



Offer Description

Cisco Workflows

This Offer Description is part of the [General Terms](#) or similar terms existing between You and Cisco (e.g., the End User License Agreement) (the “**Agreement**”). Capitalized terms, unless defined in this document, have the meaning in the Agreement. Any references to a Supplemental End User License Agreement or SEULA mean Offer Description.

1. Summary

This Offer Description applies to Cisco Workflows and any Cisco Offers that reference this Offer Description (collectively, the “**Cisco Offer**”). The Cisco Offer is a Cloud Service automation and orchestration solution that provides cross-domain outcomes to existing Cisco customers. The Cisco Offer streamlines repetitive and error-prone tasks across both Cisco and third-party applications through premade automations available through Automation Hub or a “design your own” with the low to no code workflow designer. Please consult the Cisco Offer’s Documentation located at <https://www.cisco.com/site/us/en/products/networking/software/workflows/index.html>.

2. Support and Other Services

Your purchase of the Cisco Offer includes [Community Support Services](#). You may also purchase Advantage (Enhanced) support tier which includes the Basic level of [Cisco Software Support Services](#).

3. Performance Standards

Service Level Objective. If You purchase the Advantage (Enhanced) support tier, the [Cisco Workflows Service Level Objective](#) (“**SLO**”) applies to the Cisco Offer.

4. Data Handling

The [Disclosure Documents](#) for Cisco Workflows provide information about data handling practices, security controls, and other features specific to this Cisco Offer.

5. Special Terms

The Cisco Offer is available at no cost provided You have a registered Cisco ID. If You wish to purchase the Advantage (Enhanced) support tier, You must enable Cisco Smart Licensing and use the Cisco Offer as described in the Cisco Offer Documentation.