



Cisco
Software Support Services
for
Collaboration
Service Definition

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Software Support Services for Collaboration Overview

Software Support Services for Collaboration is a post implementation support offer for Cisco® software subscriptions.

A three-level offer structure provides a consistent support experience across all deployment models, including premise, cloud, hosted, and/or hybrid configurations.

- Cisco Solution Support
- Cisco Software Support Enhanced
- Cisco Software Support Premium
-

Figure 1: The chart below provides the key deliverables with each level of service.

Key features	Support Services for Collaboration			
	Traditional Support*	Solution Support	Software Support Enhanced	Software Support Premium
Software updates, Knowledge Base and advance hardware replacement ¹	✓	✓	✓	✓
Cisco® Technical Assistance Center (TAC) for incident remediation	✓	-	-	-
Dedicated help desk for users ² and administrators ³		✓	✓	✓
Dedicated Solution Support team ³		✓	✓	✓
Multivendor support coordination ⁴		✓	✓	✓
Restoration time objective for severity 1 and 2 incidents ⁵				6 hours, 12 hours
Business and technical reviews		Semiannual	Quarterly	Monthly
Assistance and guidance		Technical Enablement	Lifecycle Enablement	Lifecycle Enablement
Business consultations from experts			Quarterly	Monthly
Cisco technical experts serve as trusted advisors				Designated or dedicated ⁵
Personalized support experience				✓
Escalation and management for severity 1 and 2 incidents				✓

*Software Support Basic comes with your subscription and includes technical support and software updates

1 Advance hardware replacement is for hardware only, requires Smart Net Total Care®
 2 User support is for cloud collaboration products
 3 For the collaboration support service
 4 Includes all Solution Support features
 5 Depends on customer size

Solution Support Overview

Solution Support Overview:

Solution Support provides a consistent support experience for Cisco collaboration subscriptions, regardless of deployment model. System Administrators, IT staff, and end users may open cases. This offer is ideal for customers who have multiproduct, multivendor collaboration solutions because studies show that Solution Support accelerates complex issue resolution by 44% over single product-focused support¹.

Solution Support Features:

Dedicated² Helpdesk for Administrators and end users

Provides direct access to our collaboration helpdesk

- For administrators: Technical issues are triaged by a helpdesk expert and a warm transfer to or a call back from the Solution Support team.
- For End Users³: The helpdesk provides first line solution support. Helpdesk experts are knowledgeable on Cisco cloud collaboration solutions with an ability to solve the issue or facilitate a warm transfer or call back from the Solution Support team.

Dedicated Solution Support Team³

Provides a dedicated team of engineers with Cisco collaboration expertise who manage your administrator's technical support needs. The team understands how all products (from both Cisco and our Solution Support Alliance Partners) work together in your deployment.

- Fast response and resolution: See the sections below titled Response Time Service Level Objectives and Continual Case Updates to understand the priority service levels you can expect from our solution experts.
- Accountability for issue resolution: Provides a team of engineers who will stay with you until your problem is resolved, no matter if the issue has been isolated to a Cisco product or one from a Solution Support Alliance Partner³. This process creates a seamless support experience to resolve your case. This process creates a seamless support experience to resolve your case efficiently.
- No triage required: No need to diagnose a problem in your collaboration solution before contacting the helpdesk.
- Broad solution view: We review beyond the original case scope to identify susceptibility and vulnerabilities to known issues. We provide recommendations for adjustments to prevent future issues from occurring.
- Online convenience: Add, modify, and renew your Solution Support subscription in our Billing Platform.
- Reliable cost of expansion: Solutions Support is an integral component of your collaboration subscription, with predictable costs as you expand or modify your collaboration solution.

¹ July 2020 internal Cisco study of 300,000 support cases.

² Dedicated to the collaboration service.

³ For severity 1 or severity 2 cases that require continual coverage after business hours, a case transfer will be facilitated to a named Solution Support engineer, who will cover the case during off business hours.

Coordination between Cisco and Solution Support Alliance Partner Product support teams

By facilitating support conversations among Cisco and Solution Support Alliance Partner product support teams when required, Solution Support engineers work together to resolve complex issues involving multiple types of products, bringing a solution-level perspective to the process. And, you retain the flexibility to contact Solution Support Alliance Partner product support teams directly if you have isolated the issue to one of their products.

Response Time Service Level Objectives

Provides a response time service level objective when opening a Cisco case:

- Severity 1 and Severity 2: 30 minutes
- Severity 3: 60 minutes
- Severity 4: 120 minutes

Continual Case Updates

Provides continual updates to your cases by email when your case is pending a Cisco response:

- Severity 1 and Severity 2: Every 24 hours
- Severity 3 and Severity 4: Every 48 hours

Cisco Software Support Enhanced Overview

Software Support Enhanced Overview:

The Software Support Enhanced is designed to help accelerate business outcomes. It is ideal for customers that want the Solutions Support HelpDesk and TAC experience, with the added value of technical consultation, throughout the lifecycle of your subscription. allowing you to overcome adoption barriers

Software Support Enhanced Features

Inclusive of all Solution Support deliverables detailed herein, along with direct access to trusted Cisco experts.

On-Demand access to Cisco experts, available to offer guidance to your administrative staff. Equipped with acquired knowledge your operational and workflow processes, this dedicated team of experts will provide insightful recommendations and best practices to drive future efficiencies.

Service Reviews: Quarterly

A Cisco expert will provide recommendations or guidance based on analysis and data trends to drive efficiency and effectiveness.

Assistance and Consultations: Solution Lifecycle

Consultation with Cisco experts to address specific challenges identified during service onboarding or a Service Review. This type of assistance spans across the subscription lifecycle, including onboarding, implementation, usage, adoption, and optimization.

Consultations may include topic overviews, best practices, guidance, demonstrations, feedback, and/or advice. These engagements are not one time but continue throughout the term of your contract with Cisco; the number of consultations can vary based on depth and breadth of SaaS solution.

Topics that may be covered during lifecycle assistance and consultations are listed below.

Onboard	<ul style="list-style-type: none">• Getting started• Project planning• Use case review• Deployment readiness• Transition planning• Network readiness• Integrations readiness• Operational readiness• Smart account setup• Software activation• Design readiness• Business planning
Implement	<ul style="list-style-type: none">• Activate/Deploy• Installation or Implementation• Migration• Deploying Design• Configuration of solution• Integration of third parties• Operations & Infrastructure configuration• Training (Operations, Users & IT)• Change Management• Communication Planning• Testing & Validation• Power users' readiness• Helpdesk readiness
Use	<ul style="list-style-type: none">• Training (IT & Users)• Troubleshooting Best Practices• Operational Best Practices• Feature Overview• Reporting readiness• Analytics & trends• User onboarding & training• Obtaining Feedback

	<ul style="list-style-type: none"> • Release change or upgrade planning
Engage	<ul style="list-style-type: none"> • Integration of third parties • Training (IT & Users) • Consumption reporting • Analytics & trends • Adoption readiness • Use case review • Release change or upgrade planning • IT operations
Adopt	<ul style="list-style-type: none"> • Feature Adoption • Features Overview • Feature expansion • Adoption Benchmarking • Accelerating Adoption • Mitigating Risks & Adoption • Consumption reporting • Release change or upgrade planning • IT Operations
Optimize	<ul style="list-style-type: none"> • Performance/ Health Monitoring • Consumption reporting • Accelerating Adoption • Integration of third parties • IT Operations

Cisco Software Support Premium Overview

Software Support Premium Overview:

Software Support Premium gives you freedom to optimize your business and innovate with less risk. You will be assigned a Cisco expert to work side by side with your IT team, to ensure problems are solved expeditiously. Your Cisco expert will provide recommendations to improve the user experience, while identifying potential risk mitigation strategies, enabling you to innovate with speed and confidence.

This level of service is recommended for customers who want the HelpDesk and TAC experience provided with Solutions Support, and the advisory and consultation deliverables from Enhanced Software Support, but desire a truly personalized experience, where a Cisco expert becomes a trusted advisor to your IT team.

Software Support Premium Features

Inclusive of all the features included in Solutions Support and Software Support Enhanced, plus:

Designate Cisco expert

A designate Cisco expert will be associated with your subscription ID number. This group of experts have a deep technical understanding of Cisco collaboration applications, infrastructure and tools. Your assigned expert will build relationships with your staff, applying general working knowledge of the Cisco Collaboration suite to specific objectives in your organization. A Cisco expert, assigned to your team, is a trusted advisor to your organization.

A Cisco expert provides the following support deliverables:

- Serves as a single point(s) of contact to handle technical escalations, including Severity 1 and 2 incidents.
- Coordinates Cisco and third-party support organizations, escalation processes, and your own IT resources
- Supports your organization with problem management, change management, and service resolution as required.
- Provides recommendations based on analysis and trends
- Shares best practices and recommendations for Incident Management and operational excellence (periodically)
- Supports your organization when doing collaboration service transformations (deployments or migrations) by providing proactive help including review of change management processes, review of technical and operational plans, review of processes and procedures, and review of any technical documentations for this effort.
- Facilitates or participates in Service Reviews
- Presents reports like incident status and related actions reports, Key Performance Indicator (KPI) reports, Service Performance reports (periodic), Post Incident reports (Severity 1 and Severity 2 incidents), and Root Cause Analysis reports

Service Reviews: Monthly

A monthly Service Review is similar to the quarterly reviews referred to in the Software Support Enhanced section. Service Review, based on analysis and data trends to drive efficiency, may include the following discussion topics.

- Executive Summary: Status of current activities and projects and an overview of key service metrics with data trends and analysis
- Focus Areas: A collaborative drill down into current projects, progress toward goals, timelines for completion, and technical alignment to business objectives
- Looking Ahead: Lessons learned, new initiatives

Assistance and Consultations: Solution Lifecycle

Consultation with Cisco experts to address specific challenges identified during service onboarding or a Service Review. This type of assistance spans across the subscription lifecycle, including onboarding, implementation, usage, adoption, and optimization. The structure of an on-demand consultation is based on depth and breadth of SaaS solution, and determined by the Cisco expert at the time of scheduling. Consultative sessions with Cisco experts are not one-time events, but continue throughout the term of your contract with Cisco.

Customer Context and Guidance to Cisco Support Teams

Cisco experts have insight into the Cisco support experience, including helpdesk or dedicated Solution Support team. Your assigned expert will proactively monitor cases raised, to ensure the Solutions Support TAC engineers have appropriate details to expedite resolution. Your expert will monitor open support cases to ensure issues are addressed in a timely manner.

Proactive analysis and support: Your Cisco expert will proactively provide guidance, advise, and suggest tactics to improve your overall experience.

- Product configuration issues are a primary cause of user issues, so periodic change management and configuration review would be warranted.
- A new release, or the addition of features and functions can positively impact workflows, but proactive planning and rollout to end users is critical and overlooked. Your Cisco Expert will make recommendations to leverage new capabilities as desired.
- As part of a proactive review process, any negative trend in case analytics will be explored, in conjunction with troubleshooting and mitigation activities with your team informed.

Escalation and incident management for Severity 1 and 2 incidents

- Your assigned Cisco expert works with your IT staff, providing technical oversight and management of open cases with Cisco's TAC. For the most severe issues, your Cisco expert will assemble and manage resources to resolve problems. Your Cisco expert will serve as your single point of contact for case escalation and change management throughout the lifecycle of your subscription, and periodic Service Reviews will include support case analytics.

- Additionally, your Cisco expert will facilitate a framework for operational support and communications for all severity 1 & 2 incidents, including predefined internal and external stakeholders identified during the onboarding process.
- Coordinating non-business hour support to ensure continuity related to any ongoing severity 1 or severity 2 issue.

Response Time Service Level Objectives

Provides a response time service level objective when you open a Cisco case:

- Severity 1 and Severity 2: 15 minutes
- Severity 3: 30 minutes
- Severity 4: 60 minutes

Continual Case Updates

Provides continual updates to your cases by email when your case is pending a Cisco response:

- Severity 1 and Severity 2: Every 24 hours
- Severity 3 and Severity 4: Every 24 hours

Provides continual reminders to you for cases pending a response from your own support teams, every 48 hours.

Cisco Collaboration Products / Solutions and Engineer Expertise

[Solution Support is available to cover:](#)

1. Cisco hardware and software products, which can be used to build a Cisco collaboration solution, if the solutions are comprised of a minimum 50% or more Cisco products and those of our Solution Support Alliance Partners. (See “Products and Coverage Levels for Named Cisco Collaboration Solutions”)
2. Named Cisco collaboration solutions listed below. Click the solution name to see its unique list of products eligible for support.

[Cisco Calling](#)

[Cisco Conferencing](#)

[Cisco Contact Center](#)

[Cisco Hosted Collaboration](#)

Solution Support engineer teams are experts in Cisco Validated Designs, reference architectures, and best practices for our collaboration solutions. They have deep expertise in Cisco products and understand how our products and those of our Solution Support Alliance Partners—with whom we have established relationships and joint support processes—work together in your deployment.

In scenario 1 above, you may deploy a certain combination of products for which our teams have not had experience supporting. Solution Support engineer teams will still apply their deep experience working within the solution category, Cisco products, and understanding of how our products work with those of our Solution Support Alliance Partners.

Note: This service is available for Cisco solutions that are comprised of:

- Cisco and Solution Support Alliance Partner products (multivendor)

OR

- Solutions with only Cisco products

We've noted throughout this document when a process and/or requirement applies to multivendor solutions, solutions with only Cisco products, or both. Refer to the tables in “Products and Coverage Levels for Named Cisco Collaboration Solutions” to see if your solution is multivendor or contains only Cisco products.

Cisco and Solution Support Alliance Partner Product Coverage

The following section describes how individual products are covered by Solution Support for multivendor solutions and solutions with only Cisco products. Product coverage is provided in three tiers:

- Cisco products fall under the “Core products” tier.
- Solution Support Alliance Partner products fall under the “Cisco accountable” or “Solution Support Alliance Partner accountable” tiers.

Core Products

This description is relevant for multivendor solutions and solutions with only Cisco products.

Core products are defined as (1) manufactured by Cisco or a Cisco original equipment manufacturer (OEM) and (2) eligible for coverage by a Cisco product support contract.

Cisco is accountable (that is, we make sure support is provided) and responsible (that is, we deliver support) to resolve issues with core products according to the product service levels chosen in your Solution Support contract.

Cisco Accountable Products

This description is relevant only for multivendor solutions.

Cisco accountable products are defined as (1) Solution Support Alliance Partner products and (2) may be listed in Cisco Validated Designs or reference architectures for your solution.

Cisco is accountable for resolving issues with these Solution Support Alliance Partner products based on the product support contract you have with them. We offer support accountability for these products because we have established a direct support relationship with these Solution Support Alliance Partners. We have working relationships with their engineer and support teams, access to Solution Support Alliance Partner product training, and Solution Support Alliance Partner products represented in Cisco support labs.

Solution Support Alliance Partner support teams are responsible for providing support to resolve issues with their products according to your product support contract with them.

Solution Support Alliance Partner Accountable Products

This description is relevant only for multivendor solutions.

Solution Support Alliance Partner Accountable products are defined as (1) Solution Support Alliance Partner products and (2) may be listed in the [Cisco Marketplace](#) and are often tested and certified by the solution technology partner for use in a Cisco Collaboration solution, or (3) Solution Support Alliance Partner products where we've seen significant customer deployments in their solution.

Cisco takes your first call for solution issues with these Solution Support Alliance Partner products and coordinates issue resolution.

The Solution Support Alliance Partner support team is both accountable and responsible for providing support to resolve issues for these products according to your product support contract with them.

For more details about eligible products, see “Products and Coverage Levels for Named Cisco Collaboration Solutions.”

Customer Requirements

The following requirements must be met in order to receive support through the offering.

- **Fully operational environment:** Solution Support is a day-2 support service. There are no features or deliverables associated with planning and/or building your Cisco environment. We assume that your environment is up and running with major functions in operation. If you need help planning and/or building your environment, contact an authorized Cisco representative to learn about professional services.
- **Solution Support contracts:** All Cisco products deployed in your solution environment must be covered by Solution Support in order to receive solution-level support as described in this document. Purchasing Solution Support for some, but not all, eligible Cisco products deployed in your solution environment will not provide complete entitlement to this service.
- **Product support contracts:** Cisco product support is required for all Cisco components in your Cisco solution.
 - **Cisco components** in your solution are automatically covered by Cisco product support when you purchase Solution Support, because this service is inclusive of the Cisco hardware or software support required for those products. For example, when attaching Solution Support to a Cisco hardware or software product, that product is covered at your chosen service level by Cisco Smart Net Total Care™ Service or Software Support Basic, respectively.

If you have a multivendor solution, the following is also required:

- **Solution Support Alliance Partner and components** in your solution must be covered by their product support with a service equivalent to Smart Net Total Care or Software Support Basic. Solution Support Alliance Partner or product support contracts are necessary for:
 - Solution Support Alliance Partners or to provide expertise and directly resolve issues with their products.
 - Access to return merchandise authorizations (RMAs), software updates and upgrades, knowledge base, and so on.
 - Solution Support engineers to coordinate issue resolution with Solution Support Alliance Partner or product support teams.

Note: The following services are not acceptable as required product support:

- Warranty services such as Cisco Warranty, Cisco Warranty Plus, Cisco Smart Net Total Care for UCS Hardware Only, or any similar services from Solution Support Alliance Partners or third-party technology providers.
- Community support programs
- Support contracts with a third-party support agent delivering their own branded support for products they did not engineer.
- **Service Reviews** require the following for Cisco to be able to perform appropriately:

- The quantity of any meetings, reporting, and efforts for ongoing activities described herein will vary depending on your requirements and what is agreed upon when Services are purchased
- To perform analytics on consumption data to help improve feature usage, you will provide consumption information via any mutually agreed method.
- Designate and provide contact information for representative(s) point of contact who will regularly attend and participate in reviews with Cisco.
- **Cisco Experts** require the following for Cisco to be able to perform appropriately:
 - You shall notify Cisco of your standard operating procedures related to business practices, as well as internal operational nomenclature, for Cisco to effectively communicate and discuss cases in the context of your business environment.
- **General requirements** for Cisco to be able to provide the service:
 - Provide current shipment contact information as follows: contact name, title, address, telephone number, e-mail address, and fax number.
 - When requested, provide Cisco with a list of all personnel authorized to contact Cisco or access Cisco.com for Services and to download application software from Cisco.com or Cisco's PUT. Customer is responsible for reviewing the list on an annual basis and adding or removing personnel as necessary.
 - You shall maintain the entire software implementation for each technology in use under the same Software Support option for Cisco to provide Services for any portion of the software implementation.
 - You shall maintain overall responsibility for any business process impact and any process change implementations.

Processes for Resolving Support Issues

This section describes how to open support cases and how the Cisco helpdesk and Solution Support engineers work with you and, for multivendor solutions, Solution Support Alliance Partners.

Opening a Cisco Support Case for Cisco or Solution Support Alliance Partner Products

For users, you open a case by calling the helpdesk and providing your company name and a description of the problem. The number will be in your Support Access Guide, which is part of the welcome kit.

For administrators, you or your Cisco brand resale partner opens a case using your Cisco Support contract entitlement by calling the Cisco helpdesk (for severity 1 and 2 cases) or through the [Cisco TAC online case tool](#) (for severity 3 or 4 cases) and provides the following information:

- The severity level of your issue.
- Either your software contract number or, for subscriptions, your CCO ID or subscription number, for the product you think is involved in the issue or interacting with a Solution Support Alliance Partner product in the issue. If you think the fault lies with hardware, then you need the Cisco product serial number.
- The name of your Cisco solution.
- Description of the problem you are experiencing and symptoms (business effects, technology, and so on).

Note:

- In some situations, you might not know what product is causing the issue, or if there actually is an issue. You can open a Solution Support case on any Cisco product in your solution deployment entitled to this service. Your engineer will determine if there is an issue and if so, will initiate the issue resolution process.
- If you have a multivendor solution, at any time and for any reason, you can open a product support case directly with a Solution Support Alliance Partner. If it is then determined that the issue is more complex than originally estimated (for example, it involves multiple products), open a Solution Support case on any Cisco product in your solution that interacts with the Solution Support Alliance Partner or and we will step in to begin coordinating your case.

Figure 2: Solution Support Engagement Model for Multivendor Solutions



Working with Solution Support Engineers

Standard Work Flow

After you have opened a Cisco Support case as described in the prior section, the Cisco helpdesk or Solution Support engineer:

- Works with you or, if applicable, your Cisco brand service resale partner.
- Resolves any issues that can be resolved based on their knowledge of the solution through Cisco Validated Designs, reference architectures, configuration best practices, or other expertise, experience, and/or internal information.

If the Solution Support engineer cannot directly resolve the solution issue, the engineer isolates the issue to a product or products and:

- Works with you to open a secondary case using your product support contract entitlement from Cisco and/or, for multivendor solutions, Solution Support Alliance Partner(s) or third-party technology providers.
- Coordinates issue resolution with the Cisco TAC and/or, for multivendor solutions, Solution Support Alliance Partner product support team(s). We provide information about what led to the request for the secondary case, and expert guidance on the solution to help make sure interoperability is maintained between solution products.

Note:

For multivendor solutions:

- Although Cisco is accountable for issue resolution and coordinates with Solution Support Alliance Partner product support team(s), you must pass support entitlement as required by Solution Support Partners. You must also provide system and case information and access to both Cisco and Solution Support Alliance Partners or third-party technology providers.
- If a Solution Support Alliance Partner product support team cannot resolve the issue and is a member of the Cisco DevNet program, the Solution Support Alliance Partner may

open a service request with the Cisco Developer Support Service for help in isolating and resolving the issue.

Your case remains open and active until you approve it for closure by Cisco.

Alternate Work Flow

For multivendor solutions, the following alternate work flow applies when you first open a product support case directly with a Solution Support Alliance Partner, then determine that the issue involves multiple products and requires Solution Support.

After you have opened a Support case as described in the prior section, notify the Solution Support engineer that you are requesting solution-level support for a product support case previously opened with a Solution Support Alliance Partner. The Solution Support engineer then works with you to become familiar with your case and manages issue resolution from that point forward.

Your case remains open and active until you approve it for closure by Cisco.

For customers who have purchased the Software Support Premium service level:

Cisco will support all Severity 1 and Severity 2 incidents by assembling a team to quickly mediate and resolve the issue identified. This process has been described in the Premium Software Support Overview section under Escalation and Incident Management. This team will act as the single point of contact between Cisco and your team to ensure communication is clear to all parties and we are focusing on solving the issues and getting you back up and running.

Products and Coverage Levels for Named Cisco Collaboration Solutions

The following tables show where Solution Support is available for products in named Cisco collaboration solutions.

In addition to the following named solutions, Solution Support is available for Cisco hardware or software products that can be used to build a Cisco collaboration solution. If these solutions are comprised of products from Cisco and those of our Solution Support Alliance Partners from the tables below, they must contain 50% or more of Cisco products to be eligible for Solution Support.

- **C (core product):** Cisco products covered by the service with Cisco accountable and responsible for product issue resolution. Applicable to multivendor solutions and solutions with only Cisco products.
- **A (Cisco accountable product):** Solution Support Alliance Partner products covered by the service with Cisco accountable and Solution Support Alliance Partners responsible for product issue resolution. Applicable to multivendor solutions only.
- **P (Solution Support Alliance Partner accountable product):** Solution Support Alliance Partner products covered by the service with Cisco coordinating issue resolution and Solution Support Alliance Partners accountable and responsible for product issue resolution. Applicable to multivendor solutions only.

Cisco Calling

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco Unified Communications Manager Perpetual / Subscription	C	Software	Endpoint registration, call processing, and media resource management.
Cisco	Cisco Unified Communications Manager IM and Presence Service	C	Software	Instant messaging and presence services.
Cisco	Cisco Unified Communications Manager for Cloud	C	Software	Runs a Unified Communications Manager completely in the cloud with rapid provisioning, flexible scalability, and lower support costs
Cisco	Cisco Integrated Service Router (ISR)	C	Hardware	Survivable remote site telephony (SRST), external connectivity to the Internet, voice gateway to PSTN

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco TelePresence video endpoints and Cisco Jabber®	C	Hardware	Enables real-time voice, video, and instant messaging communications
Cisco	Cisco TelePresence Conductor	C	Software	Conferencing resources management
Cisco	Cisco TelePresence Server	C	Hardware	Audio and video conferencing resources
Cisco	Cisco TelePresence Management Suite and Extensions	C	Software	Scheduling, web conferencing integration, and other advanced video features
Cisco	Cisco Webex Meetings Server	C	Hardware / Software	On-premise WebEx conferencing solution
Cisco	Cisco Expressway-C	C	Software	Enables interoperability with third-party systems and firewall traversal
Cisco	Cisco Expressway-E	C	Software	Supports remote endpoint registration to Cisco Unified CM and enables business-to-business communication
Cisco	Cisco Aggregation Services Routers (ASR1000)	C	Hardware / Software	Survivable remote site telephony (SRST), external connectivity to the Internet, voice gateway to PSTN, Cisco Unified Border Element for Session Initiation Protocols
Cisco	Cisco Unity® Connection	C	Software	Unified messaging and voicemail services
Cisco	Cisco Prime License Manager	C	Software	Simplified, enterprise-wide management of user-based licensing, including license fulfillment
Cisco	Cisco Prime Collaboration	C	Hardware	Assists in management of Unified Communications applications. Enables migration of older software versions of clusters to new virtual machines, fresh installs, and upgrades on existing clusters
Cisco	Cisco TelePresence and video endpoints: DX, EX, MX, SX, IX series	C	Hardware	Desktop to boardroom telepresence
Cisco	Cisco UC End Points	C	Hardware	Transform your business processes and reduce costs with interactive high-quality, business grade high-definition video communications

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco Jabber (mobile/desktop)	C	Software	Soft client with integrated voice, video, voicemail, and presence.
Cisco	Webex calling	C	Software	Enterprise-grade cloud calling offered through a flexible subscription model.
Cisco	Cisco Unified Border Element (CUBE)	C	Software	Cisco Unified Border Element required for ISR that bridge voice and video connectivity
VMware, Inc.	vSphere	P	Software	

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Cisco Conferencing

Company	Product or Product Family	Coverage	Product Area	Comment
Cisco	Cisco Webex	C	Software	Webex offers integrated audio, video, and content sharing with highly secure calling, messaging, and meeting from the Cisco Webex cloud.
Cisco	Cisco Webex Support Center	C	Software	Provide real-time support and customer service anywhere in the world
Cisco	Cisco Webex Training Center	C	Software	Cisco Webex Training Center offers an exceptionally rich and interactive classroom experience. It's easy to use and includes unlimited online sessions, integrated audio, content sharing, and the ability to record classes.
Cisco	Cisco Webex Events	C	Software	Cisco Webex Events helps you expand your company meetings and corporate events with real-time online events and webinars to reach more attendees, reduce travel costs, and boost attendance

Cisco Contact Center

Company	Product or Product Family	Coverage	Product Area	Comment
Cisco	Cisco Unified Customer Voice Portal	C	Software	Combines open-standards support for speech with intelligent application development and industry-leading call control to deliver personalized self-service to callers
Cisco	Cisco Unified Intelligence Center	C	Software	Creates a comprehensive information portal for developing Contact Center reports and dashboards development and sharing
Cisco	Cisco Finesse	C	Software	Next-generation agent and supervisor desktop provides a collaborative experience for communities interacting with a customer service organization
Cisco	Cisco Unified Contact Center Enterprise	C	Software	Enables contextual, continuous, and high-capability experiences
Cisco	Cisco Unified Contact Center Express	C	Software	Secure, available, virtual, and sophisticated customer interaction management solution for up to 400 IVR ports and agents.
Cisco	Cisco Webex Contact Center (CJP)	C	Software	Designed and built from the ground up as a cloud solution, Cisco Webex Contact Center brings your business the innovation, flexibility, and agility of the cloud with the security and scalability
Cisco	Cisco Webex Contact Center Enterprise	C	Software	Webex Contact Center Enterprise (WxCCE) is a unified, omnichannel contact center solution hosted in a Cisco cloud. It is built on the market-leading Cisco Contact Center Enterprise software base and the solution can be enhanced with additional advanced options such as speech IVR, WFO, etc.
Acqueon	Acqueon LCM	P	Software	

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Cisco Hosted Collaboration Solution

Company	Product or Product Family	Coverage	Product Area	Comment
Cisco	Cisco Hosted Collaboration Solution for Contact Center	C	Software	Runs a contact center completely in the cloud with rapid provisioning, flexible scalability, and lower support costs
Akkadian Labs	Akkadian Console	P	Software	
Akkadian Labs	Contact Manager	P	Software	
Akkadian Labs	Provisioning Manager	P	Software	
Bucher and Suter	CRM Connectors Contact Center and Unified Communication	P	Software	
Calabrio	Calabrio ONE	P	Software	
Calabrio	Call Recording	P	Software	
Calabrio	Quality Management	P	Software	
Calabrio	Analytics	P	Software	
eGain	eGain Solve for Cisco, Virtual Assistant, Chat, Click to Call	P	Software	Multichannel management software
Imagicle	Imagicle Application Suite for Cisco UC	P	Software	Accounting and billing, directories, click to call
Kurmi	Kurmi Software Suite	P	Software	
Microsoft	Collaboration/link	P	Software	Link, directory integration
Mitel	Collaboration suite	P	Software	
Nice	Nice Engage Platform	P	Software	Interaction manager, contact center/customer engagement analytics, contact center compliance
Nuance	Nuance Intelligent Virtual Assistant	P	Software	Recognizer/vocalizer
Nuance	Nuance Customer Service Messaging	P	Software	
TeleMate	Predictive UC Analytics	P	Software	

Company	Product or Product Family	Coverage	Product Area	Comment
VBrick	Video management platform	P	Software	
VisionOSS (VOSS)	VOSS-4-UC	P	Software	Contact center data monitoring and fault detection

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Coverage Limitations and Exclusions for Cisco Collaboration Solutions

This document defines Solution Support for collaboration solutions. Base functionality of the listed products in “Products and Coverage Levels for Named Cisco Collaboration Solutions” is covered by this service. However, there are instances where specific product capabilities implemented by you are not covered by Solution Support. Therefore, unless specifically listed, it should not be assumed that all licensed technologies related to listed products are covered by this service.



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