



Service Description: Unified Contact Center Optimization Service

This document describes Unified Contact Center Optimization Service.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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Service Summary

Unified Contact Center Optimization Service provides Architecture Design Review, Change Support, Software Recommendation Review, Optimization and Performance Review, Capacity Planning, Script Design Review, Custom Report Development, Business Management Transformation, Operations Support Review, and Knowledge Transfer and Mentoring services in support of Cisco's family of Unified Contact Center products. The Unified Contact Center products covered in this service include Unified Contact Center Enterprise/Host Editions (UCCE/UCCH), Unified Contact Center ICM (UICM), Unified Customer Voice Portal (UCVP), Unified Interactive Voice Response (UIP-IVR), and Cisco Unified Intelligent Suite (CUIS) or Cisco Webview for Unified Contact Center report development. Cisco Network Infrastructure and Unified Communications products are covered under separate Foundation Technology Service Descriptions Service Agreements.

This Unified Contact Center Optimization Service is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network are supported by Cisco's Foundation Technology Optimization Service and/or Unified Communications Optimize

Service. Cisco shall provide the Unified Contact Center Optimization Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed upon between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

The Unified Contact Center Optimization Service requires Customer to purchase a Cisco's Foundation Technology Optimization Service/NOS and/or Unified Communications Optimization Services. These services are the underlying foundation to support the Customer's Unified Contact Center voice and data network infrastructure.

The Unified Contact Center Optimization Service is an advising and consultative offering to review Customer's currently installed and deployed Unified Contact Center solution. This Service does not address the design and development of scripts, call flows, custom applications and reporting and installation of any Cisco Certified Contact Center and Third-party Products; it is a consultative service only.

Unified Contact Center Optimization Service

Cisco shall provide the Unified Contact Center Optimization Service during Standard Business Hours and remotely unless stated otherwise.

Cisco shall provide the following Unified Contact Center Project Manager activity for all Services quoted to the Customer under the Unified Contact Center Optimization Service. Services performed under this Service Description that are comparable to those services performed under Cisco's Foundation Technology Optimization Service/NOS and Unified Communications Optimization Service, such as Architecture Design Review, Optimization and Performance Review, and Software Recommendation Review, will build upon the original service provided for Foundation Technology and will be focused on the specific technology described in this Service Description.

Unified Contact Center Project Manager

- Designate a Unified Contact Center Project Manager to act as the primary interface with Customer for the Unified Contact Center Optimization Service. The Unified Contact Center Project Manager will designate contact center engineer(s) ("Advanced Services Engineer") to provide ongoing support, advice and guidance in connection with

Cisco's Unified Contact Center technology and architecture issues. Project management activities as described below are provided as a part or any of the service elements selected under this Service Description. Cisco will:

- Single point of contact for project managing Unified Contact Center Optimization Service related activities.
- Schedule/Coordinate Unified Contact Center project kick-off meeting (meeting delivered remotely).
 - Project governance and project kick off presentation
- Create and review 90 day activity plan with the Customer.
- Review the program guidelines, deliverables, expectations and present project schedules and baseline project plan if created.
- Manage Cisco deliverables for Unified Contact Center Optimization related services.
- Manage Customer commitments for Unified Contact Center Optimization related services.
- Establish a Customer-specific Cisco email alias to facilitate communication with Advanced Services engineer.
- Communicate Unified Contact Center activities updates on regular interval agreed upon by the Customer and Cisco team
- Schedule/Coordinate quarterly conference call meetings with Customer to review project status, deliverables and ongoing project planning (remote).
- Provide certain Data Collection Tools that Cisco identifies as appropriate for Unified Contact Center system data collection during the Term of the Services, provided that all fees due and owing to Cisco under this Appendix have been paid. Data collection tools may or may not include hardware or software. Customer acknowledges and agrees that Cisco shall retain full right, title and interest to the Data Collection Tools. In addition to Cisco provided tools, the Advanced Services engineer may utilize Customer provided data, scripts or internal tools to assist in collecting data from the Unified Contact Center system.
- UCC engineer may utilize Customer provided data, scripts or internal tools to assist in collecting data from the Customer operations environment.

UCC Architecture Design Review Service

The Unified Contact Center Architecture Design Review Service assesses the scalability of Unified Contact Center

system and infrastructure architecture design requirements to address Customer's current and changing business goals. The Architecture Design Review Discovery session focuses on discussion of aligning business goals to current and future planning activities- introducing new technologies, efficiency and expansion changes and other related topics. The Architecture Design Review Workshop reviews the Customer's architecture design by identifying potential gaps, improvements and provides recommendations based on findings. These outcomes and findings are then documented and presented to the Customer in the Architecture Design Review Report. The Architecture Design Roadmap outlines a high level design roadmap that provides a blueprint to support the ongoing alignment of business and technology in the Customer's current and future planning activities.

- Conduct kick off meeting with Customer to review the information required to perform the Architecture Design Review analysis.
- Request the following documents from Customer -current architectural design, network topology, contact center as built documents, and related materials.
- Conduct UCC Architecture Design Discovery session as a remote session, up to 8 hours to address:
 - Review of Customer's design requirements based on priorities and goals.
 - Discuss planned changes to the current Unified Contact Center infrastructure.
 - Discuss the impact of new requirements on existing contact center
- Analyze gathered information and the Architecture Design Discovery Session gathered.
- Conduct UCC Architecture Design Review workshop (remote/up to 4 hours) to review findings.
- Present findings and recommendations in the Architecture Design Review Report and Architecture Design Roadmap to the Customer.

Unified Contact Center Software Recommendation Review Service

The Unified Contact Center Software Recommendation Review Service engages Cisco engineers to review the Customer's current Unified Contact Center software release levels and the potential impact when planning changes on the Unified Contact Center environment. This service includes a software audit that recommends software updates and/or patches based on bug scrubs, open TAC cases, field notices and security advisories. The Unified Contact Center Software Support service will examine new software releases and evaluate interdependencies between contact center components, identify potential risks and challenges involved in recommended Unified Contact software changes. This service will provide the Customer the ongoing review of major Unified Contact Center issues such as end of life and end of sale software releases. Cisco will review Customer's Unified

Contact Center software release update implementation plan and contingency planning to provide recommendations based on leading practices. The Unified Contact Center Software Recommendation Review provides Advanced Service engineer remote assistance when Customer's support team performs the software release upgrade. This service will perform analysis of how notifications will impact the Customer's Unified Contact Center environment.

- Schedule kick off meeting with the Customer to discuss the Software Recommendation Review process. Obtain from Customer the following information:

- Current software release and hardware version for Unified Contact Center solution components (for example, UCCE, UICM, UCVP).
- High-level design document or architectural drawing that identifies location of contact center components.
- Configuration description for each of the key components.
- Detailed requirements of the Customer's Contact Center Solution that include but are not limited to scalability, security and manageability.
- Solution roadmap that may include but is not limited to new service details and network location changes.
- Information on Customer business and technical requirements for new Contact Center Software releases.
- Customer certification process and/or lab testing process.
- Customer change control process.

- Review existing Unified Contact Center Software releases related to the Customer's Unified Contact Center solution.

- Discuss the server, domain and Cisco Support Tools loading requirements on the Customer provided server. If Customer has a Cisco Support Tool Server in place, no additional server will be required.

- Schedule with the Customer deploying Data Collection Tools for conducting the audit(s). Conduct Unified Contact Center Software Release Discovery Session.

- Identify and recommend applicable Cisco Unified Contact Center software releases that address Customer's current feature and functional requirements.

- Proactively identify and assist Customer in planning for software release as relevant to Customer solution.

- For any outstanding issues, identify point releases or patches to address object planning (this service does not an on-site service).

- Bug scrub
- Review Customer's open (CC) TAC cases
- Field notices
- Security advisories.

- Evaluate and report on risks and challenges involved in recommended software changes.

- Evaluate interdependencies between contact center components and configuration.

- Review Customer's contingency plan for transitioning the Customer's current Software to new Unified Contact Center Software updates.

- Provide Software Release summaries to Customer via email distribution on the following:

- Recent software releases related to the Customer's Cisco Unified Contact Center solution and provide update recommendations
- Major Unified Contact Center announcements such as end of life and end of sale Software releases
- Provide guidance and recommendation about field notices and security advisories related to Customer environment as required

- When necessary, the Advanced Services engineer will provide remote assistance when Customer performs software release upgrades.

- Conduct the Software Recommendation Release Workshop to review audit findings and present recommendations.

- Present Software Recommendation Release Report.

Unified Contact Center Optimization and Performance Review Service

Unified Contact Center Optimization and Performance Review Service audits the Customer's current Unified Contact Center system and examines the Unified Contact Center application configuration and design, including agent, agent desk setting, skill groups, remote agents, and translation routes. This service audits the Customer's existing contact center infrastructure to establish a framework to help with planning current and future changes to the Unified Contact Center environment. The Unified Contact Center Optimization and Performance Planning Discovery Session focuses on system and application effectiveness based on business imperatives/requirements, potential contact center changes and the impact of these changes to the current Unified Contact Center environment. The UCC Optimization and Performance Workshop reviews the system and application audits, identifies gaps, and provides recommendation of changes to optimize the Customer's current Unified Contact Center solution.

- Request system and application configuration related documentation from the Customer.

- Conduct an Optimization and Performance Discovery Session (remote/up to 4 hours).

- Business goals that may be achievable through changing the current system.

- Current challenges.
- Application changes (planned and already done).
- Potential impact to current architecture/ capacities.
 - Risk identification
 - Availability/Stability issues (which may be related to application config).
 - Review with Customer sites included in the system audit.
- Discuss the server, domain and Cisco Support Tools loading requirements on the Customer provided server. If Customer has a Cisco Support Tool Server in place, no additional server will be required.
- Schedule with the Customer deploying Data Collection Tools for conducting the audit(s).
- Obtain remote access to all Unified Contact Center servers.
- Document discovery session findings and conduct audit.
 - Current Unified Contact Center hardware/software, Unified Customer Voice Portal (UCVP), voice gateways, VXML gateways, UIP IVR, Gatekeeper, configurations.
 - Agents, Desk Settings, Skill Groups, remote agents, and translation route configuration.
- Run performance monitoring tool on all Unified Contact Center servers.
- Gather data and document findings into UCC Performance Tuning Report.
- Conduct UCC Optimization and Performance Review workshop (remote/up to 4 hours) to review findings.
- Present Unified Contact Center system audit findings, identify gaps and limitations based on the system audit and provide recommendations.

Unified Contact Center Scripting Design Review Service

Unified Contact Center Scripting Design Review examines a limited number of Unified Contact Center scripts designated by the Customer for script design review. This service will identify and document inefficiencies in design, script flows outside of leading practices, and assist in script consistency and repeatable standards. The Unified Contact Center Script Design Workshop provides a technical working session to discuss ways to approach script development and create examples of implementing script review recommendations.

- Discuss with the Customer the scripts to be reviewed.
- Script review, consisting of:
 - Review the pre-determined scripts identified by the Customers.

- Perform a script review of Customer identified scripts and provide recommendations.
 - Identify scripts are outside of leading practice and outline recommendations.
 - Identify where scripts may be changed to improve efficiency in script administration.
 - Review Customer scripts for consistency and alignment to repeatable standards.
- Analyze and document findings in the Script Design Review Report.
- Schedule Script Design Review conference call to discuss findings and recommendations
- Present Script Design Review Report to the Customer
- Conduct Script Design Review Workshop.
 - Present standardized script design strategies across applications and across enterprise.
 - Collaborate and plan implementation strategy for recommended script modifications
 - Based on review findings.
 - Work to create example scripts.
 - Discuss script requirements related to specific reporting goals.

Unified Contact Center Reports Package Service

The Unified Contact Center Reports Package provides Unified Contact Center Enterprise Customers with the Planning, Design, Development, Testing and Implementation of Customer-definable Reports. This includes a Reports Discovery session for gathering requirements in order to design and develop a set of reports and views which meet the Customer's business needs. Customers will work with an experienced Application Engineer, skilled in Contact Center reporting metrics, database schemas, reporting platforms like Cisco Unified Intelligence Suite (CUIS) or Webview, SQL (Structured Query Language) and Cisco's development best practices. Unified Contact Center Reports will provide a knowledge transfer session to train Customer's support staff on the ongoing management of generating reports. A minimum of (4) reports will be delivered as part of this package.

- Verify with the Customer the Custom Reporting Software Package and related hardware platform has been implemented and functioning.
- Conduct Design discovery Session with Customer personnel responsible for developing Unified Contact Center Reports.
- Develop reports based on Customer requirements.
- Conduct Report Testing.
 - Test whether the report(s) is generated with correct format and data.

- Test the performance of report.
 - Load the custom reports into the Customer's production environment
- Conduct a knowledge transfer with Customer or partner team, system administrators.
 - Up to (3) days of workshops and training for up to eight participants to address Product overview, advanced reporting/custom reports in Webview or CUIS.

Unified Contact Center Change Support Service

The Unified Contact Center Change Support Service provides assistance with Cisco TAC escalations related to the Customer's Unified Contact Center Solution. The Cisco Project Manager will assign an Advanced Services Engineer to review the documented open events and cases with the TAC organization, track to resolution, while keeping Customer abreast of the progress and documents findings including root cause analysis and recommendations. Customer must open a trouble ticket through Cisco TAC. Customer should notify the Cisco engineer of the specific trouble ticket to track. Total of (20) escalations per year with a maximum of (5) per quarter under this service.

- Provide TAC Escalation assistance after the Customer follows the proper TAC procedures and proper escalation process.
- The Project Manager will assign an Advanced Services engineer to remotely track and help with the resolution of the issue(s) related Unified Contact Center components only.
- The Advanced Service Engineer will provide remote support to Customer in dealing with open P1 and P2 cases. The Advanced Service engineer will monitor, assist and escalate when necessary to help resolve these issues. Cisco TAC is responsible for the case.

Unified Contact Center Capacity Planning Service

The Unified Contact Center Capacity Planning Service establishes a contact center system baseline and analyzes the impact of growth to the current Unified Contact Center system configuration, capacity performance and licensing on the Customer's Unified Contact Center system. Unified Contact Center Capacity Planning identifies the impact call profiles and call volumes have on the system capacity and recommends remediation to bring capacities into compliance with Cisco guidelines. The Unified Contact Center Capacity Planning Discovery session includes discussion about current and future capacity requirements, business goals that may impact capacity planning, call profile, call volume, configuration balancing and software licensing.

- Schedule and perform a Unified Contact Center system capacity audit.

- Request capacity configuration information from the Customer.
- Request documents related to Customer's current and future expansion plans.
- Obtain from Customer documents related to Unified Contact Center licenses purchased for each Unified Contact Center products.
- Compare Unified Contact Center configuration and utilization to Customer licensing.
- Schedule and conduct a Unified Contact Center Capacity Planning Discovery Session.
 - Discuss business goals and objectives related to UCC systems.
 - Discuss the impact of changes in growth/downsizing on capacity requirements.
 - Discuss any planned changes in current business model.
 - Discuss with the Customer any issues related to capacity.
- Discuss the server, domain and Cisco Support Tools loading requirements on the Customer provided server. If Customer has a Cisco Support Tool Server in place, no additional server will be required.
- Schedule with the Customer deploying Data Collection Tools for conducting the audit(s).
- Obtain remote access to all Unified Contact Center servers.
- Run Unified Contact Center sizing tool to determine capacity requirements of all UCC servers/components.
 - Current system sizing.
 - Future growth as defined during the Unified Contact Center Capacity Discovery session.
- Analyze and document data gathered.
- Conduct Capacity Planning Workshop and present Capacity Planning Report findings and recommendations to the Customer.

Unified Contact Center Management Transformation Service - Evaluation

The Unified Contact Center Business Management Transformation Service helps Customers align their contact center strategy with organization goals and objectives. This service provides a discovery process that focuses on the Customer's contact center organizational and technology effectiveness; and, the service deliver a graphical and baseline analysis of the Customer's contact center business and management operational environment. Cisco shall provide consulting services for the Unified Contact Center Business Management Transformation Service by utilizing the Cisco Maturity Model to analyze the Customer's business management activities including processes, metrics, reporting and technology applications in order to establish a maturity level baseline. This evaluation will place the Customer's contact center into one of five levels of maturity, to include a

baseline assessment against six strategic contact center elements.

- Provide Strategic Evaluation Model requirements kick-off meeting and identification of types of attendees who are required to attend the Virtual kick-off meeting.
- Develop preparation materials for and conduct the kick off meeting to discuss the discovery process.
- Identify and agree with Customer on the personnel who are necessary to participate in the data gathering by the Customer.
- Agree with Customer on up to three (3) business models for Cisco to evaluate which shall be documented during the kick off meeting.
- Provide the Customer with the questionnaires to be completed for the identified business models. Upon receipt of the questionnaires from the Customer, conduct a remote meeting to review the data compiled.
- Perform an analysis in accordance with Cisco Maturity Model on the output of the Customer's data to develop the Strategic Evaluation Model Report, consisting of baseline findings and review the Strategic Evaluation Model Report with Customer.
- Provide to Customer the Strategic Evaluation Model Report via a Virtual meeting

Unified Contact Center Business Management Transformation Service – Check Up

Unified Contact Center Business Management Transformation provides a Customer engaged in Business Management Transformation pre-deployment phase (plan, design and implement) a check up of projects and initiatives identified during the pre-deployment phase. This service reviews benchmarks, key performance indicators and business process changes established during the Business Management Transformation project and evaluate the impact on the Customer contact center environment. The Business Management Transformation service will review the outstanding recommendations defined during the plan and design phase to determine future planning.

- Schedule of Unified Contact Center Business Management Transformation review meeting with Customer.
- Review and document findings of benchmarks, key performance indicators and business process changes established during the Business Management Transformation project and evaluate the impact on the Customer contact center environment.
- Conduct Business Management Transformation Workshop to present findings and recommendations

Unified Contact Center Operations Support Review Service

The Unified Contact Center Operations Support Review identifies the operational support activities and process required to manage a Cisco Unified Contact Center environment. The Operations Support Review assessment focuses on the following eleven operations processes: Day 2 activities, staffing and education, incident management, configuration management, availability management, service continuity management, change management, problem management, capacity management, service level management and service desk.

Cisco will conduct a Discovery, Interview and Workshop sessions with Customer's contact center support staff, operations process owners and other IT stakeholders to identify current contact Center support process and procedures. The Unified Contact Center Operations Support Review Assessment establishes a maturity level of each of the eleven operations process based on Customer provide documentation and information gathered through the interview and workshop sessions. The Unified Contact Center Operations Support Document outlines gaps and recommendations to support a Unified Contact Center solution based upon a Customer's operational environment.

- Contact Customer to identify the type of Customer personnel required to participate in the interviews and workshops.
- Schedule time to conduct meeting to review the Operations Support Questionnaire
- Send the Customer the Operations Support Questionnaire for completion and request specific documents required to assess Customer's operational readiness.
- Review Customer provide questionnaire and requested documentation and document preliminary findings.
- Conduct interviews with Customer's support organizations to obtain additional information required for preliminary Operations Support Review Assessment document.
- Conduct the Operations Support Review Workshop to review assessment findings and recommendations.
 - Review Support Evaluation findings.
 - Provide recommendation key operations, engineering, tools, process requirements and discuss gaps identified to support a Unified Contact Center environment as well as options for Customer to support leading practices.
 - Discuss Customer's current operations processes and tools usage
- Document the Unified Contact Center Operations Support Plan resulting from Operation Workshop finding as a framework to improve Customer's Unified Communications operational capabilities.
- Present and review the Unified Communications Operations Support Review finding with Customer.

Unified Contact Center Knowledge Transfer Service

The Unified Contact Center Knowledge Transfer Service provides educational “Whiteboard” sessions with a Cisco Advanced Services engineer. This service will provide sessions related to optimal use of current system features and capabilities, administration and operational best practices, integration of Unified Contact Center components, high level discussion of 3rd party contact center applications, troubleshooting techniques and other as defined between Cisco and Customer.

- Deliver high level “Whiteboard” technical sessions.
- Identify session subjects (UICM, UCVP, and UIP IVR, see topics section) ahead of time, at Customer request and following Customer suggestions.
 - Use of current product features and capabilities.
 - Administration best practices.
 - Operational best practices.
 - Optimal use of new features and capabilities. Integration of Cisco Contact Center components
- High level discussion of integration w/3rd party contact center applications.

Customer Responsibilities

○ General Responsibilities

- Designate at least two (2) but not more than six (6) technical and contact center business management representatives, who must be Customer's to act as the primary technical interface to the Advanced Services engineer. Customer will designate as contacts senior engineers with the authority to make any necessary changes to the contact center network, system and application configuration. One individual, who is a senior member of contact center business management and technical staff, will be designated as Customer's primary point of contact to participate in the planning sessions and under this Service Description (e.g., chair the weekly conference calls, assist with prioritization of projects and activities).
- Customer's technical assistance center shall maintain centralized network management for its contact center network supported under this Service Description, capable of providing Level 1 and Level 2 support.
- Provide remote access to Customer's network to allow the Advanced Services engineer to provide support.
- If Cisco provides Data Collection Tools or scripts located at Customer's site, Customer agrees to provide a dedicated Cisco Support Tools server, if one is not dedicated already, shall ensure that such Data Collection Tools or scripts are located in a secure area, within a network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to

access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools.

- In the event data collection tool provided by Cisco is Software, Customer agrees to provide a dedicated Support Tools server, if one is not dedicated already and download software as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody. Customer must immediately return data collection tool(s) to Cisco as instructed by Cisco, upon the earlier of: (i) expiration or termination of the Service Description or (ii) Cisco's request to Customer that the data collection tool(s) is returned to Cisco.
- Provide Cisco remote access to Data Collection Tools installed as well as create a UCCOS domain user, access to PC at Customer sites and domain and firewall information to allow capturing of data from the tools.
- Services are delivered remotely, if for security or other reasons, Customer does not allow installation of data tools, access to relevant databases and server and application configuration tools then Customer will be responsible for the additional costs related to perform these services onsite at specific sites or locations to perform these services.
- Provide a Contact Center Network topology map, configuration information, and information of new features being implemented as needed.
- In the event the Unified Contact Center composition is altered, after the Services selected in this Service Description are in effect, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Cisco may require modifications to the fee if the Unified Contact Center composition has increased beyond the original pricing quote for Services (example: adding of sites and/or servers).
- Create and manage an internal email alias for communication with Advanced Services Project Manager and Engineer.
- Retain overall responsibility for any business process impact and any process change implementations
- Provide its designated person(s) with instructions on process and procedure to initiate cases and access the Advanced Services project manager and engineer.
- Notify Cisco of its standard operating procedures related to its business practices, its internal operational nomenclature and network to allow Cisco to effectively communicate and discuss cases with Customer in the context of Customer's business environment.
- Provide all necessary information to enable Cisco to perform root cause analysis.

- Ensures key business, engineering and operations personnel are available to participate in interview sessions as needed.
- Provide support to Cisco team to collect needed information for performance and optimization services that may or may not use automated tool. Inform Cisco of Unified Communications-related projects and critical changes that may impact the Unified Contact Center solution that Customer has implemented.
- Provide Cisco with detailed information that describes Customer's requirements and objectives for its Contact Center Network including but not limited to scalability, security and manageability, roadmap and changes, solution components such as hardware, quantity and software releases.
- **Unified Contact Center Architecture Review.** In addition to the General Responsibilities, Customer shall provide the following:
 - Provide the low level design document describing how Customer's Contact Center system and solutions were built and engineered to meet a specific set of technical requirements and design goals.
 - Ensure key detailed design stakeholders and decision-makers are available to participate during the course of the service.
 - Provide current network topology (contact center and telephony components and network infrastructure).
 - Provide or extract information defined by Cisco required in conducting the architecture analysis (i.e. call volumes, routing).
 - Schedule the Architecture Discovery Session and Architecture Design Workshop with the appropriate personnel.
 - Documentation defining Customer's business goals, objectives, key performance indicators, technical requirements related to architecture design planning.
 - Customer understands that the Architecture Review will be performed remotely.
 - Customer understands and acknowledges that the following are not provided or a part of the Architecture Review service:
 - Network and Unified Communication hardware, software and network architectures.
 - Call Routing/Admin Script review.
 - Customization and development of Agent Desktop.
 - UICM call flow configuration (software application).
- **Unified Contact Center Software Recommendation Review Service.** In addition to the General Responsibilities, Customer shall provide the following:
 - Schedule kick off meeting with Customer's technical support responsible for software release administration.
 - Provide a dedicated server in a domain with Cisco Support Tools loaded for Cisco to conduct audit(s). If Customer has a Cisco Support Tool Server in place, no additional server will be required.
 - Schedule with the Customer setup, testing and deploying of Data Collection Tools for conducting the audit(s).
 - Current software release and hardware version for Unified Contact Center solution components (for example, UCCE, UICM, UCVP,).
 - High-level design document or architectural drawing that identifies location of contact center components.
 - Configuration description for each of the key components.
 - Detailed requirements and objectives for the Customer's Contact Center Solution that include but are not limited to scalability, security and manageability.
 - Details of new service and Unified Contact network changes.
 - Certification process and/or lab testing process.
 - Change Management control process.
 - Conduct Unified Contact Center Software Release Discovery Session.
 - Provide remote access to Customer network to for collection of data required to compile software release information and hardware version.
 - Create UCCOS Domain user.
 - Access to PC.
 - Provide Cisco with domain / firewall information.
 - Provide 21 days in advance notice for Cisco's participation in off hours remote assistance to Customer's support team perform software release upgrade.
 - Schedule the Software Recommendation Release Workshop to review audit findings and present Software Recommendation Report.
 - Customer understands that the Software Recommendation Review will be performed remotely.
 - Customer must have a Unified Communication Optimization Subscription Service (UCOS) to support UC software release.
 - Customer understands that Software Release recommendations are valid for 12 months unless changes have been made to the Customer's system
 - If Customer makes changes to network or expands the system, the Software Recommendation Report findings and recommendations are void.

- Customer understands that Cisco will have ongoing discussion with the Customer regarding any new Unified Contact Center Software releases (not major release, only (0.x or 0.x.x) or revisions that may improve the Customer's Unified Contact Center environment.
- Customer understands and acknowledges that the following are not provided or a part of the Software Recommendation service:
 - Unified Communication hardware and network architecture.
 - Operating System support.
 - Operating System compatibility beyond solution as documented in Cisco's Hardware and System Software Specification (Bill of Materials) for Cisco Unified ICM/IPCC Enterprise and Hosted Editions.
 - Strategic planning for major software releases and upgrades.
- **Unified Contact Center Optimization and Performance Review.** In addition to the General Responsibilities, Customer shall provide the following:
 - Schedule resources to attend an Optimization and Performance Discovery Session (remote/up to 4 hours):
 - Identify business goals requirements.
 - Current challenges.
 - Application changes (planned and already done).
 - Potential impact to current architecture/capacities.
 - Risk identification.
 - Availability/Stability issues (which may be related to application config).
 - Document discovery session findings and next steps.
 - Ensure key contact center design stakeholders and decision-makers are available to participate during the course of the service.
 - Current system topology, contact center and telephony components and inventory, application design document and other related documents required by Cisco to perform the analysis of this service.
 - Provide or extract additional information required to conduct analysis.
 - Identify and provide documentation regarding site location, address and site contact information to Cisco.
 - Provide a dedicated server in a domain with Cisco Support Tools loaded for Cisco to conduct audit(s). If Customer has a Cisco Support Tool Server in place, no additional server will be required.
- Schedule with the Customer setup, testing and deploying of Data Collection Tools for conducting the audit(s).
- Provide remote access to all Unified Contact Center servers.
- Current Unified Contact Center hardware/software information included in the audit-- Unified Customer Voice Portal. (UCVP), voice gateways, VXML gateways, UIP IVR, Gatekeeper, etc.
- Agents, Desk Settings, Skill Groups, remote agents, and translation route etc.
- Business and technical resources responsible for providing information to Cisco.
- Any documentation related to future contact center planning.
- Administrators and developers of the Unified Contact Center applications related to agent, agent desk setting, skill groups, remote agents, and translation routes.
- Schedule resources to attend the UCC Performance Tuning Review Workshop to review findings.
- Customer understands that the Performance Tuning will be performed remotely.
- Customer is aware that a server is defined as any system (virtual or physical) that runs a separate operating system.
- Customer understands that a Cisco Network and Unified Communication audit must have been performed within the last twelve months otherwise these audits must be performed to ensure Unified Contact Center supportability.
- Customer understands that any upgrades performed since the audit of the network and Unified Communication infrastructure will require new network or UC audits performed.
- Customer understands and acknowledges that the following are not provided or a part of the Performance Tuning service:
 - Unified Communication capacity planning (UCM, Gateways, etc.).
 - Performance monitoring of Cisco Unified CallManager and related products.
 - 3rd party application integration.
 - Unified Communications components (UCM, Gateways, Unity, Telepresence, etc.) not related to contact center.
 - LAN/WAN infrastructure
 - Call routing logic
 - Script Review
 - Knowledge transfer
 - Report validation

- 3rd party integration and products
- **Unified Contact Center Scripting Design Review Service.** In addition to the General Responsibilities, Customer shall provide the following:
 - Schedule scripting resources to attend the Script Design Review conference call. Identify to Cisco the scripts to be reviewed.
 - Provide to Cisco the identified Unified Contact Center script documentation developed by both internal resources and third party vendors.
 - Provide access to script library.
 - Provide Access to Customer/developer resource(s) to review the custom and 3rd party script components that interact with standard scripting.
 - Review findings and recommendations of the Script Design Review Report.
 - Schedule scripting resources to attend Script Design Review Workshop.
 - Customer understands that the Script Design Review will be performed remotely.
 - Customer is aware that a server is defined as any system (virtual or physical) that runs a separate operating system.
 - Customer must select the specific scripts to be reviewed.
 - Customer must have access to call routing script library and documentation.
 - Customer understands and acknowledges that the following are not provided or a part of the Script Design Review service:
 - Script reviews and recommendations beyond the amount contracted.
 - Call Manager configuration.
 - TDM ACD configuration.
 - 3rd party applications, integrations, script objects (custom java, etc.).
 - Voice recognition and text to speech scripts (except built in).
 - Custom developed objects or code (Example: Custom Java code within UCVP Studio script).
 - Reconciling of report data.
 - Troubleshooting and escalation for TAC issues related to scripting
- **Unified Contact Center Reports Package Service.** In addition to the General Responsibilities, Customer shall provide the following:
 - Provide Cisco with remote/onsite access to reporting platforms, software implementation, Historical Database Server, Webview or CUIS.
 - Provide Cisco access to Customer resources responsible for the management and support of contact center reports
 - Provide documented requirements on layout and data required
 - Provide third-party tools for Webview customization (i.e. Infomaker).
 - Customer understands that the report packages will be performed remotely.
 - Customer understands that Cisco Unified Intelligence Suite or Cisco Webview reporting platforms and Historical Database Server must be installed and functioning.
 - Customer understands that Cisco Unified Contact Center reporting with third party contact center systems requires Cisco Unified Intelligence Suite (CUIS) adapter installed.
 - Customer must have access to call routing script library and documentation.
 - Customer understands and acknowledges that Cisco will not perform troubleshooting on any existing reports.
- **Unified Contact Center Change Support Service.** In addition to the General Responsibilities, Customer shall provide the following:
 - Ensure that their users contact the Customer's support desk or resolution center for assistance in connection with their Unified Contact Center Network or service problems or issues.
 - Customer shall not escalate any Unified Contact Center problems or issues until Cisco TAC has performed diagnostics.
 - Notify Cisco of the open ticket needing assistance.
 - Customer will provide Cisco TAC case number to assigned Advanced Service Engineer when initiating monitoring of a specific case.
 - Customer understands that the Change Support Service will be performed remotely and Advanced Services Engineer will work cases during Standard Business Hours.
 - Customer understands and acknowledges that the following are not provided or a part of the Change Support Service:
 - Advanced Services Engineer does not make any changes to the Customer production environment.
 - P3/P4 TAC cases.
 - Onsite presence for TAC case support

- **Unified Contact Center Capacity Planning.** In addition to the General Responsibilities, Customer shall provide the following:
 - Submit capacity and license related information to Cisco.
 - Schedule Capacity Planning Discovery session with the technical resources responsible for supporting the Unified Contact Center system.
 - Provide documents related to growth, changes and business planning to Cisco.
 - Provide contact center capacity and traffic requirements to Cisco-- agent count, busy hour call activity (BHCA), queue ports, self service ports, voice gateway ports, etc.
 - Provide access to business and technical resources.
 - Provide a dedicated server in a domain with Cisco Support Tools loaded for Cisco to conduct audit(s). If Customer has a Cisco Support Tool Server in place, no additional server will be required.
 - Schedule with the Customer setup, testing and deploying of Data Collection Tools for conducting the audit(s).
 - Provide remote access to all Unified Contact Center servers.
 - Ensure all UCCE servers are configured to support the required remote data collection.
 - Schedule the Capacity Planning Workshop to review Capacity Planning Report findings and recommendations.
 - Customer understands that the Capacity Planning will be performed remotely.
 - Customer is aware that a server is defined as any system (virtual or physical) that runs a separate operating system.
 - Customer understands that if any changes to the Unified Communication system have been implemented during the six month period a UC capacity planning assessment must be performed.
 - Customer understands and acknowledges that the following are not provided or a part of the Capacity Planning service:
 - Unified Communication capacity planning (UCM, Gateways, etc.).Performance monitoring of Cisco Unified CallManager and related products.
 - 3rd party application integration
- **Unified Contact Center Business Management Transformation Service – Evaluation Service.** In addition to the General Responsibilities, Customer shall provide the following:
 - Identify Customer's executive sponsor(s) and key stakeholder(s) and define their roles in supporting this project.
 - Assist Cisco in the coordination of the kick-off and ensure the executive sponsor(s),and key stakeholder(s), which may include the contact center management vice-president, director(s), manager(s), administrator(s), supervisor(s), human resources, business analyst(s), metrics analyst(s), IT and telecom management and any other personnel related to the management and support activities of the Customer's contact center solution, shall attend those scheduled meetings.
 - Provide and discuss business plans describing the goals, objectives, growth, and metrics guidelines related to the overall contact center solution for input into the data gathering process. Identify and agree with Cisco on up to three (3) business models during the kick-off meeting.
 - Provide Key Performance Indicators (KPIs), short and long term roadmap, metrics, benchmarks and all other necessary documents requested by Cisco to enable Cisco to evaluate Customer's business models.
 - Reviewing the Strategic Evaluation Model Report with Cisco for comment before it is formally completed and released.
 - Customer understands and acknowledges that Services provided by Cisco are consulting services comprised of advice assistance and guidance only. Customer expressly acknowledges and agrees that it is solely responsible for the implementation of its network, design, business or other requirements. Cisco shall not be responsible for the failure of Services to meet Customer's network, design, business or other requirements and/or their failure to result in a successful implementation of Cisco's recommendations in any recommendation report.
- **Unified Contact Center Business Management Transformation Service – Check Up.** In addition to the General Responsibilities, Customer shall provide the following:
 - Identify Customer's executive sponsor(s) and key stakeholder(s) and provide their roles in supporting this project.
 - Provide Cisco information related to the benchmarks, key performance indicators and any business process changes since post deployment review.
 - Schedule remote Business Management Transformation Workshop to review findings and recommendations.
 - Customer understands and acknowledges that Services provided by Cisco are consulting services comprised of advice assistance and guidance only. Customer expressly acknowledges and agrees that it is solely responsible for the implementation of its

network, design, business or other requirements. Cisco shall not be responsible for the failure of Services to meet Customer's network, design, business or other requirements and/or their failure to result in a successful implementation of Cisco's recommendations in any recommendation report.

○ **Unified Contact Center Operations Support Review Service.** In addition to the General Responsibilities, Customer shall provide the following:

- Customer is responsible for scheduling attendees for the pre-kick off conference call, Interview Sessions and Workshop, information collection as requested by Cisco.
- Completed Operations Support Questionnaire; identify key individuals who will participate in the pre-kick off conference call; identify support personnel to be interviewed; and identify key individuals who will attend the Operations Support Workshop.
- Review of the completed deliverable and recommended changes.
- Schedule meeting with Cisco and Customer participating support personnel thirty (30) business days from presenting Operations Support Deliverable to review implemented changes as defined in the Operations Support Document.

○ **Unified Contact Center Knowledge Transfer Service.** In addition to the General Responsibilities, Customer shall provide the following:

- Schedule Knowledge Transfer sessions with Cisco Unified Contact Center Project Manager at the beginning of each quarter.
- Coordinate with Cisco Unified Contact Center Project Manager on Knowledge Transfer topics covered during the transfer and mentoring session.
- Provide background information on the skill sets of the attendees.
- If applicable, schedule facilities and equipment required for each session.
- Provide Cisco Unified Contact Center Project Manager with not less than three (3) weeks prior notice of changing topic of session.
- Must provide Unified Contact Center Project Manager at least ten (10) days notice of cancellation or reschedule of training or mentoring session. No notice or less than ten (10) days notice will forfeit the session.
- Attendees should have knowledge of Unified Contact Center products related to the Customer's solution, such as CallManager, UICM, UCCE, UCVP, UIP IVR and Studio.

- If required, participate in pre-knowledge transfer conference call(s) to enable Cisco to deliver a more focused and tailored session.
- The maximum number of students at any one time shall not exceed ten (10), unless mutually agreed upon by the Customer and Cisco.
- Customer understands that the Knowledge Transfer sessions will be performed remotely and IPT and CallManager discussions will be conducted only as relates directly to contact center solution.
- Customer understands and acknowledges that the following are not provided or a part of the Knowledge Transfer sessions:
 - These sessions will not include any Customer installed contact center third-party solutions.
 - Developer support of integrations.
 - Agent and supervisor training.