



Offer Description: Cisco Customer Journey Platform Service

This Offer Description describes the offer-specific terms of the Cisco Customer Journey Platform Service (“CJP” or “Service”) made available by Cisco to our customers and their authorized users (“You” or “Your”). Your use of CJP 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 CJP as part of the Collaboration Flex Plan Contact Center, your use of CJP 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 CJP as a standalone Service.

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1. Offer Description.

CJP 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 CJP 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 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 the 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 the CJP and we determine that such traffic or use is fraudulent.

2.5. Geographic Terms and Restrictions.

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

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.