



Cisco Collaboration Flex Plan Contact Center Offer Description

This Offer Description describes the offer-specific terms of the Cisco Collaboration Flex Plan Contact Center (“Cisco Collaboration Flex Plan”) made available by Cisco to our customers and their authorized users (“You” or “Your”). Your subscription to the Cisco Customer Journey Platform Service under the Cisco Collaboration Flex Plan is governed by this Offer Description and the [Cisco Universal Cloud Agreement](#) (“Agreement”). Any software installed by You or provided in a Cisco partner-hosted deployment (“Software”) under the Cisco Collaboration Flex Plan is governed by this Offer Description and licensed under the [Cisco End User License Agreement](#) (“EULA”). If You already have an active Agreement in place with Cisco, that existing Agreement governs.

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1. Offer Description.

The Cisco Collaboration Flex Plan allows You to purchase the Cisco contact center solutions described below under various deployment models in a Concurrent Agent buying model only during Your subscription term. With the Cisco Collaboration Flex Plan, You can choose a Cisco-hosted Cloud service, licensed Software for on-premises or partner-hosted solutions, and You can mix and flexibly migrate from one deployment model to another. Your subscription allows Agents to be purchased as either standard or premium Agents or a mix of both.

The following contact center solutions are available as a subscription under the Cisco Collaboration Flex Plan:

- (a) **Cisco Customer Journey Platform Service (“CJP”)** is a Cisco-hosted cloud deployment that provides a unified contact center experience across all major communication channels.
- (b) **Unified Contact Center Enterprise (“UCCE”), Packaged Contact Center Enterprise (“PCCE”) and Unified Contact Center Express (“UCCX”)** are on-premise deployments.
 - UCCE Software offers maximum flexibility and customization and is suited to offering customer care for service providers, outsourcers, and large enterprise companies.
 - PCCE Software provides an enterprise-class, prepackaged contact center solution based on UCCE. Packaged PCCE runs on a single server, with a second server required for redundancy purposes.
 - UCCX Software is intended for both formal and informal contact centers in small to medium sized businesses to enterprise branch deployments.
- (c) **Cisco Hosted Collaboration Solution for Contact Center (“HCS-CC”)** is a Cisco-partner hosted deployment. HCS-CC is designed for customers with small to large contact centers and is integrated with Cisco Hosted Collaboration Solution, so customers can tap into multiple applications and services on one platform. HCS-CC can be deployed using either the UCCE or UCCX platforms.

2. Supplemental Terms and Conditions.

2.1. Term.

The initial term starts on the date (i) the Software is made available for download or installation, or (ii) the date that Cisco notifies You that any portion of CJP is either ready for You to start provisioning or has been provisioned ("Provisioning Notice"), and lasts for the period stated in the Order. If the Order includes both Software and CJP, the initial term starts on the earlier of (i) and (ii), above. The Order will renew in accordance with the Agreement.

2.2. Support.

For the duration of Your subscription, You are entitled to unlimited 24x7 access to technical support in English for break/fix issues via phone, web, or email within one business day for lower-severity cases, and within a 60-minute initial response time for severity 1 and 2 cases ("Basic Support"). Basic Support includes access to the knowledge base, as well as all Software updates and upgrades during the Term. Enhanced and Premium Support is also available at an additional cost. For more information about Basic, Enhanced, and Premium Support, see the [Services Description for Cisco Software Support Services](#).

2.3. Third-Party Products.

There are integrated applications and bots that You may be able to download and use with Your subscription. These applications and bots may be third-party products. Cisco does not support or warrant third-party products and disclaims all responsibility and liability for third-party products used with Your subscription. If You use a third-party product, the terms of use for that third-party product are between You and the provider. Some third-party products may contain tracking technology. Accordingly, it is Your responsibility to read the third party's disclosures, terms of use, and privacy policies before using such third-party products with Your subscription.

2.4. Termination and Suspension.

In addition to the causes of termination set forth in the Agreement, Cisco may temporarily suspend Your access to CJP immediately upon notice to You (in accordance with the notice provisions set forth in the Agreement) if there is an unusual spike or increase in Your use of CJP and we determine that such traffic or use is fraudulent. Terms related to termination of the EULA for UCCE, PCCE, UCCX or HCS-CC are set forth in the EULA.

2.5. Geographic Terms and Restrictions.

a. CJP.

CJP Release 10.0 is available in the following countries*. If CJP is not available in a country, purchases will be restricted: USA, Canada, Mexico, Japan**, Australia, New Zealand, UK, Germany, Netherlands, Luxembourg, Belgium, Sweden, Spain, Italy and France.

*Release 9.9 information available upon request from cjp-pm@cisco.com.

**WFO and Speech-enabled IVR unavailable in Japan

b. UCCE, PCCE, UCCX or HCS-CC.

Geographic specific terms for UCCE, PCCE, UCCX or HCS-CC are set forth in the EULA.

3. Data Protection.

Cisco's data protection obligations are set forth in the Agreement. Additionally, the [CJP Privacy Data Sheet](#) supplements the [Cisco Privacy Statement](#) and describes the Personal Data that Cisco collects and processes as part of the delivery of CJP to you. Cisco does not process data for on-premise and partner-hosted deployments of CCE, PCCE, CCX or HCS-CC, as applicable.

3.1. Cooperation with Law Enforcement.

If Cisco is required to do so by law, Cisco may cooperate with law enforcement authorities in the investigation of suspected or alleged illegal or other activities. This may include, but is not limited to, disclosure, where possible, to the relevant law enforcement authorities of Your Personal Data, Your content, and the content of Your transmissions through CJP.