - Ports
  - Webex WFO
- Overage is billed in arrears
- Additional usage does not increase commit

On-Premises Contact Center

On-Premises Contact Center enables customers to host and manage their Contact Center licenses at the customer site. All management is performed by the customer.

Customers can choose the platforms and agent types that best fit their needs. Platforms include Cisco Unified Contact Center Enterprise (UCCE), Packaged Contact Center Enterprise (PCCE), and Contact Center Express (UCCX). Each provides similar contact center features for a distinct customer scenario: UCCE for comprehensive enterprise contact center deployments, PCCE for simplified prepackaged deployments, and UCCX for Small Business (SMB) and branch deployments.

Agent types include Standard and Premium. Standard provides essential contact center functionality. Premium includes the same plus email, chat, social channels including SMS and Facebook Messenger, and outbound predictive and progressive dialing capabilities. Supervisors require Premium.

For complete information about On-Premises Contact Center, its platforms, and agent types, refer to the Flex Plan Contact Center [data sheet](#).

On-Premises List Price

Platform	SKU Type	New List Price
Unified Contact Center Enterprise	Standard Concurrent	$38
	Premium Concurrent	$53
	Additional IVR Port	$20
Packaged Contact Center Enterprise	Standard Concurrent	$38
	Premium Concurrent	$53
	Additional IVR Port	$20
Unified Contact Center Express	Standard Concurrent	$38
	Premium Concurrent	$53
	Additional IVR Port	N/A

*Note that all prices listed are in USD.

Seasonality for On-Premises

Customers with seasonal usage requirements can be supported by adding a second Flex subscription for the seasonal period (e.g., less than 12 months). For example, a customer with a subscription for 300 committed agents for 36 months that needs an extra 100 agents during a holiday season could add a second subscription for 100 agents for 3 months during the holiday season. This subscription will not auto-renew and must be approved by Cisco. Both subscriptions would need to use the same customer Smart Account.

Details for on-premises:

- No Overage SKUs available

- Requires Smart Licensing

- Usage reported to Smart License server

- System goes into out-of-compliance state if usage is above committed values

- Solution is to create a second Flex subscription for short term licenses to get back in compliance

  ◦ Agents

  ◦ Ports

- Standard Flex billing terms available

Note: Webex WFO has overage SKUs

Add-ons

AI powered by Google Cloud

Cisco Flex Contact Center AI powered by Google provides advanced AI features for contact center agents, including automated voice and chat bots as well as Agent Answers.

Google Contact Center Artificial Intelligence (CCAI)–enabled capabilities (such as conversational IVR, chatbots, and Agent Answers) enhance Cisco's contact center portfolio. With conversational IVR, businesses can move beyond rigid phone trees to provide the next generation of natural, conversational experiences to the contact center. Customers can say or chat in a few words what they're looking to do. Using Google Cloud's Natural Language Understanding (NLU), the customer can either self-serve simple tasks (change password or check account balance), or be routed to the best available agent for more complex asks. By incorporating Google Cloud's Contact Center AI capabilities into the contact center, customers have 24/7 access to virtual agents to self-serve simple tasks. Additionally, for more complex issues, conversational routing accelerates the ability to connect customers to a live agent.   Agent Answers offers agents an automated way to access pertinent information via real-time analysis of the agent-customer interaction to offer suggestions of relevant resources that assist in resolving the customer issue.

CCAI for UCCE, PCCE, and Webex CCE support v12.5 (in all cases Cisco CVP and Cisco Virtualized Voice Browser (VVB) must be v12.5). Agent Answers requires version 12.6.

The Google Add-on has usage-based and fixed-rate options. If the Google CCAI fixed-pricing option plan is selected, it will require BU approval prior to order placement. For BU approval, send an email message to: ccairequests@cisco.com.

Usage Based

Description	Price	Platforms Available
Standalone Service Offers		
Speech-to-Text conversion powered by ML – Premium	$.0104	UCCE/PCCE – v12.5+ Webex CCE
Speech-to-Text conversion powered by ML Standard	$.0069	UCCE/PCCE – v12.5+ Webex CCE
Text-to-Speech conversion powered by Machine Learning (ML) Premium	$18.40	UCCE/PCCE – v12.5+ Webex CCE and Webex CC
Text-to-Speech conversion powered by ML Standard	$4.60	UCCE/PCCE – v12.5+ Webex CCE and Webex CC

Description	Price	Platforms Available
Full Suite Offers		
Agent Answers Voice Premium	$1.80	UCCE/PCCE – v12.6 Webex CCE
Agent Answers Voice Standard	$1.45	UCCE/PCCE – v12.6 Webex CCE
Agent Answers Text	$.0900	UCCE/PCCE – v12.6 Webex CCE
Dialogflow Customer Experience Speech	$.0012	UCCE/PCCE – v12.6 Webex CCE and Webex CC
Dialogflow Customer Experience Text	$.0081	Currently not available

Fixed Rate

Description	Price	Platforms Available
Chat Bot CCAI Powered by Google Cloud	$.10	UCCE/PCCE – v12.5+ Webex CCE and Webex CC
Voice Bot CCAI Powered by Google Cloud	$.20	UCCE/PCCE – v12.5+ Webex CCE and Webex CC

Note: CCAI SKUs can be added to a supported product using an existing Flex Contact Center subscription, or can be ordered as a Flex subscription, without any other elements in the subscription. The latter is for perpetual/Cisco Software Support Service (SWSS) customers. All support is managed through Cisco Technical Assistance Center (TAC).

All prices presented above are:

- The MSRP per agent per month unless otherwise indicated.
- For guidance while ordering only. Final pricing is available in the CCW configuration.

A complete list of all SKUs and prices is in the appendix to this ordering guide.

3rd Party Voice AI

This capability enables a 3rd Party Voice AI solution to integrate with the IVR for your Cisco Contact Center platform. This capability is currently BU restricted, do not use this without prior BU approval.

The measure for enabling this feature is in 15 second units and this SKU offers bundles of one thousand 15 second units

For example:

Qty 10 = 10,000 units of 15 seconds each [or 2500 minutes of usage

Description	Price	Platforms Available
3rd Party Voice AT	$1.25	UCCE/PCCE – v12.5+ Webex CCE and Webex CC

Additional Recording Storage

Recording storage that is needed above the allotted amount.

Description	Price	Platforms Available
Additional recording storage overage GB	$.04	Webex CC Only

All prices presented above are:

- The MSRP per agent per month unless otherwise indicated.

- For guidance while ordering only. Final pricing is available in the CCW configuration.

A complete list of all SKUs and prices is in the appendix to this ordering guide.

Campaign Management

Access to real‑time and historical reports, allowing you to review the status of your campaign as it occurs and look back to see what worked and what didn't across past campaigns.

Description	Price	Platforms Available
Campaign Management agent	Named Overage: $105.00 Concurrent Overage: $120.00	Webex CC Only

All prices presented above are:

- The MSRP per agent per month unless otherwise indicated.

- For guidance while ordering only. Final pricing is available in the CCW configuration.

A complete list of all SKUs and prices is in the appendix to this ordering guide.

PSTN Audio

Cisco Public Switched Telephone Network (PSTN) for Webex Contact Center provides voice telecommunications services including toll-free inbound, Direct Inward Dial (DID)/Local Number Service inbound, and outbound calling. Purchasing telecom services via Cisco SKUs simplifies ordering and speeds deployment (frequently within 7 days).

PSTN audio provides:

- Simple, flat-rate pricing for predictable cost with "all you can call" usage

  ◦ No metering/reporting of PSTN usage

  ◦ Bundles need to be purchased for all agents (not subsets)

  ◦ No additional initial or recurring charge for acquiring or porting DIDs or Toll-Free Numbers (TFN) (some limits may apply)

  ◦ Two "all you can call" bundles

  ◦ Basic telephony bundle: Inbound local number access + PSTN outbound termination to agent

  ◦ Per peak concurrent agent per month

  ◦ Bundle 2: Inbound toll-free number access

  ◦ Per peak concurrent calls (agent + IVR)

- Available as Committed + Overage

  ◦ Committed quantity can be zero with all overage billed monthly in arrears

  ◦ Overage price is 20% higher than committed price

Description	Price	Platforms Available
PSTN Audio Toll Inbound	$15	Webex CC Only
PSTN Audio Toll Free Inbound	$65	Webex CC Only

All prices presented above are:

- The MSRP per agent per month unless otherwise indicated.

- For guidance while ordering only. Final pricing is available in the CCW configuration.

A complete list of all SKUs and prices is in the [appendix](#) to this ordering guide.

Webex Workforce Optimization (WFO)

Deployment of Webex WFO requires efforts to correctly configure the different components and requires a services effort. For this reason, Webex WFO orders are reviewed to make sure they have an associated Statement of Work (SoW) in place. Partners who are certified for Webex WFO services can provide their own services SoW. Partners who are not Webex WFO certified will have to procure an SoW from another certified partner, or from Calabrio, our solution partner, for each Webex WFO deployment. Orders placed by partners who are not certified and do not have a SoW will remain on compliance hold until they are certified, or a SoW is in place, which could result in customer dissatisfaction. Additional details on the Cisco Webex Workforce Optimization (Webex WFO) can be found in the data sheet.

Description	Price	Platforms Available
WFO Bundle Named Agent	$100	All platforms
Quality Management Named Agent (QM)	$35	All platforms
Workforce Management Named Agent (WFM)	$39.50	All platforms
WFO Analytics Named Agent (NWFA)	$50	All platforms
Workforce Analytics (WFA) with Transcription Named Agent (NWFT)	$60	All platforms
Call Recording	$5	All platforms
WFO Real Time and Archive Storage (1 GB)	$.03	All platforms

All prices presented above are:

- The MSRP per agent per month unless otherwise indicated.

- For guidance while ordering only. Final pricing is available in the CCW configuration.

A complete list of all SKUs and prices is in the [appendix](#) to this ordering guide.

Digital Channels

Digital Channels enable organizations to automate and orchestrate communication with their customers via digital channels (SMS, WhatsApp, FB Messenger, etc.). Digital Channels handling for agents continues to be included as part of the Premium Agent entitlement. There is a new set of digital channels enabled by a Cisco cloud service.

In additional to Digital Channels listed below, there is a usage charge for automated interaction. Automated interaction is a interaction fee applied to every message sent or received by the platform over any channel (i.e., all inbound AND outbound messages), performed by the system regardless if initiated by a flow, or a bot.

Enabling the digital channels for cloud and on-premises platforms is now done via a new configuration in the "Additional Options" section in CCW for A-FLEX-3-CC. Please refer to the platform specific data sheets for details on email and chat capabilities.

Channel	Description	Price (Rate)	Platforms Available
SMS Channel	Short Message Service (SMS) provides businesses with the ability to send one-way alerts, notifications, and reminders over a mobile operator network. Limited country availability.	Pricing varies by **Number Type** – Short Code, Long Code, Toll Free, 10DLC **Messaging Rates** **Mobile Carrier Rates**	All platforms except UCCX
Email	Email messages are priced on a cost-per-thousand basis, using a banded price model which determines a single price per thousand messages based on the total number of messages sent each month.	**Messaging Rates**	All platforms except UCCX
Push Notifications and Live Chat	Push Notifications (including App Push and Browser Push notifications), In-App Messaging, and Live Chat are supported channels in Webex Connect. Use of these channels is priced using a Monthly Addressable Device (MAD) model, with a single fee per Monthly Addressable Device charged each month that allows for unlimited messaging to or from that device over one channel during that month. A Monthly Addressable Device is defined as a single unique device using the Webex Connect Software Development Kit (SDK) (or equivalent provided code snippet) to enable push or live chat messaging in one application. The Monthly Addressable Device count is calculated each month, with uninstalled devices removed from the count each month.	**Messaging Rates**	All platforms except UCCX
Facebook Messenger, Apple Messages for Business Twitter	Messaging over Facebook Messenger, Apple Messages for Business, and Twitter are priced on a Monthly Active User (MAU) model. A single fee per MAU is charged each month that allows for unlimited messaging to that user during that month. A Monthly Active User is defined as a single user using a single messaging channel or application on a single device during a given month. Total Monthly Active Users are counted separately across each channel or application	**Messaging Rates**	All platforms except UCCX

Channel	Description	Price (Rate)	Platforms Available
WhatsApp	Messaging over WhatsApp is priced on a per-message basis, with a per-message fee applied to each outbound message sent (no per-message fee is applied to inbound messages). Messaging over WhatsApp requires that a WhatsApp Business Account be created and a valid business phone number associated to the account.	Pricing varies by **Message Type** – Inbound, Outbound **Registered Phone number(s)** – Number registered to your WhatsApp business account. Pass-through fees User Initiated, Business Initiated	All platforms except UCCX

All prices presented above are:

- The MSRP per agent per month unless otherwise indicated.

- For guidance while ordering only. Final pricing is available in the CCW configuration.

A complete list of all SKUs and prices is in the appendix to this ordering guide.

Deployment details

Define the concurrent agent counts

- Determine the number of Concurrent Agents that will make use of the offer. Determine which product mix the customer requires.

Define the supervisor counts

- Determine the number of concurrent supervisors required. Add the supervisor count to the concurrent premium agent count required.

Outline the buying model strategy

- Determine the buying model that will be part of this agreement, either Concurrent Agent or Named Agent.

Outline the deployment strategy

- Enter the expected number of years to deploy/duration of term (1–5 years) and the expected requested start date.

- Determine the deployment mix of cloud and on-premises.

- Determine the mix of standard and premium agents. Premium agents are typically 10%–20% of the total agent count.

Submit an Assurance to Quality (A2Q) request

- Submit an A2Q review request before creating the order configuration. The A2Q confirms the scope of the Contact Center, which informs the order configuration requirements.

- An A2Q must be completed prior to receiving initial access to the products (initial design) and during the term (design changes) for all Webex Contact Center, Webex Contact Center Enterprise, UCCE, PCCE, and orders. You may submit an A2Q review request via the A2Q portal. For more information on the A2Q process, please refer to the community pages for [Webex Contact Center and Webex Contact Center Enterprise](#) and [On-Premises.](#).

Contact Center agent count

For each platform, it is important to determine the correct Concurrent Agent, agent type, and supervisor count for the customer.

"**Concurrent Agent**" means the maximum quantity of Contact Center users that are simultaneously logged in to use the Collaboration Flex Plan Contact Center software or services.

"**Named Agent**" means a unique Contact Center user who logs in in any given month to use the Webex Contact Center services.

The SWSS Residual Credit and "Other Credits" will only be applied to the initial term.

CCW estimate

The next set of screenshots walk you through the process of creating an estimate in CCW for Cisco Collaboration Flex 3.0 Contact Center.

Bill Of Materials (BOM)

The BOM for Cisco Collaboration Flex Plan should be generated by creating an estimate in CCW. Collaboration Flex Plan provides a guided selling experience and includes all the deployment model, platform, and agent type options under one top-level SKU. As options are selected, questions will be dynamically generated as a result of the previous option or feature selected. If an option is unnecessarily selected, there are selections such as "No [feature name] required" to back out of an option or enter zero in the total agent quantity required.

Single ATO

Enter the entire high-level ATO: A-FLEX-3-CC into the configurator and select ADD.

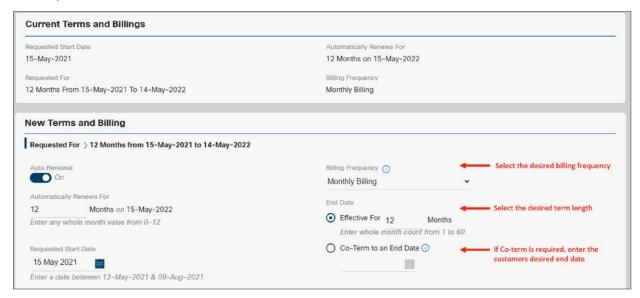| Set preferences for this estimate ⌄		
A-FLEX-3-CC	1	Add

Default View

- This is the default view for the A-FLEX-3-CC configuration

- Click the edit icon next to "Requested Terms and Billing." This is recommended as your first action.
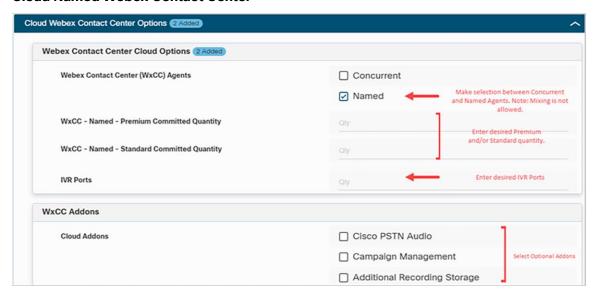
Terms and Billing
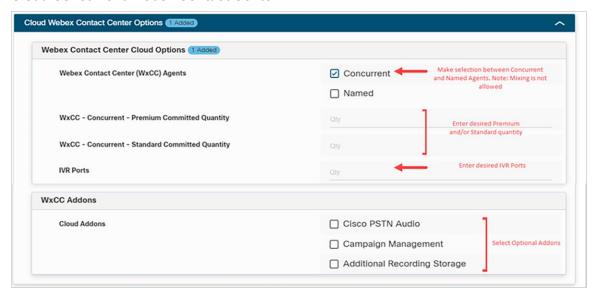
1. Requested start date must be within 90 days of order submission.

2. Available billing models are prepay, monthly, and annual billing. If prepay is selected, it applies to the initial term only.

3. At this time, the only renewal term available is 12 months.

4. For information on how to co-terminate your Collaboration Flex Plan order with another subscription, please refer to the Collaboration Flex 3.0 Contact Center FAQ.
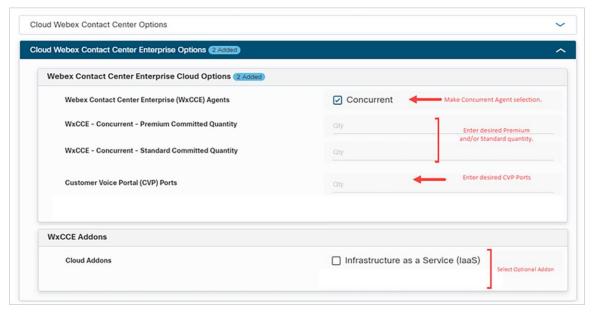
Cloud Named Webex Contact Center

Cloud Concurrent Webex Contact Center

Cloud Concurrent Webex Contact Center Enterprise and Add-Ons

On-Premises Contact Center

- On-Premises Contact Center options are: Unified Contact Center Enterprise, Packaged Contact Center Enterprise, Unified Contact Center Express.

- Overage is not available for On-Premises Contact Center at this time.

- Some configuration rules not outlined in this ordering guide may apply. Use the guidance provided in the CCW error messages to correct your configuration.

- Versions available for shipping will be current versions. For existing customers, running older versions, they should order a current version and request an exception to get the appropriate Product Activation Keys (PAKs) and license keys.

Additional Options

Order fulfillment

Existing on-premises customers will receive Cisco TAC support for 18 months on their existing on-premises licenses.

Cisco Collaboration Flex Plan 3.0 support contract

Upon closing the order, the new support contract will generate in CCW. You may obtain the new contract number via the following steps:

1. Log in to CCW with your Cisco.com credentials and search for your Collaboration Flex Plan web order ID.

2. Click the "Orders" link in the left navigation, then click the "Web Order ID" link to open the order.

3. Click the "Items" tab, and verify in the line status summary that the order status is "Closed."

4. Under the list of line items, click the "+" to expand the top-level SKU. Locate the service support SKU (e.g., SVS-FLEX-SUPT-BAS). The contract will be listed under the SKU.

- [Add the new contract number to the Cisco.com ID profiles](#) of those who may contact Cisco for support.

> ⚠️ There may be delays in support if the contract number has not been added to the Cisco.com ID when a user contacts Cisco for support.

My Offer Summary

- After completing the configuration, the priced components will appear together in the "Priced Items" section of the Configuration Summary. This includes overage, which is automatically included for all Webex Contact Center agents, and Webex Contact Center add-ons excluding Additional Recording Storage.

Incentives, Discounts, and Credits (Purchase Adjustments)

- Once the estimate is complete, you can either 1) Create a quote; or 2) Create a deal in CCW. "Create a Quote" will apply any push promotion discounts available for Cisco Collaboration Flex Plan line items. "Create a Deal" will allow the partner to choose incentives, such as hunting (Opportunity Incentive Program [OIP]) or teaming (OIP). More information on promotions and incentives is available at https://www.cisco.com/go/sparkpartnerpricing. More information on hunting or teaming is available at https://www.cisco.com/go/incentives.

- More information on quoting in CCW and selecting incentives, non-standard discounts, and credits is available at https://forums.cisco.com/OperationsExchange/s/training.
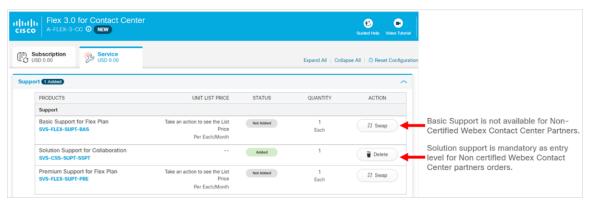
Webex Contact Center / Webex Contact Center Enterprise Cloud migration

Existing on-premises customers will receive Cisco TAC support for 18 months on their existing on-premises licenses. This support is provided by the inclusion of A-FLEX-P-CC with all Webex Contact Center orders

Technical Support

Technical Support Services for Flex Plan Webex Contact Center is a post-implementation support offer for Cisco software subscriptions

- Basic Support: Basic support is available only to Webex Contact Center Certified Partners and will include 24x7 Phone Support w/ 60-minute response time; Cisco Technical Assistance Center (TAC) for incident remediation; Knowledge Base access; and software updates and upgrades.

- Solution Support: Includes Basic support features; 24x7 Phone Support w/ 30-min response time; dedicated support team; multivendor support coordination; and Webex Contact Center Moves, Adds, Changes, Deletes (MACD) consulting guidance and support. Available for Webex Contact Center Certified Partners and Non Webex Contact Center Certified Partners. Optional for Certified partners and mandatory for Non Webex Contact Center partner deployments.

- Support Premium: Includes Solution Support features; 24x7 Phone Support w/ 15-min response time; dedicated Cisco technical experts to augment your IT team; personalized support experience to minimize business disruptions; escalation and incident management; assistance and guidance for technical enablement; business and technical reviews, and Webex Contact Center Moves, Adds, Changes, Deletes (MACD) consulting guidance and support.

- Basic Support is included in the Flex Plan Contact Center subscription. No additional fees are required for Basic Support with a software subscription. Basic Support is not available for Non-Certified Webex Contact Center Partners.

- Solution Support and Premium Support are available for an additional fee. Minimum thresholds for purchase eligibility are enforced trough compliance hold and order review; see SKU list for prices. Refer to the service description for more information on Cisco Software Support. Solution support is mandatory as entry level for Non-Certified Webex Contact Center partner orders.

Solution Support is the default option that is included at time of order. If you are a specialized partner, you will need to navigate to the Service tab and swap to Basic support.

Key Features Included in Technical Support Options

Key Features	Basic Support	Solution Support	Premium Support
Software Updates, Knowledge Base, and Advance Hardware replacement	Yes	Yes	Yes
Cisco Technical Assistance Center (TAC) for Incident Remediation	Yes	-	-
Dedicated Solution Support Team	-	Yes	Yes
Multivendor Support Coordination	-	Yes	Yes
Monthly Business and Technical Review	-	-	Yes
Monthly Business consultation from experts	-	-	Yes
Assistance and guidance for lifecycle enablement	-	-	Yes
Designated Cisco technical experts as trusted advisors	-	-	Yes
Escalation management for Severity 1 and 2	-	-	Yes
MACD Guidance (Limited)*	-	Yes	Yes
MACD Guidance (Advanced)*	-	-	Yes

*MACD Guidance is available only for Webex Contact Center and is not available for On Prem or Enterprise deployment options.

Cisco Collaboration Flex 3.0 Contact Center offer documentation

The following documents govern customer and partner terms of service and license agreements for each of the services or licenses, the included features, and limits. Click the document title to download.

Document	Audience	Agent Model	Description
End User License Agreement	Customer, Partner	Concurrent	The end customer's terms and conditions for all Cisco SaaS and on-premises software including Cloud Contact Center services.
Cisco Collaboration Flex Plan Contact Center Offer Description	Customer, Partner	Concurrent	Provides the supplemental terms specific to Collaboration Flex Plan Contact Center.
Supplemental End-User License Agreement (EULA)– Cisco Webex Contact Center Offer Description	Customer, Partner	Concurrent/Named	Provides the supplemental terms specific to Webex Contact Center when purchased as a stand-alone offer.
Software-as-a-Service Subscription Resale Program Terms and Conditions	Partner	Concurrent	Partner must agree to these program terms and conditions to participate in the program.
Cisco Collaboration Flex Plan Migration Program Terms and Conditions	Partner	Concurrent	Terms and conditions for partners who are trading in perpetual agents and moving their customers to Collaboration Flex Plan Contact Center.

Document	Audience	Agent Model	Description
Collaboration Flex 3.0 Contact Center ata Sheet	Customer, Partner	Concurrent	Provides technical information about this offer.

Additional resources

For further assistance, use the following resources.

Document	Location
Cisco Collaboration Flex Plan on Sales Connect: One location for all your Flex Plan collateral and selling resources	cs.co/flexplan
Software Support	https://www.cisco.com/c/en/us/services/technical/software-support-service-swss.html
Cisco Technical Support	Open a support case here
Cisco Support Ordering Guide	https://www.cisco.com/c/dam/en/us/products/se/2017/5/Collateral/Software-Support-External- OrderGuide.pdf
Downloads and Community	Cisco Collaboration Help
Enhanced/Premium Cisco Services Support content	https://www.cisco.com/go/swss
Cisco Collaboration Flex Plan – Quick Tips Guide **Flex Plan Value Transfer, Smart Accounts/ Virtual Accounts and License delivery and training**	Cisco Collaboration Flex Plan on Sales Connect

Appendix

Collaboration Flex 3.0 Contact Center SKUs

For a full list of our Collaboration Flex Plan Contact Center SKUs and prices, see our SKU list.

Pricing and quantities are provided for reference only. CCW and the Cisco Pricing Tool are the final authority on list prices.

Webex Contact Center Setup Assist

This section designed to help Cisco's account teams and qualified Cisco® partners quote and order Webex Contact Center Setup Assist.

Webex Setup Assist for Webex Contact Center includes robust implementation scope to ensure that the customer is fully prepared to execute on their business. Functionalities include Agent activation, Agent/Supervisor training, out-of-the-box reporting/visualization, standard CRM integrations, script flows, knowledge transfer sessions, multiple cutover events depending on size, post go-live support, chat, and email configuration for medium and large customers.

Webex Contact Center Specialized Partner

Description	Price	Threshold	Mandatory / Optional
Partner Implementation Services	N/A	N/A	Supplied by partner
Basic Support	$0.00	N/A	Optional
Solution Support	10% (Product List price)	N/A	Mandatory (Entry level)
Premium Support	25% (Product List price)	N/A	Optional
Webex Setup Assist	$51,000	Up to 50 Agents (X-Small)	Optional
	$91,000	Up to 125 Agents (Small)	
	$127,000	Up to 250 Agents (Medium)	
	$191,000	Up to 400 Agents (Large)	

Setup Assist Custom Design required for more than 400 Agents

Non-Webex Contact Center Specialized Partner

Description	Price	Threshold	Mandatory / Optional
Webex Setup Assist	$51,000	Up to 50 Agents (X-Small)	Mandatory
	$91,000	Up to 125 Agents (Small)	
	$127,000	Up to 250 Agents (Medium)	
	$191,000	Up to 400 Agents (Large)	
Solution Support	10% (Product List price)	N/A	Mandatory (Entry level)
Premium Support	25% (Product List price)	N/A	Optional

Webex Setup Assist Custom Design required for more than 400 Agents

Basic Support, not available for non-Webex Contact Center certified Partners

Webex Setup Assist Add-On Options

Description	Price	
Additional dual tone multi frequency (DTMF) IVR Scripts	$18,000	1 x Bundle package of 10 scripts
Additional Cut Over Events	$15,000	Migration event includes Site Discovery and Readiness, System default Agent/Supervisor Training, Cutover, Knowledge transfer and Post Implementation Support
Additional Agent Only Onboarding and Activation	$9,000	1 x 50 agent bundle
Additional Training Services	$15,000	Analyzer training, deep dive administrator training

Description	Price	
Additional Database Dips	$18,000	(Limited to 1 database, Up to 5 subsequent Web service/REST API call

Webex Setup Assist Custom Design

For customers with more than 400 agents a Custom Design is required. This table lists available Add-Ons. Pricing requires additional discovery. For custom pricing and quoting, reach out to the CX Business Development Manager (BDM) Regional contact.

Description	Package / Add-On
Webex Setup Assist **(More than 400 Agents)**	Extra Large Package
Additional Program Management Office (PMO) Services **(Recommended for large and complex global migrations)**	Add-On
Advanced Dial Plan, Customer Premises Equipment (CPE) Voice Component **(CUBE, Agent Desktops, end points etc.)**	Add-On
Customizations **(Custom Call Flows, Web Services, Custom Reports, CRM Desktop (non-standard)**	Add-On
Adoption Services **(Advanced Agent/Supervisor Training and Adoption Services)**	Add-On
Onsite-based services (includes travel and expense [T&E])	Add-On
Webex Contact Center Multi-Region Deployment – Consulting Support	Add-On
Non-Webex Contact Center Supported CRM and/or CRM customization	Add-On
WFO (Workforce Optimization)	Add-On
Outbound	Add-On
Google CCAI	Add-On
Digital Channels	Add-On

Webex Setup Assist Packages

Webex Setup Assist Package Key Features*	X-Small	Small	Medium	Large	X-Large
Application Call Flows (DTMF IVR-Based)	Up to 4 Scripts	Up to 10 Scripts	Up to 20 Scripts	Up to 30 Scripts	Up to 50 Scripts
Chat and Email – Setup and Config	None	None	Up to 5 Chat and Email Queues	Up to 10 Chat and Email Queues	Up to 20 Chat &

Webex Setup Assist Package Key Features*	X-Small	Small	Medium	Large	X-Large
Agent Onboarding and Activation	Up to 50 Agents	Up to 125 Agents	Up to 250 Agents	Up to 400 Agents	Email Queues
Cutover Events	Up to 1 Event	Up to 2 Event	Up to 3 Event	Up to 4 Event	Up to 1000 Agents
Post Go-live support	Yes	Yes	Yes	Yes	X-Large

*Webex Setup Assist is only available for Webex Contact Center and is not available for On Prem or Enterprise deployment options.

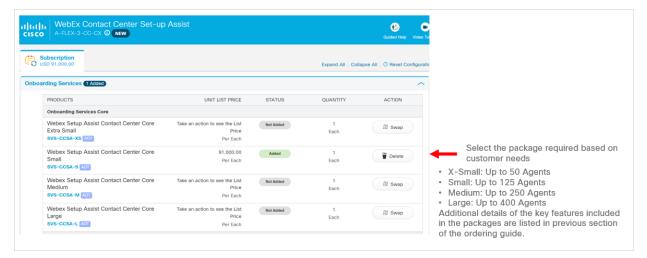| Webex Setup Assist Key Features included in all packages |
|---|
| **Discovery and Data Collection** |
| **Feature parity, Gaps/Recommendations** |
| **Webex CC Setup and Config, Post-Call Survey** |
| **Standard CRM Integration (OOB functionalities)** |
| **Agent Onboarding and Activation** |
| **Basic Agent/Supervisor, Reporting Training** |
| **Out-of-the-Box Reporting, Visualization** |
| **OOB Recording/Monitoring Configs** |
| **Test and Validation** |
| **Knowledge Transfer and Handover** |
| **Webex Contact Center Project Management** |

Webex Contact Center Setup Assist

To Request Webex Setup Assist, enter the entire high-level ATO: **A-FLEX-3-CC-CX** into the configurator, and select ADD.
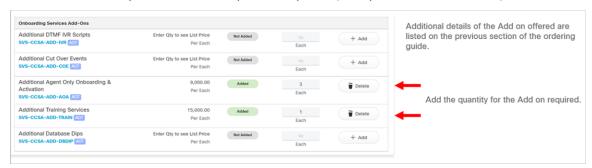
Webex Contact Center Setup Assist Package and add on options

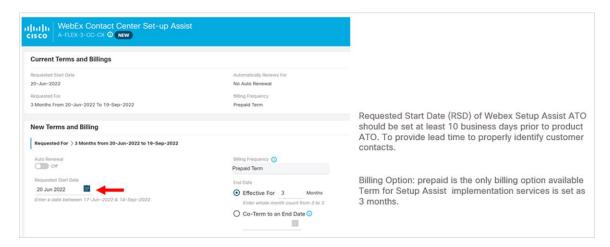Based on the maximum number of agents Select Webex Setup Assist Package

Select the package required based on customer needs

- X-Small: Up to 50 Agents
- Small: Up to 125 Agents
- Medium: Up to 250 Agents
- Large: Up to 400 Agents

Additional details of the key features included in the packages are listed in previous section of the ordering guide.

Select Webex Setup Assist add on options required (multiple selection allowed)

Additional details of the Add on offered are listed on the previous section of the ordering guide.

Add the quantity for the Add on required.

If your customer has additional requirements not covered by this service, or if they have greater than 1000 agents, Advance Service-Transactional (AS-T) Planning, Design and Implementation (PDI) Service or AS customer SOW PDI service can supplement or replace this service.

For custom pricing and quoting, reach out to the CX Business Development Manager (BDM) Regional contact.

Requested Start Date, Term and billing options:

After configuration is completed and the Webex Contact Center Setup Assist order is booked, the order will be on compliance hold to confirm scope, size, and implementation timeline.