



Customer Care Custom Engineering Subscription Service

This document describes the Customer Care Custom Engineering Subscription Service.

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Where available, Cisco shall provide the Custom Engineering Services CC described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

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1. Services Summary & General Responsibilities

The Custom Engineering Services for Customer Care (CC) provide custom engineering solution support on Custom Application Software developed for Customer's Cisco Unified Contact Center Enterprise (UCCE) solution.

Technologies

- Customer Care (CC)
 - Unified Contact Center Enterprise/Host Editions (UCCE/UCCH), Unified Contact Center ICM (UICM), Unified Customer Voice Portal (UCVP), Unified Interactive Voice Response (IP-IVR), and Cisco Unified Intelligent Center (CUIC) for Unified Contact Center report development

Assumptions

- All Services will be provided remotely from Cisco to Customer locations, unless otherwise agreed in writing by Cisco.
- All services will be provided in the English language unless otherwise agreed to by Customer and Cisco.

Services Not Covered

The following are not supported under the Custom Engineering Services CC:

- Any customization, upgrade, and/or porting of the Custom Application Software.
- Support of any changes made by Customer to the Custom Application Software.
- Support of Custom Application Software problems that are diagnosed by Cisco to be Enhancement requests or changes by Customer to the system configuration for which the Custom Application Software was developed. Resolution of the problems is viewed by Cisco as an Enhancement for which a separate statement of work between the parties is required.
- Any hardware or third party product that Customer may need to acquire that is related to this Service Description.
- Support or replacement of Custom Application Software that are altered, modified, mishandled, destroyed or damaged by natural causes or damaged due to a negligent or willful act or omission by Customer other than as specified in the applicable Cisco-supplied documentation.
- Services to resolve Product or Custom Application Software problems resulting from third party products or causes beyond Cisco's control or Customer's failure to perform its responsibilities under this Service Description.
- Any support, upgrade or maintenance for Product other than Custom Application Software as defined in this Service Description.
- Services for non-Cisco development tools or any non-Cisco software installed in the Product.
- Any hardware upgrade required to run new or updated Custom Application Software.
- Customer acknowledges that it is only entitled to receive support services against the Support Option for which it has paid a separate support fee. In the event additional Cases or Custom Applications are supported by Cisco beyond that which Customer has ordered, Cisco reserves the right to charge for support if Cisco determines that unauthorized support is being provided.
- Customer acknowledges that it is not entitled to support on Cisco products not covered under this Agreement. Support for Cisco products is covered under separate service maintenance agreements.
- Cisco shall not be required to perform any on-site support under this Service Description. If Cisco is requested to perform on-site diagnostic and remedial maintenance, except where mutually agreed, Customer shall reimburse Cisco for all labor and travel expenses at Cisco's then-current time and material rates.

Supplemental Definitions

- **Bug Fix** means any modification or revision to the Custom Application Software, other than an Enhancement, that corrects an error or provides other incidental corrections.
- **Case** means a single support issue and the reasonable effort(s) needed to resolve it such as technical assistance provided by Cisco personnel to Customer regarding questions, clarifications, problems, Bug Fixes, status of Case and escalation of Case with

respect to the Custom Application Software. A single support issue cannot be broken down into subordinate issues. If a Case consists of multiple issues, each subordinate issue shall be considered a separate Case. A Case may require multiple telephone calls and off-line research to achieve final resolution. Cisco has the right to close a Case if Cisco determines: a) the Case is not a problem but an Enhancement request; b) the Case is not a problem but an inherent feature of the product; or c) a workaround was provided for resolution.

- **Custom Application Software** means the custom software which was developed by Cisco for Customer under a separate agreement and is supported through Services provided herein.
- **Enhancement(s)** means a change, addition or new release, other than Bug Fix to the Custom Application Software that adds new functions or features, or improves functions or performance by changes to system design.

2. AS Solution Support for Collaboration

2.1. *Custom Engineering Services for CC*

2.1.1. CC WFM Real Time Gateway Adapter for Aspect

The CC WorkForce Management (WFM) Real Time Gateway Adapter for Aspect service enables integration between a Cisco Unified Contact Center Enterprise system and Aspect's eWFM software. The CC WFM RTAGateway Adapter for Aspect service provides the engineering services required to deploy, configure and verify operation of the RTAGateway application.

Cisco Responsibilities

- Provide installation checklist to Customer.
- Schedule and hold Customer kick off meeting.
- Consult with the Customer to review and validate WFM integration requirements.
- Configure the CC WFM RTAGateway Adapter for Aspect on the Customer provided server.
- Test the RTAGateway application to verify the agent state information is being sent to Aspect eWFM application.
- Perform a knowledge transfer session about the configuration information with the Customer

Customer Responsibilities

- Attend kick off meeting and 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 backup 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.
- Complete installation checklist and return to Cisco prior to installation.
- Purchase and install the required server hardware/operating system software to support the WFM RTAGateway Adapter.
- Provide site and server access for deploying of CC WFM RTAGateway Adapter for Aspect.
- Provide IP/Port information for the RTA feed on the Aspect WorkForce Management Server.
- Perform all end to end testing of the WFM RTA solution.
- Assign and schedule resources to attend the knowledge transfer session.

2.1.2. CC WFM Real Time Gateway Adapter for IEX

The CC WFM Real Time Gateway Adapter for IEX service enables integration between a Cisco Unified Contact Center Enterprise system and NICE IEX software. The CC RTAGateway Adapter for IEX service provides the engineering services required to deploy, configure and verify operation of the RTAGateway application.

Cisco Responsibilities

- Provide installation checklist to Customer.
- Schedule and hold Customer kick off meeting.
- Consult with the Customer to review and validate WFM integration requirements.
- Configure the CC WFM RTAGateway Adapter for IEX on the Customer provided server.
- Test the RTAGateway application to verify the agent state information is being sent to NICE IEX application.
- Perform a knowledge transfer session about the configuration information with the Customer.

Customer Responsibilities

- 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 backup 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.
- Fill out installation checklist and return to Cisco prior to installation.
- Attend kick off meeting.
- Purchase and install the required server hardware/operating system software to support the CC WFM RTAGateway Adapter for IEX.
- Provide site and server access for deploying of CC WFM RTAGateway Adapter.
- Provide IP/Port information for the real time adapter (RTA) feed on the NICE IEX Server.
- Perform all end to end testing of the WFM RTA solution.
- Assign and schedule resources to attend the knowledge transfer session.

2.1.3. CC WFM Real Time Gateway Adapter for ODBC

The CC WFM Real Time Gateway Adapter for ODBC service enables integration between a Cisco Unified Contact Center Enterprise system and an external ODBC compliant database. The CC WFM RTAGateway Adapter for ODBC service provides the engineering services required to deploy, configure, and verify the operations of the CC WFM RTAGateway Adapter for ODBC.

Cisco Responsibilities

- Provide installation checklist to Customer.
- Schedule and hold Customer kick off meeting.
- Consult with the Customer to review and validate WFM integration requirements.
- Configure the CC RTAGateway Adapter for ODBC on the Customer provided server.
- Test the RTAGateway Adapter for ODBC application to make sure that agent state changes are being written to the database.
- Perform a knowledge transfer session about the configuration information with the Customer.

Customer Responsibilities

- 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 backup 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.
- Fill out installation checklist and return to Cisco prior to installation.
- Attend kick off meeting.
- Purchase or provide licensing to external Database.
- Provide stored procedure called by CC RTAGateway Adapter for ODBC.
- Purchase and install the required server hardware/operating system software to support the RTAGateway Adapter for ODBC.
- Provide site and server access for the deploying of the RTAGateway Adapter for ODBC.
- Assign and schedule resources to attend the knowledge transfer session.

2.1.4. CC WFM Historical Database Adapter for Aspect

The CC WFM Historical Database Adapter for Aspect service enables historical data integration between a Cisco Unified Contact Center Enterprise system and Aspect's eWFM software. The WFM Historical Aspect Adapter for Aspect service provides the engineering services required to successfully deploy, configure and verify operation of the WFM Historical Adapter for Aspect.

Cisco Responsibilities

- Provide installation checklist to Customer.
- Schedule and hold Customer kick off meeting.
- Consult with the Customer to review and validate WFM integration requirements.
- Configure the CC WFM Historical Adapter for Aspect.
- Test the CC WFM Historical Adapter for Aspect to make sure that WFM reports are being properly generated and made available to the Aspect eWFM application.
- Perform a knowledge transfer session about the configuration information with the Customer.

Customer Responsibilities

- 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 backup 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.
- Fill out installation checklist and return to Cisco prior to installation.
- Attend kick off meeting.
- Assign resources to work with Cisco personnel to support installation effort and verify the reports generate the proper information.
- Complete the installation checklist provided by Cisco personnel prior to installation.
- Provide site and server access to Unified Contact Center Enterprise Historical Database server for deploying of WFM Historical Adapter.
- Perform all end to end testing of the CC WFM Historical Adapter for Aspect solution.
- Assign and schedule resources to attend the knowledge transfer session.

2.1.5. CC WFM Historical Database Adapter for IEX

The CC WFM Historical Database Adapter for IEX service enables historical data integration between a Cisco Unified Contact Center Enterprise system and the NICE IEX WorkForce Management software. The CC WFM Historical Database Adapter for IEX service provides the engineering services required to successfully deploy, configure and verify operation of the CC WFM Historical Database Adapter for IEX.

Cisco Responsibilities

- Provide installation checklist to Customer.
- Schedule and hold Customer kick off meeting.
- Consult with the Customer to review and validate CC WFM Historical Database Adapter for IEX requirements.
- Configure of the WFM Historical Adapter for IEX.
- Test the CC WFM Historical Database Adapter for IEX to make sure that WFM reports are being properly generated and made available to the Customer's NICE IEX application.
- Perform a knowledge transfer session about the configuration information with the Customer.

Customer Responsibilities

- 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 backup 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.
- Fill out installation checklist and return to Cisco prior to installation.
- Attend kick off meeting.
- Assign resources to work with Cisco personnel to support installation effort and verify the reports generate the proper information.

- Complete the installation checklist provided by Cisco personnel prior to installation.
- Provide site and server access to Unified Contact Center Enterprise Historical Database server for deploying CC WFM Historical Database Adapter for IEX.
- Perform CC WFM Historical Database Adapter for IEX solution testing.
- Assign and schedule resources to attend the knowledge transfer session.

2.1.6. CC Application Gateway Extension for ODBC

The CC Application Gateway Extension for ODBC Service enables integration between a Cisco Unified Contact Center Enterprise routing or administration script and an external Open Database Connectivity (ODBC) compliant database. The CC Application Gateway Extension for ODBC Service provides the engineering services required to successfully deploy, configure and verify operation of the CC Application Gateway Extension for ODBC.

Cisco Responsibilities

- Provide installation checklist to Customer.
- Schedule and hold Customer kick off meeting.
- Consult with the Customer to review and validate Application Gateway Extension for ODBC requirements.
- Configure, and test the CC Application Gateway Extension for ODBC Software.
- Verify the Customer's ODBC database can be accessed via the Customer's stored procedure and (if applicable) information is returned back to the Customer's ICM script.
- Perform a knowledge transfer session about the configuration information with the Customer.

Customer Responsibilities

- 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 backup 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.
- Fill out installation checklist and return to Cisco prior to kick off meeting.
- Attend kick off meeting.
- Assign resources to work with Cisco personnel to support installation effort.
- Purchase and install the required server hardware/operating system software required for GatewayODBC adapter.
- Provide site and server access for deploying the CC Application Gateway Extension for ODBC.
- Provide stored procedure that will be used to access the database from Application Gateway Extension for ODBC.
- Provide information needed to access the ODBC-compliant database.
- Provide the data source and destination.
- Install and configure Unified ICM Application Gateway.
- Configure the ICM script which will access Application Gateway node.
- Assign and schedule resources to attend the knowledge transfer session.

2.1.7. CC Application Gateway Extension for XML

The CC Application Gateway Extension for XML Service enables integration between Unified Contact Center Enterprise routing or administration script so that it can access information (to / from) an external Web Server. The CC Application Gateway Extension for XML Service provides the engineering services required to successfully deploy, configure and verify operation of the CC Application Gateway Extension for XML.

Cisco Responsibilities

- Provide installation checklist to Customer.
- Schedule and hold Customer kick off meeting.
- Consult with the Customer to review and validate the CC Application Gateway Extension for XML requirements.
- Configure, and Test the CC Application Gateway Extension for XML.
- Verify the Customer's Web Service can be accessed and (if applicable) information is returned back to the Customer's ICM script.
- Perform a knowledge transfer session about the configuration information with the Customer.

Customer Responsibilities

- 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 backup 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
- Fill out installation checklist and return to Cisco prior to kick off meeting.
- Attend kick off meeting.
- Assign resources to work with Cisco personnel to support installation effort.
- Purchase and install the required server hardware/operating system software required for the CC Application Gateway Extension for XML.
- Provide site and servers access for deploying of the CC Application Gateway Extension for XML Software adapter.
- Provide web server and XML documents that the Application Gateway for XML will use to interface to the web server.
- Provide Information needed to access the web server and applications.
- Install and configure Unified ICM Application Gateway.
- Configure the UICM script which will access Application Gateway node.
- Assign and schedule resources to attend the knowledge transfer session.

2.1.8. CC Application Gateway Extension for IBM Message Queuing (MQ)

The CC Application Gateway Extension for IBM Message Queuing (MQ) Service enables integration between Cisco Unified Contact Center Enterprise routing or administration script to access information (to/from) an external IBM WebSphere Message Queue (MQ) messaging system. The CC Application Gateway Extension for IBM Message Queuing (MQ) Service provides the engineering services required to successfully deploy, configure and verify operation of the CC Application Gateway Extension for IBM Message Queuing (MQ)..

Cisco Responsibilities

- Provide installation checklist to Customer.
- Schedule and hold Customer kick off meeting.
- Consult with the Customer to review and validate Gateway MQ requirements.
- Configure, and test the CC Application Gateway Extension for IBM Message Queuing (MQ) Software.
- Verify the Customer's WebSphere MQ system can be accessed and (if applicable) information is returned back to the ICM script.
- Perform a knowledge transfer session about the configuration information with the Customer.

Customer Responsibilities

- 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 backup 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.

- Fill out installation checklist and return to Cisco prior to kick off meeting.
- Attend kick off meeting.
- Assign resources to work with Cisco personnel to support installation effort.
- Purchase and install the required server hardware/operating system software for the GatewayMQ adapter.
- Provide site and servers access for deploying the CC Application Gateway Extension for IBM Message Queuing (MQ).
- Provide MQ Queues and Messages used by GatewayMQ to access the WebSphere MQ system
- Provide Information needed to access the WebSphere MQ system.
- Deploy and configure Unified ICM Application Gateway.
- Configure the ICM script which will access Application Gateway node.
- Assign and schedule resources to attend the knowledge transfer session.

2.1.9. CC VRU Client for Java

The CC VRU Client for Java Service enables Customers to build applications that integrate with the Cisco Unified Contact Center Enterprise VRU Peripheral Gateway. The CC VRU Client for Java service provides the knowledge transfer and consulting services required to enable Customer to understand how to use the Java VRU client package to create an application that communicates successfully with a VRU Peripheral Gateway.

Cisco Responsibilities

- Schedule and hold Customer kick off meeting.
- Perform a knowledge transfer session about the CC VRU Client for Java Software package and its usage with the Customer.
- Provide consulting services around the use of the CC VRU Client for Java Software package.
- Provide Customer the CC VRU Client for Java Package Sample Application Document in HTML Java format with source code to demonstrate the use of the Java Message Class Library and the Transport Manager Class.

Customer Responsibilities

- 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 backup 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.
- Attend kick off meeting.
- Assign and schedule resources to attend the knowledge transfer session.
- Develop of the encapsulating Java application. The application must handle the delivery of asynchronous events, which includes the handling of heartbeat events for the socket connection.

2.1.10. CC Custom Report Development

The CC Custom Report Development service provides the engineering services required to successfully plan, design, develop, test, deploy, configure and verify operation of custom reports. Customers or Partners will work with an experienced custom application engineer on Contact Center reporting metrics, The Cisco engineering service review the UCCE database schemas, UCCE reporting products, Structured Query Language (SQL) and Cisco reporting best practices.

Cisco Responsibilities

- Schedule and hold Customer kick off meeting.
- Consult with the Customer to review and validate reporting requirements.
- Design, develop and test custom reports.
- Deploy and configure the reports.

- Verify report operation with Customer.
- Perform a knowledge transfer session about the report configuration information with the Customer.

Customer Responsibilities

- 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 backup 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.
- Attend kick off meeting.
- Assign resources to work with Cisco personnel to support report discovery effort.
- Provide report requirements to Cisco.
- Provide acceptance of custom report design.
- Provide system access to Cisco resource during deployment phase.
- Verify report operation with Cisco
- Assign and schedule resources to attend the knowledge transfer session.

2.1.11. CC Adapter for Knowlagent

The CC Adapter for Knowlagent Service provides engineering service for the integration between Cisco Unified Contact Center Enterprise and Knowlagent. The engineering services will integrate Knowlagent with agent-skill group mappings as well as skill group statistics from the ICM allowing intelligent decisions about scheduling and delivering training events to call center agents. The CC Adapter for Knowlagent will be delivered in the form of a Windows Service that will run on the Knowlagent application server or separate server machine. The CC Adapter for Knowlagent service provides the engineering services required to successfully deploy, configure and verify operation of the CC Adapter for Knowlagent.

Cisco Responsibilities

- Provide installation checklist to Customer.
- Schedule and hold Customer kick off meeting.
- Consult with the Customer to review and validate the CC Adapter for Knowlagent requirements.
- Configure the CC Adapter for Knowlagent at the Customer site on the Knowlagent server and work in the Customer environment.
- Perform a knowledge transfer session about the configuration information with the Customer.

Customer Responsibilities

- 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 backup 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.
- Fill out installation checklist and return to Cisco prior to kick off meeting.
- Attend kick off meeting.
- Assign resources to work with Cisco personnel to support installation effort.
- Purchase and install the required server hardware/operating system software for Knowlagent server.
- Provide site and server access to Knowlagent servers for deploying of the CC Adapter for Knowlagent.
- Provide site and server access to the required CTIOS servers and HDS server.
- Assign and schedule resources to attend the knowledge transfer session.

2.1.12. CC Trunk Utilization Reporting Server

The CC Trunk Utilization Reporting Server Service provides engineering services for the data collection mechanism to address the need for Centum Call Second (CCS) and Trunk Utilization reporting for the Cisco Unified Communications' portfolio of products. The Trunk Utilization data helps contact center and voice administrators optimize the capacity of Voice Gateways by providing traffic load measurement data to help determine daily peak periods. The CC Trunk Utilization Reporting Server service provides the engineering services required to successfully deploy, configure and verify operation of the Trunk Utilization Report Tool.

Cisco Responsibilities

- Provide installation checklist to Customer.
- Schedule and hold Customer kick off meeting.
- Deploy and configure the CC Trunk Utilization Reporting Server.
- Verify that data is being collected from the configure voice gateways and is being stored in the designated database.
- Perform a knowledge transfer with the Customer about the configuration of the Trunk Utilization Reporting tool as well as training around the available data collected by the tool.

Customer Responsibilities

- 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 backup 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.
- Fill out installation checklist and return to Cisco prior to kick off meeting.
- Attend kick off meeting.
- Assign resources to work with Cisco personnel to support installation effort and verify the reports generate the proper information.
- Provide server for Trunk Utilization Reporting tool.
- Provide site and server access during deployment of the Trunk Utilization Reporting tool.
- Assign and schedule resources to attend the knowledge transfer session.

2.1.13. CC WrapUp Reports

The CC WrapUp Reports Service enables Customers to get access to custom WrapUp code reporting in a Webview or CUIC environment. The CC WrapUp Reports service provides the engineering services required to successfully deploy, configure and verify operation of the CC WrapUp Reports.

Cisco Responsibilities

- Provide installation checklist to Customer.
- Schedule and hold Customer kick off meeting.
- Deploy and configure the CC WrapUp Code Report Tool.
- Test the CC WrapUp Code Report Tool to make sure that reports are being properly generated.
- Perform knowledge transfer session about the CC WrapUp Code reports and configuration information with the Customer.

Customer Responsibilities

- 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 backup 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.
- Fill out installation checklist and return to Cisco prior to kick off meeting.
- Attend kick off meeting.
- Assign resources to work with Cisco personnel to support installation effort and verify the reports generate the proper information.

- Assign and schedule resources to attend the knowledge transfer session.

2.1.14. CC VRU Client for .NET

The CC VRU Client for .NET Service enables Customers to build applications that integrate with the Cisco Unified Contact Center Enterprise VRU Peripheral Gateway (PG). The CC VRU Client for .NET service provides the knowledge transfer and consulting services required to enable Customers to understand how to use the CC VRU Client for .NET package to create an application that communicates successfully with a VRU Peripheral Gateway.

Cisco Responsibilities

- Schedule and hold Customer kick off meeting.
- Provide CC VRU Client for .NET Software package to Customer.
- Perform a knowledge transfer session about the CC VRU Client for .NET Software package and its usage with the Customer.
- Provide consulting services around the use of the CC VRU Client for .NET Software package.
- Provide Customer the CC VRU Client for .NET Package Sample Application Document with source code to demonstrate the use of the .NET Message Class Library and the Transport Manager Class.

Customer Responsibilities

- 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 backup 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.
- Attend kick off meeting.
- Assign and schedule resources to attend the knowledge transfer session.
- Develop and testing of the encapsulating CC .NET application. The application must handle the delivery of asynchronous events, which includes the handling of heartbeat events for the socket connection.

2.1.15. CC CTIOS Web Service

The CC CTIOS Web Service provides engineering service for the CTI client applications with the necessary web methods to perform the most commonly used third party agent state control and call control. The CTIOS Web Service provides a knowledge transfer session and consulting services required to enable a Customer to understand how to use the CTIOS Web Service to create an application that communicates successfully with the CTIOS Server.

Cisco Responsibilities

- Schedule and hold Customer kick off meeting.
- Provide CTIOS web service package to Customer.
- Perform a transfer of information session and usage of the CTIOS Web Service with the Customer.
- Provide consulting on the use of the CTIOS Web Service methods and events.

Customer Responsibilities

- 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 backup 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.
- Attend kick off meeting.
- Assign and schedule resources to attend the transfer of information session.
- Development and testing of the application that uses the CTIOS Web Service to implement CTI features via the CTIOS Server.

2.1.16. CC CTIOS Java Beans

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The CC CTIOS Java Beans provide a Java Bean toolkit which enable rapid CTIOS Client development in Java. The CTIOS Java Beans are a wrapper around the CTIOS Java CIL and provide an equivalent set of features to those provided by the CTIOS ActiveX controls in the CTIOS Product Toolkit. The CTIOS Java Beans service provide knowledge transfer sessions and consulting services required to enable Customer to understand how to use the CTIOS Java Beans to create an application that communicates successfully with the CTIOS Server.

Cisco Responsibilities

- Schedule and hold Customer kick off meeting.
- Provide CTIOS Java Beans package to Customer.
- Perform a transfer of information session to cover the usage of the CTIOS Java Beans with the Customer.
- Provide consulting on the use of the CTIOS Java Beans methods and events.

Customer Responsibilities

- 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 backup 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.
- Attend kick off meeting.
- Assign and schedule resources to attend the transfer of information session.
- Development and testing of the application that uses the CTIOS Java Beans to implement the required CTI features via the CTIOS Server.

2.1.17. CC IP Phone Control Service

The CC IP Phone Control Service (IPPCS) offering enables agents to do UCCE agent state control operations directly from the IP Phone instead of requiring a CTIOS desktop application. IPPCS can be used as the primary method for agents to login to UCCE or as a Disaster Recovery (DR) backup for when CTIOS Desktop applications are not available.

Cisco Responsibilities

- Schedule and hold Customer kick off meeting.
- Provide IP Phone Control Service package and installation checklist to Customer.
- Consult with the Customer to review and validate the IPPCS requirements.
- Setup and configure the IPPCS solution at the Customer site so that agents can perform agent state control as required.
- Perform a transfer of information session to cover the usage of the IPPCS with the Customer.

Customer Responsibilities

- 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 backup 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.
- Attend the kick off meeting.
- Fill out installation checklist and return to Cisco prior to kickoff meeting.
- Assign and schedule resources to work with Cisco resources on the setup of the IPPCS.
- Purchase and install the required servers (hardware/operating system)
- Provide site and server access so that Cisco resources can configure the IPPCS.
- Assign and schedule resources to attend the transfer of information session.

2.1.18. CC Custom Report Training for CUIC

The CC Custom Report Training for CUIC offering provides CUIC report developers the training they need on the CUIC tool as well as details around the CC Database Schemas so as to enable the developers to build their own custom CUIC reports and dashboards. Training is typically onsite at the Customer location but can also be done remotely via WebEx if required.

Cisco Responsibilities

- Schedule and hold Customer kick off meeting.
- Provide training materials to Customer.
- Provide 3 day training class to Customer designated employees.
- Provide up to 2 days of SME consulting services to assist with follow up items as developers attempt to start building their own custom reports and dashboards.

Customer Responsibilities

- 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 backup 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.
- Attend the kick off meeting.
- Designate up to ten (10) developers to attend CUIC training class.
- Provide training room with whiteboard and projector for showing training slides.
- Provide site and server access so that Cisco and students can access lab or production UCCE and CUIC servers.

2.1.19. CC Custom Report Discovery for CUIC

The CC Custom Report Discovery for CUIC offering helps Customers define their strategy, business goals and objectives for contact center reporting. The Reporting Discovery service provides high level education around Unified Contact Center Reporting in general and then goes into an assessment of the Customers current contact center reporting in order to develop recommendations to support the current and future contact center reporting strategies. This service brings together contact center business and IT management personnel to identify Customer's key performance indicators, data requirements, data retention requirements, documenting findings and recommendations in the UCCE Reporting Discovery Assessment report.

Cisco Responsibilities

- Schedule and hold Customer kick off meeting.
- Provide CUIC Custom Report Discovery Checklist to Customer.
- Perform Discovery Workshop with Customer designated employees.
- Create Reporting Discovery Assessment report based on information provided by Customer and notes from discovery workshop meetings.
- Review Reporting Discovery Assessment report with Customer.

Customer Responsibilities

- 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 backup 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.
- Attend the kick off meeting.
- Designate appropriate Customer resources to attend Reporting Discovery Workshop meetings.
- Provide room with whiteboard and projector for Discovery Workshop meetings.

- Attend and provide feedback during Reporting Discovery Assessment review.

2.1.20. CC Subject Matter Expert Consulting for CUIC

The CC SME Consulting for CUIC offering helps Customers during design, development, and test phases of custom CUIC report development. The CC SME Consulting for CUIC service provides access to a Cisco CUIC Subject Matter Expert for the contracted number of hours in order to help answer questions, perform knowledge transfer as well as provide direction and best practices around CUIC custom report issues. This service is consulting only and does not provide any report deliverables.

Cisco Responsibilities

- Schedule and hold Customer kick off meeting and share contact information.
- Provide SME consulting services to Customer upon Customer request (email, phone call).

Customer Responsibilities

- 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 backup 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.
- Attend the kick off meeting.
- Contact Cisco SME consultant as need to request SME consulting services.

2.1.21. CC Developer Training for Finesse

The CC Developer Training for Finesse offering provides Finesse developers the training they need around the Finesse application, REST API and BOSH event feed so as to enable the developers to build their own custom Finesse desktop solutions. Training is onsite at the Customer location.

Cisco Responsibilities

- Schedule and hold Customer kick off meeting.
- Provide class prerequisites and training materials to Customer.
- Provide 3 day training class to Customer designated employees.
- Provide up to 2 days of SME consulting services to assist with follow up items as developers attempt to start building their own custom reports and dashboards.

Customer Responsibilities

- 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 backup 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.
- Attend the kick off meeting.
- Designate up to ten (10) developers to attend the training class and ensure that attendees meet class prerequisites prior to attending the class.
- Provide training room with whiteboard and projector for showing training slides.
- Provide site and server access so that Cisco and students can access lab or production UCCE and Finesse servers.

2.1.22. CC Desktop Discovery for Finesse

The CC Desktop Discovery for Finesse offering helps Customers define their strategy, business goals and objectives for contact center Finesse integrations. The Discovery service provides high level education around Unified Contact Center Finesse product in general and

then goes into an assessment of the Customer's current contact center in order to develop recommendations to support the current and future contact center Finesse strategies. This service brings together contact center business and IT management personnel to identify Customer's key Finesse requirements around softphone, screen pop, etc. The discovery requirements, findings and recommendations are then provided in the Finesse Discovery Assessment report.

Cisco Responsibilities

- Schedule and hold Customer kick off meeting.
- Provide Finesse Desktop Discovery Checklist to Customer prior to workshop.
- Perform Discovery Workshop with Customer designated employees.
- Create Finesse Desktop Discovery Assessment report based on information provided by Customer and notes from discovery workshop meetings.
- Review Finesse Desktop Discovery Assessment report with Customer.

Customer Responsibilities

- 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 backup 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.
- Attend the kick off meeting.
- Designate appropriate Customer resources to attend Finesse Desktop Discovery Workshop meetings.
- Provide room with whiteboard and projector for Discovery Workshop meetings.
- Attend and provide feedback during Finesse Desktop Discovery Assessment review.

2.1.23. CC Subject Matter Expert Consulting for Finesse

The CC SME Consulting for Finesse offering helps Customers during design, development, and test phases of custom Finesse desktop development. The CC SME Consulting for Finesse service provides access to a Cisco Finesse Subject Matter Expert for the contracted number of hours in order to help answer questions, perform knowledge transfer as well as provide direction and best practices around Finesse custom development issues. This service is consulting only and does not provide any Finesse deliverables.

Cisco Responsibilities

- Schedule and hold Customer kick off meeting and share contact information.
- Provide SME consulting services to Customer upon customer request (email, phone call).

Customer Responsibilities

- 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 backup 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.
- Attend the kick off meeting.
- Contact Cisco SME consultant as need to request SME consulting services.

2.1.24. CC Custom Reporting Adapter for Remote Expert Mobile

The CC Custom Reporting Adapter for Remote Expert Mobile service enables data capture and reporting for Remote Expert Mobile and the custom application developed using the Remote Expert Mobile CSDK. The CC Custom Reporting Adapter for Remote Expert Mobile service provides the engineering services required to deploy, configure and verify operation of the CC Custom Reporting Adapter for Remote Expert Mobile.

Cisco Responsibilities

- Provide installation checklist to Customer.
- Schedule and hold Customer kick off meeting..
- Consult with Customer to review and validate Reporting Adapter integration requirements.
- Install and configure the CC Custom Reporting Adapter for Remote Expert Mobile on the Customer provided server.
- Test the Custom Reporting Adapter application to verify the agent state information is being sent to Report Expert Mobile application.
- Perform a knowledge transfer session about the configuration information with the Customer.

Customer Responsibilities

- 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 backup 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.
- Fill out installation checklist and return to Cisco prior to installation.
- Attend kick off meeting.
- Purchase and install the required server hardware/operating system and database software to support the CC Custom Reporting Adapter for Remote Expert Mobile.
- Deploy sample application on Customer's mobile device for testing.
- Provide site and server access for deploying of CC Custom Reporting Adapter for Remote Expert Mobile.
- Perform all end to end testing of the Custom Reporting Adapter solution.
- Assign and schedule resources to attend the knowledge transfer session

2.1.25. CC Custom Application Support

The CC Custom Application Support service provides the engineering services required to diagnose an outage of a Cisco Advanced Services created custom application and restore the application back to working order. The service covers break-fix work only and no upgrades or Enhancement(s) are included. Upgrades may be required to resolve an issue from time to time but upgrades are not covered as part of this service. Upgrades for custom applications can be purchased separately.

Cisco Responsibilities

- Provide 24-hour 7-day a week access for Customer to open a Case. Cisco will use reasonable commercial efforts to respond to Customer within one (1) hour for all Cases received during Standard Business Hours. For Cases received outside Cisco Standard Business Hours, Cisco will respond no later than the next business day. Cisco Standard Business Hours are 9:00 a.m. to 5:00 p.m., Eastern Standard Time, Monday through Friday, excluding Cisco-observed holidays.
- Provide support via Cisco.com, telephone, or electronic mail, as appropriate, during Cisco Standard Business Hours.
- Provide access to engineers familiar with the Custom Application Software, who will provide remote support and basic problem resolution services to Customer and respond to Customer's requests. Upon request, Cisco will access Customer's system remotely to analyze problems. Customer hereby authorizes such access. This is done with Customer's permission only, and Cisco personnel will access only those systems authorized by Customer. Cisco may provide Customer with Software to assist with problem diagnosis and/or resolution. Such Software is the property of Cisco and will be returned to Cisco promptly upon request.
- Provide an appropriate level of Customer access to Cisco.com
- Provide Customer a method for communication of additional Case information for Custom Application Software problems encountered by Customer.
- Supply the appropriate level of technical resources based on problem severity and elapsed time to assist Customer with problem resolution. If mutually agreed that Cisco on-site technical resources are required for resolution, Cisco will dispatch the necessary level of technical support to assist Customer; provided that Customer reimburses Cisco for all labor and travel expenses at Cisco's then-current time and material rates.

- Generate work-around solutions to reported Custom Application Software problems using reasonable commercial efforts or implement a patch to the Custom Application Software. For a Custom Application Software patch, Cisco will provide a Bug Fix to Customer for the Custom Application Software experiencing the problem and instructions on how to retrieve Bug Fixes. If the electronic medium does not work for the Customer, the Customer may request that the fixes be sent by next day delivery service or some other shipment medium.

Customer Responsibilities

- Open a trouble case and provide reasonable problem description.
- 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 backup 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 shall provide, at no charge to Cisco, reasonable access to the Custom Application Software through a secure method such as Cisco VPN or WebEx session such that problems may be diagnosed and corrected remotely. Customer also agrees to make available to Cisco current system passwords as necessary to provide such remote diagnosis and support.
- Customer is responsible for any hardware required to perform fault isolation.
- Customer acknowledges that it is only entitled to receive Services on Custom Application Software for which it has paid the applicable support fee when purchasing Services for such Custom Application Software. Cisco reserves the right, upon reasonable advance notice, to perform an audit of Customer's Custom Application Software and records to validate such entitlement and to charge for support if Cisco determines that unauthorized support is being provided, as well as interest at the highest rate permitted by law, and applicable fees including, without limitation, attorneys' fees and audit fees.
- Customer will provide appropriately qualified staff to work with the Cisco's Custom Application Software engineers.
- Customer agrees to provide Cisco with sufficient information to attempt to resolve the issue. Customer shall provide such information as a brief description of the issue being reported, issue classification, date upon which the issue was first encountered, date the issue is being reported, manner in which the issue was isolated and reproduced, and, if available, provide the test program and/or logs that exhibits the issue.
- Customer will provide Cisco access to Customer owned software as needed to resolve Custom Application Software Cases reported by Customer.
- Customer may log, monitor, and update Cases electronically via Cisco.com.

Custom Software Assumptions and Exclusions

- If Cisco provides Customer with any Software or Scripts as part of the Services ("Custom Software")(and, for avoidance of doubt, not including Custom Application Software developed under a separate agreement), then such Custom Software is provided incidental to the Services and is considered Cisco's Confidential Information. The Custom Software is licensed to Customer in accordance with the Master Agreement (as defined in the Glossary of Terms), or in absence of any applicable Software license provisions in the Master Agreement, then Cisco's End User License Agreement located at <http://www.cisco.com/go/eula>. Cisco and its licensors retain sole and exclusive ownership of the Custom Software, including without limitation all intellectual property rights in the Custom Software and in all modifications, enhancements and derivative works of the Custom Software.
- If Cisco provides Customer with a Source Code version of the Custom Software, the Source Code, including any copies, modifications, enhancements and derivative works of the Source Code, is Cisco Confidential Information that must be kept secure with access given only to Customer personnel who must access the Source Code to accomplish the purposes of this SOW. Unless otherwise stated by Cisco, the license granted by Cisco to Customer includes the limited license to modify and enhance the provided Source Code solely for Customer's internal use as expressly permitted by this SOW. Upon request by Cisco, Customer will remove and substitute, or allow Cisco to remove and substitute, the Cisco-provided Source Code in Customer's possession with functionally equivalent Cisco-provided object code. "Source Code" means any software code in human-readable or non-compiled form, including any programmer's notes, related materials and documentation.
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