



# Cisco HCS for Contact Center

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- [Introduction, page 1](#)
- [Concurrent and User-Based Licenses, page 1](#)
- [Contact Center Management Licenses, page 2](#)
- [Contact Center Application Licenses, page 2](#)
- [Contact Center Eligibility, page 4](#)
- [Cumulative Volume Pricing, page 4](#)
- [On-Premises Migrations, page 5](#)
- [Additional Contact Center Resources, page 6](#)

## Introduction

Cisco HCS for Contact Center is a solution deployed on top of a Cisco HCS deployment. A Cisco HCS infrastructure must exist before Cisco HCS for Contact Center can be added.

When you deploy Cisco HCS for Contact Center, contact center and voice services are available to customers. Intelligent contact routing, call treatment, network-to-desktop computer telephony integration (CTI), and multichannel contact management are but a few of the available features.

## Concurrent and User-Based Licenses

Licenses for Cisco HCS for Contact Center are defined on a concurrent basis. This paradigm is different from the core Cisco HCS licenses, which are user-based (per-user).

*Concurrent licenses* apply to users who are signed in to the system. Different individuals can share a concurrent license as long as only one user is signed in at any given time.

*User-based licenses* apply to unique individual users regardless of their signed-in status. User-based licenses are required for all Cisco Unified Workforce Optimization (WFO) options, including Compliance Recording, Quality Manager, Advanced Quality Manager, and Workforce Manager.

**Note**

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Each non-mobile agent within a Contact Center requires one Cisco HCS application license bundle. Agents can then use concurrent Contact Center licenses when accessing Cisco HCS for Contact Center applications and functionality.

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## Contact Center Management Licenses

The core Cisco HCS management license bundles are relevant for Cisco HCS for Contact Center. However, you need an extra add-on license when you use Prime Collaboration Assurance for Contact Center to monitor and manage the Contact Center environment. The add-on license is an option for existing Cisco HCS for Contact Center customers (pre-Cisco HCS 10.x), but required for all new customers. This add-on license is applied to each Agent license.

For more information about Cisco HCS management license bundles and Prime Collaboration Assurance add-on licensing, see [Cisco HCS Management License Options](#).

## Contact Center Application Licenses

Several Contact Center applications require licenses:

- Contact Center Agent
- Contact Center IVR Port Options
- Contact Center Email and Web Chat Options
- Contact Center Outbound Options
- Contact Center Media Options
- Cisco MediaSense

## Contact Center Agent

Each non-mobile agent within a Contact Center requires one Cisco HCS application license bundle. Agents can then use concurrent Contact Center licenses when accessing Cisco HCS for Contact Center applications and functionality.

Contact Center Agent licenses are available for all deployments, including enterprise, large enterprise (LE), and public sector (PS) customers. For more information, see [License Bundles for the Public Sector](#).

**Note**

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For Cisco HCS 10.x deployments, one Prime Collaboration Assurance for Contact Center management license is required per agent instance (license).

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## Contact Center IVR Port Options

One Interactive Voice Response (IVR) port is included with each Contact Center agent license. More IVR ports are available as needed on existing systems, or within the Cisco HCS deployment because IVRs can run independently of Cisco HCS call control. Licensing is also available for the IVR Report Server.

## Contact Center Email and Web Chat Options

Enable the Contact Center to intelligently and efficiently route and process inbound emails and web form inquiries from customers.

Feature	Description
Cisco Unified E-Mail Interaction Manager (EIM)	A powerful visual workflow designer that enables quick creation of email handling process and set up of service-level agreement triggers and routing mechanisms.
Cisco Unified Web Interaction Manager (WIM)	Powerful web chat and collaboration features enable Contact Center agents to deliver immediate answers to customer questions. Comprehensive information available to the agents that is stored in a shared knowledge base of web pages and other web-based content.

## Contact Center Outbound Options

Agent licenses include 100 outbound (dialer) ports per customer instance. If you need more than 100 ports per customer instance, you can order more transferable, outbound dialer licenses.

## Cisco MediaSense

Use Cisco MediaSense to record, play, stream, and store media, including audio and video. Cisco MediaSense records conversations on the network rather than on a device. Cisco MediaSense licenses are defined on a concurrent license basis.

For more information about licensing, see the *Installation and Administration Guide for Cisco MediaSense*: <http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/products-installation-guides-list.html>.

## Cisco Unified Intelligence Center

The Cisco Unified Intelligence Center Premium service is included for every customer deployment. In addition, an IVR port is included with every agent license.

## Support Services

Cisco Software Support Service (SWSS) for Cisco HCS is required for each Cisco HCS for Contact Center license.

## Contact Center Eligibility

In addition to Cisco HCS requirements, partners must meet the following Cisco Powered Collaboration - Unified CC requirements. Eligible partners participating in this program must have the Cisco Powered HCS for Contact Center designation for deploying the Cisco HCS for Contact Center solution. This designation (which is part the Cisco Cloud Incentive Program) enables Cisco sales to be compensated for the resale of Cloud Provider Services.

- Partners use the Design Mentoring Service (DMS) before purchasing the initial solution.
- Before deploying Cisco HCS for Contact Center, partners complete the deployment engineer and TAC support role-training requirements. Alternatively, partners can hold the UCCE ATP and CVP ATP certifications. For more information, see [www.cisco.com/go/atp](http://www.cisco.com/go/atp).
- Partners complete the A2Q process for the first three end-customer deployments.

For more information about the Cisco Managed Services Channel Program (MSCP), including Cisco Powered HCS eligibility, visit <http://www.cisco.com/go/mscp>. For Advanced or Master MSCP requirements, visit <http://www.cisco.com/go/audit>.

## Cumulative Volume Pricing

The cumulative volume pricing model provides lower unit pricing for licenses and services as a partner's cumulative purchased Cisco HCS application licenses increases.

Contact Center volume levels are tied to Cisco HCS volume licensing agreements (VLA). Partners with Cisco HCS VLA receive the same tier for their Contact Centers. Contact Center customers receive Cisco HCS devices at their Cisco HCS tier. All pricing follows Cisco HCS guidelines, such as Value Incentive Program (VIP) and Deal Support Automation (DSA) discounts.

Each Contact Center agent counts as nine seats of Cisco Unified Communications Manager for calculating the VLA completion of Cisco HCS tiers. Extra Interactive Voice Response (IVR) ports do not count toward the tiers.

## Cisco HCS for Contact Center Volume Tiers

Seven volume tiers are available for Cisco HCS for Contact Center agent licenses. The cumulative attainment continues as long as a partner remains eligible to participate in the Cisco HCS program. Volume commitment purchase plans for Cisco HCS for Contact Center and IVR are consistent with the Cisco HCS volume commitment purchase plan.

**Table 1: Cisco HCS Volume Tiers**

Base Tier	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5	Tier 6
No commitments	5000 Annually	15,000 Annually	100,000 to 249,999	250,000 to 749,999	750,000 to 1,249,999	Greater than or equal to 1.25 M

## Cisco IVR Volume Tiers

Cisco IVR Volume Tiers are applicable when Interactive Voice Response (IVR) ports are purchased without a VLA agreement for Cisco HCS for Contact Center. Four cumulative volume tiers are available for Cisco HCS for Contact Center IVR licenses.

Tier 1	Tier 2	Tier 3	Tier 4
100 to 499	500 to 2499	2500 to 4999	Greater than or equal to 5000

The IVR volume tiers are independent of the Cisco HCS and Cisco HCS for Contact Center volume tiers.

## On-Premises Migrations

### Cisco Unified CCE and Cisco Unified CCX Agent Migrations

End-customers with existing on-premises Cisco Unified Contact Center Enterprise or Cisco Unified Contact Center Express (Enhanced and Premium packages only) deployments can migrate their agent licenses to Cisco HCS for Contact Center. To be eligible for migration, the on-premises deployment must be on the latest release version or have a valid Unified Communications Software Subscription (UCSS).

The following rules apply:

- Customers must migrate their Cisco Unified Communications Manager along with their Contact Center deployment.
- Each on-premises Contact Center agent counts as 50 percent of a Cisco HCS for Contact Center agent for purposes of calculating the Cisco HCS tiers
- End-customers must surrender their licenses as part of the migration.

### On-Premises Contact Center Migration to Cisco HCS for Contact Center

On-premises Cisco Unified Contact Center licenses (Enterprise and Express) can be migrated to Cisco HCS for Contact Center, thus leveraging the costs of the existing deployment. A migrated Contact Center agent is considered a Cisco HCS for Contact Center agent. Therefore, the agent is entitled to all the benefits and

capabilities of the Cisco HCS for Contact Center solution. These benefits and capabilities include CUIIC Premium, IVR port, and Outbound ports.

## Additional Contact Center Resources

Cisco HCS for Contact Center partner community: [http://communities.cisco.com/community/partner/collaboration/contactcenter/hcs\\_for\\_cc](http://communities.cisco.com/community/partner/collaboration/contactcenter/hcs_for_cc)

Cisco HCS for Contact Center product page: <http://www.cisco.com/go/hcscontactcenter>

*HCS for CC - Ordering Guide*: <https://communities.cisco.com/docs/DOC-28349>