

Cisco Collaboration Flex 3.0 Contact Center

Contents

Cisco Flex 3.0 Contact Center	3
Deployment models	3
Buying models	4
Agent types	4
Supervisors and administrators	4
Platform	6
On-premises licensing and software delivery	12
Ordering information	12
Technical support services	12
Webex Contact Center/Enterprise Setup Assist	13
Cisco environmental sustainability	14
Cisco Capital	14
Definitions	15
Document history	16

Cisco Flex 3.0 Contact Center

Cisco® Collaboration Flex Plan Contact Center is a single subscription that gives you access to Cisco Contact Center products and services with the flexibility to migrate from one deployment model to another. This subscription offers a Concurrent Agent buying model with Standard and Premium agent types for its product. Supervisors for all platforms require a Premium Agent type. One subscription covers software and technical support for Cisco Collaboration Flex 3.0 Contact Center.

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-FLEX-3 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.

Deployment models

You have the flexibility to transition agent(s) among on-premises and cloud deployments and choose the platform that best fits your needs. See Table 1 and the Features and Benefits section of each platform for more information on the deployment options for Cisco Collaboration Flex 3.0 Contact Center.

Table 1. Available deployment models and platforms for Cisco Collaboration Flex Plan Contact Center

Deployment Model	Platform	Additional Options*
Cloud	Webex® Contact Center	(for Webex by Cisco Contact Center) Inbound Voice, Interactive Voice Response (IVR) Port, preview outbound, chat and email (agent assisted), Webex Connect, Short Message Service (SMS), WhatsApp, Facebook Messenger, supervisor features
	+	+
	Webex Contact Center Enterprise	(for Webex Contact Center Enterprise) Inbound Voice, IVR Port, preview outbound, Webex Connect, predictive and progressive dialer, supervisor features
On-premises	Contact Center Enterprise (Unified/Packaged)	Inbound Voice, IVR port, preview outbound, Webex Connect (self-service channels), chat and email (agent assisted), predictive and progressive dialer, supervisor features
	+	+
	Contact Center Express	Inbound Voice, IVR port, basic outbound, chat and email (agent assisted), predictive and progressive dialer, supervisor features

Buying models

Collaboration Flex 3.0 Contact Center offers a Concurrent Agent buying model with Standard and Premium agent types for its product. Supervisors for all platforms require a Premium Agent type. You may have both Standard and Premium Agent types.

Webex Contact Center offers Concurrent or Named Agent buying model with Standard and Premium agent types. Supervisors for all platforms require a Premium Agent type. You may have both Standard and Premium Agent types.

The on-premises deployment does not have overage SKUs available. For cloud deployment models, the overage feature is included with the product, and overage SKUs will automatically be added. Usage for products that include overage will be reported on a monthly basis. Overage SKUs are now same price and discount as committed SKUs.

Upon reasonable request from Cisco, you will assist and make information available to Cisco to facilitate verification of the number of Software as a Service (SaaS) or software licenses that you have installed, accessed, deployed, or activated.

Table 2. Available buying models on the Cisco Collaboration Flex 3.0 Contact Center

Buying Models	Standard	Premium
Concurrent Agent	X	X
Named Agent	X	X

Agent types

Cisco Collaboration Flex Plan Contact Center is available in two agent types that can be combined under the Concurrent Agent buying model. Tables 3 and 4 illustrate the Concurrent Agent types and what each offers.

Supervisors and administrators

Please note that a Supervisor requires a Premium Agent regardless of the platform. Administrators also require Premium Agent entitlements regardless of platform.

Table 3. Available agent types on the Cisco Collaboration Flex Plan Contact Center

Agent Types	Cloud (Webex Contact Center and Webex Contact Center Enterprise)	On-premises
Standard Agent	X	X
Premium Agent	X	X

Table 4. Agent type descriptions on the Cisco Collaboration Flex 3.0 Contact Center
(see tables 6 - 10 for cloud and on-premises specifics)

Agent Types	Description
Standard Agent	Standard Agent functionality includes browser-based agent desktop, inbound and outbound voice, call recording (Webex Contact Center only), touch-tone IVR, web and voice callbacks, and standard Customer Relationship Management (CRM) connectors.
Premium Agent	Premium Agent includes all Standard Agent features and adds omnichannel communication such as chat and email, multi-channel reporting and analytics, and supervisor monitoring and barge-in for all types of agents. * May require Campaign Management add-on

Table 5. Additional Cisco Collaboration Flex 3.0 Contact Center agent type considerations

Agent Type Capabilities and Considerations	Descriptions
Agent flexibility	Within a single subscription, mixing is allowed among all deployment models and agent types.
Committed agents	This is applicable for Webex Contact Center and Webex Contact Center Enterprise. Cisco charges based on a usage model. You have the option to pay for a committed quantity of agents on the order. The committed agent quantity will be used to determine your excess agent usage for each month.
Agent overages¹	Cloud solutions allow for agent usage in excess of the committed agent quantity selected on the order. Agent overages are calculated each month when the total number of agents used exceeds the total number of purchased committed agents on the order. On a monthly basis, Cisco will bill your reseller for excess usage for the agents used in excess of the number of committed agents on the order. Overage SKUs are now same price and discount as committed SKUs.

Note: ¹ All agent overages are billed in arrears on a monthly basis to reconcile any usage in excess of the committed agent quantities for applicable products.

Platform

For each Cisco Collaboration Flex 3.0 Contact Center agent, you will designate one of three deployment models: hosted in Cisco’s cloud infrastructure; deployed on the subscriber’s own premises; or hosted by a Cisco partner.

Table 6. Available platforms for on-premises Cisco Collaboration Flex Plan Contact Center: Unified Contact Center Enterprise

On-Premises Agent Platform	Descriptions	
Unified Contact Center Enterprise (UCCE)	<p>UCCE segments customers, monitors resource availability, and delivers each contact to the most appropriate resource in the enterprise. The software profiles each customer contact using related data, such as dialed number and calling-line ID, caller-entered digits, data submitted on a web form, and information obtained from a customer database lookup. Simultaneously, the system monitors the resources available in the contact center to meet customer needs, including agent skills, attributes and availability, IVR status, and queue lengths. Webex Connect may be included for self-service digital channels with applicable, additional usage charges.</p> <p>More information on UCCE is available per the Unified Contact Center Enterprise page</p>	
Features	Standard	Premium
Inbound and outbound voice	Included	Included
Intelligent skills-based routing and queuing	Included	Included
Browser-based agent desktop (Finesse)	Included	Included
Standard and customizable reporting (Cisco Unified Intelligence Center [CUIC])	Included	Included
Touch-tone IVR (Customer Voice Portal [CVP] - 1 Primary and 1 Redundant port per agent ordered)	Included	Included
Call recording (one month)	Optional	Optional
Voice callback²	Included	Included
Web callback²	Included	Included
Basic outbound (preview dialing)³	Included	Included
Cisco Unified Contact Center Management Portal (CCMP)	Included	Included
Task Routing APIs for universal queuing	Included	Included
High-availability platform	Included	Included
Advanced outbound (outbound option for predictive and progressive dialing)³	Not Included	Included

On-Premises Agent Platform	Descriptions	
Email and Web chat media	Not Included	Included
Supervisor privileges (monitoring, barge-in and coaching of all agents)	Not Included	Included

² May require services.

³ May require Campaign Management software.

Table 7. Available platforms for on-premises Cisco Collaboration Flex Plan Contact Center: Packaged Contact Center Enterprise

On-Premises Agent Platform	Descriptions	
Packaged Contact Center Enterprise (PCCE)	<p>PCCE delivers a connected digital experience, enabling you to provide contextual, continuous, and capability-rich journeys for your customers, across time and channels in an enterprise-class contact center in a prepackaged deployment model. Webex Connect may be included for self-service digital channels with applicable, additional usage charges.</p> <p>More information on PCCE is available per the Packaged Contact Center Enterprise page</p>	
Feature	Standard	Premium
Inbound and outbound voice	Included	Included
Intelligent skills-based routing and queuing	Included	Included
Browser-based agent desktop (Finesse)	Included	Included
Standard and customizable reporting (CUIC)	Included	Included
Touch-tone IVR (CVP - 1 Primary and 1 Redundant port per agent ordered)	Included	Included
Call recording (one month)	Optional	Optional
Voice callback ⁴	Included	Included
Web callback ⁴	Included	Included
Basic outbound (preview dialing) ⁵	Included	Included
Task routing APIs for universal queuing	Included	Included

On-Premises Agent Platform	Descriptions	
High-availability platform	Included	Included
Advanced outbound (outbound option for predictive and progressive dialing) ⁵	Not Included	Included
Email and Web chat media	Not Included	Included
Supervisor privileges (monitoring, barge-in and coaching of all agents)	Not Included	Included
Additional CVP Ports	Optional	Optional

⁴ May require services.

⁵ May require Campaign Management software.

Table 8. Available platforms for on-premises Cisco Collaboration Flex Plan Contact Center: Contact Center Express

On-Premises Agent Platform	Descriptions	
Contact Center Express (UCCX)	UCCX delivers a connected digital experience, enabling you to deliver contextual, continuous, and capability-rich journeys for your customers, across time and channels. More information on UCCX is available on the Contact Center Express page .	
Feature	Standard	Premium
Inbound and outbound voice	Included	Included
Intelligent skills-based routing and queuing	Included	Included
Browser-based agent desktop (Finesse)	Included	Included
Standard and customizable reporting (CUIC)	Included	Included
Touch-tone IVR (2 ports per agent)	Included	Included
Call recording (one month)	Optional	Optional
Voice callback ⁶	Included	Included
Web callback ⁶	Included	Included
Basic outbound (preview dialing) ⁷	Included	Included
High-availability platform	Included	Included

On-Premises Agent Platform	Descriptions	
Advanced outbound (outbound IVR for predictive and progressive dialing) ⁷	Not Included	Included
Email and Web chat media	Not Included	Included
Supervisor privileges (monitoring, barge-in and coaching of all agents)	Not Included	Included

⁶ May require services.

⁷ May require Campaign Management software.

Table 9. Available platforms for Cloud Cisco Collaboration Flex Plan Contact Center: Webex Contact Center

Cloud Agent Platform	Description	
Webex Contact Center	<p>Webex Contact Center is a native-cloud service that delivers comprehensive, analytics-driven contact center solutions from the Cisco cloud infrastructure.</p> <p>More information on Webex Contact Center is available on the Webex Contact Center page.</p>	
Features	Standard	Premium
Inbound and outbound voice	Included	Included
Intelligent skills-based routing and queuing	Included	Included
Browser-based agent desktop	Included	Included
Standard and customizable reporting	Included	Included
Touch-tone IVR (2 ports per agent)	Included	Included
Voice callback ¹⁰	Included	Included
Web callback ¹⁰	Included	Included
Basic outbound (preview dialing) ¹¹	Included	Included
Call recording (one month)	Included	Included
Real-time and historical reports data storage	Included	Included
Standard CRM connectors	Included	Included
Chat and email (agent assisted)	Included	Included
Webex Connect (self-service channels)	Included	Included
SMS, WhatsApp, Facebook Messenger (agent assisted)	Not Included	Included
Multi-channel reporting and analytics	Not Included	Included

Cloud Agent Platform	Description	
Supervisor privileges (monitoring, barge-in and coaching of all agents)	Not Included	Included
Additional recording storage	Optional	Optional
Campaign Management (outbound campaigns)	Optional	Optional
Quality Management	Optional	Optional
Workforce Management	Optional	Optional
Workforce Optimization (WFO) Analytics ¹²	Optional	Optional
WFO Analytics with Transcription ¹²	Optional	Optional
WFO Bundle ¹²	Optional	Optional
WFO Storage	Optional	Optional
WFO Call Recording	Optional	Optional

¹⁰ May require services.

¹¹ May require Campaign Management software.

¹² Workforce Bundle cannot be mixed with A la carte Quality Management, Workforce Management, WFO Analytics, and WFO Analytics with Transcription.

Note: Workforce Optimization services will be billed for all the Webex Contact Center Named Agents.

Table 10. Available platforms for Cloud Cisco Collaboration Flex Plan Contact Center: Webex Contact Center Enterprise¹³

Cloud Agent Platform	Descriptions	
Webex Contact Center Enterprise (Webex CCE)	<p>Webex CCE delivers the advanced capabilities of Cisco Unified Contact Center Enterprise and Cisco Unified Customer Voice Portal with all the benefits of cloud computing in a Cisco owned and managed Data Center.</p> <p>Included with Webex CCE is management of customer owned CUCM for the contact center agents. Customers owned licenses can be an Enterprise Agreement, Flex Premise CUCM, or Perpetual CUCM licenses.</p>	
Feature	Standard	Premium
Inbound and outbound voice	Included	Included
Intelligent skills-based routing and queuing	Included	Included
Browser-based agent desktop (Finesse)	Included	Included
Standard and customizable reporting (CUIC)	Included	Included
Touch-tone IVR (CVP - 1 Primary and 1 Redundant port per agent ordered)	Included	Included

Cloud Agent Platform	Descriptions	
Real-time and historical reports data storage	Included	Included
Voice callback ¹⁴	Included	Included
Web callback ¹⁴	Included	Included
Basic outbound (preview dialing) ¹⁵	Included	Included
Cisco Unified Contact Center Management Portal (CCDM)	Included	Included
High-availability platform	Included	Included
Webex Connect	Included	Included
Predictive and progressive dialer	Not Included	Included
Advanced outbound (outbound option for progressive dialing) ¹⁶	Not Included	Included
Email and web chat media	Included	Included
Supervisor privileges (monitoring, barge-in and coaching of all agents)	Not Included	Included
Administration portal	Included	Included
Infrastructure as a Service (IaaS) add-on, virtual CPU, virtual memory, and Solid State Disk Drive (SDD) memory ¹⁶	Optional	Optional

¹³ When ordering Webex Contact Center Enterprise, a one-time order for Core Build Services for primary geographic location and (any) remote geographic locations are required. **The Core Build Service must be ordered with initial order.**

¹⁴ May require services.

¹⁵ May require Campaign Management software.

¹⁶ IaaS add-ons are for customers who will bring their own contact center software applications that they wish to have hosted in the Webex Contact Center Enterprise Data Center. Add-ons are charged by the number of 2.6 GHz Virtual CPU, Virtual CPU memory, and SDD Memory. Memory (both CPU and SDD) can be distributed across virtual CPUs used. Customer must provide the Operating System for the application and backup of the application. Customer or customer's partner is responsible for any other third-party software (such as Database) installation, entitlement, management, support, and availability of the application.

On-premises licensing and software delivery

On-premises licenses are available via electronic delivery. The optimal experience is via a [Smart Account](#). Your Partner is responsible for entering your Smart Account information at the time the customer's order is placed. Instructions for creating a Smart Account can be found [here](#).

The on-premises software and license Product Authorization Keys (PAKs) are available through the links provided in the eDelivery email that will be sent to the email address(es) provided on the order. Instructions will be included on how to register the PAKs and install the license bin file.

Ordering information

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

An Assessment-to-Quality (A2Q) must be completed prior to receiving initial access to the products (initial design) and during the term (design changes). A Post-sale A2Q review request can be submitted via the Cisco reseller.

Technical support services

Cisco offers technical support services covering the areas of problem resolution, customer success and adoption, and designated support management in three service tiers: Basic, Solution Support, and Premium.

Under Basic Support you are entitled to 24x7 phone support with 60-minute response time; Cisco Technical Assistance Center (TAC) for incident remediation; Knowledge Base access; and software updates and upgrades. Basic Support is included with any Cisco Collaboration Flex Plan subscription at no additional cost for the duration of your subscription if the order is booked through a Webex Contact Center Certified Partner. For Webex Contact center non-certified partners, Basic Support is not available.

Under Solution Support you are entitled to Basic Support features; 24x7 phone support with 30-minute response time; dedicated support team; multivendor support coordination; and Webex Contact Center MACD (limited) guidance and support.

Under Premium Support you are entitled to Solution Support features; 24x7 phone support with 15-minute response time; dedicated Cisco technical experts to augment your IT team; personalized support experience to minimize business disruptions; escalation and incident management; assistance and guidance for technical enablement; business and technical reviews, Webex Contact Center MACD (Advanced) guidance and support.

Table 11. Key Features

Key Features	Basic Support	Solution Support	Premium Support
Software updates, Knowledge Base	Included	Included	Yes
Cisco Technical Assistance Center (TAC) for incident remediation	Included	-	-
Dedicated Solution Support team	-	Included	Included
Multivendor support coordination	-	Included	Included

Key Features	Basic Support	Solution Support	Premium Support
Monthly business and technical review	-	-	Included
Monthly business consultation from experts	-	-	Included
Assistance and guidance for lifecycle enablement	-	-	Included
Designated Cisco technical experts as trusted advisors	-	-	Included
Escalation management for Severity 1 and 2	-	-	Included
MACD guidance (limited)*	-	Included	Included
MACD guidance (Advanced)*	-	-	Included

*MACD Guidance is available only for Webex Contact Center, and is not available for On Prem or Enterprise deployment options.

Webex Contact Center/Enterprise Setup Assist

Webex Contact Center/Enterprise Setup Assist includes robust implementation scope to ensure customers are fully prepared to execute on their business.

Webex Contact Center Setup Assist includes robust implementation scope to ensure that the customer is fully prepared to execute on their business. Functionalities include

Webex Contact Center Setup Assist Include: setup and configurations, Agent activation, Agent/Supervisor training, out-of-the-box reporting/visualization, standard CRM integrations, script flows, knowledge transfer sessions, multiple cutover events depending on size, post go-live support, chat, and email configuration, and seamless handoff to Cisco Solution Support team. This service is offered in five different packages for Webex Contact Center Customers X-Small, Small, Medium, large and X-Large, based on the number of agents required to onboard and activate.

Webex Contact Center Enterprise Setup Assist include: planning, discovery and design, application call flow development, migrate/script call flows, chat and email configurations, agent activation, out-of-the-box reporting/visualization, standard CRM integration support, Cisco Infrastructure as a service (IaaS) and 3rd party integration* consulting support (limited to Solution plus alliance partner products), Agent/Supervisor and Administrator portal training, knowledge transfer sessions, migration planning and execution for multiple cutover events depending on size, post go-live support and seamless handoff to Cisco Solution Support and Cisco Lifecycle Services teams. This service is offered in four different packages for Webex Contact Center Enterprise Customers X-Small, Small, Medium, and Large based on the number of agents required to onboard and activate.

Webex Setup Assist for Webex Contact Center/Enterprise is mandatory for Non-Webex Contact Center certified partners and Cisco Direct deployments.

For additional information about key features for Webex Contact Center/Enterprise Setup Assist refer to the [Ordering Guide](#).

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.

Cisco Capital

Flexible payment solutions to help you achieve your objectives

Cisco Capital® makes it easier to get the right technology to achieve your objectives, enable business transformation, and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services, and complementary third-party equipment in easy, predictable payments. [Learn more](#).

Definitions

“Contact Center User” is a user who logs into the contact center system as part of the job duties performed on the customer’s behalf.

“Concurrent Agent” means the maximum quantity of Contact Center Users that are simultaneously logged in to use the Collaboration Flex Plan Contact Center software or services.

“Named Agent” means a unique Contact Center User that logs in on any given month to use the Collaboration Flex Plan Contact Center software or services.

“Port” means a logical connection point for a single voice call involving an interactive voice response function.

Document history

New or Revised Topic	Described In	Date

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at <https://www.cisco.com/go/offices>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)