

Webex Connect

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Webex Connect

Webex Connect (also known as **imiconnect**) is a cloud CPaaS (Communications Platform as a Service) platform that enables organizations to automate and orchestrate communication with their customers via digital channels (SMS, WhatsApp, RCS, FB Messenger, etc). Webex CPaaS, primarily built from the existing Webex Connect platform, is tailored exclusively to the needs of the enterprise. Through a central cloud communications platform, Webex Connect provides everything required to rapidly build application that connect communication channels with backend systems to deliver great customer experiences.

This Data Sheet provides a detailed summary of the features, usage entitlements and overage fees, and support services available with each edition of Webex Connect. For more details on the offer components and for help with placing an order, please see the [Webex Connect Ordering Guide](#) and for full pricing information, please consult the [SKU List](#).

Requested start date

Determine your requested start date for the subscription, which can be set at a maximum of 90 days from the order date.

The billing for A-FWEBEX-CONNECT offer will be triggered 30 days (at latest) after the requested start date, or when the first service is provisioned, whichever occurs first.

See Annuity (Saas) Quoting guide for additional information relating to quoting.

Included features summary

Table 1. Included features and buying model availability

INCLUDED FEATURE	WEBEX CONNECT BUYING EDITION				
	ACCESS	ESSENTIAL	ADVANCED	PREMIUM	PREMIUM UNCOMMITTED
Channel Access, Asset Management and Template Management for 10+ channels	X	X	X	X	X
Message API	X	X	X	X	X
Inbound and Outbound Webhooks	X	X	X	X	X
Visual reporting and Transaction Logs	X	X	X	X	X
Scheduled Bulk Log Export	X	X	X	X	X
Flow Builder with Essential Nodes	-	X	X	X	X
Live Agent Conversation via Webex Engage	-	X	X	X	X
Event API and Message Scheduler	X	X	X	X	X

Table 1. Included features and buying model availability

INCLUDED FEATURE	WEBEX CONNECT BUYING EDITION				
	ACCESS	ESSENTIAL	ADVANCED	PREMIUM	PREMIUM UNCOMMITTED
Single Sign-on and Audit Trail	X	X	X	X	X
Contact Policy	Add-on \$	X	X	X	X
Advanced Decisioning Nods (Evaluate JavaScript, Social Hours)	-	-	X	X	X
Third-Party and Custom Integration, Database** and Data Transformation Nodes	-	-	X	X	X
NLP/NLU, Intent and Entity Nodes**	-	-	X	X	X
Bot Builder/Bot Engine	-	-	-	X	X
Flow Analytics	-	-	-	X	X
Logbooks for Custom Data Feeds	-	-	-	X	X
Users Included	5	5	10	20	5

Detailed flow builder node capabilities

FLOW BUILDER NODES	WEBEX CONNECT BUYING EDITION				
	ACCESS	ESSENTIAL	ADVANCED	PREMIUM	PREMIUM UNCOMMITTED
Send	-	X	X	X	X
Receive	-	X	X	X	X
RCS Capability Check	-	X	X	X	X
Voice Nodes – Call User, Play Prompt, IVR Menu, Record, Collect Input, Call Pack	-	X	X	X	X
HTTP Request	-	X	X	X	X
Data Parser	-	X	X	X	X
Branch, Delay	-	X	X	X	X
Channel Profile	-	X	X	X	X
Page Connector	-	X	X	X	X
Call Sub-flow (Workflow)	-	X	X	X	X
OTP Generation, OTP Validation	-	X	X	X	X

FLOW BUILDER NODES	WEBEX CONNECT BUYING EDITION				
	ACCESS	ESSENTIAL	ADVANCED	PREMIUM	PREMIUM UNCOMMITTED
Encryption, Decryption, Cryptographic Hash	-	X	X	X	X
Data Transformation	-	-	X	X	X
Evaluate	-	-	X	X	X
Social Hours	-	-	X	X	X
Pre-Built Integrations: Fresh Desk, Salesforce, Zendesk, Zoho CRM, Agile CRM, Payments	-	-	X	X	X
Custom Integration	-	-	X	X	X
NLP and NLU/Intent and Entity**	-	-	X	X	X
Bot Builder – Q&A and Task	-	-	-	X	X
Database**	-	-	Opt-in	Opt-in	-
Google DialogFlow	-	-	Opt-in	Opt-in	Opt-in

**NLP/NLU and Database nodes are provisioned upon specific customer request for Advanced and Premium Edition customers.

Scaled interaction entitlements and overage pricing

INTERACTION ITEM	BUYING EDITION				
	ACCESS	ESSENTIAL	ADVANCED	PREMIUM	PREMIUM UNCOMMITTED
Entitlements - Included with License Fee (Monthly)					
Event API TPS	10	10	10	10	10
Message API TPS	30	30	30	30	30
Flow Executions	-	1,000,000	1,000,000	1,000,000	-
Live Conversations	-	1,000	1,000	1,000	-
Bot Sessions	-	-	-	10,000	-
Scheduled Log Exports	10	10	10	10	10
Embedded BI - Data Processed per Month (GB)	-	-	-	50 GB	-

INTERACTION ITEM	BUYING EDITION				
	ACCESS	ESSENTIAL	ADVANCED	PREMIUM	PREMIUM UNCOMMITTED
Overage Fees are applicable for the following interaction types – consult CCW for pricing information					
Flow Executions	N/A	-	See CCW	-	N/A
Live Conversations	N/A	-	See CCW	-	N/A
Bot Sessions	N/A	N/A	N/A	See CCW	N/A
Interactions (Premium Uncommitted only)*	N/A	N/A	N/A	N/A	See CCW

*In the Premium Uncommitted Edition, interactions are billed starting with the first interaction. No entitlement is included.

Digital channels included

DIGITAL CHANNELS (INCLUDED IN ALL EDITIONS OF WEBEX CONNECT)

SMS Messaging

MMS Messaging

RCS Messaging

Voice

Email

In-App and App Push Notifications

Live Chat/Web Chat

Browser Push

WhatsApp

Facebook Messenger

Apple Messages for Business

Google Business Messages

Instagram

Add-on

ADD-ON FEATURE	BUYING EDITION				
	ACCESS	ESSENTIAL	ADVANCED	PREMIUM	PREMIUM UNCOMMITTED
Additional Users - Each	-	\$	\$	\$	Upgrade to Premium Edition
Event API TPS - per Additional 10 TPS	\$	\$	\$	\$	Upgrade to Premium
Message API TPS - per Additional 10 TPS	\$	\$	\$	\$	Upgrade to Premium
Branded Text	\$	\$	\$	\$	Upgrade to Premium Edition
Epic Add-On (EHR Integration)	-	-	-	\$	Upgrade to Premium Edition
Scheduled Log Exports - per Additional 10 Schedules	\$	\$	\$	\$	Upgrade to Premium Edition
Contact Policy	\$	Included	Included	Included	Upgrade to Premium Edition
Gold SLA (99.95% platform availability, 15 min P1 response time)	\$	\$	\$	\$	Upgrade to Premium Edition
Payments Integration	-	-	\$	\$	Upgrade to Premium Edition
Embedded BI for Logbooks	-	-	-	\$	Upgrade to Premium Edition
Embedded BI - Additional Data Processing Per 50 GB per Month	-	-	-	\$	Upgrade to Premium Edition

Support

INCLUDED SUPPORT	BUYING EDITION				
	ACCESS	ESSENTIAL	ADVANCED	PREMIUM	PREMIUM UNCOMMITTED
24/7 platform monitoring and incident support via phone or email	X	X	X	X	X
Email-based support – business hours	X	X	X	X	X
Standard SLA (99.5% platform availability, 30 min P1 response time)	X	X	X	X	X
Gold SLA (99.95% platform availability, 15 min P1 response time)	\$	\$	\$	\$	Upgrade to Premium Edition

Technical support and customer success services

Cisco offers support services covering the areas of problem resolution, customer success and adoption, and designated support management. Basic support is included at no additional cost for the duration of your subscription.

Ordering information

To place an order, contact your certified Cisco partner or Cisco sales agent. If you need help finding a partner in your area, use the [Partner Locator tool](#). Your partner or Cisco sales agent can also assist with any modifications to your subscription after your initial order is placed.

Cisco environmental sustainability

Information about Cisco’s environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the “Environment Sustainability” section of Cisco’s [Corporate Social Responsibility](#) (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the “Environment Sustainability” section of the CSR Report) are provided in the following table:

SUSTAINABILITY TOPIC	REFERENCE
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

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