



Offer Description: Cisco Webex Contact Center

This Offer Description describes the offer-specific terms of Cisco Webex Contact Center (“Service”) made available by Cisco to our customers and their authorized users (“You” or “Your”). Your use of Webex Contact Center is governed by this Offer Description and the [Cisco Universal Cloud Agreement](#) (“Agreement”). If You already have an active Agreement in place with Cisco, that existing Agreement governs.

If You purchase Webex Contact Center as part of the Collaboration Flex Plan Contact Center, your use of Webex Contact Center is governed by the Agreement and the Cisco Collaboration Flex Plan Contact Center Offer Description. A current version of that Offer Description can be found [here](#). This Offer Description only relates to Your subscription to Webex Contact Center as a standalone Service.

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1. Offer Description.

Webex Contact Center is a subscription-based service hosted in Cisco’s cloud that provides a unified contact center experience across all major communication channels.

When You subscribe to the Service, Named Agents or Concurrent Agents buying models are available for Your buying needs. Only one of the buying models can be selected. Your subscription allows Agents to be purchased as either standard or premium Agents or a mix of both.

2. Supplemental Terms and Conditions.

2.1. Term.

Your Webex Contact Center subscription starts on the date that Cisco notifies You that any portion of the Service is either ready for You to start provisioning or has been provisioned (“Provisioning Notice”), and lasts for the period stated in the Order.

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 applications that You may be able to access and/or download from third-parties and use with Your subscription. 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 third-party provider. 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 Webex Contact Center 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 Webex Contact Center and we determine that such traffic or use is fraudulent.

2.5. Geographic Terms and Restrictions.

Webex Contact Center is available in the following countries. If Webex Contact Center 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.

*WFO and Speech-enabled IVR unavailable in Japan

3. Data Protection.

Cisco's data protection obligations are set forth in the Agreement. Additionally, the [Webex Contact Center Privacy Data Sheet](#) supplements the [Cisco Privacy Statement](#) and describes the Personal Data that Cisco collects and processes as part of the delivery of Webex Contact Center to you.

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 Webex Contact Center.