

Cisco Enterprise Agreement

Available Collaboration Software Suites



Introduction

This overview is designed to help you understand the products in the collaboration suites that are available under the Cisco® Enterprise Agreement.

Cisco Enterprise Agreement includes Cisco ONE Software, collaboration, and security suites. Choose one suite or any combination of suites and get a single agreement. For other suites overview documents, visit cisco.com/go/ea.

Solution Overview

The Cisco® Enterprise Agreement for Collaboration enables customers to simply procure and flexibly deploy communication and collaboration capabilities across their organization.

The solution is composed of multiple software suites:

- Cisco Enterprise Agreement Cisco Spark Flex Plan Employee Count Suite defined in Table 2
- Cisco Enterprise Agreement Unified Communications Suite defined in Table 3
- Cisco Enterprise Agreement Multiparty Suite defined in Table 4
- Cisco Enterprise Agreement Meeting Server add-on Suite defined in Table 5
- Cisco Enterprise Agreement WebEx On-Premises Suite defined in Table 6
- Cisco Enterprise Agreement Prime Collaboration Suite defined in Table 7
- Cisco Enterprise Agreement Prime Collaboration Suite – Contact Center Assurance Option defined in Table 8
- Cisco Enterprise Agreement HCS-Large Enterprise (LE) Management Suite defined in Table 9
- Cisco Enterprise Agreement Customer Collaboration Suite defined in Table 10
- Cisco Enterprise Agreement Adoption Services defined in Table 11

In addition, a summary of all the available suites is provided below in Table 1.

Table 1. Cisco Enterprise Agreement for Collaboration Software Suites (Does NOT Include Hardware)

Software Suites	Core Components
<p>Cisco Spark™ Flex Plan EC Suite</p>	<ul style="list-style-type: none"> ▪ Cisco Business Messaging ▪ Cisco Basic Meetings ▪ Cisco Advanced Meetings (either Cloud or Prem.) ▪ Calling (either Cloud, Partner Hosted, or Prem.) ▪ Audio options: VoIP included, Toll Named User (TNU), CCA-SP (Cloud Connected Audio – Service Provider) ▪ SWSS 2.0 service options: basic included; enhanced or premium service optional
<p>Unified Communications Suite</p> <p>Note: This is the content of the FY17 Q2 variant of the Unified Communications Suite</p>	<ul style="list-style-type: none"> ▪ Cisco Unified Communications Manager including Session Manager ▪ Cisco Expressway Series (Expressway C and Expressway E) firewall traversal for mobile and remote access, including Microsoft integration ▪ Cisco Unity Connection Unified/Voice Messaging ▪ Attendant Console Standard/Advanced ▪ Presence and Instant Messaging (IM) ▪ Soft Clients and Mobile Clients (Jabber & IP Communicator) ▪ Emergency responder (E911) ▪ Cisco Call Manager Express (CME) ▪ Cisco Unity Express (UE) ▪ Cisco Survivable Remote Site Telephony (SRST)
<p>Cisco Multiparty Suite</p> <p>Note: this is the replacement for the former TelePresence Multiparty Suite. It now includes Cisco TMS, VCS and Cisco Meeting Server, Cisco Meeting App</p>	<ul style="list-style-type: none"> ▪ Cisco TelePresence Server (Multiparty video conferencing) ▪ Cisco TelePresence Conductor (Conference bridging resource management & administration) ▪ Cisco TelePresence Management Suite ▪ Cisco TelePresence Video Communication Server – Control and Expressway ▪ Cisco Multiparty licensing ▪ Cisco TelePresence ISDN Gateway licenses ▪ Cisco TelePresence Serial Gateway licenses ▪ Cisco Meeting Server and Cisco Meeting App (including single branding)

Software Suites	Core Components
Cisco Meeting Server add-on Suite Optional add-on to the former TelePresence Multiparty Suite	<ul style="list-style-type: none"> ▪ Cisco Meeting Server and Cisco Meeting App, optional add-on to the TelePresence Multiparty Suite
WebEx On-Premises Suite*	<ul style="list-style-type: none"> ▪ General Purpose Web Conferencing
Prime Collaboration Suite	<ul style="list-style-type: none"> ▪ Provisioning - Policy creation, MACD, and service activation ▪ Assurance - Real-time monitoring, troubleshooting, and testing ▪ Analytics - Historic quality, performance, technology consumption and end-user trending
Prime Collaboration Suite - Contact Center Assurance Option	<ul style="list-style-type: none"> ▪ Topology ▪ Event correlation/reduction tailored to the Cisco Unified Contact Center Enterprise deployment ▪ Performance dashboard ▪ Call trace and analysis
HCS-Large Enterprise (LE) Management Suite*	<ul style="list-style-type: none"> ▪ Zero-touch provisioning ▪ Subscriber management ▪ Assurance - Real-time monitoring, troubleshooting, and testing
Customer Collaboration Suite	<ul style="list-style-type: none"> ▪ Enterprise Contact Center platform and applications ▪ Inbound & outbound call handling, real-time and historical call reporting ▪ Social media monitoring, queuing and workflow ▪ IP-based self-service and call routing platform including reporting ▪ Voice, email and Web media

* The last day this suite and combined services or PSS will be available to order is July 29, 2017 (the end of Q4 FY17).

In addition to software, each suite with on-premises components requires Cisco Software Support Service (ELSU), or other service as noted below:

- **The Cisco Spark™ Flex Plan EC Suite:** SWSS (ELSU) is embedded with the on-prem components and does not require a separate line-item purchase
- The Unified Communications Suite requires ELSU
- The Cisco Multiparty Suite requires ELSU
- The Cisco Meeting Server add-on Suite requires ELSU
- The WebEx On-Premises Suite requires ELSU
- The Prime Collaboration Suite requires ELSU
- The Prime Collaboration Suite – Contact Center Assurance Option requires ELSU
- The HCS-Large Enterprise (LE) Management Suite requires HCS Solutions Support
- The Customer Collaboration Suite requires ELSU

Available Suites for Cisco Enterprise Agreement for Collaboration

Table 2. What's Included in the Cisco Spark Flex Plan Employee Count Suite

Product Name MESSAGE	Core Functions	Product Description	License Type
Cisco Spark Message	Business messaging	Cloud entitlement: Cisco Spark messaging Cisco Spark. Secure business-class messaging makes communications simple. Create a space for your team to send messages, share files, and stay in contact wherever you go. <ul style="list-style-type: none"> ▪ Host up to 3-party meetings in Cisco Spark Spaces ▪ Space moderation, Compliance exports ▪ Pooled storage, SSO, directory integration ▪ Live support, User management, Analytics 	<ul style="list-style-type: none"> ▪ Annuity Subscription Cloud
MEETINGS			
Cisco Spark Basic Meetings	Basic meetings	All features in Business Messaging <ul style="list-style-type: none"> ▪ Host up to 25-party meetings in Cisco Spark Spaces 	<ul style="list-style-type: none"> ▪ Annuity Subscription Cloud

Product Name	Core Functions	Product Description	License Type
MESSAGE			
Cisco Spark Advanced Meetings Cloud entitlement	Advanced Cloud meetings	All features in Business Messaging and Basic Meetings <ul style="list-style-type: none"> ▪ Cisco WebEx® Meeting Center 200-party meetings ▪ Cisco Training Center 200, Event Center 1000 ▪ Cisco Collaboration Meeting Rooms (CMR) Cloud ▪ Cisco Spark Room Devices 	<ul style="list-style-type: none"> ▪ Annuity Subscription Cloud
Cisco Spark Advanced Meetings On Premises entitlement	Advanced On-Premises meetings	All features in Business Messaging and Basic Meetings <ul style="list-style-type: none"> ▪ Cisco® Meeting Server (Premise based Video Conferencing) ▪ Cisco Telepresence® Management Suite 	<ul style="list-style-type: none"> ▪ Annuity Subscription On Premise
WebEx PSTN Audio options	VoIP (included) Audio options can be purchased in addition: Toll named user, or CCA-SP	<ul style="list-style-type: none"> ▪ Toll named user is a named-user-based audio subscription purchased by the subscriber, where each named user has unlimited access to global toll call-in and domestic toll call-in. ▪ Cloud Connected Audio through a service provider (CCA-SP). 	<ul style="list-style-type: none"> ▪ Add-on options
CALLING			
Cisco Spark Calling Cloud entitlement	Calling Cloud offer	Cisco Spark Calling. PSTN calling must be purchased separately.	<ul style="list-style-type: none"> ▪ Annuity Subscription Cloud

Product Name	Core Functions	Product Description	License Type
MESSAGE			
Cisco Calling Premises & Partner Hosted Calling On Premises entitlement	Calling Prem. or Partner Hosted offer	<ul style="list-style-type: none"> ▪ Cisco Unified Communications Manager (including Cisco Business Edition and Cisco Hosted Collaboration solution) ▪ Cisco Unity® Connection ▪ Cisco Expressway Series (Expressway-C and -E) ▪ Cisco Emergency Responder 911 ▪ Cisco Jabber® ▪ Hosted Collaboration Mediation - Fulfillment (HCMF available for Partner Hosted Calling) 	<ul style="list-style-type: none"> ▪ Annuity Subscription On Premise

SERVICES			
SWSS 2.0	Flex Plan Software Subscription Service	Basic included Service upgrades to enhanced or premium services optional	<ul style="list-style-type: none"> ▪ Annuity Subscription Cloud

Notes:

1. Cisco Spark Flex Plan: in one user-based subscription, customers can buy Cisco's entire meeting and calling experience—and choose to deploy on-premises, partner hosted, or in the cloud.

Table 3. What's included in the Unified Communications Suite

Product Name	Core Functions	Product Description	License Type
Cisco Unified Communications Manager	Enterprise Class IP Telephony Voice/Call Control and Video	Cisco Unified Communications Manager provides an enterprise-class IP telephony call-processing system. In addition to traditional telephony features, it provides advanced capabilities, such as video, mobility, presence, preference, and conferencing services.	<ul style="list-style-type: none"> ▪ On-premises Software
Cisco Expressway Series (Expressway-C and Expressway-E)	Provides Expressway-advanced multi-modal firewall traversal for mobile and remote access to UC services	Cisco Expressway Series works as part of the Cisco Unified Call Manager product family to provide access for mobile, desktop and fixed clients. The application provides advanced multi-modal firewall traversal and access services for secure Voice, Video, Instant Messaging & Presence, Directory, and Visual Voicemail outside your enterprise firewall without the need for a Virtual Private Network (VPN).	<ul style="list-style-type: none"> ▪ On-premises Software

Product Name	Core Functions	Product Description	License Type
Cisco Unity Connection	Unified messaging and voicemail solution	Cisco Unity Connection lets users access and manage messages the way they prefer: from an email inbox, web browser, Cisco Jabber, Cisco Unified IP Phone, smartphone, or tablet.	<ul style="list-style-type: none"> On-premises Software
Cisco Unified Attendant Consoles	Attendant Consoles	<p>Cisco Unified Attendant Console Standard gives corporate operators and receptionists the tools they need to handle incoming calls efficiently and professionally. This desktop application communicates directly with Cisco Unified Communications Manager to control the operator’s phone. It makes it fast and easy to answer calls and transfer them to people across your organization.</p> <p>Cisco Unified Attendant Console Advanced helps corporate operators and receptionists manage high volumes of calls from customers, employees, and business partners. Its powerful call queuing engine helps the operators easily manage a high call volume from a variety of sources. The robust directory can handle up to 100,000 contacts and synchronize directly with Microsoft Active Directory.</p>	<ul style="list-style-type: none"> On-premises Software
Cisco Unified Communications Manager Session Management Edition	Provides advanced IP management for unified communications	Cisco Unified Communications Manager Session Management Edition allows for centralized SIP trunking and routing helping simplify complex networks and reduce costs by consolidating trunking and aggregating voice applications and policy control.	<ul style="list-style-type: none"> On-premises Software

Product Name	Core Functions	Product Description	License Type
Cisco Emergency Responder 911	Identifies the location of emergency callers	Cisco Emergency Responder enhances the existing emergency 9-1-1 functionality offered by Cisco Unified Communications Manager. It helps assure that Cisco Unified Communications Manager will send emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and that the PSAP can identify the caller's location and return the call if necessary. In addition, the system automatically tracks and updates equipment moves and changes. Deploying this capability helps ensure more effective compliance with legal or regulatory obligations, reducing the risk of liability related to emergency calls as a result. Cisco Emergency Responder exports Automatic Location Information (ALI) data in formats defined by the National Emergency Number Association (NENA), an industry standards body in the United States. These data formats may not be suitable for use outside the United States and Canada; manual modification of the exported files may be required.	<ul style="list-style-type: none"> On-premises Software
Cisco Unified Communications Manager Express	Enterprise Class IP Telephony Voice/Call Control Licensed to Enhanced Phone License Level	Cisco Unified Communications Manager Express provides call processing to Cisco Unified IP Phones for distributed enterprise branch-office environments and retail deployments. Cisco Unified Communications Manager Express delivers on this need by providing localized call control, mobility, and conferencing alongside data applications on Cisco Integrated Services Routers (ISRs).	<ul style="list-style-type: none"> On-premises Software
Cisco Unity Express	Enhanced Voice Messaging	Cisco Unity Express provide affordable voicemail and greeting services, voice mailboxes for up to 500 users. Intuitive telephone prompts and a web-based interface and ability to manage voicemail using a Cisco Unified IP Phone display, your web browser, or your email client on Cisco Integrated Services Routers (ISRs).	<ul style="list-style-type: none"> On-premises Software
Cisco Unified Survivable Remote Site Telephony	Redundant and Localized Call Processing	Cisco Unified Survivable Remote Site Telephony (SRST) offers business resiliency through redundant and localized call processing. SRST takes full advantage of a remote site's existing network to provide multi-feature redundancy for centralized Cisco call-processing deployments during WAN link failures on Cisco Integrated Services Routers (ISRs). In addition, it also provides intelligent and automatic failover configuration without the need for manual IT or telecom intervention.	<ul style="list-style-type: none"> On-premises Software

Product Name	Core Functions	Product Description	License Type
Soft Clients and mobile applications	Connect, communicate, and collaborate directly from your desktop with rich multimedia Cisco Unified Communications services	<p>Cisco Jabber® Clients providing softphone/video/Instant Messaging & Presence capabilities:</p> <p>Cisco Jabber for Windows</p> <p>Cisco Jabber for Mac</p> <p>Cisco Jabber for iPhone and iPad</p> <p>Cisco Jabber for Android</p> <p>Also included:</p> <p>Cisco Jabber SDK (Software Development Kit for Web)</p> <p>Cisco Jabber VXME (Virtualization Experience Media Engine)</p> <p>Additional Soft Clients included</p> <p>Cisco IP Communicator (Softphone)</p> <p>Cisco Unified Communications Integration with Microsoft Lync (Softphone/Video)</p>	<ul style="list-style-type: none"> On-premises Software
Jabber Guest	Collaborate with Public Web and Mobile Users	Help guest users easily interact with enterprise workers by using real-time communications that are high quality, standards-based, and comprehensive.	<ul style="list-style-type: none"> On-premises Software

Notes:

- This is the content of the FY17 Q2 variant of the Unified Communications Suite.
- Cisco Unified Communications Manager Express (CME), Cisco Unity Express (CUE) and Cisco Unified Survivable Remote Site Telephony (SRST) software and licensing require a separately priced UC technology license to be installed on a per ISR router basis.
- In order to use the CME, CUE and SRST licensing, separate purchase of Integrated Service Router (ISR) hardware is required. CME, CUE and SRST software upgrade and maintenance is covered under the ISR separately priced SmartNet service.
- Cisco Unity Express Integrated Voice Response licenses are not included in the Unified Communications Suite.
- Cisco Unified Communications Manager media bundle also includes:
 - Cisco Paging Server Basic (InformaCast) with CUCM 9.1x onwards
 - Prime Collaboration Standard with CUCM v10.x onwards

Table 4. What's Included in the Cisco Multiparty Suite

Note: this is the replacement for the former TelePresence Multiparty Suite. It now includes: Cisco Telepresence Management Suite, Cisco Video Communication Server as well as Cisco Meeting Server and Cisco Meeting App.

Product Name	Core Functions	Product Description	License Type
Cisco TelePresence Server	TelePresence multiparty video conferencing	Cisco TelePresence Server brings together standards-based, high- definition videoconferencing and TelePresence users in the same conference. It connects users to a wide range of endpoints and multivendor TelePresence systems. Cisco TelePresence Server works with the Cisco TelePresence Conductor to enable flexible, scalable conferencing using dynamic resource allocation.	<ul style="list-style-type: none"> On-premises Software
Cisco TelePresence Conductor	TelePresence conference bridging resource management & administration with Personal Multiparty and Shared Multiparty licensing	Cisco TelePresence Conductor has knowledge of all available conferencing resources and their capabilities. It helps ensure intelligent conference placement and optimum resource utilization, and delivers powerful, comprehensive administrative control, making simple natural TelePresence conferencing a reality.	<ul style="list-style-type: none"> On-premises Software
Cisco TelePresence Management Suite	Provides control and management of TelePresence endpoints and scheduling of conferences	Cisco TelePresence Management Suite (Cisco TMS) provides complete control, management, and scheduling capabilities of telepresence conferencing and media services infrastructure and endpoints, enabling enterprises to improve productivity, reduce costs, and maximize return on their telepresence investment.	<ul style="list-style-type: none"> On-premises Software
Cisco TelePresence Multipoint Control Unit (MCU)	Multiparty video conferencing	Software and licenses for the 8000 and 5300 series Cisco TelePresence MCUs. A JITC approved flexible, highly scalable, multimedia conferencing bridge with a versatile, easy to use management interface. Cisco TelePresence MCU works with the Cisco TelePresence Conductor to enable flexible, scalable conferencing using dynamic resource allocation. The chassis or appliance base must be purchased separately.	<ul style="list-style-type: none"> On-premises Software

Product Name	Core Functions	Product Description	License Type
Cisco Multiparty Licensing	Multiparty conferencing	<p>Cisco Multiparty Plus licenses are all-in-one multiparty video licenses. They are available in two options:</p> <ul style="list-style-type: none"> • Personal Multiparty Plus licenses each designate a single named host who can hold multiparty meetings at any time, for any number of participants. • Shared Multiparty Plus licenses each supports one concurrent meeting. They can be shared among any number of users, offering an effective way to use shared-room systems. 	<ul style="list-style-type: none"> • On-premises Software
Cisco TelePresence Serial and ISDN Gateway	Serial and ISDN Gateway	<p>Cisco's TelePresence gateway solutions are used when there is more than one endpoint that needs access to a telepresence solution. These gateways offer simplified integration between IP and Serial/ISDN networks with complete feature transparency, including high definition (HD) video, content sharing, and encryption.</p>	<ul style="list-style-type: none"> • On-premises Software
Cisco TelePresence Video Communication Server - Control	Provides Interoperability, interworking, and session management; component of Cisco TelePresence Expressway firewall traversal solution	<p>Cisco VCS Control delivers any-to-any enterprise-wide conference and session management and interworking capabilities. It extends the reach of telepresence conferences by enabling interworking between Session Initiation Protocol (SIP) and H.323-compliant endpoints, interworking with third-party endpoints; it integrates with the Cisco UCM and supports third-party IP private-branch-exchange (IP PBX) solutions.</p>	<ul style="list-style-type: none"> • On-premises Software
Cisco TelePresence Video Communication Server - Expressway	Provides Expressway-advanced firewall traversal, remote access for video devices, and optimal media routing	<p>Cisco VCS Expressway enables business-to-business video collaboration, improves the productivity of remote and home-based workers, and enables service providers to provide video communications to customers. The application performs securely through standards-based and secure firewall traversal for all Session Initiation Protocol (SIP) and H.323 devices.</p>	<ul style="list-style-type: none"> • On-premises Software

Product Name	Core Functions	Product Description	License Type
Cisco Meeting Server and Cisco Meeting App	Multimedia communications platform	<p>The Cisco Meeting Server Software is a multimedia communications platform consisting of multiple services enabling audio, web and video conferencing in a single scalable software architecture. The software has two major elements, the server software and an extension of the server in the form of an App/ Client that users leverage to access and control their meetings. Cisco Meeting Server supports standard based video endpoints including the Cisco portfolio of TelePresence endpoints as well as 3rd party solutions like Skype for Business.</p> <p>Includes single branding option.</p>	<ul style="list-style-type: none"> On-premises Software

Table 5. What's Included in the Cisco Meeting Server Add-On Suite

Note: this is an optional add-on to the former TelePresence Multiparty Suite.

Product Name	Core Functions	Product Description	License Type
Cisco Meeting Server and Cisco Meeting App	Multimedia communications platform	<p>The Cisco Meeting Server Software is a multimedia communications platform consisting of multiple services enabling audio, web and video conferencing in a single scalable software architecture. The software has two major elements, the server software and an extension of the server in the form of an App/ Client that users leverage to access and control their meetings. Cisco Meeting Server supports standard based video endpoints including the Cisco portfolio of TelePresence endpoints as well as 3rd party solutions like Skype for Business.</p> <p>Includes single branding option.</p>	<ul style="list-style-type: none"> On-premises Software

Table 6. What's Included in the WebEx On-Premises Suite

Product Name	Core Functions	Product Description	License Type
Cisco WebEx Meetings Server	General Purpose Web Conferencing	Cisco WebEx® Meetings Server takes the market-leading WebEx conferencing experience, and brings it on-premises. It is a highly secure, fully virtualized, on-premises conferencing solution, based on the WebEx Meetings Center code base. It reduces operational costs and scales with your customers' needs. The solution delivers a consistent and engaging user-experience to diverse platforms, clients, and mobile devices (smartphones and tablets), providing customers with an integrated collaboration experience that includes voice, video, web conferencing, collaboration tools, chat, calendaring and scheduling integration, and more.	<ul style="list-style-type: none"> On-premises Software

Table 7. What's Included in the Prime Collaboration Suite

Product Name	Core Functions	Product Description	License Type
Prime Collaboration Suite	Provisioning	Cisco Prime Collaboration Provisioning provides “day 1” and “day 2” provisioning automation for Cisco® Unified Communications and Cisco Telepresence® networks. Policy creation controls the delegation of moves, adds, changes, and deletions (MACDs) in order to reduce time-to-service activation and resource expenses.	<ul style="list-style-type: none"> On-premises Software
	Assurance	Cisco Prime Collaboration Assurance provides real-time monitoring, troubleshooting, and testing for Cisco Collaboration voice and video networks and devices. It collects Mean Opinion Scores (MOS), call failure codes, and utilization and performance statistics. Alarms are created by polling key devices using predefined thresholds to reduce management system setup time. Finally, it can help isolate network problems using Cisco IP service-level agreement (IP SLA) and Medianet-equipped Cisco devices that can impact quality.	
	Analytics	Cisco Prime Collaboration Analytics provides historic quality, performance and end-user trending and analytics for Cisco Collaboration networks. Longer term analysis drives better planning and visibility into how the collaboration technology is consumed by the business.	

Notes:

1. Cisco Prime Collaboration 11 supports Cisco Unified Communications Manager versions 9.x and above.
2. **Supported devices for Cisco Prime Collaboration Assurance 11.0.**
3. Cisco Prime Collaboration Provisioning supports video end-points registered to Cisco Unified Communications Manager 10 and above.
4. Prime Collaboration Standard is a feature of CUCM 10.x ([Prime Collaboration Standard vs. Prime Collaboration Advanced whitepaper](#)).
5. Prime Collaboration Suite does not provide management capability for the WebEx On-Premises Suite (Cisco WebEx Meeting Server).
6. Prime Collaboration Suite supports only Cisco software and devices.
7. Prime Collaboration Suite – Contact Center Assurance Option (Table 7) requires either the concurrent or the previous purchase of the Prime Collaboration Suite. This option must be ordered and priced separately using the quantity of Peak Concurrent Agents.

Table 8. What’s Included in the Prime Collaboration Suite – Contact Center Assurance Option

Product Name	Core Functions	Product Description	License Type
Prime Collaboration Suite – Contact Center Assurance Option	Topology	Simplifies operations using a real-time visual representation of Cisco Unified Contact Center Enterprise infrastructure availability, including faults at the device and site level. Operators can act on faults from the device 360-degree view.	<ul style="list-style-type: none"> • On-premises Software
	Event Correlation/reduction tailored to the Cisco Unified Contact Center Enterprise deployment	Isolates the root cause of problems using built-in correlation rules specific to Cisco Unified Contact Center Enterprise deployments to correlate event data, generate alarms and reduce Mean Time to Repair (MTTR).	
	Performance Dashboard	Proactively detects and addresses performance issues with a view of Cisco Unified Contact Center Enterprise-specific critical Key Performance Indicators (KPIs), helping to avoid costly service interruptions.	
	Call Trace and Analysis	Identifies network and Cisco Unified Contact Center Enterprise devices causing call failures using a graphical depiction of the detailed call log information.	

Notes:

1. Prime Collaboration Suite – Contact Center Assurance Option requires either the concurrent or the previous purchase of the Prime Collaboration Suite (Table 6).
2. This option is ordered and priced separately using the quantity of Peak Concurrent Agents.
3. Prime Collaboration Suite – Contact Center Assurance Option provides support for Cisco Unified Contact Center Enterprise. Contact Center Express is not supported at this time.
4. Supported devices for Cisco Prime Collaboration Assurance 11.0.
5. Prime Collaboration Standard is a feature of CUCM 10.x ([Prime Collaboration Standard vs. Prime Collaboration Advanced whitepaper](#)).
6. Prime Collaboration Suite supports only Cisco software and devices.

Table 9. What’s Included in the HCS-Large Enterprise (LE) Management Suite

Product Name	Core Functions	Product Description	License Type
Cisco Unified Communications Domain Manager	Provisions and activates UC services for subscribers	Cisco Unified Communications Domain Manager enables users to activate and manage an array of collaboration services in real-time; and centrally administer the entire environment from a single pane of glass.	<ul style="list-style-type: none"> ▪ On-premises Software
Hosted Collaboration Mediation – Fulfillment	Automates upgrades, produces reports and provisions architecture	Hosted Collaboration Mediation – Fulfillment is used to automate the upgrades of UC applications, produce bundle-based billing reports and automatically provision/configure the Service Assurance architecture.	<ul style="list-style-type: none"> ▪ On-premises Software
Prime Collaboration Assurance	Real-time monitoring, troubleshooting and testing	Cisco Prime Collaboration Assurance provides real-time monitoring, troubleshooting, and testing for Cisco Collaboration voice and video networks and devices. It collects Mean Opinion Scores (MOS), call failure codes, and utilization and performance statistics. Alarms are created by polling key devices using predefined thresholds to reduce management system setup time. Finally, it can help isolate network problems using Cisco IP service-level agreement (IP SLA) and Medianet-equipped Cisco devices that can impact quality.	<ul style="list-style-type: none"> ▪ On-premises Software

Notes:

1. Cisco Prime Collaboration 10.5 supports Cisco Unified Communications Manager versions 8.x-10.5.
2. Supported devices for Cisco Prime Collaboration Assurance 10.5.
3. Cisco Prime Collaboration Provisioning supports video end-points registered to Cisco Unified Communications Manager 10 and above.
4. Prime Collaboration Standard is a feature of CUCM 10.x ([Prime Collaboration Standard vs. Prime Collaboration Advanced whitepaper](#)).
5. Prime Collaboration Suite does not provide management capability for the WebEx On-Premises Suite (Cisco WebEx Meeting Server).
6. Prime Collaboration Suite supports only Cisco software and devices.
7. HCS-LE Management Suite requires the purchase of HCS Solutions Support.

Table 10. What's Included in the Customer Collaboration Suite

Product Name	Core Functions	Product Description	License Type
Cisco Unified Contact Center Enterprise (UCCE)	Enterprise Contact Center Platform and Applications	<p>Cisco Unified Contact Center Enterprise segments customers, monitors resource availability, and delivers each contact to the most appropriate resource in the enterprise. The software profiles each customer contact using related data such as dialed number and calling line ID, caller-entered digits, data submitted on a web form, and information obtained from a customer database lookup. Simultaneously, the system monitors the resources available in the contact center to meet customer needs, including agent skills and availability, interactive-voice-response (IVR) status, and queue lengths.</p> <p>Includes:</p> <ul style="list-style-type: none"> ▪ Premium agent ▪ Cisco Finesse agent desktop and APIs ▪ Voice, email & Web chat media (Enterprise Chat and Email – ECE) ▪ Cisco Outbound Option for outbound dialing ▪ SocialMiner Application (social media) ▪ Cisco Unified Intelligence Center (CUIC) reporting (Premium) ▪ Cisco Unified Contact Center Management Portal (CCMP) with management APIs ▪ Task Routing APIs for universal queuing ▪ Cloud Context Service 	<ul style="list-style-type: none"> ▪ On-premises Software ▪ Agent-based

Product Name	Core Functions	Product Description	License Type
Cisco Unified Customer Voice Portal (CVP)	Voice Self-service Platform	<p>Cisco® Unified Customer Voice Portal (Unified CVP) is a product that provides IP-based self-service and call queuing. It combines open- standards support for speech with intelligent application development and call control to deliver personalized self-service to callers - either as a standalone interactive-voice-response (IVR) system or transparently integrated with a contact center.</p> <p>Includes:</p> <ul style="list-style-type: none"> Redundant CVP Ports CVP Premium report server Software VXML Browser. Note: not the Cisco IOS Voice XML Browser CVP Studio 	<ul style="list-style-type: none"> On-premises Software Port-based

Notes:

- Cisco Unified Communications Manager is not included as part of the Customer Collaboration Suite.
- The Customer Collaboration Suite requires approval through an Assurance-to-Quality (A2Q) process.
- Agents are based on the maximum number of Peak Concurrent Agents (that is, the maximum quantity of Contact Center Agents that were simultaneously logged into an automatic call distributor during the preceding twelve (12) calendar months prior to the Collaboration Enterprise Agreement transaction).

Table 11. Description of the Adoption Services offerings

Advanced Services offers several packages of business support services which help clients maximize and accelerate the value they receive through both clarity of collaboration vision and optimized execution through customized end-user adoption. These services are optional.

Adoption Services Packages	Description
Gold	Cross functional experience provides a scalable approach to creating viral demand, value translating to funding and building new competencies.
Platinum	Organizational transformation to uncover compelling events, align to organizational vision and assessment of the organizational readiness with a plan for customized training as well as collaboration analytics.