

Cisco Unified Contact Center Express Starter Bundle

- Q.** What is the Cisco® Unified Contact Center Express (Unified CCX) Starter Bundle?
- A.** As part of a limited-time promotion, Cisco is offering the Cisco Unified CCX Starter Bundle. The bundle enables Cisco partners to provide their customers with 5 or 25 seats of Cisco Unified CCX 10.0 Enhanced or Premium at a promotional price when placing new orders for Cisco Unified Communications Manager (Unified CM) or Cisco Business Edition 6000 (BE 6000).
- Q.** What is included in the Unified CCX Starter Bundle?
- A.** The bundle includes entitlement for the underlying appliance operating system and database, a media kit for Unified CCX, and the product authorization key (PAK) for the required number of seats.
- Q.** Are there any mandatory separate purchases?
- A.** No separate purchases are required, except for the hardware or virtual machine on which Unified CCX is to be deployed.
- Q.** What are the optional separate purchases?
- A.** Optional add-ons include:
- Cisco Unified Communications Essential Operate Service Software (ESW) and Cisco Unified Communications Software Subscription (UCSS) for Unified CCX are not included. ESW and UCSS for Unified CM and BE 6000 do not apply to Unified CCX. Your customers must purchase Cisco ESW and UCSS separately for the Unified CCX bundle.
 - Your customers may purchase additional seats as well as other options (for example, high-availability redundancy) using the top-level part number CCX-10-ADD-K9.
- Q.** What platforms does the Unified CCX Starter Bundle not apply to?
- A.** The bundle does not apply to Unified CM Express and BE 5000.
- Q.** Is the Unified CCX Starter Bundle included with upgrades to Unified CM or BE 6000?
- A.** No. The bundle is included only with new purchases of Unified CM or BE 6000.
- Q.** Which versions of Unified CCX are shipped with which versions of Unified CM and BE 6000?
- A.** Refer to Table 1.

Table 1. Versions of Unified CCX Bundled with Unified CM and BE 6000

Unified CM and BE 6000	Unified CCX
Unified CM Versions 9.x and 10.0 or BE 6000 Version 9.x and 10.0	Unified CCX 10.0(1)

- Q.** When will the Unified CCX Starter Bundle promotion end?
- A.** The promotion is currently scheduled to end July 26, 2014, but Cisco may extend the promotional period.

- Q. What features and functions of the Unified CCX can my customers use?
- A. The software provides all capabilities found in Unified CCX Enhanced/Premium, and your customers can activate and use all features in the same manner that they would as if your customer had purchased Unified CCX software separately.

Installation Requirements

- Q. Can I install and operate the Unified CCX Starter Bundle on the same server as Unified CM or BE 6000?
- A. You can install the bundle on the same server, provided a separate virtual machine that meets the Unified CCX deployment specifications is available.
- Q. My customer purchased Unified CM, but they do not have one of the supported servers described in the co-resident model for Unified CCX. Can they deploy the Unified CCX Starter Bundle on servers other than those shown as supported in the co-resident data sheet?
- A. The [Cisco Unified Communications Sizing Tool](#) should serve as the authoritative reference for which servers you can or cannot use for deployment of any given Unified CCX release.
- Q. My customer wants to add more seats than the number supported in a co-resident deployment model. Will the licenses provided with the Unified CCX Starter Bundle be valid if they redeploy the bundle on a dedicated Unified CCX server?
- A. Yes.
- Q. My customer is deploying on a server that supports Unified CCX, but they need more seats or interactive voice-response (IVR) ports than that model supports. I noticed in the support model that each server supports a maximum number of phones and a maximum number of busy hour call completions (BHCCs) for Unified CCX and Unified CM or BE 6000. Can my customer add more seats or IVR ports if their deployment uses fewer phones or has a lower number of BHCCs than that shown in the support model?
- A. No. The [Cisco Unified Communications Sizing Tool](#) should serve as the authoritative reference regarding the capacity.

Entitlement and Licensing Requirements

- Q. How do I activate the Unified CCX Starter Bundle licenses I have received with the entitlement product IDs?
- A. To activate the license, go to the following link and register the PAK you received with the promotional bundle: <http://www.cisco.com/go/license>.
- Q. I have three Unified CM servers, each with a Unified CCX Starter Bundle. Can I aggregate these into a 15/75-seat deployment?
- A. No. Entitlement is limited to a specific number per Unified CM cluster, not per Unified CM server. In other words, Cisco does not support aggregating multiple Unified CCX Starter Bundles for each Unified CM server in a cluster. For example, a cluster with three Unified CM servers is entitled to one 5/25-seat Unified CCX Starter Bundle, not 15/75 seats.
- Q. Can I combine the 5-seat Unified CCX Starter Bundle with the new 25-seat Unified CCX Starter Bundle to create a 30-seat deployment?
- A. No. The bundles cannot be combined. If additional seats are required, please configure the CCX-10-ADD-K9 part number to order the required number of seats.

Ordering Details

- Q.** What product part numbers do I need to configure and order to obtain an operating system, server, Cisco ESW, Cisco UCSS, or any other optional components available with the product?
- A.** Two ordering scenarios are possible:
- Deploy the Unified CCX Starter Bundle with an operating system on a dedicated server and optionally add Cisco ESW, Cisco UCSS, or other product options (for example, high availability).
 - Upgrade the Unified CCX Starter Bundle Enhanced licenses to Premium licenses with an operating system on a dedicated server and optionally add Cisco ESW, Cisco UCSS, or other product options.

For these ordering scenarios, please order the product part numbers listed in the [ordering guide](#).

- Q.** Can I upgrade the Unified CCX Starter Bundle to a later release?
- A.** Yes. If you have Cisco ESW, you can upgrade to maintenance releases or from one minor release to another minor release within the same major release (for example, from 9.0 to 9.5). If you have Cisco ESW and Cisco UCSS, you can upgrade across major releases (for example, from 8.5 to 9.0). If you have neither Cisco ESW nor Cisco UCSS, you must purchase upgrades separately. Please consult the ordering guide available at http://www.cisco.com/web/partners/downloads/partner/WWChannels/technology/ipc/downloads/CCBU_ordering_guide.pdf.
- Q.** How do my customers obtain service and support for the Unified CCX Starter Bundle?
- A.** They must purchase both Cisco ESW and Cisco UCSS for the bundle. Neither is included with the bundle. Please note that Cisco ESW and Cisco UCSS for Unified CM or BE 6000 do not cover this bundle; you must purchase them separately.
- Q.** How can I downgrade the Unified CCX Enhanced/Premium license received with a Unified CCX Starter Bundle to Unified CCX Standard?
- A.** You cannot downgrade the license to the Standard version for the bundle.

For More Information

Cisco Collaboration User Group

Cisco Unified Contact Center customers and Cisco partners can join the Collaboration User Group (CUG) at <http://www.cisco.com/go/cug>. Simply log in with your Cisco.com ID, then click the “Join Now” button and provide the requested information. When your registration is accepted, you will receive an email notification welcoming you to the user group. As a member of the CUG you will have access to all the member benefits, including a dedicated private space for discussions about Cisco Customer Contact solutions.

Membership benefits include:

- Access to monthly webcasts, a private discussion forum, and more
- Ability to exchange tips and best practices on the use of the Cisco Customer Contact products with peers and Cisco experts

Additional Information

The following resources offer more information:

- Unified CCX homepage: <http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/index.html>; here you can access:
 - How to configure and order
 - Presentations
 - Promotions
- Email aliases:
 - Cisco product management alias (subscription is not available): jpcc-express-pm@cisco.com.
- Forums:
 - Search the knowledge base and post questions at the Cisco Unified Contact Center Partner Community at: <https://www.myciscocommunity.com/community/partner/collaboration/contactcenter>.
 - You can set community forums preferences to provide email notifications of new posts.




Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

 Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)