



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services – Unified Contact Center Express Development Service (ASF-CPSA-CCED)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Unified Contact Center Express Development Service available under the Collaborative Professional Services Program (“Program”).

Direct Sale from Cisco to Authorized Channel. If you have purchased these Services directly from Cisco, this document is incorporated into your Collaborative Professional Services Agreement (“Agreement”), Collaborative Professional Services – General Service Terms under the Cisco Services Partner Program, a services exhibit that addresses transaction advanced services (“AS-T”) or an equivalent agreement executed between you and Cisco which authorizes your participation in the Program. In the event of a conflict between this Service Description and your Agreement or equivalent services exhibit or agreement, this Service Description shall govern. For purposes of an AS-T exhibit executed between Cisco and Authorized Channel, this Service Description shall be deemed as a Statement of Work (“SOW”).

Cisco shall provide a Quote for Services (“Quote”) setting out the appropriate fee that shall be paid by Authorized Channel for the Services selected. Cisco shall provide the Unified Contact Center Express Development Service described below as detailed on Purchase Order that references the purchaser’s email address, Deal ID, Services Part No and Service Fee as defined in the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Cisco Collaborative Professional Services Unified Contact Center Express Development Service

Service Summary

The Cisco Collaborative Professional Services (“CPS”) Unified Contact Center Express (“UCCX”) Development Services provide remote planning and design assistance (the “Services”) to Authorized Channel for the deployment of End User’s Contact Center Express solution which includes High-Level Design Development, Detail Design Development, Migration Plan, Network Implementation Plan and System Acceptance Test Plan Development.

Location of Services

Services are delivered remotely to Authorized Channel.

High Level Design Development

Analyze the prerequisite End User’s information provided by Authorized Channel in order to develop a high level design (HLD) that will consider the End User’s network future growth requirements and Cisco leading practices.

Cisco Responsibilities

- Work with Authorized Channel to understand End User’s contact center environment and achieve a common understanding of End User’s requirements.
- Provide the HLD Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Create and provide the High Level Design which will include the following: a). comparing solution level requirements with Cisco UCCX solutions and architectures; b). performing a gap analysis on the provided documentation and developing recommendations to resolve gaps, as required; c). identifying change recommendations to the bill of materials, as required; and d). determining any risks of the design and providing design recommendations and proposed changes to help mitigate risks.
- Review with Authorized Channel the High Level Design for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Designate key Authorized Channel contacts including architects and network personnel who shall be available for ongoing information gathering and feedback during the Services.
- Provide all the information as requested by Cisco to be documented in the HLD Pre-requisite Template to include End User network information five (5) Business Days following receipt of the HLD Pre-requisite Template from Cisco including: a). features and services, call flow, dial plans, security policies, network management, operational

processes and high level network architecture design specifications; b). UCCX solution design objectives (for example, details concerning scalability, resilience and number of agents/supervisors); c). requirements and features planned for example, emergency services/E911, agent based or skill based routing; d). types of applications impacted by the network design objectives and e). future growth requirements and network build out time frames.

- o Provide physical and logical network schematics for End User's existing network where applicable.
- o Provide full details of current network topology including access, distribution and core layers, types of switches and routers in each layer, Internet Protocol (IP) addressing and sub-netting for each layer and features and services that have been enabled on the network.
- o Review with Cisco the High Level Design for comment and approval before it is formally completed and released.

Detail Design Development

The detailed design component focuses on detailed activities for design of contact center services and applications. The detailed design does not include configurations for any third party applications.

Cisco Responsibilities

- o Conduct telephone interviews with designated Authorized Channel covering the detailed design of the Contact Center Express solution.
- o Provide the detailed design Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- o Create and provide the CPS Detailed Design document including the design of the following:
 - a). Voice over IP (VOIP) infrastructure, including:
 - i) reviewing network remediation plan;
 - ii) defining IP addressing for voice network devices;
 - iii) developing LAN/WAN configuration to accommodate IP Communications devices such as Unified Contact Center Express servers;
 - iv) developing QoS configuration for LAN/WAN;
 - v) defining network services.
 - b). UCCX system, including:
 - i) determining Unified Contact Center Express cluster sizing and design options;
 - ii) analyzing and identifying design options for CUCM server sizing for UCCX;
 - iii) designing options to integrate PBX/Cisco Unified CM with UCCX system;
 - iv) considering dial plan architecture for UCCX;
 - v) considering UCCX subsystems like Unified CM telephony , RmCm (for contact center agents) , Cisco Media , and application;

- vi) providing design guidance for UCCX call control features like UCCX triggers, CTI route points, contact service queues, skills, and teams;
- vii) design of security features around Cisco UCCX components;
- viii) UCCX user configuration details;
- ix) UCCX voice mailing treatment with Unity;
- x) application, script and prompt management;
- xi) Unified CM configuration requirements for UCCX;
- xii) historical reporting for UCCX;
- xiii) monitoring and recording components for UCCX.

c). Network infrastructure to support Cisco UCCX solution which may include the following:

- i) providing guidance and/or review of the Authorized Channel's IP addressing for UCCX servers;
 - ii) providing review of configurations or build in voice template components to an existing data template for devices such as Cisco UCCX servers Cisco agent desktops, Cisco supervisor desktops (CSD), IP Phone Agent (IPPA), call flows, script details, CUCM integration configuration, third party integration configuration, work flow group configuration and reason code configuration;
 - iii) developing quality of service (QoS) configuration for LAN/WAN as it pertains to voice;
 - iv) defining network services such as DHCP/DNS/TFTP/NAT related to Cisco Unified Communication solution.
- o Provide the detailed design document and reviewing the detailed design with Authorized Channel for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- o Ensure that Authorized Channel key networking personnel are available to participate in telephone interview sessions as required to enable Cisco to understand End User's business and technical requirements for the network.
- o Define IP addressing for voice network devices.
- o Provide physical and logical network schematics for existing network where applicable.
- o Provide all information as requested by Cisco to be documented in the detailed design Pre-requisite Template ten (10) Business Days following receipt of the Pre-requisite Template from Cisco.
- o Provide complete documentation and/or information for the following: a). UCCX solution design objectives; b). security policy, requirements and features already deployed in the End User's current network; c). documentation that defines the current network topology, including access, distribution, and core layers, types of switches and routers

in each layer, IP addressing and sub-netting for each layer, and features/services that have been enabled on the network; d). documentation that defines the existing voice traffic flows; e). documentation that defines the existing voice Network topology, including voice mail; and f). Authorized Channel data networking configurations for core routing protocols, LAN/WAN connectivity, QoS and Access Control Lists (ACL); g). applications impacted by the network design objectives.

- Review the detailed design with Cisco, providing comment and approval before it is formally completed and released.

Migration Plan Development

The development of the migration plan focuses on activities including migration strategy or planning required for migration of existing network to a Cisco UCCX platform.

Cisco Responsibilities

- Work with Authorized Channel to understand End User's migration requirements and plan migration steps.
- Provide the Migration Plan Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Work with Authorized Channel to draft the Migration Plan, defining the strategy and detailing the activities, specific steps, as well as the configuration changes that may be required to migrate the End Customer specified services.
- Review with Authorized Channel the Migration Plan for comment and approval before it is formally released and completed.

Authorized Channel Responsibilities

- Provide the service description data and service migration specification within three (3) Business Days upon Cisco's request.
- Provide all information as requested by Cisco to be documented in the migration Pre-requisite Template ten (10) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide Cisco the available data for each service nominated for contact center migration detailed in service definition documentation. The service definition document should capture all required services to be migrated. As a minimum, the documentation should cover: service name, service description, numbers and device types that make up the services, business needs and dependencies, physical interfaces of devices to be migrated from and to, the protocols used for each service, IP address space and ranges, sites where the applications are accessed, maintenance windows and service level agreement applicable to the service.
- Ensure that the migration approach to be agreed with Cisco and documented in the Migration Plan is as per the End User's requirements.

- If requested by Cisco, provide physical and logical network schematics for other network elements not included in the scope of the Service.
- Review the Migration Plan with Cisco for comment and approval before it is formally completed and released.

Network Implementation Plan Development

Develop a network implementation plan ("NIP") that identifies the processes including Cisco Product necessary to implement and operate the Cisco UCCX solution. The NIP is a guide for the Authorized Channel's implementation engineer to follow. It contains node and site specific implementation requirements information and records the recommended basic tests and actions for implementation. It also provides references to Product documentation, such as administration guides and technical notes.

Cisco Responsibilities

- Provide the NIP Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User
- Create and provide the Network Implementation Plan (NIP). The NIP document provides Authorized Channel the information necessary for the Authorized Channel to carry out the implementation of the equipment at the End User location and to verify basic operation and ready-for-service configuration. Ready-for-service means that the network, or a sub-set of it, is functioning as per the specifications documented in the NIP. The NIP may include: a). implementation processes; b). the required hardware and software necessary to implement and operate the Cisco Unified Contact Center; c). UCCX scripts as necessary for the call flows.
- Review with Authorized Channel the Network Implementation Plan for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the NIP Pre-requisite Template to include End User network information ten (10) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide End User building layout, including the floor plan, cabling and power location for applicable site prior to Cisco finalizing the NIP.
- Provide and verify interface specifications and requirements. For example, cabling standards and specifications for interconnect of Cisco and End User equipment prior to Cisco finalizing the NIP.
- Provide information on distance and interference limitations of interface cables to be used at installation prior to Cisco finalizing the NIP.
- Provide Cisco with the test plan and interconnect process required by any third parties including but not limited to in country carrier/telco prior to NIP completion.

- Provide Cisco with required documentation which may include the following: a). site contacts, location and considerations; b). site-specific installation requirements; c). site-specific information from BOM; d). product documentation, including administration guides, tech notes, and field notices; f).detailed call flows for UCCX scripting; e).solution hardware components; f). solution Telco circuits; g). solution equipment electrical requirements; k). solution environmental/physical space requirements; l). solution equipment rack and cabinet locations and layouts; m). other site-specific implementation requirements.
- Review with Cisco the Network Implementation Plan for comment and approval before it is formally completed and released.
- Ensure that all the network, telecom and operations teams are represented in development of test plans and co-ordinate for all meetings.
- Review the System Acceptance Test Plan with Cisco for comment and approval before it is formally completed and released.

General Authorized Channel Responsibilities

- Authorized Channel shall ensure that, End User understands and agrees i.) that Authorized Channel is providing its own proprietary services together with the Cisco Services herein; and ii) that in connection with Authorized Channel's performance of its own proprietary services, Authorized Channel must provide to Cisco certain End User information, documents and/or other technical data as required for Cisco's subsequent use in connection with Cisco Services.
- All information (such as but not limited to: designs, topologies, requirements) provided by Authorized Channel is assumed to be up-to-date and valid for the End User's current environment. Cisco deliverables are based upon information provided to Cisco by Authorized Channel at the time of the Services.
- Authorized Channel acknowledges that the completion of Service is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- Identify Authorized Channel's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Authorized Channel's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Services provided by Cisco comprise technical advice, assistance and guidance only. Authorized Channel expressly acknowledges and agrees that its solely responsible for the implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. The information containing in the documentation deliverables are based on the information provided by the Authorized Channel to Cisco, and Authorized Channel shall remain responsible for the accuracy or completeness of the information during the provision of the Services described herein and for the final determination of End User's network design, architecture, implementation, business or other requirements.

License of Deliverables

- Cisco grants to Authorized Channel a limited, revocable, non-exclusive, non-transferable license (a) to use, display,

Systems Acceptance Test Plan Development

The System Acceptance Test (SAT) plan should be used following completion of implementation to verify that the UCCX system as designed meets the agreed design.

Cisco Responsibilities

- Provide the System Acceptance Test Plan Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User.
- Create and provide the System Acceptance Test (SAT) Plan document. The SAT Plan document defines and records the specific set of procedures and/or tests developed by Cisco and agreed to by the Authorized Channel that are necessary to test the Cisco product and to declare that it is ready for use The SAT Plan may include the following: a). identifying facility and infrastructure requirements for testing; b). identifying tools required for executing the test cases; c). if required, developing test case priorities, test lab topology, role and responsibilities, testing processes, and severity levels; and d). developing the test cases to include test case objectives, procedure (step-by-step), expected result, and pass/fail criteria.
- Review with Authorized Channel the System Acceptance Test Plan for comment and approval before it is formally completed and released.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the System Acceptance Test Plan Pre-requisite Template to include End User network information ten (10) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide input necessary for Cisco to develop the criteria to be used in the SAT Plan.
- Agree on the specific set of procedures and/or tests in the SAT Plan document developed by Cisco.

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Representation of Cisco Brand

Authorized Channel agrees to comply with the Collaborative Services Branding guidelines located under "Resources" at <http://www.cisco.com/web/partners/services/programs/collaborative/index.html>, which is incorporated herein by reference.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Authorized Channel. The Authorized Channel shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Authorized Channel's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Authorized Channel's acceptance of completion of the Services in accordance with this Service Description.

Limitation

- AUTHORIZED CHANNEL EXPRESSLY ACKNOWLEDGES AND AGREES THAT IT IS SOLELY RESPONSIBLE FOR THE DETERMINATION AND IMPLEMENTATION OF THEIR END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS. CISCO SHALL NOT BE RESPONSIBLE FOR THE FAILURE OF CISCO'S COLLABORATIVE PROFESSIONAL SERVICES, DELIVERABLES, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS.**