



## Service Description: Advanced Services – Fixed Price: Cisco Remote Expert Branch Implement Services for One (1) Additional Branch Remote Experts (ASF-CX-G-REBRB1EXP)

This document describes Advanced Services Fixed Price: Cisco Remote Expert Branch Implement Services for One (1) additional Branch Remote Experts with Unified Contact Center Enterprise (UCCE) or Unified Contact Center Express (UCCX).

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

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**Cisco Remote Expert Branch Implement Services for One (1) Additional Branch Remote Experts with Unified Contact Center (UCCE) or Unified Contact Center Express (UCCX)**

### Service Summary

Implement Services for Remote Expert (RE) for UCCE one (1) additional Branch Remote Experts. The project is based on the following Remote Expert solution:

Pre-requisite to this service:

This service description is for one (1) additional Branch Remote Experts, Cisco requires the Customer to purchase a Remote Expert Advise and Implement Services for UCCE or UCCX. The Cisco Remote Expert Advise and Implement Services for UCCE or UCCX provides the detailed services related to this project: Product Management, High Level Design development, Low Level Design, Solution Acceptance Test Plan Development, Solution Acceptance Testing, Knowledge Transfer and Post Deployment Support.

#### Remote Expert Branch Experts:

- Additional one (1) RE Branch Experts located in one (1) Contact Center location
- One (1) Language-English
- Integration with Customer's existing Cisco Unified Communications (CUCM) 10.5 or later, Unified Contact Center Enterprise (UCCE) infrastructure with premium agent licenses version 10.5 or later, or Unified Contact Center Express (UCCX) infrastructure with premium agent licenses version 10.6 or later, CUBE on Cisco IOS version 15.1(2)T or later, Cisco MediaSense10.5 or later, Customer Voice Portal (CVP) (UCCE only) 10.5 or later, Cisco Unified Intelligence Center (CUIC) 10.5 or later and related UCS servers.
- Capabilities for RE Branch Experts: Voice/Video, Video in Queue, Video on Hold, Basic Reporting (via CUIC), and Call Recording (via MediaSense).

Customer shall provide any Product or third party product for use in the Service.

#### Services

- Solution Deployment for One (1) Additional Branch Remote Experts

## Deliverables

Any deliverables related to the Additional Branch Remote Expert is addressed in the applicable base offer, Cisco Remote Expert Advise and Implement Services for UCCE or UCCX.

## Location of Services

Services are delivered remotely and onsite (where applicable) to Customer as defined in this Service Description.

## Solution Deployment

### Cisco Responsibilities

- Confirm the Customer has installed Cisco-approved hardware and software.
- Configure the Hardware and Software defined in the previously created Remote Expert Advise and Implement Services. The Remote Expert Advise and Implement Services document the Low Level Design Specification at the Customer's data center and designated branch location(s).
- Install and configure one (1) Branch Remote Experts as defined in the High Level Design Specification and Low Level Design Specification for the Remote Expert Advise and Implement Services at the Customer's data center location, including Remote Expert Branch software, additional Remote Expert Manager (REM), Interactive Experience Manager (IEM), UCCE or UCCX/CUCM/Video Integration, Cisco Finesse Agent Desktops, and call flows and scripting in accordance with the Low Level Design Specification.
- Verify branch connectivity to the Customer's data center for Pod access to Cisco Unified Communications Manager (CUCM), Unified Contact Center Enterprise (UCCE) or Unified Contact Center Express (UCCX), CUBE on Cisco IOS, Interactive Experience Manager (IEM), Remote Expert Manager (REM), Cisco Finesse Agent Desktops and Cisco MediaSense.
- Mutually agree with Customer on production installation schedule.
- Obtain from the Customer a list of data center and branch personnel responsible for supporting the production deployment of the Remote Expert Solution.
- Confirm maintenance windows and support personnel availability with the Customer.

### Customer Responsibilities

- Dispose of unwanted equipment packaging.

- Ensure correct physical cables are accessible to the cabinet, assume responsibility for the installation, labeling and testing of all cabling that Customer supplies.
- Ensure the required bandwidth is available between the data center and branches as provided by Cisco in the previously created High Level and Low Level Design Specifications for the Cisco Remote Expert Advise and Implement Services.
- Make any corrections to Customer provided and/or installed equipment as required.
- Provide the required physical access and remote access to the data center to Cisco Personnel to do the installation.
- Provide voice telephone line and number (near the Cisco product) for the installer to use if needed.
- Troubleshoot any connectivity issue between the data center and the branches
- Provide Cisco a list of personnel from the data center and branch locations responsible for supporting the production deployment.
- Mutually agree with Cisco on a production installation schedule.
- Schedule the maintenance windows and support personnel availability for the production installation.

### General Customer Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Customer's personnel are available to participate during the entire course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Customer expressly understands and agrees that the Services shall take place and complete within one hundred-twenty (120) calendar days from issuing a Purchase Order to Cisco for the Services herein.
- Delays caused by Customer may require change requests and additional costs.
- Customer retains overall responsibility for all business process impact and all process change implementations. Customer must have installed and functioning the required versions: configure connectivity to the Customer's data center for Cisco Unified Communications Manager (CUCM), Unified Contact Center Enterprise (UCCE) or Unified Contact Center Express (UCCX), CUBE on Cisco

IOS, Cisco Finesse Agent Desktops and Cisco MediaSense.

- Customer is responsible for integration to directory services or designing/implementing modifications to infrastructure for capacity, performance, global dial plan, etc.
- Customer is responsible for the security compliance of the Customer application.
- Customer must purchase a Medianet Readiness Assessment or an equivalent assessment must be have been performed within the last two (2) years. If no assessment has been performed, Customer will be responsible for contracting Cisco to perform a Medianet Readiness Assessment.
- Customer will provide Cisco a common project work area available in the Customer offices with wireless connectivity to the Customer network for all project team members in order to work productively with Customer personnel.
- Customer will provide Cisco resources badge access to all required buildings in order to carry out required tasks as per the project plan.
- Customer can contract Cisco Services under a separate service agreement to perform any additional work, such as, upgrades hardware or software, desktop installation, custom application development, RE Adoption Services, etc. that do not fall under the scope of this project.

#### General Assumptions

- Services will be performed at one (1) data center location, one (1) contact center location, one (1) geographic location where all branches are location(s) within a Fifty (50) mile radius and are limited one (1) theater. If additional Remote Expert Mobile agents, data centers, contact centers, and/or theaters, are required, then Cisco and Customer will review the overall impact and cost then address the changes under a separate SOW or service description.
- Customer must purchase Cisco approved hardware and software.
- All required software (e.g., Cisco Products, SQL, upgrade patches, etc.) will be made available according to Customer security policies to Cisco resources on a shared folder with full access by Cisco resources when required.
- No integration to third party applications.
- Migration from existing servers to UCS servers is not included within this scope.
- Endpoint deployment for the existing systems will require Customer/Partner to be on-site to install and connect the immersive video systems to the core. Customer is responsible for determination of its requirements, and Customer shall retain overall responsibility for any business process impact and any process change implementations.
- Medianet Readiness Assessments, Upgrade Services and PMO/Logistic coordination services are out of scope.

- Post Deployment Support Services are designed to extend Cisco's engineering team for a smooth transition to Customer-led support immediately following the implementation. These services are not a substitute for TAC support or a means for resolving TAC cases or general troubleshooting.
- Customer is responsible for determination of its requirements, and Customer shall retain overall responsibility for any business process impact and any process change implemented.
- Customer will be providing Project Management throughout the course of this project. Cisco resources will work under the direction of the Cisco Project Manager, who in turn will report to the Customer Project Manager.
- Direct remote access to necessary Customer systems is to be provided to Cisco by Customer.
- Customer will provide information collected from end user relative to business owners and critical staff to ensure the capture of all business and technical requirements.
- Facilities must be ready following the completion of the Low Level Design Specification and prior to the start of the Remote Expert Deployment.
- A mutually agreed upon primary communications method (Email, voicemail, etc.), will be established and adhered to, as outlined in the communication plan to the Customer's Project Manager.
- Any specific networking or integration requirements not identified in this project are out of scope.
- Customer will be responsible for the physical rack & stack of all hardware.
- Any network hardware licensing upgrades, software costs, or hardware costs are not included as part of this project.
- Customer will be responsible for receiving and tracking of all hardware, software, and licensing related to the project.
- The following are NOT included:
  - Detailed planning, design and implementation for other applications or products not specifically identified in this service description.
  - Unified Communications Applications.
  - Unified Contact Center Enterprise or Unified Contact Center Express Applications.
  - Cisco MediaSense Application.
  - CUBE and the CUBE router (for MediaSense recording)
  - Database Applications not specific to Remote Expert Solution Interactive operation.
  - Infrastructure to include 3G, Wireless, Security, or other Network Infrastructure component other than Remote Expert Solution components.
  - Performance/load testing
  - Formal Training for Staff (outside of informal knowledge transfer).
  - Cabling /physical installation of non-Remote Expert components.

- Additional services such as network audit, network assessment, network design, and consulting. Installation and cabling of Cisco hardware.

### **Completion of Services**

- Cisco will provide written notification upon completion of the Services to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.

### **Invoicing and Completion**

#### **Invoicing**

- Services will be invoiced upon completion of the Services.