Cisco Collaboration Flex Plan

Frequently asked questions

Before you begin
Familiarize yourself with the important links below.

Flex Plan SalesConnect Hub: Find all of the resources you need to know and sell the Cisco Collaboration Flex Plan to your customers.

Ordering guides: Find all collaboration ordering guides with information on how to order and provision each offer.

Offer data sheets: Find all collaboration offer data sheets with information on what’s included in each offer.
General

**What is the Cisco® Collaboration Flex Plan?**

The Cisco Collaboration Flex Plan offers cloud, on-premises, and partner-hosted collaboration services in a single user-based subscription. It enables customers to purchase meeting and calling services easily, whether the services are cloud-based, partner-hosted, or enabled on premises, and includes software, upgrades, and technical support services. IT managers can accelerate the deployment of new services, helping their organizations to deliver on business objectives.

The Collaboration Flex Plan is available in three buying models:

- **Enterprise Agreement**
  Covers all knowledge workers in an organization and allows for 20% growth. A minimum of 250 employees is required.
  Features and benefits: [Enterprise Agreement Meetings](#) | [Enterprise Agreement Calling](#)

- **Active User**
  Covers all knowledge workers in an organization with meetings while requiring the purchase of entitlements only for those users that actively host a meeting (the minimum is 15% of the knowledge worker pool or 40 active users, whichever is greater). No growth is included.
  Features and benefits: [Active User Meetings](#)

- **Named User**
  A per-user subscription that enables customers to provide meeting or calling services for individuals, teams, or departments and to add additional named users as adoption grows. Entitlements can be purchased per user with no minimum. No growth is included.
  Features and benefits: [Named User Calling](#) | [Named User Meetings](#)

Collaboration Flex Plan can be purchased as just Meetings or Calling, or as a combination of Meetings plus Calling from:

- Enterprise Agreement Calling
- Named User Calling
- Enterprise Agreement Meetings
- Active User Meetings
- Named User Meetings

The Cisco Collaboration Flex Plan also offers a [Contact Center solution](#). Information regarding features, buying, and deployment models can be found in the [ordering guide](#).

Full details and content are available on SalesConnect at [cs.co/flexplan](http://cs.co/flexplan).

**What is the best way to stay informed of new offers in the Cisco Collaboration Flex Plan?**

Subscribe to the Fabian bot in Cisco Webex Teams™. Select “Contact a Person” and create a personal room with Fabian. This will update you with the latest tools and offers available.

**What is happening to the Cisco Spark™ Flex Plan?**

Collaboration Flex Plan is an evolution of the Cisco Spark Flex Plan. We are working out the lifecycle plans for the Cisco Spark Flex Plan, and additional details will be announced as they become available.

**Is hardware included in the Collaboration Flex Plan?**

No, hardware is not included in the Collaboration Flex Plan and does not include updates for phones and endpoints.

**What are the features and capabilities of the Collaboration Flex Plan?**

The Collaboration Flex Plan delivers Meetings and Calling services as well as a Contact Center option. Consult the [offer data sheets](#) for full details on what is included in the Collaboration Flex Plan.
How much recording storage do I get with my Flex deal?

Enterprise Agreement (EA) and Active User (AU) Meetings agreements come with unlimited storage. Named User (NU) Meetings come with 10 GB of recording storage per site. Unlimited storage can be purchased in a Named User (NU) agreement under Content Management/Pro-Pack add-ons. See the ordering guide for more details.

Will Broadsoft be included in the Collaboration Flex Plan?

Through the acquisition of Broadsoft, BroadCloud® Calling is now available as an option in the Cisco Collaboration Flex Plan with select service providers. See the data sheets for details.

Where are the Cloud Calling options, Webex Calling (formerly Cisco Spark Call) and BroadCloud Calling, available?

See the geo availability site for information on availability.

Why does my order for Webex Calling show on a compliance hold?

Cisco uses a compliance hold on Webex Calling to ensure that Webex Calling (formerly Cisco Spark Call) wasn’t previously provisioned on the same subscription. Currently, there is no migration path from Webex Calling (formerly Cisco Spark Call) to Webex Calling and so we must check to ensure we’re able to complete provisioning before the order is released.

Why do I not see the priced SKU for the Calling option (Webex Calling, Webex Calling (formerly Cisco Spark Call), and BroadCloud Calling) I selected on my estimate/quote/order?

If you have selected a Calling option and the corresponding priced SKU does not appear, that Calling option is not available in the country in which your user profile or service to country is set.

Can EA perpetual customers migrate directly to Collaboration Flex Plan, or is a new agreement required?

A new agreement will be required for current EA customers. We have migration paths for current EA customers to move into the Collaboration Flex Plan. Work with your Cisco account manager or Cisco partner account manager and Cisco collaboration specialist. Review the Cisco Collaboration Flex Plan SalesConnect site for more details.

Is the Collaboration Flex Plan available worldwide?

The Collaboration Flex Plan is quickly expanding coverage to new regions and is available wherever Cisco Spark is available. Visit the complete, up-to-date list for details.

Which documents must a customer accept and sign to take advantage of the Collaboration Flex Plan offer?

For Enterprise Agreement, the customer must fill out the End User Information Form and accept the EA Program Terms for Flex Plan. Both items are combined into one document under the EA Program Terms for Flex Plan. The document is also available at cs.co/flexplan.

For the Active User Flex Plan, the customer must fill out the End User Information Form. The End User Information Form does not require a signature by the end customer until the time of order. For Named User, an End User Information Form is not required.

Features

Which Cisco Webex® Meetings services are included with the Cloud Meetings Suite?

The included Cisco Webex Meetings services are Meetings 1000, Event 1000, Training 1000, and Support 5.
Which Cisco Webex Meetings services can be purchased a la carte in the Flex Plan?

Meetings 1000, Training Center 1000, Events 1000, Events 3000, and Support Center 5 can all be purchased as standalone meeting centers in the Flex Plan.

Are Cisco Meeting Server recording and multiple branding available for on-premises meetings with the Cisco Collaboration Flex Plan offers?

Yes, find details in the data sheets at cs.co/flexplan.

Is Cisco Spark device and Cisco TelePresence® registration to Cisco Expressway™ available for on-premises Cisco Enterprise Agreement with Enterprise Wide Calling offers?

Yes, find details in the data sheets at cs.co/flexplan.

Are Hybrid Services available in the Collaboration Flex Plan?

Yes, Calling can be based on premises with Hybrid Services to the Cisco Collaboration Cloud. See the data sheets for details.

Will Collaboration Flex Plan on-premises Meetings also include Cisco Webex Meeting Server or just Cisco Meeting Server?

The Collaboration Flex Plan includes Cisco Meeting Server for on-premises meetings and does not include Cisco WebEx Meeting Server.

What Calling platforms are supported and delivered for an on-premises Calling Collaboration Flex Plan?

In the Collaboration Flex Plan, Calling is delivered by Cisco Unified Communication Manager, Business Edition 6000, and Business Edition 7000. See the data sheets for details.

Is Cisco Jabber® included in the Collaboration Flex Plan?

Yes, for on-premise knowledge-worker deployments on the Cisco Unified Communications Manager. Webex Teams is the leading messaging component in Flex. See the ordering guide for more information.

Does the Collaboration Flex Plan include contact center, for example, Cisco Unified Contact Center Express (UCCX)?

Contact Center is now available as an offering in the Cisco Collaboration Flex Plan via AFLEX-CC. Details can be found in the ordering guide and data sheet.

Meetings audio

What are the options to deliver audio services when customers select Cloud Meetings?

There are three options for joining cloud-based meetings:

1. Voice over IP (VoIP) only - Included; note that VoIP is included in all audio options
2. Toll audio options:
   • Meetings Toll Dial-In Audio (formerly Toll Audio) - Included in the price of Meetings at no additional charge
   • Meetings Bridge Country Call Back Audio (formerly Toll Plus) - Additional charges apply*
   • Meetings Global Call Back Audio (formerly Toll Plus International) - Additional charges apply*
   * For the Meetings Bridge Country Call Back Audio and Meetings Global Call Back Audio options, per-minute committed and uncommitted monthly spend are available. For all the toll audio options, the list of countries where Cisco Webex Audio is available in the Cisco Webex Audio Country Coverage document.
3. Cisco Cloud Connected Audio for Service Providers (CCA SP)
FAQ
Cisco public
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Is Webex Edge Audio available in the Collaboration Flex Plan?

A Yes, Webex Edge Audio is included when Meetings Toll dial-In Audio is selected as the Webex Conferencing option. Webex Edge Connect is an available option. Find details in the data sheets.

Audio join options are available in the Cisco Collaboration Flex Plan?

A The Flex Plan (A-FLEX) bundles Cisco Webex Toll Dial-In for 45 countries and Cloud Connected Audio Service Provider bridging when you select Enterprise Agreement, Active User, and Named User buying models. A customer can purchase incremental audio options, including Meeting Bridge Country Call Back, Meetings Global Call Back, and a per-minute committed and uncommitted audio plan to enhance the audio experience delivered to the customer. Make sure to leverage Cisco Webex Edge Audio (bundled with the Flex Plan) to maximize an on-net IP-audio experience in conjunction with Cisco Unified Communication Manager.

Is Telephone Service Provider (TSP) audio supported in the Collaboration Flex Plan?

A TSP audio is not supported in the Collaboration Flex Plan.

Ordering, invoicing, and managing subscriptions

What term lengths are available for the Collaboration Flex Plan?

A Standard term lengths of 12, 24, 36, 48, and 60 months are available. Nonstandard term lengths will require additional approvals on the deal. 60 month term is the absolute maximum.

Can I set a different term length to co-term with another subscription or for billing ease?

A At the initial subscription registration, you can set any term length between 12 - 60 months without additional approvals required. This capability is not available for subscription modifications.

What happens at the end of the term?

A All offers are set up with a convenient auto-renew option to help ensure that no loss of service will be experienced. Customers transferring perpetual licenses and services for a value transfer on the initial commitment will keep the adjustment on renewal. The SWSS residual transfer, however, is a one-time adjustment. If Collaboration Flex Plan is not renewed, all subscription entitlement will end.

What happens if you do not choose auto-renewal?

A The “Do Not Auto-renew” selection will require additional approvals on the deal. Services will terminate at the end of the term, and a new subscription must be placed in order to continue service.

Do I need to provide provisioning information when ordering?

A At the time of ordering Collaboration Flex Plan, the only provisioning information required is a provisioning contact, requested start date, and transfer code (applicable if transferring a customer from Webex GPL/GRA/Direct to Annuity). See the job aid at cs.co/job-aid. Also consult the suite of collateral we provide our sellers.

Can you mix buying model options in Meetings or Calling in one Collaboration Flex Plan subscription?

A No, customers are unable to mix their buying between Enterprise Agreement Calling and Named User Calling. Similarly, they cannot mix buying between Enterprise Agreement Meetings, Active User Meetings, and Named User Meetings. You can, however, have Enterprise Agreement Calling with Named User Meetings, or Active User Meetings with Named User Calling.
Is Meetings a prerequisite for Calling?

No, Meetings is not required for Calling, but Meetings and Calling are recommended for the best and most complete collaboration experience.

When can a customer reduce the number of knowledge workers supported?

A customer can reduce their number of knowledge workers only at the end of the term.

What happens if a customer chooses to switch entitlements (from on premises to cloud) during a subscription term?

Switching entitlements will require a change order in Cisco Commerce Workspace (CCW). Consult the Manage Subscription document. Note: With deployment-based pricing, this will adjust the list price per subscription.

How do I know when to execute a change/modify or change/replace?

Information about subscription management can be found on SalesConnect.

Where can I find general resources on ordering, invoicing, and managing subscriptions?

Visit the Collaboration Subscriptions partner community page.

What are the pricing tiers for the Enterprise Agreement plan?

Enterprise Agreement pricing tiers are from 250 to 1999, 2000 to 9999, and 10,000 or more knowledge workers. See the ordering guide for pricing details.

Is the Collaboration Flex Plan pricing the Manufacturer’s Suggested Retail Price (MSRP)?

Yes, Collaboration Flex Plan pricing is MSRP. See the ordering guide for pricing details.

For Calling, how many devices are supported per on-premises user?

For each knowledge worker or named user, the Collaboration Flex Plan Calling offer supports up to 10 devices (including the Cisco Jabber soft client) for on-premises and partner hosted calling.

Are support services included in the per-user price of the offer?

Yes, the Basic level of support is included in the price of both cloud and on-premises entitlements. Customers can also choose to upgrade to the Enhanced or Premium level.

Is the Collaboration Flex Plan under both SaaS Annuity Price Lists (A-WX and A-SPK) or only one of them?

Collaboration Flex Plan has its own pricing structure under A-FLEX.

What are the payment terms for customers?

There are monthly, annual, and up-front payment options.

What are the standard partner discounts for Collaboration Flex Plan? Are there additional promotions for Collaboration Flex Plan?

See SalesConnect for details.
Knowledge workers

What is the minimum number of knowledge workers for the Collaboration Flex Plan?

The minimum number of knowledge workers for the Collaboration Flex Plan is 250 under the Enterprise Agreement model. In this model you must purchase a subscription license for all of your knowledge workers. The Active User buying model has a minimum of 250 knowledge workers and a minimum active user purchase of 40 users or 15 percent of the total knowledge worker count, whichever is greater. The Named User buying model does not have a minimum and can be purchased for one knowledge worker.

What is a knowledge worker?

A knowledge worker is an employee or contractor who uses a computing or communications device as part of his or her job duties. See the ordering guide and this help document for more information.

With Enterprise Agreement (EA), are non-knowledge workers entitled to Meetings and Calling? If not, what is the best way to entitle non-knowledge workers to Meetings and Calling?

No, non-knowledge workers are not entitled to any Meetings or Calling functionality.

With Enterprise Agreement (EA), are common-area desktop devices entitled for Calling?

Cisco Enterprise Agreement for Cisco Collaboration Flex Plan includes an initial provision of 20 percent of total knowledge workers for common-area desktop devices (formerly referred to as public space phones). However, Collaboration Flex Plan includes up to 50 percent of the total knowledge worker count for common-area desktop devices. Additional common-area desktop devices above 50 percent of the knowledge worker count can be purchased for an additional fee. Cisco Enterprise Agreement for Cisco Collaboration Flex Plan also includes entitlement for common-area Cisco TelePresence rooms.

Enterprise Agreement covers my entire organization. Is any growth included?

Growth of 20 percent is included in the Enterprise Agreement and will not trigger additional costs during the term of the contract. There are no growth allowances for Active User or Named User. Consult the Cisco Collaboration Flex Plan Playbook on SalesConnect for more details.

Is there any true forward with this growth?

Cisco does not do a retroactive “true forward” with the Collaboration Flex Plan. Instead, we follow a true-forward methodology. Each year a customer is required to update their subscription’s count with any growth beyond the initial 20 percent and will be charged for those users for the remainder of the term. Twenty percent growth applies only to the Enterprise Agreement buying model. There are no growth allowances for Active User or Named User. For specifics on true forward, consult the Cisco Collaboration Flex Plan Playbook on SalesConnect.

When does the customer use true forward?

Customers will use true forward annually (if applicable) on the anniversary of their contract start date. Consult the Cisco Collaboration Flex Plan Playbook on SalesConnect for more details.

What happens to my existing Cisco collaboration software licenses?

When you enter into a Collaboration Flex Plan agreement, any previously purchased eligible perpetual software licenses and existing services may be applied to a value transfer price adjustment that continues on renewal. All perpetual licenses traded in will be converted to a subscription.
Which offers are eligible for Flex Plan Value Transfer?

What is eligible for transfer? Which perpetual licenses are eligible for the Collaboration Flex Plan Value Transfer?
Perpetual licenses that are not past their end-of-support date as listed in Table 1 are eligible for a one-time transfer.

Table 1. Eligible Cisco value transfer license type

<table>
<thead>
<tr>
<th>Calling transfer</th>
<th>Message/Meet</th>
<th>Contact calling transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUWL Pro (v9+ only)</td>
<td>CWMS</td>
<td>ICM Agent</td>
</tr>
<tr>
<td>CUWL Standard (v9+ only)</td>
<td>PMP</td>
<td>UCCX Standard or Enhanced Agent</td>
</tr>
<tr>
<td>UCL Enhanced (v9+ only)</td>
<td>Acano Capacity Unity (ACU)</td>
<td>UCCX Premium Agent</td>
</tr>
<tr>
<td>UCL Enhanced Plus (v9+ only)</td>
<td>Shared Multiparty</td>
<td>EA CC</td>
</tr>
<tr>
<td>UCL Basic (v9+ only)</td>
<td>Shared Multiparty with Endpoint</td>
<td>HC-CC Agent</td>
</tr>
<tr>
<td>UCL Ess (v9+ only)</td>
<td>TS 8710/820/300/vTS/7010 Screen License</td>
<td>Contact Center value transfer requires active SWSS support contract</td>
</tr>
<tr>
<td>HCS</td>
<td>MCU 8510/5300 Port License</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MCU 4500 (HD)</td>
<td></td>
</tr>
</tbody>
</table>

You can also find the latest list in the Purchase Adjustment Worksheet (PAW).

What is a Smart Account?
A Smart Account provides a repository for smart-enabled products and enables users to manage Cisco licenses. Once licenses are deposited, users can activate them, monitor license usage, and track Cisco purchases. A Smart Account is managed by the customer directly or by a partner or other authorized party. All customers, partners, and distributors will need to create a customer Smart Account to fully use the license management features of smart-enabled products. The creation of a customer Smart Account is a one-time setup activity.

Is a Smart Account necessary for Collaboration Flex Plan?
A customer will need to provide Smart Account information or set up a new Smart Account to receive entitlement for any on-premises licenses. The Smart Account or virtual account is the method Cisco uses in the Collaboration Flex Plan to trade in perpetual licenses and provide on-premises term licenses to the end customer. A Smart Account is required for any on-premises licensing, whether it's on trade-in or provisioning. The customer needs to create the Smart Account.
Do I have to create a Smart Account prior to ordering?

A Smart Account and virtual account are required at the time of order entry. When entering the order into CCW, you will need to associate the Smart Account name with the order. This will ensure that the Product Activation Keys (PAKs) are associated with the Smart Account on the requested start date of the order. The PAKs will also be delivered to the email address entered in the order for delivery.

If the Smart Account is not associated with the order, you will need to open a case with Global Licensing Operations (GLO) by sending an email message to licensing@cisco.com and request that the PAKs be associated with the Smart Account and virtual account. Be sure to include your Cisco.com ID and web order ID when submitting the request to GLO.

Where can I get more information about a Smart Account?

See SalesConnect for more information.

Is there a migration path from Cisco Unified Communications Manager 8.6 and earlier to the Collaboration Flex Plan?

The Collaboration Flex Plan currently has a migration plan only for version 9 Unified Communications licenses and beyond. There are other migration plans to move customers from version 8 (and earlier) to version 9 and beyond. Talk to your partner account manager for more information.

How do I migrate a customer with a license for Cisco Unified Communications Manager to the Collaboration Flex Plan?

Refer to the ordering guide and Flex Plan Value Transfer description.

How can an HCS partner use the Collaboration Flex Plan?

HCS partners can host their HCS service and combine it with the Meetings capability under the Collaboration Flex Plan Meetings offer. Meetings provides the customer the opportunity to deploy meetings on premises, in the cloud, or split between on premises and cloud.

How will the Collaboration Flex Plan affect HCS customers?

Customers are able to select from Cisco Unified Communications Manager, Cisco Spark Calling, Cisco BroadCloud Calling and HCS for their calling services, or mix and match between all three. The Collaboration Flex Plan enables customers to purchase these services in one subscription and simply choose the number of employees entitled to each type of service.

Partner training and requirements

Are there any specific certifications a partner must have to transact this offer?

Yes, the offer is transacted through Cisco Certified Partners. The partner must have the necessary authorization to transact Cisco Collaboration Flex Plan on the SaaS Annuity billing platform.

Are there additional requirements to sell any of the Collaboration Flex Plan offers?

- The on-premises calling options require the Cisco Advanced Collaboration Architecture Specialization (ACAS) and Cisco Meeting Server training to transact.
- Hosted Calling options require an HCS addendum or validated contract with the partner holding the HCS addendum.
- BroadCloud Calling requires specific service provider requirements.
Is there a list of partners certified to sell the Cisco Collaboration Flex Plan?

Certified partners are listed at cisco.com/go/partnerlocator. Perform an Advanced Search under “Authorizations” for “SaaS Resale with Lifecycle Management or SaaS Simple Resale.” For on premises, search for “Advanced Collaboration Architecture Specialization.”

Flex CMS entitlement changes

What is changing for on-premises meeting entitlement?

Cisco Collaboration is continuing to better align our Flex offers based on how the customer uses the services and features. Prior to February 2020, license entitlements were provided for all Knowledge Workers based on the total number of Knowledge Workers (including a 20% uplift) in the EA and AU models. Moving forward, the licensing model will align to the selection of on-premises users for the configuration for Personal Multiparty (PMP) licensing, however, the 20% uplift is still included to allow for growth.

In addition, the Shared Multiparty (SMP) licensing is changing within the Active User buying model. This license entitlement is shifting from 1 SMP license per 250 total Knowledge Workers to 1 SMP license per 1,000 total Knowledge Workers. If needed, excess SMP licensing can be purchased within CCW for the AU buying model. CMS Recording Ports in the AU buying model is also aligning with the on-premises user configuration and is changing from 1 per 100 Knowledge Workers to 1 per 100 On-Premises Knowledge Workers.

Note: In December 2019, the EA buying model was enhanced to allow the option to purchase additional SMP licenses. Moving forward, both EA and AU models have been enhanced to allow the option to purchase as many SMP licenses as needed.

Tables 2 identifies what is included for On-Premises Meetings customers for new and changed orders as of February 2020.
Table 2. Outlines the new entitlements.

<table>
<thead>
<tr>
<th>License type</th>
<th>Enterprise Agreement</th>
<th>Active User</th>
<th>Named User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threshold</td>
<td>Minimum 250 KW</td>
<td>Minimum is 15% of total KW</td>
<td>Pay as you go</td>
</tr>
<tr>
<td>Personal Multiparty (PMP)</td>
<td>1 per on-premises host</td>
<td>1 per on-premises host</td>
<td>1 per host/NU</td>
</tr>
<tr>
<td>Shared Multiparty (SMP)</td>
<td>1 per 250 KW</td>
<td>1 per 1000 KW</td>
<td>Not included</td>
</tr>
<tr>
<td>Recording and Streaming</td>
<td>Included 1 per 100 KW</td>
<td>Included 1 per 100 on-premises KW</td>
<td>1 for every 100 NU</td>
</tr>
<tr>
<td>Multi-branding</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Customization</td>
<td>Qty purchased</td>
<td>Qty purchased</td>
<td>Qty purchased</td>
</tr>
<tr>
<td>Excess SMP</td>
<td>Available for purchase</td>
<td>Available for purchase</td>
<td>Not available for purchase</td>
</tr>
</tbody>
</table>

KW = Knowledge Worker

Example: On-Premises meetings

Prior to February 2020: Configuration: 1000 KW (500 On Premises / 500 cloud)

Table 3.

<table>
<thead>
<tr>
<th>License type</th>
<th>Enterprise Agreement</th>
<th>Active User</th>
<th>Excess SMP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Multiparty (A-FLEX-PMP)</td>
<td>1200</td>
<td>1200</td>
<td>If purchased, incremental A-FLEX-SMP</td>
</tr>
<tr>
<td>Shared Multiparty (A-FLEX-SMP)</td>
<td>5</td>
<td>5</td>
<td>Not available for purchase</td>
</tr>
<tr>
<td>Recording and Streaming (A-FLEX-CMS-REC)</td>
<td>12</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Multi-branding (A-FLEX-CMS-MBRD)</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Customization (A-CMS-CUSTOM)</td>
<td>Qty purchased</td>
<td>Qty purchased</td>
<td></td>
</tr>
<tr>
<td>Excess SMP (A-CMS-SMP)</td>
<td>If purchased</td>
<td>Not available for purchase</td>
<td></td>
</tr>
</tbody>
</table>

Post February 2020: Configuration: 1000 KW (500 On Premises/500 cloud)
FAQ
Cisco public

What happens at the time of subscription renewal?
At the end of the subscription term, the customer’s entitlement will match the current offer for On-Premises Meetings. If required, the customer may need to purchase excess SMP licensing, or update their On-Premises Knowledge Workers to match the deployment needs, depending upon the buying model.

Where can I find resources such as training, the playbook, proposal templates, and ordering guides?
Resources can be found at Cisco SalesConnect and on Cisco.com.

Is there a bot available to help answer additional questions?
Yes, to get instant answers to Collaboration Flex Plan questions, start a chat with the Flex Plan Pricing bot at ecpricing@sparkbot.io and ask your question. You can also add the bot to an existing space to help answer questions. After the bot has been added, to ask the bot a question, type “@spark,” and click “Flex Plan Pricing (bot)” when it pops up. Learn more.

Where can I engage with the Cisco partner team?
Visit us at Cisco Collaboration Partner Community.

License type
<table>
<thead>
<tr>
<th>Enterprise Agreement</th>
<th>Active User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-branding (A-FLEX-CMS-MBRD)</td>
<td>1</td>
</tr>
<tr>
<td>Customization (A-CMS-CUSTOM)</td>
<td>Qty purchased</td>
</tr>
<tr>
<td>Excess SMP (A-CMS-SMP)</td>
<td>If purchased, incremental A-FLEX-SMP</td>
</tr>
</tbody>
</table>

I was entitled to PMP, SMP, and/or Recording and Streaming licenses with my original purchase. I have since completed a subscription change order and now my number of licenses has decreased. I need the full amount that was originally provided. How do I proceed?
Customers with a current subscription (configured prior to February 2020) that have modified their subscription mid-term are eligible to receive the delta of missing PMP, SMP, and Recording and Streaming licenses they received as part of their original subscription order. Please open a case with the Global Licensing Operations (GLO) team using the email licensing@cisco.com, and send your request to licensing@cisco.com. GLO can then assist with providing the original license entitlement.

What is changing for Cisco Unified Attendant Console (CUAC) licenses?
New and existing Flex 2.0 customers can no longer receive CUAC licenses for free. CUAC licenses must be purchased under Flex 2.0.

We have announced the end-of-sale and end-of-life dates for CUAC – Perpetual Licensing. For more information, please visit the End-of-Sale Announcement for CUAC – Perpetual Licensing.