Service Description
Webex Connect Add-On Services

This Service Description is part of the Services Agreement (as defined in the Services Guide) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

The following is a list of the optional add-on support services offered through the Webex Connect subscription:

- Client Success Managers.
- Advanced Analytics and Reporting.

Your purchase of the Software application subscription and the relevant Service is required to access these Services. Purchased Services, outlined below, are available for your use through Your Services subscription period. Each Service outlined below has a corresponding maximum monthly hour allotment. Unused hours expire on a monthly basis. Services expire at the end of Your subscription period.

Service Name	Monthly Hours
Client Success Managers	Up to 8 hours per month
Advanced Analytics and Reporting	Up to 16 hours per month

2. Client Success Managers

You will have access to a Client Success Manager, who will provide the any of following, at Your request:

- Assistance using any of the Product toolsets, capabilities, or interfaces to maintain, support, or enhance flows or develop new flows.
- Strategic guidance on new program or journey design and implementation.
- Business reviews and strategic roadmap planning.
- Assistance with Your message content and the understanding of market content guidelines.
- Assistance with reviewing and interpreting reports.
- Ad-hoc training requests.

3. Advanced Analytics and Reporting

- Development and enhancement of Your reports.
- Data engineering guidance related to transformations and data delivery.
- Logbook configuration and/or enhancements.
- Analytics Services including data cleansing, presentation, and analysis.
- Enhancements to embedded business insights data configuration or dashboards.

4. Cisco Responsibilities

- Cisco will provide the Service offering according to the option and quantity selected on the PO for which Cisco has been paid. You are entitled to the purchased Service offerings only during the term of the Software as a Service.

5. Customer Responsibilities

- Make reasonable efforts to isolate the Application Software problem prior to requesting support from Cisco.

- Acquire, install, configure, and provide technical support for third-party products, including upgrades required by Cisco and for network infrastructure, such as, local and wide-area data networks and equipment required by Cisco for operation of Application Software.
- Maintain Your entire Application Software implementation for configurable Application Software currently in use under the same Service option for Cisco to provide Services for any portion of Your Application Software implementation.