Service Description: Unified Contact Center Planning and Design Support Services

This document describes Cisco’s Unified Contact Center Planning, and Design Support Services.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA), Advanced Services Agreement (ASA), or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

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Cisco shall provide the Unified Contact Center Planning and Design Support Services described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall issue a Quote for the Services ("Quote"); the Purchase Order should reference such Quote.

Service Summary

The Unified Contact Center Planning and Design Support Services may provide the services contained within to assist in deploying a Customer's Cisco Unified Contact Center solution.

Unified Contact Center Planning and Design Support Services

Under this Service, Cisco shall provide some or all of the Unified Contact Center Planning, and Design Support Services, as selected by Customer during Standard Business Hours, unless stated otherwise:

Unified Contact Center Discovery Review

- The Unified Contact Center Discovery Review helps Customers identify the business goals and objectives when adoption of a Cisco Unified Contact Center solution. This offering includes conducting discovery workshops with Customers to uncover and document the Customer requirements. The Unified Contact Center Discovery Review works with the Customer to review the necessary documentation—High Level Design, Bill of Materials, then translate that into a Customer Requirements Document. Cisco will perform a Unified Contact Center Discovery Review which typically includes, amongst other things, the following:

  o Identify Cisco personnel responsible for conducting Discovery Workshop(s).
  o Coordinate with Customer on workshop schedule and attendees.
  o Schedule all Cisco personnel conducting the pre-defined number of Discovery Workshop(s).
  o Develop and conduct the Business Requirements Workshop
  o Prepare materials required to conduct the Discovery Meeting(s).
  o Request documents that provide insight on activities related the Contact Center Business Plans, growth potential, current contact center design and capabilities, etc.

  Deliverable: UCC Discovery Requirements Questionnaire template and UCC Business Discovery Assessment Document

Unified Contact Center Business Management Transformation Requirements

- The Unified Contact Center Business Management Transformation Requirements Service helps Customers align their contact center strategy with organization goals and objectives. This service provides a discovery process that focuses on the Customer's contact center organizational and technology effectiveness; and, the service delivers a usable, graphical and detailed baseline analysis of the Customer’s contact center business and management operational environment.
Cisco shall provide requirements definition consulting services for the Unified Contact Center Business Management Transformation Service by utilizing the Cisco Maturity Model to analyze the Customer’s business management activities including processes, metrics, reporting and technology applications in order to establish a maturity level baseline. This evaluation will place the Customer’s contact center into one of five levels of maturity, to include a baseline assessment against six strategic contact center elements - routing, self service, management, agent, and operational model and system capabilities. Cisco will perform a Unified Contact Center Business Management Transformation Strategic Evaluation which typically includes, amongst other things, the following:

- Coordinate with Customer the Strategic Evaluation Model requirements kick-off meeting schedule and identification of key stakeholders and attendees.
- Develop and conduct the kick off meeting to discuss the discovery process.
- Identify stakeholders participating in the discovery process and coordinate with Customer schedule for discovery interviews.
- Prepare materials and questionnaires required to conduct discovery interviews.
- Conduct discovery interviews and collect required documents including completed questionnaires.
- Document and perform analysis of discovery data to develop the Strategic Evaluation Model Report.
- Document and present to Customer the Strategic Evaluation Model Evaluation Report consisting of baseline findings, short and long term roadmap, metrics, benchmarks, and potential return of investment (ROI) opportunities.

**Unified Contact Center Technology Strategy Development**

- The Unified Contact Center Technology Strategy Development assists Customer with aligning their technology requirements to meet the changing business goals and objectives. This consultative offering defines a roadmap for a Customer’s short and long term contact center technology strategies through workshops, interviews and documenting the gathered information. Technology Strategy Development is the foundation to support subsequent phases of a Unified Contact Center solution deployment.

- Identify Cisco personnel responsible for conducting whiteboard session(s).
- Work with Customer to schedule the workshop and identify the Customer attendees.
- Conduct the high-level Technology Strategy Development Workshop.
- Schedule discovery interview sessions with Customer designated technology and business stakeholders to discuss short and long term technology strategy, future business goals and objectives and other pertinent information necessary to define a technology roadmap.
- Request required documents from Customer to review and validate the network topology, high-level design, Bill of Materials, Customer Requirements Document, and business plans.
- Document and present findings to the Customer.
  - Deliverable: (1) Technology Strategy Document

**Unified Contact Center Project Management**

- The Project Planning phase consists of a comprehensive review on the critical aspects required to migrate your Unified Customer Voice Portal solution. First step in the planning phase is to develop a project plan that identifies all the tasks, resources and timelines required to perform the upgrade. Proper upgrade planning of Customer's mission critical Unified Customer Voice Portal involves assessing the system, network and application performance, review routing scripts and call flows, validate compatibility with other products, assess hardware and software revision and release levels, review licenses, identify any third party applications modifications, document all involved network carriers and other related areas.

Cisco shall provide project management services. Cisco’s project management manages Cisco Services and Deliverables for the Unified Customer Voice Portal Upgrade by following the structured Cisco Unified Contact Center (“UCC”) methodology. The Cisco Project Manager (“PM”) manages the scope, schedule, budget and quality of Deliverables while proactively managing issues, risks and overall communications associated with the project.

- Designate a single point of contact (Cisco Project Manager) for all issues relating to the Upgrade tasks delivered within this Service.
- Provide the following:
  - Kick Off Meeting
  - Schedule Project Resources
  - Project Plan
  - Communication Plan
  - Action Items/Issues/Risk and Mitigation Plan
• Change Management Plan
  o Review with Customer project charter and project goals and objectives.
  o Identify Customer’s executive sponsor, key stakeholders, and project team members.
  o Develop a resource plan based on the high level milestones within the scope of work, and coordinate resources and tasks. Cisco Project Manager will do resource onboarding and schedule resources as determine in the Project Timeline.
  o Develop a Project Schedule and finalize Baseline Project Plan.
  o Execute the change management process which includes informing Customer of risks and managing changes to the schedule and the budget based upon the agreed upon changes.
  o Participate in regularly scheduled meetings with the Customer to discuss the status of the project.
  o Manage delivery of Services and Deliverables due to Customer.
  o Present and review the Project Plan for the phased upgrade.
    • Deliverable: Project Timeline

UCC Business Management Transformation Requirements and Assessment

• The Unified Contact Center Business Management Transformation Requirements Service helps Customers align their contact center strategy with organization goals and objectives. This service provides a discovery process that focuses on the Customer’s contact center organizational and technology effectiveness; and, the service delivers a usable, graphical and detailed baseline analysis of the Customer’s contact center business and management operational environment.

Cisco shall provide requirements definition consulting services for the Unified Contact Center Business Management Transformation Service by utilizing the Cisco Maturity Model to analyze the Customer’s business management activities including processes, metrics, reporting and technology applications in order to establish a maturity level baseline. This evaluation will place the Customer’s contact center into one of five levels of maturity, to include a baseline assessment against six strategic contact center elements - routing, self service, management, agent, and operational model and system capabilities. Cisco will perform a Unified Contact Center Business Management Transformation Strategic Evaluation which typically includes, amongst other things, the following:

  o Coordinate with Customer the Evaluation kick-off meeting schedule and identify of key stakeholders and attendees.
  o Conduct the evaluation services.
  o Coordinate with Customer to schedule and conduct interview meeting(s) to complete the baseline Evaluation.
  o Perform the evaluation based on Customer interviews and documentation.
  o Document and present the Maturity Model, baseline findings and recommendations to Customer.
  o Coordinate with Customer to schedule the Assessment meeting.
  o Conduct the Business Management Transformation Assessment meeting, to include the discussion of the project plan, review of the observation mapping process and identification of Customer areas for participation in information gathering and expected deliverables.
  o Coordinate with Customer the schedule to observe and collect contact center agent and Customer process mappings data.
  o Request from Customer documents or data that provide information required to perform the agent and mapping discovery.
  o Conduct interviews and/or sessions with contact center management and agent teams to gather information on existing agent process mapping, observations, flows, agent benchmarking (time studies), tools and knowledge utilization.
  o Identify and document efficiency gains and business improvement opportunities based on the agent mappings.
  o Conduct a separate session to gather information on future process mapping that focuses on the goals of the Customer’s internal clients; and, map Customer access flows, identifying tools and knowledge base utilization, service levels and reporting requirements.
  o Conduct an opportunity prioritization session with Customer contact center management teams to identify one (1) project per business model.
  o Document and present to Customer the deliverables.
UCC Business Management Transformation Assessment

Cisco shall provide requirements definition consulting services for the Unified Contact Center Business Management Transformation Service by utilizing the Cisco Maturity Model to analyze the Customer’s business management activities including processes, metrics, reporting and technology applications in order to establish a maturity level baseline. This evaluation will place the Customer’s contact center into one of five levels of maturity, to include a baseline assessment against six strategic contact center elements - routing, self service, management, agent, and operational model and system capabilities. Cisco will perform a Unified Contact Center Business Management Transformation Strategic Evaluation which typically includes, amongst other things, the following:

- Coordinate with Customer to schedule the Assessment meeting.
- Conduct the Business Management Transformation Assessment meeting, to include the discussion of the project plan, review of the observation mapping process and identification of Customer areas for participation in information gathering and expected deliverables.
- Coordinate with Customer the schedule to observe and collect contact center agent and Customer process mappings data.
- Request from Customer documents or data that provide information required to perform the agent and mapping discovery.
- Conduct interviews and/or sessions with contact center management and agent teams to gather information on existing agent process mapping, observations, flows, agent benchmarking (time studies), tools and knowledge utilization.
- Identify and document efficiency gains and business improvement opportunities based on the agent mappings.
- Conduct a separate session to gather information on future process mapping that focuses on the goals of the Customer’s internal clients; and, map Customer access flows, identifying tools and knowledge base utilization, service levels and reporting requirements.
- Conduct an opportunity prioritization session with Customer contact center management teams to identify one (1) project per business model.
- Document and present to Customer the deliverables.

Unified Contact Center Solution Requirements Validation

- The Unified Contact Center Solution Requirements Validation formalizes the functional specification through detailed assessment, analysis and validation of Customer’s contact center technical and business requirements. The Solution Requirements Validation document outlines the Customer’s existing or proposed contact center network, voice applications, voice and data network infrastructure, and defines the network’s ability to support the proposed Unified Contact Center Solution. This offering validates the information from the Prepare Phase, and identifies feature functionality gaps that may have surfaced. The Solution Requirements Validation process assesses and determines overall project risk impacting the Unified Contact Center solution on the network as it affects network traffic, databases, and other applications. Unified Contact Center Solution Requirements Validation which typically includes, amongst other things, the following:

- Review Business Requirements Document, High Level Design, Bill of Materials (BoM), Customer Requirements Document and all other documents gathered during the Prepare Lifecycle Phase prior to starting the project.
- Conduct cross-functional interviews and workshops to gather information necessary to document the functional requirements.
- Compare functional requirements with the available features in each product identified in the High Level Design, Bill of Materials, and Customer Requirements Document.
- Document and validate feature and/or functional gaps while obtaining Customer understanding of any deviations from the original requirements.
- Document and contact center applications and their potential impact on network traffic, accessing system databases, system integrations, and any other areas as determined.
- Document the reporting requirements based on reporting package purchased from Cisco.
- Document potential future growth, changes in the existing or proposed Unified Contact Center, network
Unified Contact Center Network Readiness Assessment

- Unified Contact Center Enterprise Network Readiness Assessment analyzes the readiness of the existing network infrastructure to support a Customer complete Cisco Unified Communications and Unified Contact Center solution. This critical planning component provides recommended improvements to existing infrastructure based on analysis performed. This analysis is done by completion of Network Discovery/Inventory, Network Design Analysis and Network Performance Baseline. This service requires the Customer to provide a current Network Topology Diagrams prior to the start of the Network Readiness Assessment. Cisco will perform a which may typically includes, amongst other things, the following:

- Obtain Customer’s up-to-date network topology diagrams for the site models to be assessed along with information about current network architecture, configurations of these devices, network usage requirements, design goals, security policy and utilization reports including past month utilization reports from service provider(s). If the Customer does not have current topology diagrams or they have not been provided to Cisco, Cisco can create the Network topology.

- Send Unified Communication with Unified Contact Center Enterprise questionnaire and Unified Contact Center white paper related to tools and security to the Customer contacts prior to project kick off.

- Conduct interviews with key members of Customer’s organization, involved with the existing data and voice infrastructure. Individuals that need to be interviewed are as follows (additional individuals may be identified and requested based on requirements network architecture and/or solution):

- For the design of basic Cisco Unified Communications Solution
  - LAN design/engineering manager and lead
  - Architecture/Engineering manager and network architect
  - Telecom services manager and lead
  - Voicemail lead
  - New deployment testing manager

  - Test engineer or equivalent
  - Telecoms Services/Operations Manager and lead
  - Network Management or Tools Manager and lead
  - Performance/Capacity Manager (data and telecom)
  - Installation and network facilities manager (responsible for power/environment)
  - Network security officer or lead

  - For design that include Unified Contact Center Solutions with a Unified Communication Solution:
    - Contact Center Services/Operation Manager and lead
    - Self-Services/Operation Manager and lead

- Obtain approval from Customer to deploy Cisco and/or Third Party tools to gather and validate information about the Customer’s network including network architecture, network topologies, network usage requirements, design goals, and security policy.

- Review and verify Customer network information and reports.

- Obtain approval from Customer to deploy Cisco and/or third-party tools for Network Discovery, inventory and performance data gathering.

- Perform a Power and Environment Analysis to determine power and environment requirements for the Customer’s Unified Communication solution.

- Use the Cisco and/or third-party tools to simulate the voice traffic on the network and measure delay, jitter and packet loss parameters and make recommendations to eliminate/minimize these values to provide acceptable voice quality on the network.

- Review the network discovery data to analyze the existing software/hardware revisions on the network and recommend the upgrades to software/hardware revisions to run the Cisco Unified Communications solution that may include Unified Contact Center Enterprise, Unity, Presence, Mobility, Meeting Place, and other applications.
Perform an availability analysis from network design review to identify potential infrastructure design and configuration issues that could affect the network resiliency and availability.

Provide IOS/CatOS references for non End-of-Life devices will be provided through the NOS Bug Scrub Service and is not part of the NRA offering.

Perform a WAN bandwidth requirement analysis to determine Customer’s network and bandwidth requirements to support Customer’s Unified Communications solution in the branch/regional sites connected via WAN links.

When a Unified Contact Center Solution is included in the solution, perform WAN/LAN/PSTN requirement analysis based on the contact center specific network bandwidth, prioritization and latency requirements.

When SIP trunking is included in the solution, perform WAN Requirement analysis in lieu of IP Trunking in general and SIP trunk in particular in accordance with expected PSTN traffic and the Service Provider IP trunk offering(s).

Present Network Readiness Assessment Report to Customer.

Review Customer complete response matrix. Identify ignored recommendations and discuss risk of going forward. Identify all recommendations to be changed and document due dates of completion.

Confirm all changes have been completed.

Deliverable: Network Readiness Assessment Report

Unified Contact Center Operations Support Review

A review of the operations support will be conducted for the Customer’s Unified Contact Center to enable the Customer to understand what is required to transition to a Cisco Unified Contact Center environment. The Service reviews the Customer’s operations processes and procedures and interviews support teams to help identify people, process and technology gaps then recommends areas for improvements. The Service focuses on operational activities including: Day 2 Support activities, Service Level Management, Change Management, Incident Management, Problem Management, Capacity Management, Service Continuity Management, Availability Management, Configuration Management Staffing and Education, Service Desk and Service Level management. The Unified Contact Center Operations Support Review will help the Customer to make informed decisions about organizational changes and staffing requirements, new process requirements, tools, and infrastructure operational changes.

Schedule and identify personnel required to participate in the pre-workshop meeting.

Provide the Operations Support Assessment Questionnaire to the Customer prior to the pre-workshop meeting.

Conduct pre-workshop meeting to review the Customer Operations Support Assessment Questionnaire.

Review the Customer’s completed Operations Support Customer Questionnaire to determine completeness of responses. Request additional information to complete the questionnaire, as required.

Schedule and conduct interview(s) with specific Customer’s support personnel to gather additional data for the Operations Support Assessment.

Perform the Operations Readiness Assessment covering the following areas:

- Service Strategy Processes
  - Day 2 Support services,
  - Staffing and Education

- Service Design Processes
  - Capacity Management,
  - Availability Management
  - Service Continuity Management

- Service Transition Processes
  - Change Management
  - Release Management
  - Configuration Management

- Service Operation Processes
  - Incident Management,
  - Problem Management,

- Service Operations Functions
  - Service Desk
  - Service Level Management

Craft and provide the draft Operations Support Assessment Report documenting the preliminary findings of the Operations Support Assessment.

Provide prospective dates to the Customer to schedule the Operations Support Workshop session.

Notify the Customer five (5) days prior to the Operations Support Workshop which of the following improvement areas will be covered during the workshop:

- Service Strategy Processes
  - Day 2 Support services,
  - Staffing and Education

- Service Design Processes
  - Capacity Management,
  - Availability Management
  - Service Continuity Management

- Service Transition Processes
  - Change Management
  - Release Management
  - Configuration Management

- Service Operation Processes
  - Incident Management,
- Problem Management,
  - Service Operations Functions
    - Service Desk
    - Service Level Management.

- Conduct a one (1) day Operations Support Workshop with the Customer to discuss and obtain feedback from the Customer on the preliminary findings of the Operations Support Assessment including:
  - Reviewing preliminary findings of the Customer Operations Support Assessment Questionnaire and Customer Interview Meetings;
  - Identifying areas of improvement;
  - Discussing gaps in the operations support of the Customer’s Unified Contact Center environment;
  - Discussing Day 2 support activities and options;
  - Reviewing observations and recommendations;
  - Providing a three hour session during the Workshop focusing on the improvement area notified to the Customer prior to the Workshop.

- Document the feedback and the additional information gathered during the Operations Support Workshop session in the updated Operations Support Assessment Report, including recommendations for operations support readiness process improvements for the improvement area focused on during the Operations Support Workshop session.

- Review the final Operations Support Assessment Report with Customer for comment and approval prior to the report being completed and formally released.

### Unified Contact Center Detailed Design Development

- The Unified Contact Center Detailed Design Development provides a comprehensive, implementation-ready detailed design of Customer’s Unified Contact Center solution. An extensive site(s) specific design defines the low-level activities including contact center application design, voice and data network infrastructure design, migration design, and staging design. Detailed Design Development provides for the design and layout of the steps necessary to achieve a successful deployment. Cisco will perform a Unified Contact Center Detailed Design Development which may typically includes, amongst other things, the following:

  - Review all documents developed including the solution requirements document functional specification, high level design document, bill of material, and any relevant documents required.
  - Conduct cross-functional workshops to gather the required information to develop the detailed design specification.
  - Develop and design the comprehensive contact center design based on the solutions validation requirements and interviews.
  - Present and obtain approval of the design support document
    - Deliverables: Detailed Design Document

### Unified Contact Center Applications Design Development

- The Unified Contact Center Applications Design Development provides the design, development and documentation of call flows, scripts, reporting and any other identified contact center advanced applications. Unified Contact Center Applications Design and Development may include Computer Telephony Integration, Interactive Voice Response, Multimedia applications, Unified Contact Center Reports, and database integrations as determined in the Detailed Design and Solution Validation Requirements Development documents.

  - Identify personnel responsible conducting cross-functional meetings to develop the application detailed design specification in-depth information.
  - Design and document application(s) as identified in the solution requirements validation functional specification, high level document, bill of material and any relevant documents as determined by the project.
  - Develop and document the application design scripting for third party call flows and integration related requirements.
  - Document site specific requirements - (example-password, scripting, etc.) related to completing the design for network, voice and contact center.
  - Identify personnel and third party vendors for each location.
  - Present the application design and specification.
    - Deliverables: Application Design and Specification

### UCC Business Management Transformation Design Service

- Cisco shall provide design services for the Unified Contact Center (UCC) Business Management Transformation. The UCC Business Management Transformation Design Service addresses the in-depth definition of the optimization projects prioritized by the Customer during the Business Management Transformation Plan phase. Cisco will work with the
Customer to address the Customer’s next steps in managing technology changes, identifying areas of agent and Customer process improvements, recalibrating metrics and benchmarks, and modifying policies to align with the Customer’s contact center solution.

- Complete modifications to the Baseline vs. Actual Benchmark & Metric Report document and present to Customer.
- Verify and validate with Customer that all business changes defined in the Business Management Transformation Change Management Playbook are implemented and identify any potential gaps.
- Review and evaluate with Customer opportunities for process efficiencies, which could include successfully tracking new human resources, conducting process changes, and identifying technology skills and capabilities.

### Unified Intelligence Suite Reporting Package Design Development

- The Unified Intelligence Suite Reporting Package Design Development provides for the compiling of contact center user and system data necessary for building contact center report. During the design phase, users, user groups, role assignments and other area are identified and documented. The Unified Intelligence Center is the user interface for reporting, this service will gather the pertinent data to generate the stock type reporting templates. Cisco will perform a Unified Intelligence Suite Reporting Package Design Development which may typically includes, amongst other things, the following:
  - Coordinate with the Customer the reporting discovery meeting with key stakeholders and support team members.
  - Review the reporting requirements as identified in the solution requirements validation functional specification document, high level document, bill of material and any relevant documents as determined by the project.
  - Discuss with Customer the generated reports from the Cisco Intelligence Center Reporting package.
  - Identify and define the web server and database server requirements.
  - Collect user, group, role assignments and other data with the Customer.
  - Review all the license requirements and user accounts and domain requirements.
  - Discuss the train the trainer requirements and support personnel required to be trained.
  - Present the report details and specification gathered with the Customer.

- **Deliverables:** Unified Intelligent Suite Specification Discovery Session and Document

### Unified Intelligence Suite Reporting Package with Archiver Design Development

- The Unified Intelligence Suite Reporting Package with Archiver Design Development provides the compiling of contact center user information necessary to generate Unified Intelligence Center reports. During the design phase, users, user groups, role assignments and all reporting information are identified and documented. By adding Unified Intelligence Center with Archiver on a separate server, more complex queries and data manipulation can generate additional reports. As part of this service, Cisco will provide (3) Administrative and Supervisor sessions to prepare the Customer support team for report generation. Cisco will perform a Unified Intelligence Suite Reporting Package with Archiver Design Development which may typically includes, amongst other things, the following:
  - Identify Customer contact responsible for schedule cross-functional team to attend discovery sessions for gathering in-depth reporting information and requirements.
  - Review the reporting information as identified in the solution requirements validation functional specification, high level document, bill of material and any relevant documents as determined by the project.
  - Discuss backup procedures and timeframes with Customer.
  - Discuss with Customer the deployment requirements for Cisco Intelligence Center with Archiver server.
  - Identify domain requirements for the Unified Intelligence Center users and Archiver users.
  - Discuss the web server and database server requirements.
  - Discuss and provide information on security requirements.
  - Discuss and provide information on security requirements.
  - Identify the train the trainer requirements and support personnel required to be trained.
  - Present the report details and specification gathered with the Customer.

The Unified Intelligence Center with Archiver allows for Customers to purchase custom report and/or database connector development. This development is addressed in another section of this scope of work.

- Identify Customer contact responsible for schedule cross-functional team to attend discovery sessions for gathering in-depth reporting information and requirements.
- Review the reporting information as identified in the solution requirements validation functional specification, high level document, bill of material and any relevant documents as determined by the project.
- Discuss backup procedures and timeframes with Customer.
- Discuss with Customer the deployment requirements for Cisco Intelligence Center with Archiver server.
- Identify domain requirements for the Unified Intelligence Center users and Archiver users.
- Discuss the web server and database server requirements.
- Discuss and provide information on security requirements.
- Discuss backup procedures and timeframes with Customer
- Identify the train the trainer requirements and support personnel required to be trained.
- Present the report details and specification gathered with the Customer.
Unified Contact Center Email Interaction Manager Design

- The Unified Contact Center Applications Design Development provides the design gathering for the Cisco Unified Email Interaction Manager.
  - Identify personnel responsible conducting cross-functional meetings to develop the application detailed design specification in-depth information.
  - Design and document application(s) as identified in the solution requirements validation functional specification, high level document, bill of material and any relevant documents as determined by the project.
  - Develop and document the application design for Cisco Unified Email Interaction Manager.
  - Review server and software requirements.
  - Design and document the partition, department, email alias, routing queues, workflows and rules, service levels, roles, user groups, calendars, etc. requirements.
  - Develop business design and system modeling.
  - Present the application design and specification.
    - Deliverables: Unified Email Interaction Manager Design Specification

Unified Contact Center Web Interaction Manager Design

- The Unified Contact Center Applications Design Development provides the design gathering for the Cisco Unified Web Interaction Manager.
  - Identify personnel responsible conducting cross-functional meetings to develop the application detailed design specification in-depth information.
  - Design and document application(s) as identified in the solution requirements validation functional specification, high level document, bill of material and any relevant documents as determined by the project.
  - Develop and document the application design for Cisco Unified Web Interaction Manager.
  - Review server and software requirements.
  - Design and document agent, routing and skill levels, etc. requirements.
  - Develop business design and system modeling.
  - Review and document the canned messages provided by the Customer into the design.
  - Complete system configuration plan guide with Customer.
  - Present the application design and specification.
    - Deliverables: Unified Email Interaction Manager Design Specification

Unified Contact Center System and Solution Test Plan Development

- The Unified Contact Center System and Solution Acceptance Test Plan Development documents a series of procedures with expected outcomes to validate the developed solution against known Customer requirements. The offering includes a test plan to show the systems, applications and other third party integration communicate and function as designed. An optional offering is Performance Assurance Test Plan Development is available to plan in-depth performance and load testing on the Unified Contact Center Solution. Unified Contact Center System and Solution Test Plan documents a series of procedures with expected outcomes to validate the developed solution against known Customer requirements. Cisco will perform a Unified Contact Center System and Solution Test Plan which may typically includes, amongst other things, the following:
  - Review Customer’s documented acceptance criteria and expected results for development of the System and Solution Test Plan.
  - Develop and document system and solution test plan. This plan will validate the communication between the servers, systems, application and networks.
  - Identify tools required for executing test cases.
  - Define facilities requirements and tools required to perform tests.
  - Review plan with Customer and third party partner/vendor.
    - Deliverable: System and Solution Test Plan

Unified Contact Center Performance Assurance Test Plan Development

- The Unified Contact Center Performance Assurance Test Plan Development provides a Test Plan that simulates Customer real-world traffic placed on the Unified Contact Center solution. Cisco and Empirix will work together to design a Unified Contact Center Performance Assurance Test Plan measuring the end-user’s experience when accessing voice self-service, speech recognition, intelligent routing, agent desktop and telephony applications. The test plan may be designed to focus on a single component (such as Unified Customer Voice
Portal) or may be designed to validate the entire Customer and agent experience from the network carrier, to the Unified Contact Center System, into the self-service solutions, and out to the agent desktop. The Performance Assurance Test Plan is developed and designed to accommodate the unique requirements of each Customer environment. Cisco will perform a Unified Contact Center Performance Assurance Test Plan which may typically include, amongst other things, the following:

- Gather and review the developed documentation outlining the tests that will simulate real-world traffic on the Unified Contact Center solution.
- Identify the facilities and infrastructure required for conducting performance testing.
- Define the performance load test plan with Customer to determine how to measure the end user’s real world experience.
- Assist Customer in the development of a Performance Test Plan for the following applicable applications: voice self-service, speech recognition, intelligent routing, agent desktop and/or telephony applications.
- Design and document test cases to verify the application(s) meet Customer’s business requirement as documented in the Solution Requirements Document, Detailed Design Document and Application Detailed Design Document.
  
  - Deliverable: Performance Test Plan

### Unified Contact Center Migration Service

- The Unified Contact Center Migration service addresses the migration of Customer's contact center solution into a non-production lab or production environment. This service identifies the tasks to migrate one or more of the following: sites, systems, application(s), end-users, and/or voice and data networks to a lab or production state.

- Develop the Migration Plan which defines one or more of the following: the sites, systems, application(s), end-users, voice and data networks, and maintenance windows, if required, to migrate Customer’s UCCE solution to a lab or production state.
- Mutually agree with Customer on a migration schedule.
- Provide migration deployment support as defined in the project plan.
- Notify Customer of updates for the period of time defined in the project plan.
  
  - Deliverable: Migration Plan

### Unified Contact Center Business Management Transformation Post-Deployment Support Service

- Cisco shall provide post-deployment support services for the Unified Contact Center (UCC) Business Transformation. The UCC Business Transformation Post-Deployment Support will verify all business changes are successfully implemented based on proper results determined during Business Management Transformation engagement. Cisco will review with contact center management team the data agreed-to, how to evaluate efficiency and success of the new people, process and technology skills and capabilities.
  
  - Complete modifications to the Baseline vs. Actual Benchmark & Metric Report document and present to Customer.
  - Verify and validate with Customer that all business changes defined in the Business Management Transformation Change Management Playbook are implemented and identify any potential gaps.
  - Review and evaluate with Customer opportunities for process efficiencies, which could include successfully tracking new human resources, conducting process changes, and identifying technology skills and capabilities.

### Unified Contact Center Technology Assessment

- The Unified Contact Center Technology Assessment includes an audit report with recommendations and general comments on the currently deployed Unified Contact Center solution. Cisco will perform the following which may typically include, but not limited to:
  
  - Audit the Unified Contact Center infrastructure design.
  - Provide Customer with the raw data.
  - Testing and/or review includes:
    - Hardware specifications
      - Software versions and configuration
      - Basic network connectivity
      - Unified Contact Center process functionality and configuration
      - System integrity
    - Identify and document any changes discovered during the audit.
    - Document and present recommendations uncovered during the Technology Assessment

### Unified Contact Center Primary Consultant

- The Unified Contact Center Primary Consultant providing consultative support in areas of future planning, design best practices, operational improvement, and problem avoidance in a mentoring style by enabling Customer’s support personnel to build a long-term Unified Contact Center strategy. The Unified Contact Center Primary Consultant is an annual service. Cisco will perform the following which may typically include, but not limited to:
Attending meetings as required with Customer either Remote or On Site.

Provide design advice for specific Customer implementations.

Provide advice on performance and capacity management issues relevant to Customer.

Act as the single point of contact between Customer and Cisco for the provision of relevant information and escalation of specific issues.

Provide recommendations for operational improvement based on best practices.

Create and maintain a technical issue log.

Assist Customer in defining its business strategy, objectives and processes as well as bridging them with Customer’s technology goals.

Project management may include:
- Define the project guidelines.
- Review expectations.
- Present project schedule and baseline project plan.

**Unified Contact Center Demonstration at the Cisco Customer Interaction Center**

- The Customer Interaction Center provides a Unified Contact Center solution demonstration showcasing the robustness, scalability, and performance of Unified Contact Center solutions in typical deployment scenarios of standard, “out-of-the-box” Cisco Unified Contact Center functionality of one of the following solutions: Cisco Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal, or Cisco Outbound Option. The solution will be built and demonstrated in the Cisco Customer Interaction Center, located in Richardson, TX. Cisco will perform the following which may typically include, but not limited to:

  - **Cisco Customer Interaction Center Lab Engineer(s)**
  - **Plan phase:**
    - Conduct a discovery meeting with the sales team and/or Customer to determine what features need to be showcased.
    - Discuss Cisco product objectives and intended use.
    - Discuss lab environment and demonstration timetables.
  - **Design Phase**
    - Based on Discovery phase the information gathered a Customer Interaction Center engineer will build out a Contact Center solution baseline configuration to facilitate the demonstration.
    - Execution of demonstration
    - Hardware identified and reserved.
  - **Customer Interaction Center personnel** will install and configure core Unified Contact Center components, as defined in the Design phase.
    - **UICM call router**
    - **UICM logger**

  - **UICM AW/HDS**
  - **Cisco Call Manager**
  - **CallManager peripheral gateway**
  - **LDAP**
  - **UIP-IVR or Unified Customer Voice Portal**
  - **Outbound Option**
  - **Services**

- Cisco will provide standard Unified Contact Center Enterprise, Cisco Unified Customer Voice Portal, or Outbound Option configuration and scripting to showcase “out-of-the-box” solution functionality.

- **Demonstration**
  - Customer Interaction Center engineer will spend up to eight (8) hours, during normal business hours, demonstrating the Customer Contact solution including “white boarding” the solution and addressing Customer questions about the solution.

- The following documentation will be provided:
  - Solution requirements document
  - Demonstration overview document

**Unified Contact Center Knowledge Transfer Session(s) at the Cisco Customer Interaction Center**

- The Customer Interaction Center engineers can perform hands-on and chalk board knowledge transfer session(s) to augment the Customer’s support team knowledge of their contact center solution. The session(s) is held at the Cisco Customer Interaction Center in a group of 5 or fewer participants. These sessions can address technology refreshes, new software capabilities, practice deployment or pre-upgrade prior to implementation and create “sandbox activities to best fit Customer support team’s requirements. Cisco will perform the following which may typically include, but not limited to:

  - Conduct a requirements meeting to determine what technologies the Customer wants to learn and what resources are needed to facilitate the knowledge transfer session.
  - Establish team members.
  - Set milestone target dates.
  - Review roles/responsibilities, appoint and meet with key project persons.
  - Discuss Cisco product objectives and intended use.
  - Discuss lab environment and knowledge transfer session timetables.
  - Create a knowledge transfer session requirements document to detail the content to be covered as well as the hardware and software to be used during the delivery of the knowledge transfer session.
  - **Design**
    - Based on the knowledge transfer session requirements document, a Customer Interaction Center engineer will design the required Cisco Contact Center solution set to facilitate the knowledge transfer session.
Based on the knowledge transfer session requirements document, a Customer Interaction Center engineer will gather the appropriate documentation to facilitate the knowledge transfer session delivery (e.g.: solution documentation from CCO).

- Build out for knowledge transfer session.

- **Hardware**
  - Customer Interaction Center personnel will install and configure core Unified Contact Center components, as required based on the knowledge transfer session requirements document.
  - Install and configure all hardware and software components defined during Customer kick off session.

- **Services**
  - Cisco will provide Unified Contact Center Enterprise configuration and scripting as designed in knowledge transfer session requirements document.

- **Testing**
  - Cisco Customer Interaction Center engineer will develop a detailed test plan in cooperation with Customer.

- Cisco Customer Interaction Center engineers will verify the solution adheres to the Knowledge Transfer Session knowledge transfer session requirements document.
  - Delivery of knowledge transfer session
  - Documentation and reports:
    - Knowledge transfer session requirements document.
  - Other documentation needed to facilitate the Knowledge Transfer Session (e.g.: Cisco documentation, Internally created documentation based on Best Practices).

- **Note:** Due to the informal and ephemeral nature of the knowledge transfer session service, no formalized training documentation will be provided as would be the case with a traditional classroom service.

### Unified Contact Center Solution Validation Proof of Concept - Customer Interaction Center

- The Customer Interaction Center Solution Validation, Proof of Concept provides the build out and informal testing of a proposed solution. To ensure that the Cisco contact center proof of concept solution is properly implemented in the Center, Cisco will perform the following which may typically include, but not limited to:
  - Conduct kick-off sessions for each primary phase
    - Establish team members
    - Agree on change procedures
    - Develop project timeline
    - Develop recurring update schedule
    - Set milestone target dates

- Review roles/responsibilities, appoint and meet with key project persons
- Discuss Cisco product objectives and intended use
- Review lab environment and proof of concept timetables

- **Design**
  - A Cisco Customer Interaction Center engineer will work with Customer to:
    - Analyze, refine and further define the network and domain requirements, hardware implementation, and deployment /operational issues for the Contact Center PoC and its options.
    - Analyze, refine and further define the Contact Center call flows, agent groupings, traffic expectations and reporting needs as it pertains to the Contact Center Proof of Concept.
  - Execution of proof of concept
  - Hardware
  - Cisco Customer Interaction Center personnel will complete the following:
    - Install and configure all hardware and software components defined during Customer kick off session.

- **Services**
  - Cisco will provide Unified Contact Center Enterprise configuration and scripting as dictated in design plan.

- **Desktop**
  - Cisco will install CTIOS supervisor and agent desktop software.

- **Testing**
  - Cisco Customer Interaction Center engineer will develop a detailed test plan in cooperation with Customer.
  - Verify solution integration adheres to Detailed Design Document.

- **Documentation and reports:**
  - Lab proof of concept project management plan.
  - Solution requirements document.
  - Detailed design document.
  - Proof of concept test plan
  - Cisco and Customer shall collaborate to develop and execute a test plan for the specific features as defined.

### Unified Contact Center Integration Solution Validation - Customer Interaction Center

- Unified Contact Center Integration Solution Validation performed at the Cisco Customer Interaction Center provides the ability to formally testing a single third-party solution integrated with Cisco Unified Contact Center solutions. Unified Contact Center integration solution validation performed at the Cisco Customer Interaction Center and may include the following:
  - Conduct kick-off sessions for each primary phase.
o Agree on change procedures.
o Develop project timeline.
o Develop recurring update schedule.
o Set milestone target dates.
o Review roles/responsibilities, appoint and meet with key project persons.
o Discuss Cisco product objectives and intended use.
o Review lab environment and integration solution validation timetables.

o Design
  o The Cisco Customer Interaction Center engineer will work with Customer to:
    o Analyze, refine and further define the network and domain requirements, hardware implementation, and deployment /operational issues for the Contact Center integration solution validation and its options.
    o Analyze, refine and further define the Contact Center call flows, agent groupings, traffic expectations and reporting needs as it pertains to the Contact Center integration solution validation.
    o Execution of integration solution validation.
  o Hardware
    o Cisco Customer Contact Interaction Center personnel will complete the following:
      o Install and configure Core Unified Contact Center components
      o Install and configure all hardware and software components defined during Customer kick off session.
  o Services
    o Cisco will provide Unified Contact Center Enterprise configuration and scripting as dictated in design plan.
  o Desktop
    o Cisco will install CTIOS supervisor and agent desktop software.
  o Testing
    o Cisco Customer Interaction Center engineer will develop a detailed test plan in cooperation with Customer
    o Verify solution integration adheres to design document
  o Documentation and reports:
    o Lab integration solution validation.
    o project management plan
    o Solution requirements document
    o Design Document
    o Integration solution validation, test plan
  o Cisco and Customer shall collaborate to develop and execute a test plan for the features specified.

Unified Contact Center Third-Party Solution Validation-
Cisco Customer Interaction Center

• Unified Contact Center Third-Party Solution Validation performed at the Cisco Customer Contact Interaction Center Solution provides the ability to test third party integration solutions. Unified Contact Center third-party solution validation performed at the Cisco Customer Interaction Center may include the following:

  o Conduct kick-off sessions for each primary phase
    o Establish team members
    o Agree on change procedures
    o Develop project timeline
    o Develop recurring update schedule
    o Set milestone target dates
    o Review roles/responsibilities, appoint and meet with key project persons.
    o Discuss Cisco product objectives and intended use.
    o Review lab environment and third party integration solution validation timetables.
  o Design
    o A Customer Interaction center engineer will work with Customer to:
      o Analyze, refine and further define the network and domain requirements, hardware implementation, and deployment /operational issues for the Contact Center integration solution validation and its options
        o Analyze, refine and further define the Contact Center call
      o Cisco and Customer shall collaborate to develop and execute integration solution Core Unified
      o install CTIOS Contact Center components
      o Configure all hardware and software components defined during Customer kick off session Cisco will provide the Unified Contact Center Enterprise configuration and scripting as dictated in design plan.
        o supervisor and agent desktop
      o Testing
        o Groupings, traffic expectations and reporting needs as it pertain to the Contact Center third party Integration solution validation.
      o Execution of third party integration solution validation
        o Hardware
      o Customer Interaction Center personnel will complete the following:
        o Install and configure
        o Desktop Documentation and reports: a test plan for the features specified. Cisco will

Project Management Plan Review

• The Unified Contact Center Project Plan Management Review Service examines documents developed by the Customer and/or Partners related to key roles and responsibilities, policies and standards, processes and success criteria. Unified Contact Center Project Management Plan Review looks at Customer and/or Partner developed documents to uncover gaps,
risks and other factors that could adversely affect a project. Cisco will perform the following which may typically include, but not limited to:

- Single pass review of the Project Governance and Management prepared and submitted by Customer and/or Partner.
- Review the following documents and plans
  - Project Governance approach developed by Customer and/or Partner.
  - Review the submitted a project charter.
  - Review documents and obtain the Customer regarding their business and technology goals and objectives.
  - Resource plan that covers high-level milestones, resource onboarding and scheduling.
  - Project schedule and plan.
    - Kick Off Meeting Presentation
    - Action Items/Issues/Risk and Mitigation Plan
    - Change management plan
    - Project budget.
    - Communication plan including escalation and resolution of issues.
- Provide leading practices and Cisco’s Unified Contact Center methodology when reviewing Customer and/or Partner documents.
- Present Project Management Plan Review Service document providing recommendations

**Unified Contact Center Solution Requirements Validation Plan Review**

- The Solution Requirements Validation Plan Review provides a single pass review of the Customer’s existing and proposed contact center solution, voice applications, voice network infrastructure, and verifies the customer’s existing infrastructure ability to support the proposed Unified Contact Center solution. The Unified Contact Center Solution Requirements Validation Plan Review will assess the information from the Customer and/or partner deliverables from the discovery phase, and identifies gaps that could potentially surface. Cisco will perform the following which may typically include, but not limited to:
  - Single pass review of the Solution Requirements Validation Document prepared and submitted by Customer and/or Partner.
  - Review of completed business requirements document, high level design, bill of materials, customer requirements document or any other planning documents deemed necessary by Cisco to complete this task.
  - Review solution validation requirements document against the available customer and/or partner provided feature capabilities document for each product identified in the high level design, bill of materials, customer requirements documented.
  - Examine product features and functional gaps from the solution validation document provided.
- Review potential future growth or changes plans for the existing or proposed contact center, network infrastructure, voice infrastructure, database, third party integrations, and any other areas that could affect the project planning.
- Assess the solution validation document plan review document provided by the Customer and/or Partner focusing on the functional design, risk assessment and gap analysis.
- Review with Customer and/or Partner the findings of the Solution Validation Requirements Review

**Unified Contact Center Design Review**

- The Unified Contact Center Design Review Service provides a single pass review of the Customer and/or Partners design. This review service looks at the low-level components and activities including, voice network infrastructure, Unified Contact Center solution design, stage and build activities and migration tasks.
- Single pass review of Customer and/or Partner detailed design and site survey documents.
- Cisco will review other relevant project documentation provided by the Partner e.g. high level design, bill of material and network readiness assessment as necessary to assist in the design review.
- Review the submitted design and all related document.
- Review site survey diagrams and information that includes the following:
  - Site information
  - Union requirements
  - Access procedures
  - Subcontractor badging procedures
  - Hours of operation
  - Delivery considerations—looking dock access, hallway and lab access.
  - Site details on any external circuits used in the implementation-voice, data, or otherwise.
  - Cisco equipment locations, power receptacle locations (wall, post, or under raised floor). circuit breaker locations and circuit breaker number, Telco demarcation locations, DDF locations, cable tray locations, location of other devices.
- Environmental requirements
  - Ambient temperature and humidity Requirements
  - Attitude and vibration specification
- Equipment requirements
  - Cabinet requirements – each rack designation-weight, dimensions, total air-conditioning load (BTUs), AC supply to cabinet, AC circuits breakers, AC power connector, DC supply to Cabinet, DC circuit breaker, DC power connector, earthing requirements for cabinets and equipment assembly.
• Device requirements-dimensions, weight, air conditioning load, power source, power requirements, input power, earthing requirements and PSU circuit breaker.
• Rack schematic diagram(s) review of cabinet layout diagram for all racks.
• DC power distribution diagram schematics for DC power rails.
• Equipment port allocation and cable schedule review table detailing from, to, interface type, cable type required, supplied by, and installed by.
• Port allocation- port and Cable allocations. rack designator cable schedule.
• Cabinet layout and fiber patch cabling infrastructure charts.
• Circuit Information including circuit details, labeling formats, equipment labeling, and power supply labeling, cabinet labeling.

• Network Considerations.
  o Review WAN/LAN requirements-private network, visible network diagrams.
  o Solution sizing description.
    - Solution business/design goals-migration, common platform for call routing, redundancy across centers, virtualized enterprise call routing, common platforms for interactive voice response (IVR) treatment and queuing, call transfers and take back and transfer, automated speech recognition and text to speech, computer telephone integration initiative, reporting, carrier enable toll bypass, improved customer experience.
  o System Design Overview
    - Deployment model
    - Call flows-agent based campaign-normal flow
    - Solution infrastructure
    - Fault tolerance
    - System build- UCCE system-desktop server, Unified Call Manager, active directory, Cisco security agent, third party anti-virus software, Cisco support tools, SNMP, security hardening.
  o System Configuration
    - Deployment model, Unified Call Manager configuration-functional specification, licenses, server hardware/software, BIOS settings, disk configuration, required features, underlying network requirements, convergence requirements, bandwidth and through-put requirements, network topology requirements, QoS , DNS, NTP, DHCP, etc; voice mail details, design principles, CRA (UIP IVR, gateway configurations, gatekeeper configurations, UCVP configurations, CSS configurations, UCCE configuration, administrative and serviceability tools, call full diagrams, firewall configurations, security for systems and infrastructure, detailed flow of traffic, etc.
    - Provide single pass written checklist on findings with recommendations of the detailed design for Unified Enterprise/Hosted/Unified ICM solutions.
    - Provide leading practices and Cisco’s Unified Contact Center methodology when reviewing Customer and/or Partner documents.
    - Present and Review the Detailed Design Checklist findings and recommendations to the Customer and/or Partner.

Unified Contact Center Application Design Review

  • The Unified Contact Center Applications Design Review Service examines the Customer and/or Partner’s designs and documents the call flows, scripts, and in-depth details of all required applications. The design may include computer telephony integration, interactive voice response, multimedia applications, Unified Contact Center reports, and database integrations as determined in the design support service. Cisco may include, but not limited to:
    o Conduct a single pass review all documents in the previous lifecycle phases, including the solution validation functional specification, high level design, bill of materials, network readiness assessment, and operations support roadmap plan (if applicable).
    o Review the existing architecture
      - Review topology of data and voice infrastructure network
      - Review data and voice traffic patterns
      - Review of any voice application information for applications currently running on Customer’s network
      - Review the design visio of the proposed architecture solution.
      - Review the new application design containing the following information:
        - All configurations and scripting done in Unified ICM, Unified Contact Center Enterprise/Hosted Edition, Unified Customer Voice Portal, UIP-IVR, outbound, etc.
        - Overview of the technology being implemented and its purpose.
        - A chart listing of all call center ACD sites receiving calls and hardware only locations – site city, state, site name and purpose.
        - A chart listing UICM Configuration naming conventions used in the design
          - For peripheral gateways s:
            <Customer>-<Central Site><Type><Peripheral Number> = CISCOMAUICVPPG01
Third party integration requirements including

- Interactive Voice Response (IVR) Application
  - Visio diagram documenting callflows for IVR Applications (UCVP or UIP IVR)
  - List of all callflows with a link that jumps directly to CallFlow.
  - Default values- menu repeats, menu retries, audio paths.
  - Audio settings for UCVP or UIP IVR- name, value
  - Endpoint settings
  - Root document settings
  - Voice element configuration

- Review charts showing the following:
  - Network voice response unit information – name, type and description.
  - Network Trunk Groups-Network Trunk Group, logical Controller, Description
  - Trunk Groups- peripheral, peripheral number, peripheral name, network trunk group, trunk count, extension, configuration parameter, description.
  - Variables- variable name, type, purpose
  - Dialed Numbers-Routing Client, Dialed # String, Dialed # name, default label, customer, media routing domain, description and permit application (y/n)
  - Call types-name, customer, SL threshold, SL type, bucket intervals, description.
  - Enterprise skill groups-name, business entity, description, skill group
  - Skill group- peripheral number, peripheral name, skill group, description.
  - Agent team-name, peripheral, members, supervisor

- Review an excel spreadsheet showing agent information
  - Agent desk settings- name, RNA time, RNA DN, logout no activity, work mode out, wrap-up time, emergency alert, assist call

- If RONA or router request usage, review:
  - All queue to skill nodes and/or label sharing router request enabled.
  - Scripts required resulting from router request.

- Using RONA, Dialed Number(s) and any additional scripting requirements.

- Translation routes-Same as above

- Review translation routes including assumptions and/or calculations for translation route pool sizing-name, peripheral, pool size, and purpose.

- UICM scripts.
  - Visio diagram documenting callflows and callflows for UICM administrative and routing scripts.
  - List of all callflows with a link that jumps directly to CallFlow.

- Interactive Voice Response (IVR) Application
  - Visio diagram of callflows for IVR Applications (UCVP or UIP IVR)
  - List of all callflows with a link that jumps directly to callflows.
  - Default values- menu repeats, menu retries, audio paths.
  - Audio settings for UCVP or UIP IVR- name, value
  - Endpoint settings
  - Root document settings
  - Voice element configuration

- Third party integration requirements including

- Wallboards, workforce management, agent monitoring, agent recording, etc.

- Database integration
  - Database dip requirements for backend databases- data, send request to, method, description.
  - Data transfer requirements mapping movement of data between peripherals and data capture requirements-data, variable, position, from, to, type.

- Desktop integrations
  - Desktop requirements- CAD, CTI-OS, custom, desktop variables.
  - Wrap-up and/or logout codes
  - All codes agents need for desktop-code, type

- Reporting requirements
  - Real time reports-found under, name, description
  - Historical time reports- found under, name, description

- Custom reports
  - Voice over IP (VOIP) configuration requirements
  - Route points-route point, purpose
  - Labels-label, purpose

- Dialed number plan implications

- Transfers requirements that affect network providers, UCVP, Unified Call Manager.

- Hardware Configurations
  - Peripheral gateway configuration-PG, name, client type, location, abandon call waiting time (CWT), configuration parameters, call control map, default desk setting, peripheral S/L type, enable post routing.
  - Advanced tab- name, available holdoff delay, default route, answered short calls threshold, network voice response unit (VRU), agent auto configuration.
  - Agent tab- name, enable agent reporting, distributor site name, agent event detail.
  - Routing client configuration- Name, Timeout threshold, late threshold, time out limit, configuration parameters, designate number (DN) label map, client type description, network routing client, UCVP configuration and other UCC product configurations.

- System Information
  - Disaster recovery scenarios-disaster type, solution
  - Media files-file name, location, verbiage.
  - Review the Design overview and direct questions to person developing the Application Design document.

- Review configuration instructions required for the UCC component software. Include any changes or modifications required for the voice, network, website, database(s) and other applications as determined.

- Obtain customer signature and approval of the Application Design Development document
Unified Contact Center System Test Plan Review

- The Unified Contact Center System Acceptance Test Plan Review the Customer and/or Partner provide test plan documents demonstrating a series of procedures with expected outcomes to validate the hardware and application test plans against known Customer requirements. The service reviews hardware and software test plans to show the systems, applications and other third party integration communicate and function as designed. Cisco may perform, but not limited to:
  - Review Customer and/or Partner unified contact center solution test case summary- test number, test title, pass or fail:
    - UCCE application UICM scripting test
    - UCC application UCVP scripting test
    - UCC application desktop testing
  - Cutover Test
    - Site cutover test cross reference chart
    - UCCE System testing
    - Review details of the above individual test case number--purpose form based on test number, title, test setup, procedure and expected results.
  - Review Customer and/or Partner UCCE system test case summary-test number, test title, pass or fail:
    - Unified Communications Manager initialization
    - WAN and quality of service test
    - General IP phone test
    - Basic call processing test
    - Feature verification test
    - Unified Communication Manager redundancy test
    - UCCE network validation
    - UCCE Phone Test
    - UCCE customer system management test
    - Fault tolerance
    - Network connectivity test
  - Review details of the above individual test case number--purpose form based on test number, title, test setup, procedure and expected results.

- Present finding to Customer and/or Partner.
- Training with a Cisco Certified Training Partner to arrange for product training for staff personnel supporting the Unified Contact Center Solution.
- Sessions shall be performed during Cisco normal business hours.
- Customer is responsible to contract and schedule Cisco Certified Training Partner for product training necessary to support their Unified Contact Center Solution early in the Planning Phase.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Business Management Transformation Design Service

- Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the work being performed.
- Designate a back up contact when Customer contact is unavailable. This person has the authority to act on all aspects of the work being performed in absence of the primary contact.
- Identify Customer's executive sponsor(s) and key stakeholder(s) and identify their roles in supporting this project.
- Schedule the meeting(s) with executive sponsor(s) and key stakeholder(s), which may include contact center management vice-president, director(s), manager(s), administrator(s), supervisor(s), human resources, business analyst(s), metrics analyst(s), IT and telecom management and any other personnel related to the management and support activities of the Customer's contact center solution.
- Provide contact center human resources, metric and financial information, as requested by Cisco.
- Identify the appropriate staff members involved and coordinate the scheduling for all meetings and data gathering.
- Provide information and documentation required by Cisco within two (2) business days of Cisco's request or otherwise by dates defined and agreed to by the parties during the overview meeting.
- Participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Service Responsibilities of Customer

Unified Contact Center Discovery Review

- Develop and provide a list of Customer's executive sponsor(s) and key stakeholders defining their roles in supporting this project.
- Designate Customer personnel responsible for information gathering and feedback during the discovery review workshop(s) including:
  - executive sponsors and key stakeholders;
  - contact center management and supervisors
  - IT and telecom representatives;
  - third party integrators;
  - any other personnel related to this project.
- Identify the Customer staff responsible for the preparation of the Contact Center business plan.
- Provide the following information five (5) business days prior to conducting the Discovery review workshop:
  - completed Cisco Business Discovery Questionnaire;
• the high level business plan for the Customer Contact Center describing the company business goals, objectives, growth and metrics guidelines.

- Review the UCC Business Discovery Assessment Document with Cisco for comment and approval before it is formally completed and released.
- Participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Business Management Transformation Requirements

- Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the work being performed.
- Designate a back up contact when Customer contact is unavailable. This person has the authority to act on all aspects of the work being performed in absence of the primary contact.
- Identify Customer’s executive sponsor(s) and key stakeholder(s) and define their roles in supporting this project.
- Schedule the kick-off and discovery interview meetings with executive sponsor(s), and key stakeholder(s), which may include the contact center management vice-president, director(s), manager(s), administrator(s), supervisor(s), human resources, business analyst(s), metrics analyst(s), IT and telecom management and any other personnel related to the management and support activities of the Customer’s contact center solution.
- Provide business plans describing the goals, objectives, growth, and metrics guidelines related to the overall contact center solution, upon Cisco’s request.
- Provide information and documentation required by Cisco within two (2) business days of Cisco’s request or otherwise by dates defined and agreed to by the parties during the kick-off meeting.
- Notify Cisco of any scheduling change at least seventy-two (72) hours in advance of the scheduled meeting.

Unified Contact Center Technology Strategy Development

- Identify Customer’s executive sponsors and key stakeholder and define their role in supporting this project.
- Identify the project team members participating in the project. Include members from the Contact Center business team, network, voice, data, LAN/WAN, IT, database and web developers and others as determined by the project scope.
- Provide project charter details including executive and stakeholders, and key project business and technology goals and objectives.

- Customer will be responsible for designating knowledgeable network and active directory resources.
- Notify Cisco of any hardware and/or software upgrades or changes within Customer’s network at least thirty (30) business days prior to the upgrade.
- Notify Cisco of any implementation activities scheduling changes related to this project at least ten (10) business days prior to the scheduled activity.
- Notify Cisco of any installation scheduling change at least seventy-two (72) hours in advance.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Project Management

- Identify Customer’s executive sponsors and key stakeholder and define their role in supporting this project.
- Identify the project team members participating in the project. Include members from contact center business team, network, voice, data, LAN/WAN, IT, database and web developers and others as determined by the project scope.
- Provide project charter details including executive and stakeholder’s key project business and technology goals and objectives.
- Work with the Cisco project manager to develop a project communications plan that involves the Customer’s executive sponsor, key stakeholders and all project team members.
- Designate a project manager to coordinate and disseminate all Cisco communication. This person has the authority to act on all aspects of the work being performed including approving change control requests, signing of the receipt and review of the deliverable.
- Customer will be responsible for designating knowledgeable network and active directory resources.
- Designate a back up contact when Customer contact is not available. This person has the authority to act on all aspects of the work being performed in absence of the primary contact.
- Designate an executive authority for signoff of Customer deliverables at each milestone of the project.
- Unless otherwise agreed to by the parties, provide information and documentation required by Cisco within two (2) business days of Cisco’s request.
- Notify Cisco of any hardware and/or software upgrades or changes within Customer’s network at least thirty (30) business days prior to the upgrade.
- Notify Cisco of any implementation activities scheduling changes related to this project at least ten (10) business days prior to the scheduled activity.
Unified Business Management Transformation Assessment

- Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the work being performed.
- Designate a back up when Customer contact is unavailable. This person has the authority to act on all aspects of the work being performed in absence of the primary contact.
- Identify Customer's executive sponsor(s) and key stakeholder(s) and provide their roles in supporting this project.
- Schedule the Business Management Transformation Requirements kick off meeting(s) with executive sponsor(s) and key stakeholder(s), which may include contact center management vice-president, director, manager(s), administrator(s), supervisor(s), human resources, business analyst(s), metrics analyst(s), IT and telecom management and any other personnel related to the management and support activities of the Customer’s contact center solution.
- Schedule the Business Management Transformation Assessment kick off meeting(s).
- Require participation of the contact center metric and financial analysts, when Cisco performs the Business Management Transformation Assessment.
- Provide Cisco the requested documents by agreed upon dates in the Project Plan.
- Provide business plans describing the goals, objectives, growth, and metrics guidelines related to the overall contact center solution, upon Cisco’s request.
- Provide information and documentation required by Cisco within two (2) business days of Cisco’s request or otherwise by dates defined and agreed to by the parties during the kick off meeting.
- Discuss, identify and approve one (1) project per business model with Customer’s assigned contact center management teams.
- Participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Solution Requirements Validation

- Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the work being performed.
- Designate a back up when Customer contact is unavailable. This person has the authority to act on all aspects of the work being performed in absence of the primary contact.
- Provide knowledgeable support personnel to participate in cross-functional interviews to gather information necessary to document the functional specification.
- Identify individuals to assist in interviewing and document information from Network and Active Directory resources.
- Identify the support personnel responsible for contact center reporting to gather information to define requirements for the Cisco Unified Contact Center Reporting package.
- Execute recommendations recorded in the Solution Requirements Document.
- Customer is responsible purchasing and scheduling Product training with a Cisco Certified Training Partner for Product training necessary to support their Unified Contact Center Solution early in the planning phase.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Network Readiness Assessment

- Customer is responsible for communicating and scheduling personnel to attend the kick off meeting and interviews.
- Provide Cisco Network Consulting Engineers with up-to-date network topology diagrams and information about the current network architecture, configuration of these devices, network usage requirements, design goals, security policy and following utilization reports:
  - For IPT
    - Current WAN Bandwidth utilizations
    - Current PBX Trunk utilizations
    - Current Voice Mail system utilizations
  - For Unity
    - Current message store utilizations and capacity reports
    - Current utilization of network services such as name resolution, authentication
    - Current Topology of messaging and directory infrastructure
    - Current voice mail system policies and security requirements
    - Current hardware/software details of legacy PBX/voice mail systems and future expansion capabilities and interoperability support
  - For Unified Contact Center
- Current WAN Circuit Provision
- Past Month Utilization Reports from service providers
- Path diversity between sites
- For MeetingPlace
- MeetingPlace Installation Planning Guide telephony/LAN worksheets
- MeetingPlace Installation Planning Guide Database worksheets
- For Presence
- Current active directory site topology
- Current live/office Communications Server topology (for Microsoft Integration)
- Current IBM Domino Server topology (for IBM Integration)
- Gather the following information before on site interviews with Cisco:
  - Current detailed network topology diagram identifying device models, links, and bandwidth
  - Detailed device information identifying processor, memory, configuration file, software and/or hardware revision levels
  - IP addressing plan identifying IP route summary in the network core and IP address allocations for telephony
  - Documentation on DHCP and DNS implementation
  - Peak utilization information for network distribution and core trunking
  - Delay, jitter and packet loss characterizations
  - Call detail or billing records for network capacity planning including network bandwidth and trunk capacity requirements
  - Current circuit provisioning and past month Utilization Reports from service provider(s)
  - Security policy and requirements
  - Arrange for security access for Cisco personnel at designate Customer sites where Network Readiness Assessment will be performed.
  - Provide Cisco with answers to all the questions asked during the interview process in a timely manner. Any outstanding answers to questions during the interview process are required prior to starting the assessment.
  - Identify the appropriate staff members involved at each site and co-ordinate the scheduling for all meetings and data gathering.
  - Customer acknowledges that completion of Services is dependent upon Cisco’s use of Data Collection Tools and/or third party tools.
  - Customer will provide the requested information five (5) days prior to the installation of the Data Collection Tools, such as: seed file, SNMP, Telnet, sh commands, syslog server.
  - Customer agrees to make its Network available for installation of Data Collection Tools; to provide a secure area with limited physical access; provide for secure installation behind the Customer’s firewall; and provide for access to all devices on the Network.
- During the Services, Cisco recommends the number of changes made to the network is minimized and that if feasible, no configuration changes are made to the Network.
- Customer will notify Cisco about changes made to the Network such as Product(s) added/deleted and changes made to product credentials, and any changes to syslog, DNS, proxy and gateway servers IP address.
- Customer must immediately return data collection tool(s) to Cisco, as instructed by Cisco, upon the earlier of: (i) completion of services; or (ii) Cisco’s request to Customer that the data collection tool(s) is returned to Cisco.
- Customer is responsible for any required modifications of firewall rules and/or access-lists to allow Cisco Data Collection Tools to access all devices on the network.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.
- Following the review, complete Cisco’s Customer recommendation response matrix and submit to Cisco within (5) business days from the review session. Customer will indicate what recommended changes will be completed and what will not. Cisco personnel will review the response and discuss the risk of moving forward.
- Execute recommendations recorded in the Unified Contact Center Network Readiness Assessment Report and confirm in writing to Cisco when all the changes have been completed.

**Unified Contact Center Operations Support Review**

- Designate an executive sponsor to provide leadership and oversight for the project to ensure timely and effective participation by all Customer participants.
- Coordinate with Cisco to schedule Customer attendees to participate in the pre-workshop meeting.
- Designate personnel to attend and participate in the pre-workshop meeting.
- Review the Operations Support Customer Questionnaire during pre-workshop meeting.
- Complete and provide the Operations Support Questionnaire within ten (10) business days following the pre-workshop kick off meeting.
- As input to the Operations Readiness Assessment, provide to Cisco information and data related to the following five (5) areas within ten (10) business days following the pre-workshop kick off meeting:
  - **Service Strategy Processes**
    - Day 2 Support services,
    - Staffing and Education
  - **Service Design Processes**
    - Capacity Management,
    - Availability Management
Unified Contact Center Design Development

- Service Continuity Management
- Service Transition Processes
  - Change Management
  - Release Management
  - Configuration Management
- Service Operation Processes
  - Incident Management,
  - Problem Management,
- Service Operations Functions
  - Service Desk
  - Service Level Management
- Schedule key individuals to attend interview meetings with Cisco to provide additional information required for the Operations Support Assessment.
- Identify key individuals who will attend the Operations Support Workshop, including those personnel responsible for the contact center operations support activities.
- Schedule designated operations support personnel to attend and participate in the Operations Support Workshop including the three hour session focusing on the improvement area notified by Cisco prior to the Workshop.
- Review and provide feedback on the preliminary findings of the Operations Support Assessment.
- Review the final Operations Support Assessment Report with Cisco for comment and approval prior to the document being completed and formally released.
- Acknowledge receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Applications Design Development

- Provide all physical and logical schematics including network, voice, and contact center and third party applications for Customer’s existing voice and data networks where applicable.
- Identify and designate personnel to support the project effort to in developing the detailed design requirements. The following areas will require representatives to support the development of detailed design document: voice and data network, contact center management, telecom system Administrators responsible for the PBX, ACD and voice mail and IT personnel including security and active directory/domain administrators.
- Customer must provide names of personnel responsible for Unified Communication and Unified Contact Center design objectives (for example, scalability details, network built out plans and expected growth of number of agents in the contact center environment).
- Provide documentation that defines Customer’s current contact center design and applications, contact center third-party applications and integrations, and Customer database topology including access information.
- Provide documentation on the Data network topology, including access, distribution, and core layers, types of switches and routers in each layer, IP addressing and sub-netting for each layer, and features/services that have been enabled on the Network.
- Provide documentation that defines the Customer’s current public and private networks topology and voice traffic details.
- Provide Cisco with required documentation which may include the following:
  - Supplier/Customer roles and responsibilities. Site-specific implementation details and human resource requirements.
  - Site contacts, location and considerations.
  - High level site specific installation requirements.
  - Site specific information from bill of materials, and delivery of equipment for staging and/or installation.
  - New Applications impact on the network design.
  - Future contact center and network and contact center application enhances and growth objectives with build-out time frames.
- Customer is responsible to contract and schedule Cisco Certified Training Partner for product training necessary to support their Unified Contact Center Solution early in the Planning Phase.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.
- Customer is responsible to contracting and scheduling training with a Cisco Certified Training Partner to arrange for product training for staff personnel supporting the Unified Contact Center Solution.
- Sessions shall be performed during Cisco normal business hours.
- Customer is responsible to contract and schedule Cisco Certified Training Partner for product training necessary to support their Unified Contact Center Solution early in the Planning Phase.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

**Unified Contact Center Business Management Transformation Design Service**

- Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the work being performed.
- Designate a back up contact when Customer contact is unavailable. This person has the authority to act on all aspects of the work being performed in absence of the primary contact.
- Identify Customer's executive sponsor(s) and key stakeholder(s) and identify their roles in supporting this project.
- Schedule the meeting(s) with executive sponsor(s) and key stakeholder(s), which may include contact center management vice-president, director(s), manager(s), administrator(s), supervisor(s), human resources, business analyst(s), metrics analyst(s), IT and telecom management and any other personnel related to the management and support activities of the Customer’s contact center solution.
- Provide contact center human resources, metric and financial information, as requested by Cisco.
- Identify the appropriate staff members involved and coordinate the scheduling for all meetings and data gathering.
- Provide information and documentation required by Cisco within two (2) business days of Cisco's request or otherwise by dates defined and agreed to by the parties during the overview meeting.
- Participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

**Unified Intelligence Suite Standard Reporting Development**

- Identify and designate personnel to support the Cisco Intelligence Center Reporting package. Personnel from the following areas are required to support the development of contact center report development and generation, contact center management, telecom administrators responsible for the PBX and ACD support and IT personnel including security and active directory/domain administrators.
- If Customer has purchased hardware, Customer is responsible for the hardware and operating software requirements and of the Intelligence Center server, web server and database server.
- Provide any additional documentation relating to contact center reporting. The document may include the current contact center design and applications, contact center third party applications and integrations, report requirements and Customer database topology.
- Complete the pre-installation document for the Cisco’s Intelligence Center reporting package.
- Designate the person responsible for coordinating the Cisco Intelligence Center Training session(s). The Customer coordinator should provide the Customer approved list of the attendee to the Cisco assign person, scheduling the conference rooms, and coordinate the delivery of equipment and arrange classroom setup prior sessions. Coordinator is responsible for communicating to personnel the importance of their attending the session(s).
- Coordinator schedule Customer’s facilities to meet Cisco requirements, including the ability for Cisco to enable remote access if required.
- If Customer purchaser servers, Customer must purchase Unfired Intelligence Center server and the Archiver server meeting Cisco requirement, load operating software including Microsoft Windows, Microsoft .NET framework and others as defined by Cisco.
- Cisco Intelligence Center train the trainer session will be the maximum of (1) days/ (2) sessions during Cisco Normal Business Hours.
- For course delivery, Customer is responsible for staff security access, secure equipment sent to Customer site for training and other requirements as defined by Cisco personnel delivering the training session.
- Each train the trainer session should include 2-4 key support personnel responsible for the contact Center standard report generation.
- Notify Cisco of any scheduling changes at least seventy-two (72) hours prior to the scheduled workshops.
- Scheduling changes and/or cancellations made after this (72) hour window may be subject to Cisco's then current cancellation penalty charge.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

**Unified Intelligence Suite with Archiver Reporting Design Development**

- Designate personnel to support the Unified Intelligence Center Reporting package. Personnel from the following areas may be required to support
the development of contact center report development and generation; contact center management, contact center metrics/reporting analysts responsible for current reports, telecom administrators responsible for the PBX and ACD support and IT personnel including security and active directory/domain administrators.

- Provide any documentation relating to current contact center reporting.
- If Customer has purchased hardware from another vendor, Customer is responsible for the hardware and operating software requirements and loading of the Intelligence Center server, web server and database server.
- Provide any additional documentation relating to contact center reporting.
- Complete the pre-installation document for the Cisco's Intelligence Center with Archiver reporting package.
- Designate the person responsible for coordinating the Cisco Intelligence Center Training session(s). The Customer coordinator should provide the Customer approved list of the attendee to the Cisco assign person, scheduling the conference rooms, and coordinate the delivery of equipment and arrange classroom setup prior sessions. Coordinator is responsible for communicating to personnel the importance of their attending the session(s).
- Coordinator schedule Customer's facilities to meet Cisco requirements, including the ability for Cisco to enable remote access if required.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Email Interaction Manager Design Development

- Designate personnel responsible for the information gathering and feedback during application design development.
- Identify and designate personnel to support the developing of the Application Detailed Design requirements for Cisco Unified Email Interaction Manager. The following personnel are required to support the development of the application detailed design document: voice and data network, contact center management, telecom system administrators responsible for the PBX, ACD and voice mail and IT personnel including security and active directory/domain administrators.
- Provide any additional documentation that may assist in the application design. The document may include the current contact center design and applications, contact center third party applications and integrations, report requirements and Customer database topology.

- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Unified Web Interaction Manager Design

- Designate personnel responsible for the information gathering and feedback during application design development.
- Identify and designate personnel to support the project effort to provide support in developing the Application Design requirements for Cisco Unified Web Interaction Manager. The following areas require personnel to support the development of the application detailed design document: voice and data network, contact center management, telecom system administrators responsible for the PBX, ACD and voice mail and IT personnel including security and active directory/domain administrators.
- Create the canned Customer messages use during chat sessions.
- Provide any additional documentation that may assist in the application design that defines the current contact center email design and applications, contact center third-party applications and integrations, report requirements and Customer database topology.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center System and Solution Test Plan Development

- Designate personnel responsible for assisting in the development and approval of the Unified Contact Center System and Solution Planning.
- Identify facility and infrastructure requirements for testing.
- Coordinate with any third party to assist in development of System and Solution test plan.
- Customer should have third party application partner(s) review test plan.
- Customer schedule third party application partner(s) available for participation in the development of the test plan.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Performance Test Plan Development

- Designate personnel responsible for assisting in the development and approval of the Unified Contact Center Performance Assurance Test Plan.
- Identify facility and infrastructure requirements for testing.
Unified Contact Center Business Management Transformation Post-Deployment Support Service

- Provide access to all designated areas as required.
- Coordinate personnel to assist in development of Performance Assurance test plan.
- Customer should have third party application partner(s) available for participation in the development of the test plan.
- Customer schedule third party application partner(s) available for participation in the development of the test plan.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable Acknowledgement Form.

Unified Contact Center Migration Service

- Designate personnel responsible for the information gathering and feedback during migration planning session.
- Identify and designate personnel to develop and support the any third party application as defined in the project plan.
- Provide access to all designated areas as required.
- Coordinate migration activities with Cisco as defined in the project plan.
- Provide migration deployment support as defined in the project plan.
- Identify personnel to coordinate updates for the period of time defined in the project plan.

Unified Contact Center Technology Assessment

- Identify Customer personnel to assist Technology Assessment process as required.
- Provide access to all designated areas.
- Advise Cisco of Contact Center-related projects that may impact the Unified Contact Center solution Customer has implemented.
- Inform Cisco of any critical changes and on-going projects that may be in the review stage.
- Provide necessary information (for example, requirements and objectives for its Unified Contact Center Network including but not limited to scalability, security and manageability, roadmap and changes, solution components including but not limited to hardware, quantity and software releases) to Cisco.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Primary Consultant

- Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the work being performed.
- Provide access to all designated areas.
- Designate a back up contact when Customer contact is unavailable. This person has the authority to act on all aspects of the work being performed in absence of the primary contact.
- Customer acknowledges that Cisco’s obligation is to only provide assistance to Customer with respect to the tasks detailed herein, and that such assistance may not result in some or all of the tasks being completed.
- Customer technical representatives will provide Cisco with such information, data and documentation as required for performing the project. The following documents may be request: Information relating to Customer's Network, design, business and other applicable requirements: Functional and/or technical documentation relating to such requirements.
- Provide topology maps, configuration information and existing and proposed Unified Contact Center Network infrastructure. Customer shall respond to Cisco’s requests within two (2) business days for documentation or information required for the project.
- Providing reasonable access to Customer site(s) and facilities including, where applicable, computer equipment, telecom equipment, facilities and workspace. Customer shall provide proper security clearances and/or escorts as required to access equipment and/or lab facilities etc.
- Customer is responsible for the management, support and direction of the resource supplied to Customer by Cisco. Customer acknowledges that Cisco’s obligation is to only provide assistance to Customer with respect to the tasks, and that such assistance may result in some or all of the tasks not being completed.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Demonstration at the Cisco Customer Interaction Center

- Planning Phase
  - Designate a single point of contact ("Customer Project Manager") to whom all Cisco communications may be addressed and who has authority to act on all aspects of the work being performed.
Designate a back up when the Customer Project Manager is not available who has the authority to act on all aspects of the work being performed in the absence of the primary contact.

Provide input on the features and functionality to be showcased, as the Customer requires during the demonstration.

Customer will participate in the review of the completed Solution Requirements Document, and will acknowledge their receipt of the Deliverable by signing the Deliverable prior to proceeding to the Design phase.

Design phase

Provide input to Cisco for the list of required features and functionality to be showcased during the demonstration.

Demonstration execution

Customer will attend the demonstration session at the Cisco Customer Interaction Center facility at Richardson, TX.

Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

**Unified Contact Center Knowledge Transfer Session(s) at the Cisco Customer Interaction Center**

Designate a single point of contact ("Customer project manager") to whom all Cisco communications may be addressed and who has authority to act on all aspects of the work being performed.

Designate a back up when the Customer project manager is not available who has the authority to act on all aspects of the work being performed in the absence of the primary contact.

Customer will accept (signature) the knowledge transfer session requirements document prior to proceeding to design phase.

Design

Provide input to Cisco for the deployment of the Contact Center solution set used to facilitate the knowledge transfer session in the event that clarification is required.

Build out details of the knowledge transfer session.

Provide input to Cisco for the build out of the Contact Center solution set used to facilitate the knowledge transfer session in the event that clarification is required.

Delivery of knowledge transfer session.

Only the previously agreed upon or fewer number of attendees documented knowledge transfer session requirements may attend the session.

The knowledge transfer session delivery will last a maximum of eight (8) hours per business day and observance of Cisco holidays.

Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

**Unified Contact Center Solution Validation Proof of Concept -Customer Interaction Center**

Project Manager (primary and backup contact)

Call Center manager(s)/ACD design and support specialists

- IT architect
- LAN/WAN specialist
- Desktop IT/application specialist
- Telecom support providers

Planning

Designate a single point of contact ("Customer project manager") to whom all Cisco communications may be addressed and who has authority to act on all aspects of the work being performed.

Designate a back up when the Customer project manager is not available who has the authority to act on all aspects of the work being performed in the absence of the primary contact.

Provide overall project management, planning, design, functional definition, development, testing, and deployment implementation of the planned application.

At the inception of the project, define business rules impacting contact center functionality.

Verify the accuracy, correctness and the functionality of the information content of any applications that may interface with the Cisco applications.

Customer will accept (signature) the proof of concept project management plan and solution requirements document prior to proceeding to design phase.

Design

Complete data gathering worksheets as required by Cisco.

Provide input to Cisco for the development of configuration documentation.

Submit any documentation and information reasonably required by Cisco to ensure the successful commissioning of this project.

Customer will accept (signature) the design document prior to execution of proof of concept.

Proof of concept execution

Cisco and Customer shall collaborate to develop and execute a test plan for the features specified in this Service.

Customer will provide subject matter experts as requested by Cisco to participate in development of test plan for Proof of Concept.

Customer will accept (signature) the proof of concept test plan prior to its execution.

Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.
Unified Contact Center Integration Solution Validation-Customer Interaction Center

- Project Manager (primary & backup contact)
- Call Center manager(s)/ACD design and support specialists
  - IT architect
  - LAN/WAN specialist
  - Desktop IT/application specialist
  - Telecom support providers
- Planning
  - Designate a single point of contact ("Customer project manager") to whom all Cisco communications may be addressed and who has authority to act on all aspects of the work being performed.
  - Designate a back up when the Customer project manager is not available who has the authority to act on all aspects of the work being performed in the absence of the primary contact.
  - Provide overall project management, planning, design, functional definition, development, testing, and deployment implementation of the planned application.
  - At the inception of the project, define business rules impacting contact centre functionality.
  - Verify the accuracy, correctness and the functionality of the information content of any applications that may interface with the Cisco applications.
  - Customer will accept (signature) the lab project management plan and solution requirements document prior to proceeding to design phase.
- Design
  - Complete data gathering worksheets as required by Cisco.
  - Provide input to Cisco for the development of Configuration Documentation.
  - Submit any documentation and information reasonably required by Cisco to ensure the successful commissioning of this project.
  - Customer will accept (signature) the design document prior to execution of integration solution validation.
- Integration solution validation execution.
  - Cisco and Customer shall collaborate to develop and execute a test plan for the features specified in this Service.
  - Customer will provide subject matter experts as requested by Cisco to participate in development of test plan for integration solution validation.
  - Customer will accept (signature) the integration solution validation test plan prior to its execution.
  - Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Third-Party Solution Validation-Cisco Customer Interaction Center

- Project manager (primary & backup contact)
- Call Center manager(s)/ACD design and support specialists
  - IT architect
  - LAN/WAN specialist
  - Desktop IT/application specialist
  - Telecom support providers
- Planning
  - Designate a single point of contact ("Customer project manager") to whom all Cisco communications may be addressed and who has authority to act on all aspects of the work being performed.
  - Designate a back up when the Customer project manager is not available who has the authority to act on all aspects of the work being performed in the absence of the primary contact.
  - Provide overall project management, planning, design, functional definition, development, testing, and deployment implementation of the planned application.
  - At the inception of the project, define business rules impacting contact center functionality.
  - Verify the accuracy, correctness and the functionality of the information content of any applications that may interface with the Cisco applications.
  - Customer will accept (signature) the Lab Project Management Plan and third party Solution Requirements Document prior to proceeding to Design phase.
- Design
  - Complete data gathering worksheets as required by Cisco.
  - Provide input to Cisco for the development of configuration documentation.
  - Submit any documentation and information reasonably required by Cisco to ensure the successful commissioning of this project.
  - Customer will accept (signature) the design document prior to execution of third party integration solution validation third party Integration solution validation execution.
  - Cisco and Customer shall collaborate to develop and execute a test plan for the features specified in this Service.
  - Customer will provide subject matter experts as requested by Cisco to participate in development of test plan for third party integration solution validation.
  - Customer will accept (signature) the third party integration solution validation test plan prior to its execution.
  - Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Custom Service-Customer Contact Interaction Center

- Project manager (primary and backup contact)
- Call Center manager(s)/ACD design and support specialists
  - IT architect
LAN/WAN specialist
Desktop IT/application specialist
Telecom support providers
- Planning
  - Designate a single point of contact ("Customer project manager") to whom all Cisco communications may be addressed and who has authority to act on all aspects of the work being performed.
  - Designate a back up when the Customer project manager is not available who has the authority to act on all aspects of the work being performed in the absence of the primary contact.
  - Provide overall project management, planning, design, functional definition, development, testing, and deployment implementation of the planned application.
  - At the inception of the project, define business rules impacting contact center functionality.
  - Verify the accuracy, correctness and the functionality of the information content of any applications that may interface with the Cisco applications.
  - Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Project Management Plan Review
- Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the service performed.
- Designate a back up when Partner contact is unavailable. This person has the authority to act on all aspects of the service in absence of the primary contact.
- Develop and submit a list of Customer's executive sponsors and key stakeholder defining their role in supporting this project.
- Develop and submit a list of the project team members participating in the project. Include members from contact center business team, network, voice, data, LAN/WAN, IT, Database and Web developers and others as determined by the project scope.
- Develop and submit the resource plan based on the high-level milestones, resource onboarding and scheduling.
- Develop and submit the Project Schedule and Project Plan.
- Develop and submit the following:
  - Business Plan
  - Project Deliverables
  - Kick Off Meeting Presentation
  - Project Resources Plan
  - Project Plan
  - Communication Plan including escalation and resolution of issues.
  - Action Items/Issues/Risk and Mitigation Plan
  - Change Management Plan describing risks and managing changes procedures.
- Document any hardware and/or software upgrades or changes within Customer's network at least thirty (30) business days prior to the upgrade.
- Provide access to the individuals that gathered and developed all documents related to the project plan.
- Document Cisco of any Implementation activities scheduling changes related to this project at least ten (10) business days prior to the scheduled activity.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Solution Requirements Validation Plan Review
- Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the service performed.
- Designate a back up when Partner contact is unavailable. This person has the authority to act on all aspects of the service in absence of the primary contact.
- Develop and submit the functional specification and related documents.
- Provide the following documents
  - Business Requirement Document
  - High Level Design
  - Bill of Materials
  - Customer Requirements Document
  - Network infrastructure diagrams, network topology
  - Any documents gathered pertinent to developing the Unified Contact Center Solution prior to starting the project.
- Provide access to individuals that gathered and developed the functional specification.
- Execute recommendations recorded in the Solution Requirements Checklist.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center Design Review
- Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the service performed.
- Designate a back up when Partner contact is unavailable. This person has the authority to act on all aspects of the service in absence of the primary contact.
- Designate personnel who shall be available for ongoing information validation and feedback during design review.
- Provide all physical and logical schematics including network, voice, and contact center and Third-party applications for Customers existing voice and data networks where applicable.
- Document and submit Cisco Unified Communication and Unified Contact Center design objectives (for example, details concerning scalability, resilience and future growth patterns).
- Document and submit the Customer’s current contact center design and applications, contact center Third-party applications and integrations, and Customer database topology including access information.
- Document and submit all other relevant project documentation provided by the Partner (e.g. High Level Design, Bill of Material and Network Readiness Assessment) as necessary to assist in the Detailed Design Review.
- Document and submit the Site Survey diagrams and information that includes the following:
  - Site information
  - Union Requirements
  - Access procedures
  - Subcontractor Badging procedures
  - Hours of operation
  - Delivery considerations—looking dock access, hallway and lab access.
  - Site details any external circuits used in the implementation—voice, data, or otherwise.
  - All Cisco equipment locations, power receptacle locations (wall, post, or under raised floor). circuit breaker locations and circuit breaker number, Telco demarcation locations, DDF locations, Cable tray locations, location of other devices
  - Environmental Requirements
  - Ambient temperature and humidity Requirements
  - Attitude and Vibration Specification
  - Equipment Requirements
  - Cabinet Requirements—each rack designation—weight, dimensions, total air-con Load (BTUs), AC supply to cabinet, AC circuits breakers, AC power connector, DC supply to Cabinet, DC circuit breakers, DC power connector, earthing requirements for cabinets and equipment assembly
  - Device Requirements—dimensions, weight, air-con load, power source, power requirements, input power, earthing requirements and PSU circuit breaker.
  - Rack Schematic Diagram(s) review of cabinet layout diagram for all racks.
  - DC Power Distribution Diagram schematics for DC power rails.
  - Equipment Port Allocation and Cable Schedule review table detailing from, to, interface type, cable type required, supplied by, and installed by.
  - Port allocation—Port and Cable allocations. Rack Designator Cable Schedule.
  - Cabinet layout and fiber patch cabling infrastructure charts.
  - Circuit Information—circuit details, circuit information, labeling formats, equipment labeling, and power supply labeling, cabinet labeling.
  - Network Considerations

- Document and submit the WAN/LAN Requirements—private network, visible network diagrams.
- Solution sizing description
- Solution Business/Design Goals—migration, common platform for call routing, redundancy across centers, virtualized enterprise call routing, common platforms for IVR treatment and queuing, call transfers and take back and transfer, automated speech recognition and text to speech, CTI initiative, reporting, carrier enable toll bypass, improved customer experience.
- System Design Overview
- Deployment model
- Call Flows—agent based campaign—normal flow
- Solution Infrastructure
- Fault Tolerance
- System Build—UCCE system-CTIOS server, Unified Call Manager, active directory, Cisco Security agent, 3rd Party anti-virus software, Cisco support tools, SNMP, security hardening.
- System Configuration
- Deployment model, UCCM configuration—functional specification, licenses, server H/S, BIOS settings, disk configuration, required features, underlying network requirements, convergence requirements, bandwidth and through-put requirements, network topology requirements, QoS, DNS, NTP, DHCP, etc, voice mail details, design principles, CRA (UIP IVR, gateway configurations, gatekeeper configurations, UCVP configurations, CSS configurations, UCCE configuration, administrative and serviceability tools, call full diagrams, firewall configurations, security for systems and infrastructure, detailed flow of traffic, etc.
- Submit documentation of the Customer’s network topology, including access, distribution, and core layers, types of switches and routers in each layer, IP addressing and sub-netting for each layer, and features/services that have been enabled on the Network.
- Provide Cisco with required documentation, which may include the following: High Level Design, Bill of Materials and Network Readiness Assessment.
- Provide access to individuals that gathered and developed the Detailed Design document.
- Execute recommendations recorded in the Detailed Design Checklist Document.
- Execute recommendations recorded in the Unified Contact Center Network Readiness Assessment Report and confirm in writing to Cisco when all the changes have been completed.

Unified Contact Center Application Design Review

- Develop and submit information regarding the existing Architecture.
- Topology of data and voice infrastructure network
- Data and voice traffic patterns
- Any voice application information for applications currently running on Customer's network.
- Develop and submit the Detailed Design Visio of the proposed architecture solution.
- Develop and submit new application design containing the following information:
  - All configurations and scripting done in Unified ICM, Unified Contact Center Enterprise Edition, Unified Customer Voice Portal, UIP IVR, Outbound, etc.
  - Overview of the technology being implemented and its purpose.
  - A chart listing all Call Center ACD sites receiving calls and hardware only locations – site city, state, site name and purpose.
  - A chart listing UICM Configuration naming conventions used in the design.
- For PGs: <Customer><Central Site><Type><Peripheral Number> = CISCOMAUICVPPG01
- Script Names: <Customer><CallType> = CISCOCBILLING
- Develop and submit charts showing the following:
  - Network VRU information – Name, Type and description.
  - Network Trunk Groups- Network Trunk Group, logical Controller, Description.
  - Trunk Groups- Peripheral, Peripheral Number, Peripheral Name, Network Trunk Group, Trunk Count, Extension, Configuration Parameter, Description.
  - Variables- Variable Name, Type, Purpose
  - Dialed Numbers- Routing Client, Dialed # String, Dialed # Name, Default Label, Customer, Media Routing Domain, Description and Permit Application (Y/N).
  - Call Types- Name, Customer, SL Threshold, SL Type, Bucket Intervals, Description.
  - Enterprise Skill Groups- Name, Business Entity, Description, Skill Group.
  - Skill Group- Peripheral Number, Peripheral Name, Skill Group, Description.
  - Agent Team- Name, Peripheral, Members, Supervisor.
- Develop and submit an Excel spreadsheet showing Agent information.
  - If RONA or Router Requery Usage, review:
  - All Queue To Skill Nodes and/or label sharing Router Requery enabled.
  - Scripts required resulting from Router Requery.
  - Using RONA, Dialed Number(s) and any additional scripting requirements.
  - Translation Routes-Same as above
  - Review Translation Routes including assumptions and/or calculations for Translation Route Pool Sizing- Name, Peripheral, Pool Size, and Purpose.
- Develop and submit UICM Scripts
- Visio diagram documenting all CallFlows and CallFlows for UICM Administrative and routing scripts.
- List of all CallFlows with a link that jumps directly to CallFlow.
- Develop and submit IVR Application including:
  - Visio diagram of callflows for IVR Applications (UCVP or UIP IVR)
  - List of all CallFlows with a link that jumps directly to CallFlow.
  - Default Values- Menu repeats, Menu retries, Audio Paths.
  - Audio Settings for CVP or UIP IVR- Name, Value
  - Endpoint Settings
  - Root Document Settings
  - Voice Element Configuration
- Develop and submit 3rd Party Integration requirements including:
  - Wallboards, Workforce Management, Agent Monitoring, Agent Recording, etc.
  - Develop and submit Database Integration
  - Database Dip Requirements for backend databases- Data, Send Request to, Method, Description.
  - Data Transfer Requirements mapping movement of data between peripherals and data capture requirements- Data, Variable, Position, From, To, Type.
  - Develop and submit Desktop Integrations
  - Desktop requirements- CAD, CTI-OS, Custom, Desktop Variables.
  - Wrap-up and/or Logout Codes
  - All codes agents need for desktop-Code, Type
  - Develop and submit Reporting requirements
  - Real Time Reports- Found Under, Name, Description
  - Historical Time Reports- Found Under, Name, Description
  - Develop and submit Custom Reports
  - Develop and submit VOIP Configuration Requirements
  - Route Points- Route Point, Purpose
  - Labels- Label, Purpose
  - Develop and submit Dialed Number Plan implications
  - Develop and submit Transfers requirements that affect network providers, UCVP, Unified Call Manager.
  - Develop and submit Hardware Configurations
  - Peripheral Gateway Configuration-PG, Name, Cient Type, Location, Abandon CWT, Config parameters, Call Control Map, Default Desk Setting, Peripheral S/L Type, Enable Post Rtq.
  - Advanced Tab- Name, Available Holdoff Delay, Default Rout, Answered short calls Threshold, Network VRU, Agent Auto Configuration.
  - Agent Tab- Name, Enable Agent Reporting, Distributor Site Name, Agent Event Detail.
- Routing Client Configuration - Name, Timeout Threshold, Late Threshold, Time Out Limit, Configuration Parameters, DN Label Map, Client Type, Description, NW Routing Client,
- Develop and submit CVP Configuration
- Develop and submit Other UCC Product Configurations
- Develop and submit System Information
- Disaster Recovery Scenarios - Disaster Type, Solution
- Develop and submit Media Files - File Name, Location, and Verbiage.
- Develop and submit Design overview and direct questions to person developing the Application Design document.
- Develop and submit configuration instructions required for the UCC component software. Include any changes or modifications required for the voice, network, website, database(s) and other applications as determined.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

Unified Contact Center System Test Plan Review

- Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the service performed.
- Designate a back up when Partner contact is unavailable. This person has the authority to act on all aspects of the service in absence of the primary contact
- Designate personnel who shall be available for ongoing information validation and feedback during design review.
- Develop and submit Customer and/or Partner UCC Application test case summary - test number, test title, pass or fail:
  - UCC Application UICM Scripting Test
  - UCC Application UCVP Scripting Test
  - UCC Application Desktop Testing
  - Cutover Test
  - Site cutover test cross reference chart
  - UCC System testing
  - Review details of the above individual test case number -- purpose form based on test number, title, test setup, procedure and expected results.
  - Develop and submit Customer and/or Partner UCC System test case summary - test number, test title, pass or fail:
  - Unified Communications Manager Initialization
  - WAN & QoS Test
  - General IP Phone Test
  - Basic Call Processing Test
  - Feature Verification Test
  - Unified Communication Manager Redundancy Test
  - UCCE Network Validation
  - UCCE Phone Test
- UCCE Customer System Management Test
- Fault Tolerance
- Network Connectivity Test
- Review details of the above individual test case number -- purpose form based on test number, title, test setup, procedure and expected results.
- Provide access to individuals that gathered and developed the Detailed Design document.
- Customer will participate in the review of the completed Deliverable, and will acknowledge their receipt of the Deliverable by signing the Deliverable.

General Customer Responsibilities:

- Designate a single point of contact to act as the primary technical interface to the designated Cisco engineer.
- Ensure key Customer personnel (such as: architecture design and planning, network engineering, network operations staff) are available to participate during the course of the Service (to provide information and to participate in review sessions).
- Provide documented Customer requirements (business and technical) and high-level network architecture design specifications.
- Provide documented information on Customer's existing network infrastructure design including such as: features and services, route plans, addressing schema, call/data flow, dial plans, security policies, network management and operational processes.
- Unless otherwise agreed to by the parties, Customer shall respond within two (2) Business Days of Cisco's request for any other documentation or information needed to provide the Service.

ASSUMPTIONS

- Services and services pricing were based upon the following assumptions. Any additional costs identified as a result of deviations from these Assumptions will be managed through the Change Management.
- Customer is responsible for determination of its requirements, and Customer shall retain overall responsibility for any business process impact and any process change implementations.
- Customer acknowledges that completion of Services is dependent upon Customer meeting its responsibilities as identified in this contract.
Unified Contact Center Business Management Transformation Requirements assumptions:

- The Business Management Transformation Development Service includes the assessment of up to three (3) business models, as defined by the different business measurements or KPIs.
- The scope of services performed under this SOW are limited to consultative services only; any additional services requiring hardware, software and third party project engagements shall be defined under a separate SOW.

Unified Contact Center Network Readiness Assessment assumptions:

- If Customer declines the Unified Contact Center Network Readiness Assessment, the following network guidelines are required as defined in the Customer responsibilities section. For Unified Communications:
  - Customer will ensure that the round-trip time between the Secure Server Farms (SSFs) in the Data Centers is < 30mS for a 1500 byte packet at all times.
  - Customer will configure Quality of Service (QoS) on the WAN and LAN equipment as necessary to ensure that IP voice media traffic experiences latency (one-way) < 150mS between the Voice VLANs in any two sites at all times.
  - Customer will configure Quality of Service (QoS) on the WAN and LAN equipment as necessary to ensure that IP voice media traffic experiences jitter < 40mS (20mS target) between the Voice VLAN and the Secure Server Farms in the Data Centers at all times.
  - Customer will configure Quality of Service (QoS) on the WAN and LAN equipment as necessary to ensure that IPT signaling traffic experiences latency (one-way) < 75mS between the Voice VLAN and the Secure Server Farms in the Data Centers at all times.
  - If Unity is part of the design, the bandwidth available for IPC related traffic will be at least 100Mbit/s (required for Unity profile failover functionality).
  - Customer will provide power via the Ethernet or local power socket to all Cisco IP phones. The power will be sufficiently reliable to allow Cisco to meet the IPT SLAs.
  - Customer will provide a power socket for all Cisco 7914 expansion modules and Cisco 7936 conference phones into which an external power adaptor will be plugged. The power will be sufficiently reliable to allow Cisco to meet the IPT SLAs. Note that loss of 7914 power will not affect parent 7961G functionality.
  - For Unified Contact Center Solutions
  - Private and visible network traffic between ICM Central Controllers and ICM Peripheral Gateways must be on separate dedicated networks.
  - QoS is required regardless of the theoretical bandwidth of the network.
  - Customer will ensure that private network one way maximum latency between Central Controllers will be 50mS.
  - Customer will ensure that private network one way maximum latency between duplexed Peripheral Gateways will be 50mS.
  - Customer will ensure that Peripheral Gateway to Central Controller has a maximum one way latency of 200mS.
  - Customer will ensure that Peripheral Gateway to Peripheral has a maximum one way latency of 200mS.

Unified Intelligent Suite Reporting work out of scope:

- Unified Intelligence Suite does not include customized reports and/or third party connectors unless documented under a separate section of this scope of work.
- After hours training sessions.
- Hardware necessary for Unified Intelligence Suite software
- If custom reporting and Intelligence Suite Portal service was purchased, the detail work effort will reside under a separate section of this scope of work.

Unified Intelligent Suite with Archiver Reporting work out of scope:

- After hours training sessions.
  Hardware necessary for Unified Intelligence Suite software

Unified Email Interaction Manager assumptions:

- (1) Department will be configured for Cisco Unified Email Interaction Manager 4.1 the following setup:
  - (1) partition
  - (1) department
  - Up to (10) aliases (email addresses)
  - Up to (10) queues
  - Up to (2) workflows, with up to 6 workflows nodes, with (max) 5 rules per node
  - Up to (2) calendars
  - Up to (6) service levels
  - Up to (10) roles
  - Up to (10) user groups
  - Up to (25) users
  - Up to (20) categories
  - Up to (50) knowledge base articles

Unified Email Interaction Manager work out of scope:

- All screen settings and custom attributes will be left at default values.
- No Data Adaptors will be required.
• Custom reports are not required.
• The estimated cost is based on a deployment consisting of up to 40 mail and chat concurrent users in a standalone environment for chat and a blended agent environment for eMail and voice.
• Subject matter expert is not required.
• Secure inbox is not required.
• Graphic design and usability study are excluded from this Service.
• Survey is not required.
• Disaster recovery environment is excluded from this Service.
• Integration with any external system is not required.
• A separate development server environment is not required.
• Data migration is not required.
• Unified Web Interaction Manager assumptions:
  • For Cisco Unified Web Interaction Manager Configuration of the system, default set up includes:
  • Up to (10) custom service types creation.
  • Chat User Configuration – Up to (25) agents.
  • Up to (20) custom canned message creation.
  • Customer branding details – graphics and Customer facing texts (UI look & feel customizations).
  • One custom field in the Customer login entry to capture the email address.

Unified Web Interaction Manager work out of scope:
• All screen settings and custom attributes will be left at default values.
• No Data Adaptors will be required.
• Custom reports are not required.
• The estimated cost is based on a deployment consisting of up to (40) Mail and chat concurrent users in a standalone environment for chat and a blended agent environment for eMail and voice.
• Subject Matter Expert is not required.
• Secure Inbox is not required.
• Graphic design and usability study are excluded from this Service.
• Survey is not required.
• Disaster recovery environment is excluded from this Service.
• Unified Web Interaction Manager 4.1 branding: CSS style sheet and graphics for look and feel will be provided by the client.
• Integration with any external system is not required.
• A separate development server environment is not required.
• Data Migration is not required.

Unified Contact Center System and Solution Test Plan work out of scope:
• No simulated traffic and bandwidth testing performed.
• Unified Contact Center application implementation assumptions:

Unified Contact Center Application Implementation include up to <XX> administrative scripts.
• Unified Contact Center Application Implementation include up to twenty (20) Call Routing scripts including queue points for Unified Contact Center Enterprise Edition.
• Database integration will use XML or MQ Series (UCVP only) for data driven (UICM) routing decisions. (Cisco provided integration).
• UIP-IVR or Unified Customer Voice Portal applications are limited to automated attendant functionality with limited database lookups for account verification or similar process.
• UIP-IVR or Unified Customer Voice Portal and Unified Contact Center Enterprise Edition call flow scripting are limited to up to twenty (20) call flows.
• Queuing utilizes Cisco UIP-IVR, IPQueue Manager, or Unified Customer Voice Portal.
• Customer will create all .WAV files used for queuing and announcements.

Unified Contact Center Train-the-Trainer assumptions:
• Train-the-trainer is training designated Customer personnel with Customer trainers responsible for training internal teams on the specific topic covered.
• Both Administrative/Supervisor Train-the-Trainer Sessions must be schedule within the same week and prior to Unified Contact Center Deployment. These sessions will be conducted during Cisco Normal Business Hours.
• Both End User train-the-trainer sessions must be schedule within the same week and prior to Unified Contact Center deployment. These sessions will be conducted during Cisco Normal business hours.
• Both technical knowledge Transfer and mentoring sessions must be schedule within the same week and prior to Unified Contact Center deployment. These sessions will be conducted during Cisco normal business hours.

Unified Contact Center Customer Voice Portal Design assumptions:
• Include up to <XX> Administrative Scripts and up to twenty (20) Call Routing scripts including queue points for Unified Contact Center Enterprise Edition.
• Includes configuration of up to <XX>Customer provided .WAV files for Unified IPVIVR or Unified Customer Voice Portal scripting.
• Database integration will use ODBC, XML or MQ Series (Unified Customer Voice Portal only) for data driven routing decisions for Cisco provided integration.
• Unified IPVIVR or C Unified Customer Voice Portal applications are limited to automated attendant functionality with limited Database lookups for account verification or similar process.
• Unified IPIVR or Unified Customer Voice Portal I and Unified Contact Center Enterprise Edition call flow scripting are limited to up to twenty (20) call flows.
• Queuing utilizes Cisco Unified IPIVR, IPQM, or Unified Customer Voice Portal.
• Customer will create all .WAV files used for queuing and announcements.

Unified Contact Center Technology Assessment work out of scope:
• Call flows and script review are not included.

Unified Contact Center Primary Consultant project assumptions:
• This service requires a minimum of one year commitment with a minimum of three (3) days per week and a maximum of Twelve (12) days per month.
• The Primary consultant will not be responsible for any components within the public switch transport network (PSTN) interconnect solution.
• To accommodate any changes to the project, Customer must notify in writing to the Unified Contact Center Project Manager Ten (10) working days in advance of the change request.
Unified Contact Center Primary Consultant work out of scope:
- Consultancy Services outside the scope of project as defined in the deliverables section of this document.
- Any hardware upgrades required to run new or updated software.

Cisco Customer Interaction Center assumptions:
• All Services will take place at the Cisco Customer Interaction Center facility in Richardson, TX.
• No custom reporting is included as part of this project.
• Customer will use standard, “out-of-the-box” CTIOS desktop for login/logout.
• Only basic interactive voice response (IVR) functionality, basic prompting and queue messages will be demonstrated.
• No UIP-IVR/UCVP self-service applications will be developed.
• As part of this implementation Customer will identify to Cisco the desired routing and call flow scenarios to serve the various business units or skill groups within the Customer lab.
• All Cisco project work and the Knowledge Transfer Session itself will take place at the Customer Interaction Center facility in Richardson, TX.
• The Customer will stay within the suggested maximum of 5 students per Knowledge Transfer Session.
• Includes planning, design and execution of work at the Customer Interaction Center facilities in Richardson, TX with a simulated traditional PSTN or VoIP network.

Cisco Customer Interaction Center work out of scope:
• Computer telephony Integration (CTI) screen pop.
• Integration to workforce management applications.
• Custom reporting.
• Integration to any backend Database or third party application.
• Self-service application.
• Email or HTTP subsystems configured on CRS.
• Custom music on hold audio files will be created.
• This quote does not include any day 2 support services.
• Formalized documentation (e.g. books) will not be provided.
• Travel to build out or conduct Knowledge Transfer Session anywhere other than the Cisco Customer Interaction Center facilities in Richardson, TX.

Cisco Customer Interaction Center Solution Validation Proof of Concept work out of scope:
• Computer telephony Integration (CTI) screen pop.
• Integration to workforce management applications.
• Custom reporting.
• Integration to any backend Database or third party application.
• Self-service application.
• Email or HTTP subsystems configured on CRS.
• Custom music on hold audio files will be created.
• This quote does not include any day 2 support services.

Unified Contact Center Third Party Solution Validation assumptions:
• All Cisco project work will take place at the Cisco Customer Interaction Center facility in Richardson, Texas.
• No custom reporting is part of this project.
• Customer will use standard, “out-of-the-box” CTIOS desktop for login/logout.
• Basic interactive voice response (IVR) functionality, basic prompting and queue messages will be provided.
• No UIP-IVR/UCVP self service applications will be developed.
• As part of this implementation Customer will identify to Cisco the desired routing and call flow scenarios to serve the various business units or skill groups within the Customer lab.
• The estimate covers planning, design and execution of work at Cisco Customer Interaction Center facility.
Unified Contact Center Integration Solution Validation assumptions:

• All Cisco project work will take place at the Cisco Customer Contact Interaction Center facility in Richardson, Texas.
• No custom reporting is part of this project.
• Customer will use standard, “out-of-the-box” CTIOS desktop for login/logout.
• Basic interactive voice response (IVR) functionality, basic prompting and queue messages will be provided.
• No UIP-IVR/UCVP self service applications will be developed.
• As part of this implementation Customer will identify to Cisco the desired routing and call flow scenarios to serve the various business units or skill groups within the Customer lab.
• The estimate covers planning, design and execution of work at Cisco Customer Contact Interaction Center facility in Richardson, TX with a simulated traditional PSTN or VoIP network.

Unified Contact Center Integration Solution Validation work out of scope:

• Computer telephony Integration (CTI) screen pop.
• Integration to workforce management applications.
• Custom reporting.
• Integration to any backend Database or third party application.
• Self-service application.
• Email or HTTP subsystems configured on CRS.
• Custom music on hold audio files will be created.
• This quote does not include any day 2 support services.

Unified Contact Center Custom Services assumptions:

• All Cisco project work will take place at the Cisco Customer Contact Interaction Center facility in Richardson, TX.
• No custom reporting is part of this project.
• Customer will use standard, “out-of-the-box” CTIOS desktop for login/logout.
• Basic interactive voice response (IVR) functionality, basic prompting and queue messages will be provided.
• No IP-IVR/UCVP self service applications will be developed.
• As part of this implementation Customer will identify to Cisco the desired routing and call flow scenarios to serve the various business units or skill groups within the Customer lab.
• The estimate covers planning, design and execution of work at Cisco Customer Interaction Center facility in Richardson, TX with a simulated traditional public switch transport network (PSTN) or voice over IP (VoIP) network.

Unified Contact Center Custom Service work out of scope:

• Computer telephony Integration (CTI) screen pop.
• Integration to workforce management applications.
• Custom reporting.
• Integration to any backend Database or third party application.
• Self-service application.
• Email or HTTP subsystems configured on CRS.
• Custom music on hold audio files will be created.
• This quote does not include any day 2 support services.