



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services – Unified Contact Center Express Guidance Service (ASF-CPSU-CCEG)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Unified Contact Center Express Guidance 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 Guidance 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 Guidance Service

Service Summary

The Cisco Collaborative Professional Services ("CPS") Unified Contact Center Express ("UCCX") Guidance Services provide remote planning and design review assistance (the "Services") to Authorized Channel for the deployment of End User's Unified Contact Center Express which includes reviewing Authorized Channel's High Level Design, Detailed Design, Network Implementation Plan and System Acceptance Test Plan.

Location of Services

Services are provided remotely to Authorized Channel.

High Level Design Review

Review the Authorized Channel's high level design, considering End User's network future growth requirements and Cisco leading practices

Cisco Responsibilities

- Work with Authorized Channel to understand End User's environment in order to achieve a common understanding of End User's requirements.
- Provide to Authorized Channel the High Level Design Prerequisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco to review the design provided by the Authorized Channel.
- Participate with Authorized Channel in remote (online collaboration) review sessions to review with Authorized Channel its high level design and provide informal feedback and guidance as well as Cisco's recommended changes (if any). The review sessions shall commence within two (2) weeks following receipt by Cisco of the high level design document and will consist of up to three (3), two (2) hour, remote review session(s) over a period of up to two (2) consecutive weeks. Completion of the remote review session(s) signifies completion of the High Level Design Review service.

Authorized Channel Responsibilities

- Provide all the information as requested by Cisco to be documented in the High Level Design Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide completed Authorized Channel's high level design and related information to Cisco ten (10) Business Days following commencement of the Services; Authorized Channel will provide the following information to include: a). physical and logical network schematics for End User's existing network where applicable; b). features and services, route plans, addressing schema, call/data flow, dial plans, security policies, network management,

operational processes and high-level network architecture design specifications; c). UCCX solution design objectives (for example, details concerning scalability, resilience and number of agents, supervisors); d). requirements and features planned. types of applications impacted by the Network design objectives (and f). future growth requirements and network build out time frames

- Attend and participate in the remote review session(s) in order to review Cisco's recommended changes to the Authorized Channel's high level design.

Detailed Design Review

Review the Authorized Channel's detailed design, considering End User's network future growth requirements and Cisco leading practices.

Cisco Responsibilities

- Provide to Authorized Channel the Detailed Design Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco to review the design provided by the Authorized Channel.
- Review Authorized Channel's detailed design document, reviewing the design and providing recommendations for changes for the following where applicable: a). Voice over IP (VoIP) infrastructure: i). IP addressing for voice network devices; ii). local area network/wide area network (LAN/WAN) configuration to UCCX System servers, IP phones, and voice gateways; iii). configuration for quality of service (QoS) configuration for LAN/WAN; and iv). power and environment requirements; b). Call control system: i). UCCX System cluster sizing and design options; ii). design options to provide Call Admission Control (CAC).
- Review the network infrastructure to support Authorized Channel's detailed design, including review of the following: a). IP addressing for UCCX servers; b). 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, work flow group configuration and reason code configuration; c). QoS configuration for LAN/WAN as it pertains to voice; d). network services such as DHCP/DNS/TFTP/NAT related to Cisco Unified Communication solution; e). security and scheduling parameters; f). backup/disaster recovery requirements; and g). video, data, or groupware integration requirements.
- Participate with Authorized Channel in remote (online collaboration) review sessions to review with Authorized Channel its detailed design and provide

informal feedback and guidance as well as Cisco's recommended changes (if any). The review sessions shall commence within two (2) weeks following receipt by Cisco of the detailed design document and will consist of up to three (3), two (2) hour, remote review session(s) over a period of up to two (2) consecutive weeks. Completion of the remote review session(s) signifies completion of the Detailed Design Review service.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the Detailed Design Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide completed Authorized Channel's detailed design and related information to Cisco ten (10) Business Days following commencement of the Services; Authorized Channel will provide the following information to include: a). UCCX solution design; 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). IP addressing for voice network devices; e). physical and logical network schematics for existing network where applicable; f). documentation that defines the existing voice traffic flows; g). documentation that defines the existing voice network topology, including voice mail; and h). Authorized Channel data networking configurations for core routing protocols, LAN/WAN connectivity, QoS and Access Control Lists (ACL).
- Attend and participate in the remote review session(s) in order to capture and review Cisco's recommended changes to the Authorized Channel's detailed design.

Migration Plan Review

Review the Authorized Channel's migration plan which identifies the processes necessary to migrate and operate the contact center solution. The migration plan is a guide for the Authorized Channel to follow. It records the basic actions for migration. It also provides references to product documentation, such as administration guides and technical notes.

Cisco Responsibilities

- Provide the CPS Migration Plan Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco to review the migration plan provided by the Authorized Channel.

- Summarize and help the Authorized Channel to validate the migration requirements and review Authorized Channel's migration plan steps.
- Review the service definition document and Authorized Channel's migration plan that defines the strategy and details the activities, specific steps, as well as recommended configuration changes that may be required to migrate the specified services.
- Participate with Authorized Channel in remote (online collaboration) review sessions to review with Authorized Channel its migration plan and provide informal feedback and guidance as well as Cisco's recommended changes (if any). The review sessions shall commence within two (2) weeks following receipt by Cisco of the Authorized Channel's migration plan and will consist of up to three (3), two (2) hour, remote review session(s) over a period of up to two (2) consecutive weeks. Completion of the remote review session(s) signifies completion of the Migration Plan Review service.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the Migration Plan Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide completed migration plan and related information to Cisco ten (10) Business Days following commencement of the Services.
- Provide information to include the available data for each service nominated for UCCX migration detailed in a service definition document. The Authorized Channel's service definition document should capture all required services to be migrated including: 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.
- If requested by Cisco, provide physical and logical network schematics for other network elements not included in the scope of this Service within ten (10) Business Days of the commencement of the Migration Plan Review services by Cisco.
- Attend and participate in the remote review session(s) in order to capture and review Cisco's recommended changes to the Authorized Channel's migration plan.

Network Implementation Plan Review

Review the Authorized Channel's network implementation plan ("NIP"), which may include providing recommendations (if any) considering End User's network future growth requirements and Cisco leading practices.

Cisco Responsibilities

- Provide to Authorized Channel the Network Implementation Plan Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco to review the NIP provided by the Authorized Channel.
- Participate with Authorized Channel in remote (online collaboration) review sessions to review with Authorized Channel its network implementation plan and provide informal feedback and guidance as well as Cisco's recommended changes (if any). The review sessions shall commence within two (2) weeks following receipt by Cisco of the NIP document and will consist of up to three (3), two (2) hour, remote review session(s) over a period of up to two (2) consecutive weeks. Completion of the remote review session(s) signifies completion of the Network Implementation Plan Review service.

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 five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide completed Authorized Channel's NIP and related information to Cisco ten (10) Business Days following commencement of the Services.
- Authorized Channel to provide the following information to include: a). building layout, including the floor plan, cabling and power location for applicable site; b). interface specifications and requirements, such as cabling standards and specifications for interconnect of Cisco and End User equipment; c). distance and interference limitations of interface cables to be used at installation; d). test plan and any interconnect processes required by third parties including but not limited to in country carrier/telco; and e). site-specific implementation requirements.
- Attend and participate in the remote review session(s) in order to capture and review Cisco's recommended changes to the Authorized Channel's NIP.

System Acceptance Test Plan Review

Review the Authorized Channel's system acceptance test (SAT) plan which should be used following completion of implementation by the Authorized Channel to verify that the Cisco UCCX Solution as designed meets the agreed design.

Cisco Responsibilities

- Provide to Authorized Channel the SAT Plan Pre-requisite Template which specifies the required business and technical requirements that Authorized Channel must gather from End User to enable Cisco

to review the SAT plan provided by the Authorized Channel.

- Summarize and help the Authorized Channel to validate the SAT plan requirements using the following inputs: a). facility and infrastructure requirements for testing; b). tools required for executing the test cases; c). if required, test case priorities, test lab topology, role and responsibilities, testing processes, and severity levels; and d). test case objectives, step-by-step procedures, expected result, and pass/fail criteria.
- Participate with Authorized Channel in remote (online collaboration) review sessions to review with Authorized Channel its SAT plan and provide informal feedback and guidance as well as Cisco's recommended changes (if any). The review sessions shall commence within two (2) weeks following receipt by Cisco of the SAT plan document and will consist of up to three (3), two (2) hour, remote review session(s) over a period of up to two (2) consecutive weeks. Completion of the remote review session(s) signifies completion of the System Acceptance Test Plan Review service.

Authorized Channel Responsibilities

- Provide all information as requested by Cisco to be documented in the SAT Plan Pre-requisite Template to include End User network information five (5) Business Days following receipt of the Pre-requisite Template from Cisco.
- Provide completed Authorized Channel's SAT plan and related information to Cisco ten (10) Business Days following commencement of the Services.
- Authorized Channel to provide the following information to include: a). criteria used by the Authorized Channel in development of the Authorized Channel's SAT plan; and b). specific set of procedures and/or tests in the Authorized Channel's SAT plan.
- Attend and participate in the remote review session(s) in order to capture and review Cisco's recommended changes to the Authorized Channel's SAT plan.

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.
- Authorized Channel will be solely responsible for documenting any recommendations made by Cisco during the delivery of the Services

- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- Authorized Channel acknowledges that the completion of Services is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- 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 determination and implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. Cisco shall not be responsible for the inability of Services to meet End User's network, design, business or other requirements 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.

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.**

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.