

Cisco Webex Contact Center

January 2021

Introduction

Purpose of this guide

This ordering guide is designed to help Cisco's account teams and qualified Cisco partners quote and order Cisco Webex Contact Center.

Using this guide and the supporting material, you will:

- Understand the Webex Contact Center services
- Understand the included components for each service
- Understand the buying models
- Learn the quoting and ordering process
- Understand the resources available to you and how to use Webex Contact Center for each customer's scenario

A comprehensive list of all included features, services, and entitlements are included in the applicable data sheet. Terms of use are stated in the applicable license or service terms. See the [offer documentation](#) section of this guide for a complete list of applicable terms and agreements.

Audience

The intended audiences for this ordering guide are Cisco sales teams and partners who have been approved to sell Webex Contact Center. Partners must be eligible to sell this offer and must have accepted the Webex Contact Center terms and conditions.

You should be familiar with the Cisco Commerce Workspace (CCW) Annuity platform. You should have completed SaaS subscriptions training as part of your company's SaaS subscription resale certification.

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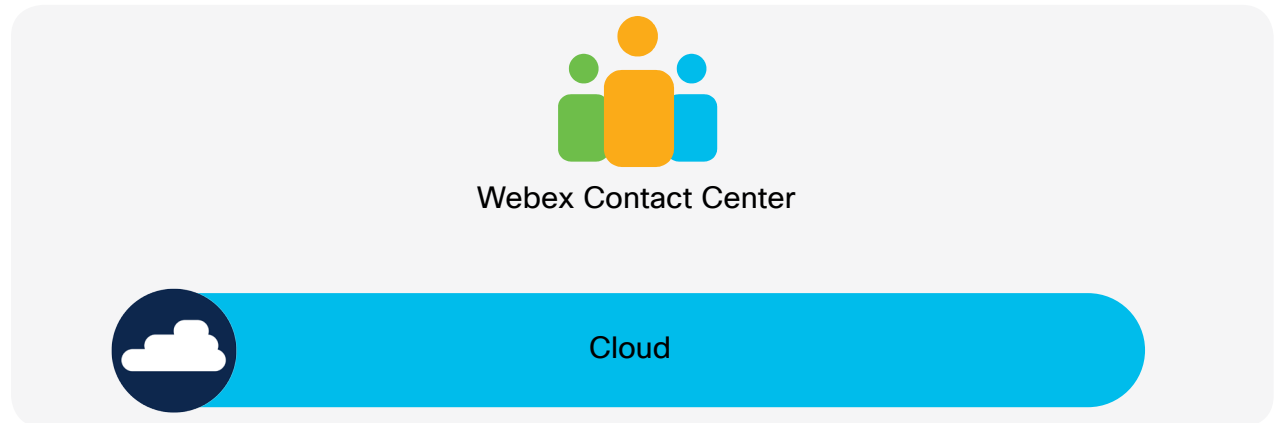
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Offer overview

The Cisco Webex Contact Center is a subscription that gives access to Cisco's contact center services hosted on Cisco's cloud. One agreement covers features, services, and technical support.



Buying models and agent types

Webex Contact Center offers a choice of buying models and agent types for its features and services. Buying models include Concurrent Agent and Named Agent. Agent types include Standard and Premium. Only one buying model can be selected per subscription.

For complete information about the buying models and agent types, refer to the Webex Contact Center [data sheet](#).

Cisco Webex Contact Center

Cisco Webex Contact Center is a cloud deployment option that allows the customer to consume contact center services hosted on Cisco's cloud.

Customers can choose the buying model and agent types that best fit their needs. Buying models include Concurrent Agent and Named Agent. Concurrent counts agents by the quantity simultaneously logged into an Automatic Call Distributor (ACD). Named counts agents by the quantity of unique users configured. Only one buying model can be chosen per subscription.

Types include Standard and Premium. Standard provides essential contact center functionality and Premium includes the same plus omnichannel capabilities.

For complete information about Webex Contact Center, its buying models, and agent types, refer to the [data sheet](#).

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Webex Contact Center

Concurrent		Named	
Premium agent	Standard agent	Premium agent	Standard agent
Committed: \$170.00	Committed: \$130.00	Committed: \$130.00	Committed: \$100.00
Overage: \$255.00	Overage: \$195.00	Overage: \$195.00	Overage: \$150.00

Add-ons for Webex Contact Center

Additional recording storage	Campaign Management agent
\$0.03 per hour	Named Committed: \$70.00 Concurrent Committed: \$80.00 Named Overage: \$105.00 Concurrent Overage: \$120.00

Webex Workforce Optimization Addons

Webex WFO Bundle agent	Webex Workforce Optimization (WFO) A la carte				Webex WFO Storage	
	Quality anagement agent	Workforce management agent	WFO analytics agent	WFO analytics with transcription agent	Real Time Storage	Archive Storage
Committed: \$100.00	Committed: \$35.00	Committed: \$35.00	Committed: \$50.00	Committed: \$60.00	Committed: \$6	Committed: \$2
Overage: \$150.00	Overage: \$52.50	Overage: \$52.50	Overage: \$75.00	Overage: \$90.00	Overage: \$9	Overage: \$3

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All prices presented above are:

- The MSRP per agent per month unless otherwise indicated.
- For guidance while ordering only. Final pricing is available in the CCW configuration.

A complete list of all SKUs and prices is in the [appendix](#) to this ordering guide.

Pricing example with overage

Webex Contact Center Standard Concurrent Agent					
Month	Agents used	Agents committed	Overage price per agent	Overage agents used (used - committed = overage)	Overage bill list price (previous month paid in arrears)
Month 1	50	50	\$195	50 - 50 = 0	-
Month 2	65	50	\$195	65 - 50 = 15	\$195 * 0 = \$0
Month 3	40	50	\$195	40 - 50 = -10	\$195 * 15 = \$2,925
Month 4	60	50	\$195	60 - 50 = 10	\$195 * 0 = \$0
Month 5	60	50	\$195	50 - 50 = 0	\$195 * 10 = \$1,950

Overage pricing presented above:

- Applies when the total number of agents used in a given month exceeds the quantity of committed Webex Contact Center agents on the subscription.
- Calculated monthly and paid in arrears the following month.
- Can be discounted at a different percentage than committed and purchased agents.
- Customer is charged the full committed amount when monthly usage is below the quantity of committed agents. For example, see the “Overage Bill List Price” calculation in Month 4 in the table above.

Flex Contact Center AI powered by Google Cloud

- Cisco Flex Contact Center AI powered by Google provides advanced AI features for contact center agents, and automated voice and chat bots.

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- CCAI-enabled capabilities (such as conversational IVR, chatbots and agent assist) enhance Cisco's contact center portfolio. With conversational IVR, businesses can move beyond rigid phone trees to provide the next generation of natural, conversational experiences to the contact center. Customers can say or chat in a few words what they're looking to do and using Google Cloud's NLU the customer can either self-serve simple tasks (change password or check account balance), or be routed to the best available agent for more complex asks. By incorporating Google Cloud's Contact Center AI capabilities into the contact center, customers have 24/7 access to virtual agents to self-serve simple tasks. Additionally, for more complex issues, conversational routing accelerates the ability to connect customers to a live agent.
- CCAI is available as an add-on to all deployment models (except UCCX). CCAI for UCCE, PCCE, HCS-CCE and WxCCE supports v11.6, v12.0 and v12.5 (in all cases CVP and VVB must be v12.5).

Usage based pricing

Flex Contact Center AI Powered by Google Cloud - Usage Based Pricing					
Speech to text premium	Speech to text standard	Speech based intent detection	Text based intent detection	Text to speech premium	Text to speech standard
Usage Based \$0.0104 per 15 sec query rounded up to 15 sec	Usage Based \$0.0069 per 15 sec query rounded up to 15 sec	Usage Based \$0.0075 per 15 sec query round up to 15 sec period	Usage Based \$0.0023 per query	Usage Based \$18.40 per million characters, rounded up to the next million per month	Usage Based \$4.60 per million characters, rounded up to the next million per month

Note: CCAI SKUs can be added to a supported product using an existing Flex subscription, or can be ordered as a Flex subscription, without any other elements in the subscription. The latter is for perpetual/SWSS customers. All support is managed through Cisco TAC.

Fixed pricing

Flex Contact Center AI Powered by Google Cloud - Fixed Pricing	
Chat Bot Interaction	Voice Bot Interaction
Fixed Rate \$0.10 per interaction	Fixed Rate \$0.20 per interaction

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Fixed pricing requires pre approved by the Contact Center BU. Offer is restricted to limited customers. Currently it is only offered to government entities. For eligibility and approvals, requests can be sent to ccairequests@cisco.com. Quantities will be provided by BU as part of the review and approval.

Note: Any orders with fixed price PIDs booked without Contact Center BU approval will result in order cancelation.

Cisco PSTN for contact center

Cisco PSTN for Webex Contact Center provides voice telecommunications services including toll-free inbound, DID/Local Number Service inbound, and outbound calling. Purchasing telecom services via Cisco SKUs simplifies ordering and speeds deployment (frequently within 7 days)

- Cisco PSTN is available as an add-on to Webex Contact Center and Webex Contact Center Enterprise
- Service is available in the contiguous United States (excluding Alaska, Hawaii and +1 countries), and Canada
- Simple, flat-rate pricing for predictable cost with “all you can call” usage
 - No metering/reporting of PSTN usage
 - Bundles need to be purchased for all agents (not subsets)
 - No additional initial or recurring charge for acquiring or porting DIDs or TFNs (some limits may apply)
- Two ‘all you can call’ bundles
 - Basic telephony bundle: Inbound local number access + PSTN outbound termination to agent
 - Per peak concurrent agent per month
 - Bundle 2: Inbound toll-free number access
 - Per peak concurrent calls (agent + IVR)
- Available as Committed + Overage
 - Committed quantity can be zero with all overage billed monthly in arrears
 - Overage price is 20% higher than committed price

	Customer needs		Order
Access	New toll-free number		Toll-free access bundle
	Continue using existing toll-free number	Port to Cisco's carrier	Toll-free access bundle
		Point existing toll-free number to Cisco-provided DID	Basic telephony bundle
		DID/Local Number Service	Basic telephony bundle
Termination	Agents to receive calls on office DID, landline or mobile via PSTN		Basic telephony bundle

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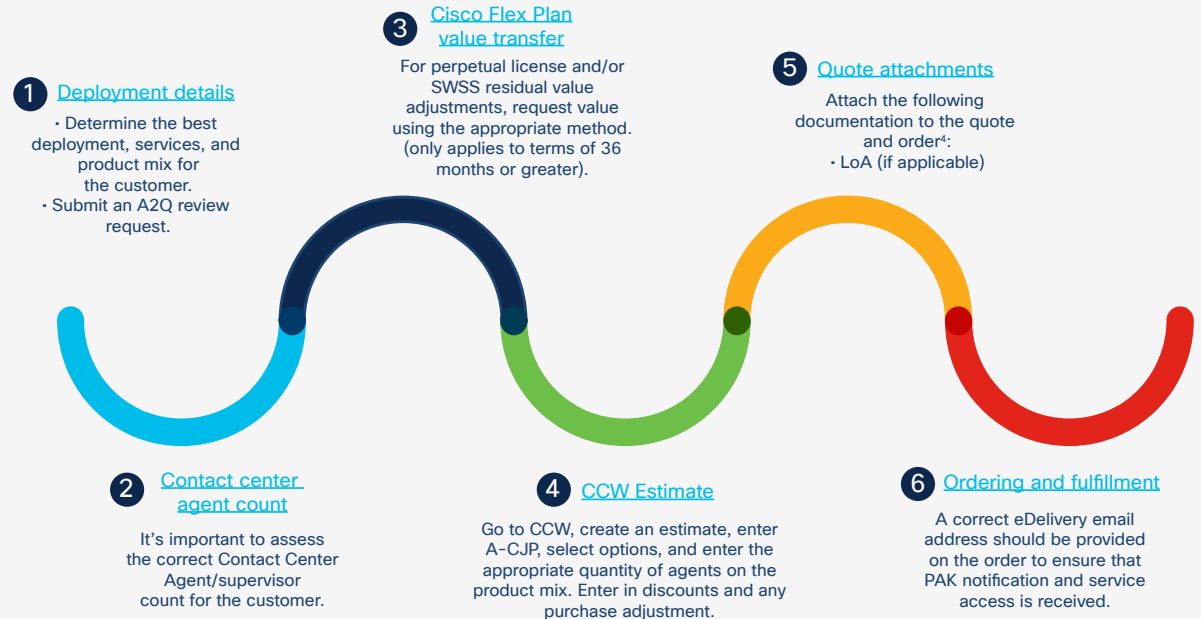
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Cisco Webex Contact Center ordering roadmap



Each of these numbered steps is covered in more detail in the corresponding section of this ordering guide

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1 Deployment details

Define the Agent Counts

- Determine the number of agents that will make use of the offer and which product and services mix the customer requires.

Define the supervisor counts

- Determine the number of concurrent supervisors required. Add the supervisor count to the concurrent premium agent count required.

Outline the Buying Model Strategy

- Determine the buying model that will be part of this agreement, either Concurrent Agent or Named Agent.

Outline the Deployment Strategy

- Enter the expected number of years to deploy/duration of term (1-5 years) and the expected requested start date.
- Determine the mix of standard and premium agents. Premium agents are typically 10% -20% of the total agent count.

Submit an Assurance to Quality (A2Q) request

- Submit an A2Q review request before creating the order configuration. The A2Q confirms the scope of the Contact Center, which informs the order configuration requirements.
- An A2Q must be completed prior to receiving initial access to the products (initial design) and during the term (design changes) for all Webex Contact Center, UCCE, PCCE, and HCS-CC orders. You may submit an A2Q review request via the A2Q portal. For more information on the A2Q process, please refer to the Webex Contact Center [community page](#).

2 Contact center agent count

It is important to determine the correct agent count for each buying model and agent type for the customer.

“Concurrent Agent” means the maximum quantity of Contact Center Users that are simultaneously logged in to use the Webex Contact Center services.

“Named Agent” means a unique Contact Center User that logs in in any given month to use the Webex Contact Center services.

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Agent Type	Description
Standard Agent	Standard Agent provides essential functionality to voice-only call centers with typical or sophisticated needs. Standard Agent functionality includes browser based agent desktop, inbound and outbound voice, call recording, touch-tone IVR, web and voice callbacks, and standard CRM connectors.
Premium Agent	Premium Agent includes all Standard Agent features and adds chat and email, Outbound progressive dialing, multi-channel reporting, analytics, and supervisor monitoring and barge-in for all types of agents.

*Refer to the Cisco Collaboration Flex Plan [data sheet](#) for details on supported features for each platform.

3 Flex Plan value transfer

Obtain continuing credit value for perpetual licenses, competitor calling licenses and initial term credit value for active SWSS in exchange for a purchase adjustment on Cisco Collaboration Flex Plan.

Eligibility			
 Eligible towards A-FLEX, A-FLEX-CC, A-CJP offers only. A-SPK, A-SPK-EDU offers do not qualify for Purchase Adjustments.	 Transfer Credit is applicable for a subscription term of 36 months or longer.	 For Calling, current software releases (SW release 10 and greater) of Cisco Unified Communications Manager are eligible. For Contact Center, any release with active SWSS is eligible.	 For Contact Center and Meetings, an active SWSS support contract is required to transfer licenses



See [Cisco Collaboration Flex Plan Value Transfer Policy](#) for additional details

The Transfer Credit will be applied to any renewal term(s).

For example, if Partner places an order for a thirty-six (36) month subscription that renews at the end of the initial term for a renewal term of twelve (12) months, Cisco will apply the Transfer Credit to the renewal subscription.

The SWSS Residual Credit and “Other Credits” will only be applied to the initial term.

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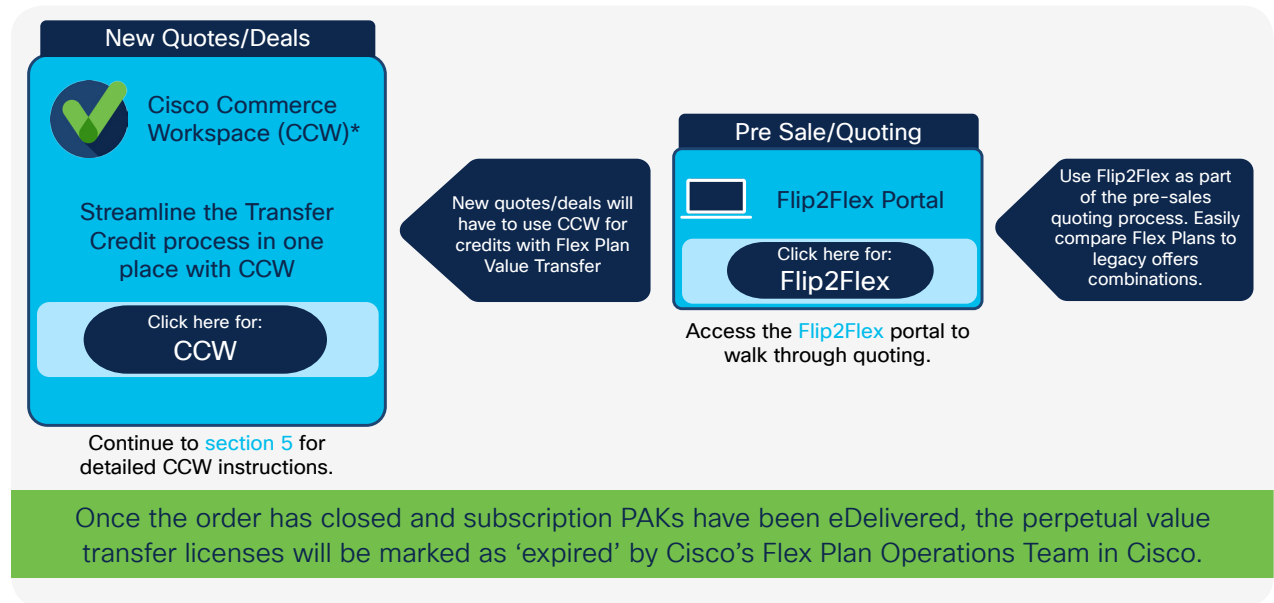
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Use the following methods to apply purchase adjustment to quotes:



*Will be available for Tier 1 partners. 2-tier partner access coming soon.

*Tier 1 and Tier 2 partners have the option to purchase via distributor. In this case, distributor will apply Value Transfer Credits in CCW.

4 CCW Estimate

The next set of screenshots walk you through the process of creating an estimate in CCW for Cisco Webex Contact Center.

Bill of Materials (BOM)

- The BOM for Cisco Webex Contact Center should be generated by creating an estimate in CCW. Webex Contact Center provides a guided selling experience and includes all the buying model, deployment model, platform, and agent type options under one top-level SKU. As options are selected, questions will be dynamically generated as a result of the previous option or feature selected. If an option is unnecessarily selected, there are selections such as "No [feature name] required" to back out of an option or enter zero in the total agent quantity required.

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Single ATO

Enter the entire high-level ATO A-CJP into the configurator and select ADD.

Set preferences for this estimate ▼


A-CJP

1

Add

Default View

Purchase A-CJP Configuration ⓘ

[Requested Terms and Billing](#)  Global Price List (USD) [Click to edit.](#)

Requested Start Date 12-Dec-2019	Requested For 12 Months From 12-Dec-2019 To 11-Dec-2020	Automatically Renews For 12 Months On 12-Dec-2020	Billing Frequency Monthly Billing
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Webex Contact Center

[Support](#)

[Priced Items](#)

A-CJP > Webex Contact Center

Webex Contact Center

How many users does the customer entity need provisioned?

Which kind of Agents are needed?

☐ Named Agents ☐ Concurrent Agents

Subtotal: \$0.00

[Restore Configuration](#) [Cancel](#) [Review Changes](#)

- This is the default view for the A-CJP configuration.
- Click the edit icon next to “Requested Terms and Billing.” This is recommended as your first action.

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Terms and Billing

Purchase A-CJP Configuration ⓘ

Current Requested Terms and Billing				Global Price List - US (USD)
Requested Start Date ⓘ 25-Nov-2019	Requested For 12 Months From 25-Nov-2019 To 24-Nov-2020	Automatically Renews For 12 Months On 25-Nov-2020	Billing Frequency Monthly Billing	

ⓘ Your subscription will start and be eligible to be invoiced: i) 30 days after Cisco notifies you that any portion of the subscription is ready for you to provision OR, ii) the day any portion of the subscription is provisioned by Cisco, whichever of the two events happens first. (C01007) ⓘ

REQUESTED FOR 36 Months | From 25-Nov-2019 To 24-Nov-2022

Requested Start Date
Day: 25 | Month: Nov | Year: 2019 ⓘ
Enter any date up between 22-Nov-2019 and 19-Feb-2020

End Date
☒ Effective For 36 Months ⓘ Select the desired term length. Enter the customer's start date.
Enter any whole month value from 1-60
☐ Co-Term to an End Date ⓘ
Day: 24 | Month: Nov | Year: 2020 ⓘ
Enter any date up between 22-Feb-2020 and 24-Nov-2024
If a co-term is required, then enter the customer's desired end date.

Automatically Renews For 12 Months On 25-Nov-2022

Auto Renewal
☒ On
12 Months
Enter any whole month value from 0-12

Billing Frequency ⓘ Monthly Billing Select the desired billing model.
☐ Prepaid Term
☐ Annual Billing
☒ Monthly Billing

Cancel Save Changes Click to save.

- Requested start date must be within 90 days of order submission.
- Available billing models are prepay, monthly, and annual billing. If prepay is selected, it applies to the initial term only.
- At this time, the only renewal term available is 12 months.
- For information on how to co-terminate your Webex Contact Center order with another subscription.

Cisco Webex Contact Center

- Overage is automatically included for all agents and additional services, excluding Additional Recording Storage. Overage PIDs can be seen in the "Priced Items" section of the configuration summary.
- Some configuration rules not outlined in this ordering guide may apply. Use the guidance provided in the CCW error messages to correct your configuration.

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Additional Options–Flex Contact Center AI powered by Google Cloud

Usage based pricing

Purchase A-CJP Configuration

Requested Terms and Billing			Global Price List (USD)
Requested Start Date 27-Sep-2020	Requested For 12 Months From 27-Sep-2020 To 26-Sep-2021	Automatically Renews For 12 Months On 27-Sep-2021	Billing Frequency Monthly Billing

Configuration Summary

Webex Contact Center

Additional Options

Support

Priced Items

SKU	Qty	List Price
A-FLEX-G-S2TXT-P USAGE		\$0.01 Per Instance
A-FLEX-G-S2TXT-S USAGE		\$0.01 Per Instance
A-FLEX-G-SP-DT USAGE		\$0.01 Per Instance
A-FLEX-G-TXT-DT USAGE		\$0.00 Per Instance
A-FLEX-G-TXT2S-P USAGE		\$18.40 Per Instance

Subtotal: \$0.00

[Restore Configuration](#) [Cancel](#) [Review Changes](#)

Additional Options

Would you like to purchase Flex Contact Center AI powered by Google Cloud?

☒ Yes

Plan Options

☒ Usage Based Price ☐ Fixed Price (BU Approval Required)

Would you like to add Cisco PSTN Audio Options?

☐ Yes

If choosing to purchase Flex Contact Center AI powered by Google Cloud without Concurrent or Named agents selected, customer must have an existing subscription for Cisco contact center agents or perpetual agent licenses for UCCE/PCCE v12.5 or higher (CE202343)

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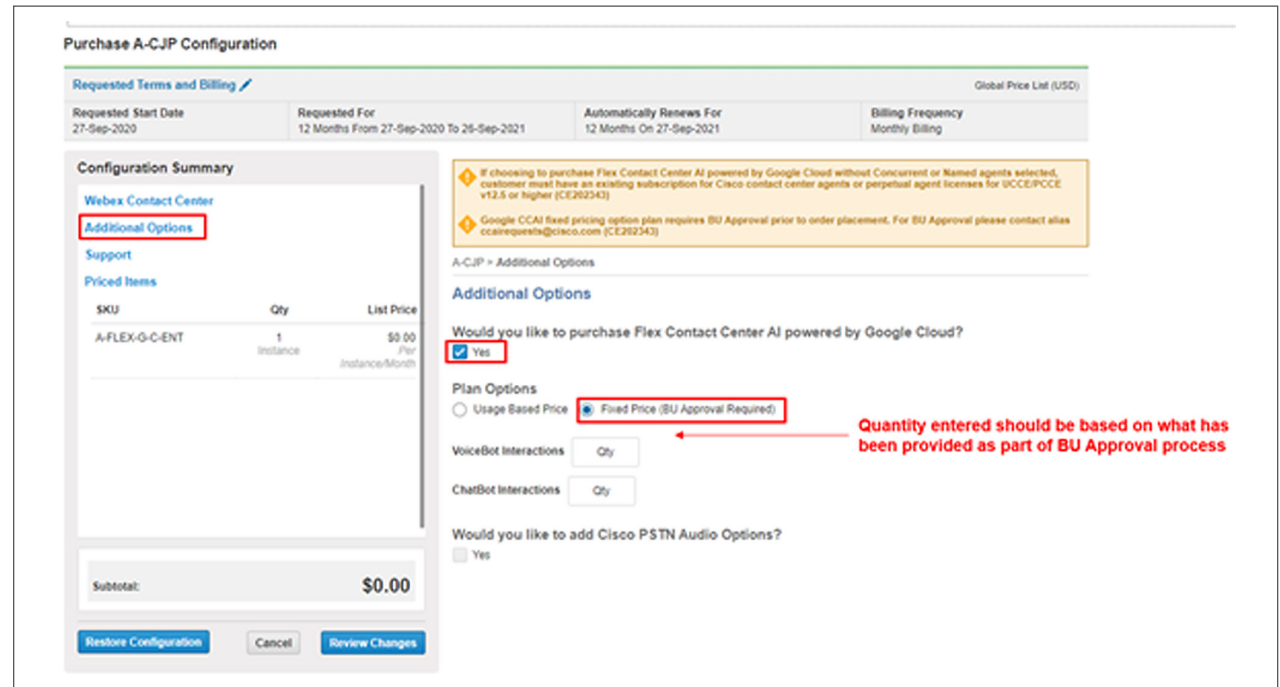
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Fixed pricing



Purchase A-CJP Configuration

Requested Terms and Billing / Global Price List (USD)

Requested Start Date	Requested For	Automatically Renews For	Billing Frequency
27-Sep-2020	12 Months From 27-Sep-2020 To 26-Sep-2021	12 Months On 27-Sep-2021	Monthly Billing

Configuration Summary

Webex Contact Center

Additional Options

Support

Priced Items

SKU	Qty	List Price
A-FLEX-G-C-ENT	1 Instance	\$0.00 Per Instance/Month

Subtotal: \$0.00

Restore Configuration Cancel Review Changes

Additional Options

Would you like to purchase Flex Contact Center AI powered by Google Cloud?

☒ Yes

Plan Options

☐ Usage Based Price ☒ Fixed Price (BU Approval Required)

VoiceBot Interactions Qty

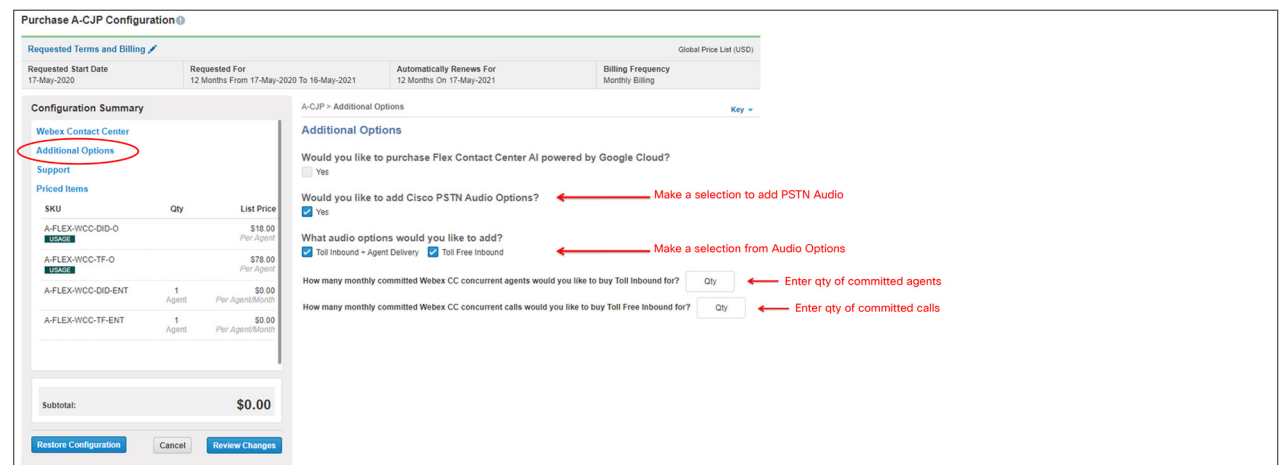
ChatBot Interactions Qty

Would you like to add Cisco PSTN Audio Options?

☐ Yes

Quantity entered should be based on what has been provided as part of BU Approval process

Additional options - PSTN Audio



Purchase A-CJP Configuration

Requested Terms and Billing / Global Price List (USD)

Requested Start Date	Requested For	Automatically Renews For	Billing Frequency
17-May-2020	12 Months From 17-May-2020 To 16-May-2021	12 Months On 17-May-2021	Monthly Billing

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Additional Options

Support

Priced Items

SKU	Qty	List Price
A-FLEX-WCC-DID-O	1 Agent	\$18.00 Per Agent
A-FLEX-WCC-TF-O	1 Agent	\$78.00 Per Agent
A-FLEX-WCC-DID-ENT	1 Agent	\$0.00 Per Agent/Month
A-FLEX-WCC-TF-ENT	1 Agent	\$0.00 Per Agent/Month

Subtotal: \$0.00

Restore Configuration Cancel Review Changes

Additional Options

Would you like to purchase Flex Contact Center AI powered by Google Cloud?

☐ Yes

Would you like to add Cisco PSTN Audio Options?

☒ Yes

What audio options would you like to add?

☒ Toll Inbound - Agent Delivery ☒ Toll Free Inbound

How many monthly committed Webex CC concurrent agents would you like to buy Toll Inbound for? Qty

How many monthly committed Webex CC concurrent calls would you like to buy Toll Free Inbound for? Qty

Make a selection to add PSTN Audio

Make a selection from Audio Options

Enter qty of committed agents

Enter qty of committed calls

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Additional options – social channels

Purchase A-CJP Configuration [Ordering Guide](#)

Requested Terms and Billing [Global Price List - US \(USD\)](#)

Requested Start Date ⓘ 19-Nov-2020	Requested For 12 Months From 19-Nov-2020 To 18-Nov-2021	Automatically Renews For 12 Months On 19-Nov-2021	Billing Frequency Monthly Billing
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Support

SKU	Qty	List Price
SVS-CJP-SUPT-BAS	1 Each	\$0.00 Per Each/Month

Priced Items

SKU	Qty	List Price
A-CJP-CNPN-O USAGE		\$195.00 Per Agent
A-CJP-CNSN-O USAGE		\$150.00 Per Agent
A-FLEX-WCC-SOCH USAGE		\$0.1500 Per Instance

Subtotal: **\$7,800.00**

[Restore Configuration](#) [Cancel](#) [Review Changes](#)

A-CJP > Additional Options [Key](#)

Additional Options

Would you like to purchase Flex Contact Center AI powered by Google Cloud?

☐ Yes

Would you like to add Cisco PSTN Audio Options?

☐ Yes

Would you like to purchase Social Channels?

☒ Yes

- Social Channels for Webex Contact Center requires the purchase of at least one Premium Agent

Support

Purchase A-CJP Configuration ⓘ

Requested Terms and Billing [Global Price List - US \(USD\)](#)

Requested Start Date ⓘ 25-Nov-2019	Requested For 36 Months From 25-Nov-2019 To 24-Nov-2022	Automatically Renews For 12 Months On 25-Nov-2022	Billing Frequency Monthly Billing
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[Support](#)

SKU	Qty	List Price
SVS-CJP-SUPT-BAS	1 Each	\$0.00 Per Each/Month

Priced Items

SKU	Qty	List Price
A-CJP-CNPN-O		\$195.00 Per Agent
A-CJP-CNSN-O		\$150.00 Per Agent
A-CJP-IVRS-O		\$420.00 Per IVRS_Port
A-CJP-RS-HR		\$0.03 Per Hour

Subtotal: **\$874,800.00**

A-CJP > Support

Support

Support Options

☒ Basic Support for Webex Contact Center ☐ Enhanced Support for Webex Contact Center ☐ Premium Support for Webex Contact Center

Select the "Support Options" option class to select the desired level of support.

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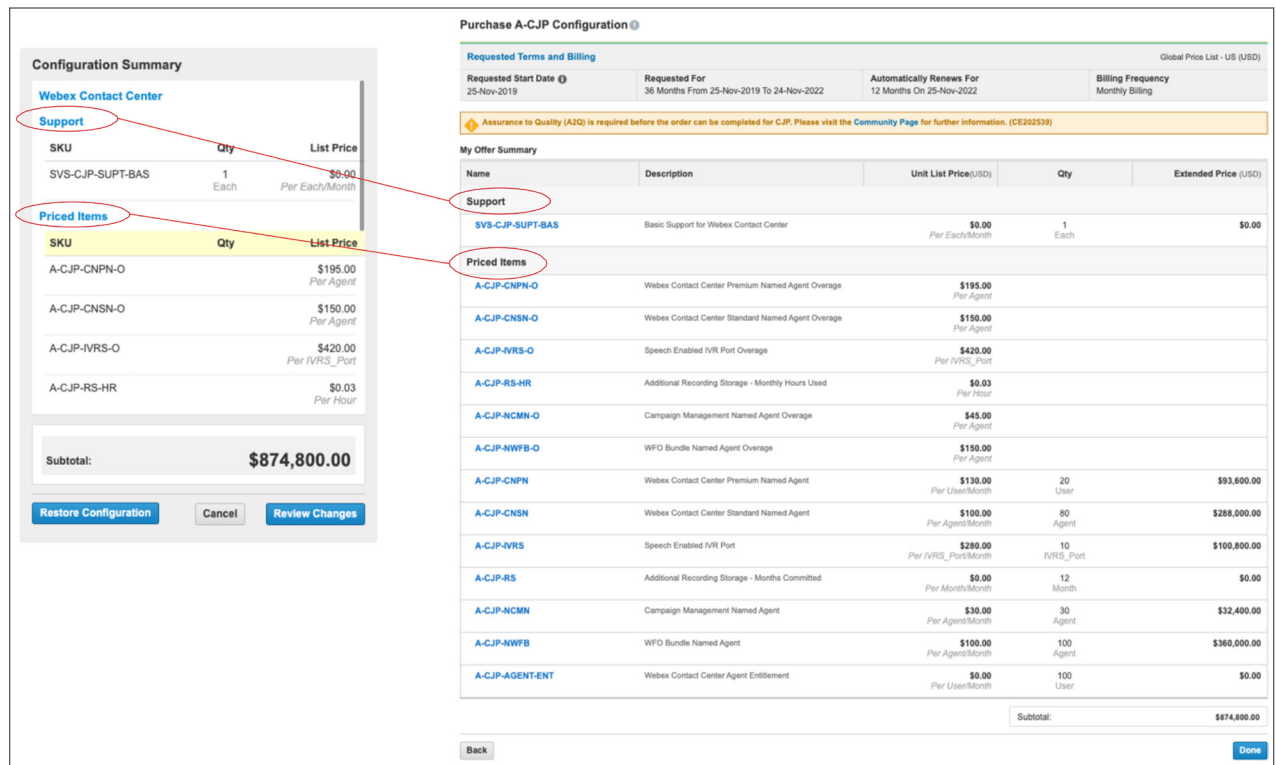
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- Basic Support is included in the Webex Contact Center subscription. No additional fees are required for Basic support with a software subscription.
- Enhanced and Premium Support are available for an additional fee. Refer to the [service description](#) for more information on Cisco Software Support.
- Advanced Services are also available for Webex Contact Center, including advisory, design, deployment, training, adoption, and migration services.

Full configuration summary

- After completing the configuration, the priced components will appear together in the “**Priced Items**” section of the Configuration Summary. This includes overage, which is automatically included for all Webex Contact Center agents and add-ons, excluding Additional Recording Storage.
- All PIDs appear in the same sections in the Full Configuration Summary.



Configuration Summary

Webex Contact Center

Support

SKU	Qty	List Price
SVS-CJP-SUPT-BAS	1 Each	\$0.00 Per Each/Month

Priced Items

SKU	Qty	List Price
A-CJP-CNPN-O		\$195.00 Per Agent
A-CJP-CNSN-O		\$150.00 Per Agent
A-CJP-IVRS-O		\$420.00 Per IVRS_Port
A-CJP-RS-HR		\$0.03 Per Hour

Subtotal: **\$874,800.00**

Purchase A-CJP Configuration

Requested Terms and Billing

Requested Start Date	Requested For	Automatically Renews For	Billing Frequency
25-Nov-2019	36 Months From 25-Nov-2019 To 24-Nov-2022	12 Months On 25-Nov-2022	Monthly Billing

Global Price List - US (USD)

Assurance to Quality (AQZ) is required before the order can be completed for CJP. Please visit the [Community Page](#) for further information. (CE202539)

My Offer Summary

Name	Description	Unit List Price(USD)	Qty	Extended Price (USD)
Support				
SVS-CJP-SUPT-BAS	Basic Support for Webex Contact Center	\$0.00 Per Each/Month	1 Each	\$0.00
Priced Items				
A-CJP-CNPN-O	Webex Contact Center Premium Named Agent Overage	\$195.00 Per Agent		
A-CJP-CNSN-O	Webex Contact Center Standard Named Agent Overage	\$150.00 Per Agent		
A-CJP-IVRS-O	Speech Enabled IVR Port Overage	\$420.00 Per IVRS_Port		
A-CJP-RS-HR	Additional Recording Storage - Monthly Hours Used	\$0.03 Per Hour		
A-CJP-NCMN-O	Campaign Management Named Agent Overage	\$45.00 Per Agent		
A-CJP-NWFB-O	WFO Bundle Named Agent Overage	\$150.00 Per Agent		
A-CJP-CNPN	Webex Contact Center Premium Named Agent	\$130.00 Per User/Month	20 User	\$93,600.00
A-CJP-CNSN	Webex Contact Center Standard Named Agent	\$100.00 Per Agent/Month	80 Agent	\$288,000.00
A-CJP-IVRS	Speech Enabled IVR Port	\$280.00 Per IVRS_Port/Month	10 IVRS_Port	\$100,800.00
A-CJP-RS	Additional Recording Storage - Months Committed	\$0.00 Per Month/Month	12 Month	\$0.00
A-CJP-NCMN	Campaign Management Named Agent	\$30.00 Per Agent/Month	30 Agent	\$32,400.00
A-CJP-NWFB	WFO Bundle Named Agent	\$100.00 Per Agent/Month	100 Agent	\$360,000.00
A-CJP-AGENT-ENT	Webex Contact Center Agent Entitlement	\$0.00 Per User/Month	100 User	\$0.00

Subtotal: **\$874,800.00**

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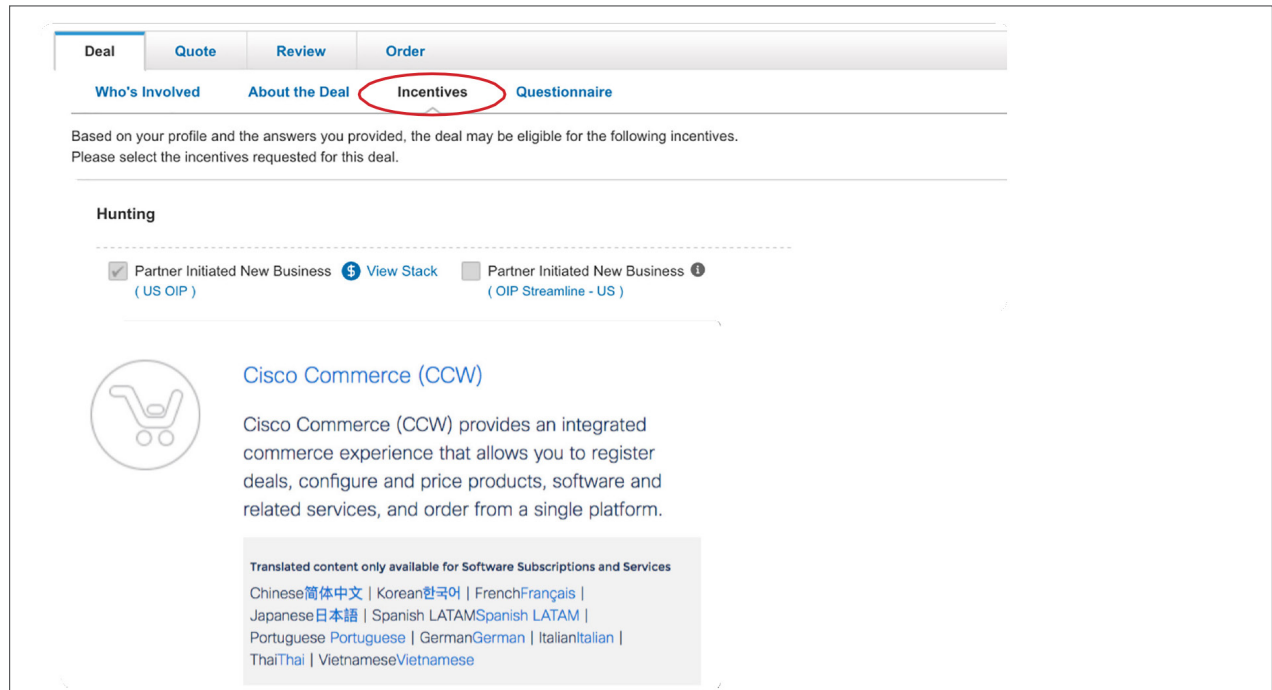
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Webex Contact Center PIDs

Incentives, discounts and purchase adjustments

- Once the estimate is complete, you can either 1) Create a quote; or 2) Create a deal in CCW. “Create a Quote” will apply any push promotion discounts available for Cisco Webex Contact Center line items. “Create a Deal” will allow the partner to choose incentives, such as hunting (OIP) or teaming (OIP). More information on promotions, hunting or teaming is available at www.cisco.com/go/incentives.
- Value Transfer Credits (Purchase Adjustments) can be entered on a per-line basis for Cisco Collaboration Flex Plan. The process for calculating your transfer credits and SWSS residual in [a previous section](#).
- More information on quoting in CCW and selecting incentives, non-standard discounts, and purchase adjustments is available at <https://forums.cisco.com/OperationsExchange/s/training>.

Incentives in CCW




Deal Quote Review Order

Who's Involved About the Deal **Incentives** Questionnaire

Based on your profile and the answers you provided, the deal may be eligible for the following incentives.
Please select the incentives requested for this deal.

Hunting

☒ Partner Initiated New Business (US OIP) [View Stack](#) ☐ Partner Initiated New Business (OIP Streamline - US)

 **Cisco Commerce (CCW)**

Cisco Commerce (CCW) provides an integrated commerce experience that allows you to register deals, configure and price products, software and related services, and order from a single platform.

Translated content only available for Software Subscriptions and Services
Chinese 简体中文 | Korean 한국어 | French Français |
Japanese 日本語 | Spanish LATAM Spanish LATAM |
Portuguese Portuguese | German German | Italian Italian |
Thai Thai | Vietnamese Vietnamese

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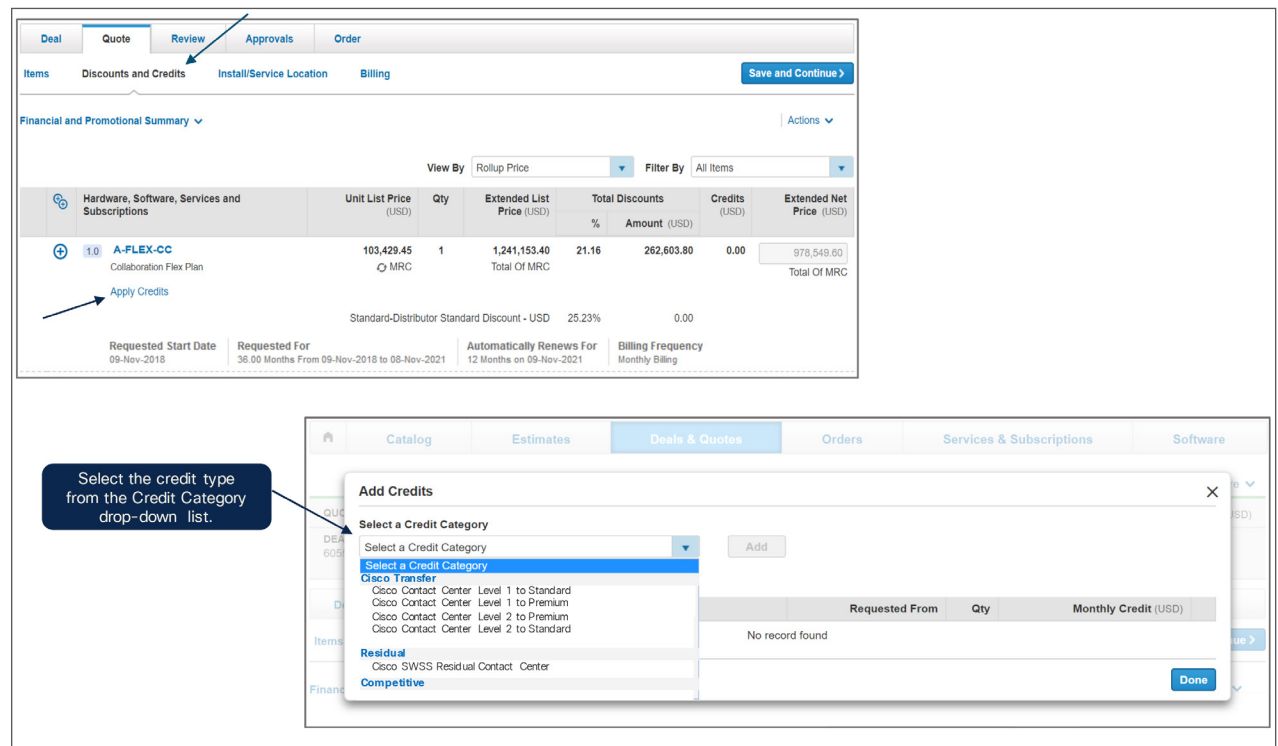
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Flex Plan value transfer in CCW quotes

After you have completed the configuration, navigate to the Discounts and Credits tab and click on “Apply Credits”. This option will only show on quotes with a subscription term of 36 months or greater.



The screenshot displays the Cisco Webex Contact Center quote interface. The top navigation bar includes tabs for Deal, Quote, Review, Approvals, and Order. The 'Quote' tab is active, and the 'Discounts and Credits' sub-tab is selected. A 'Save and Continue' button is visible in the top right corner. Below the navigation bar, the 'Financial and Promotional Summary' section is shown, featuring a table with columns for Unit List Price (USD), Qty, Extended List Price (USD), Total Discounts, Credits, and Extended Net Price (USD). The table lists the 'A-FLEX-CC' Collaboration Flex Plan with a unit price of 103,429.45 and a quantity of 1. The extended list price is 1,241,153.40. The total discounts are 21.16, and the total credits are 0.00. The extended net price is 978,549.80. An 'Apply Credits' button is located below the table. A callout box points to this button with the text: 'Select the credit type from the Credit Category drop-down list.' The 'Add Credits' dialog box is open, showing a 'Select a Credit Category' dropdown menu. The dropdown menu is open, displaying a list of credit categories: 'Select a Credit Category', 'Cisco Transfer', 'Cisco Contact Center Level 1 to Standard', 'Cisco Contact Center Level 1 to Premium', 'Cisco Contact Center Level 2 to Premium', 'Cisco Contact Center Level 2 to Standard', 'Residual', and 'Competitive'. The 'Add' button is visible next to the dropdown menu. The dialog box also includes a table with columns for 'Requested From', 'Qty', and 'Monthly Credit (USD)', which currently shows 'No record found'. A 'Done' button is located at the bottom right of the dialog box.

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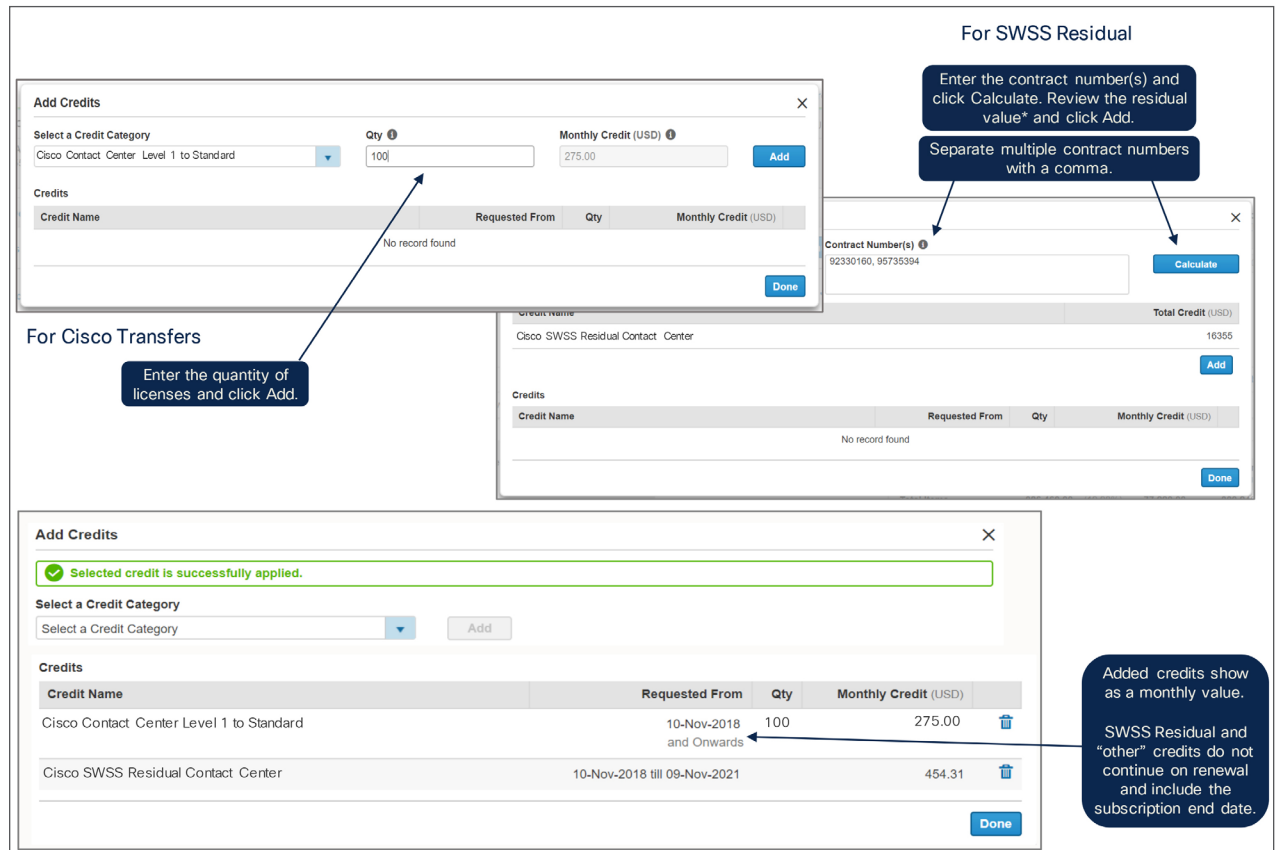
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For SWSS Residual

Enter the contract number(s) and click Calculate. Review the residual value* and click Add.

Separate multiple contract numbers with a comma.

Contract Number(s): 92330160, 95735394

For Cisco Transfers

Enter the quantity of licenses and click Add.

Add Credits

Select a Credit Category: Cisco Contact Center Level 1 to Standard

Qty: 100

Monthly Credit (USD): 275.00

Credits

Credit Name	Requested From	Qty	Monthly Credit (USD)
Cisco Contact Center Level 1 to Standard	10-Nov-2018 and Onwards	100	275.00
Cisco SWSS Residual Contact Center	10-Nov-2018 till 09-Nov-2021		454.31

Added credits show as a monthly value.

SWSS Residual and "other" credits do not continue on renewal and include the subscription end date.

* Any questions or concerns around the SWSS Residual value populated is collab_swssresidual@cisco.com.

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Order entry items

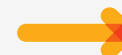


Attach documents to the quote and order (e.g. approved LOA)



Avoid order processing delays

Provide the email address on the order



Provides notification to the email contact that allows access to the services

Attaching documents in CCW



- Cisco Webex Contact Center requires documents to be attached when submitting the quote for approval and at the time of order entry (attachments do not flow through from quote to order).
- Instructions for how to attach documents to an order in CCW can be found in the [CCW Order User Guide](#) on page 100, section 6.17.3.1. This is the only area in CCW where you are able to upload attachments.



Failure to attach the required documents or submit an A2Q review request before creating the order may delay order processing.

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Order hold release



- An A2Q must be completed prior to receiving initial access to the products (initial design) and during the term (design changes) by submitting a post-sale A2Q review request via the A2Q portal. For more information, please refer to the Webex Contact Center [community page](#).
- Orders will be on hold until this is complete.



Failure to conduct a post-sale A2Q as required might affect the response and escalation times that Cisco provides to you under our Enterprise Support Services. The response and escalation times, as well as Cisco's responsibilities that are set forth in the Enterprise Support Services description, assume that you have conducted all of the required post-sale A2Q(s).

Services management



Access to the services will be granted upon placing the order.



Cisco Webex Contact Center does not use the EA Workspace or Smart Software Licensing to manage services.

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Cisco Webex Contact Center Support Contract



- Upon closure of the order in CCW, a new contract for the subscription will be created.
- To obtain the new contract number:
 - Visit CCW, search and open the Web Order ID.
 - Under the 'Items' tab, expand the SKU to view all line items. Find the support SKU; the contract number will be listed below the line item.
- [Add the new contract number to the Cisco.com ID profiles](#) of those who may for contact Cisco for support.



There may be delays in support if the contract number has not been added to the Cisco.com ID when a user contacts Cisco for support.

Subscription change management



A change/modify subscription order is needed for the following common subscription modifications:

- New features added to Cisco Webex Contact Center that the customer would like to use.
- Order configuration change.

Upon order close, the access to the new or expanded services will be granted.



Cisco Webex Contact Center does not use the Product Upgrade Tool (PUT). All subscription modifications, including version changes are completed in CCW via change/modify subscription orders.

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The following documents govern customer and partner terms of service for each of the services, the included features, and limits. Click the document title to download.

Document	Audience	Agent Model	Description
End User License Agreement	Customer, Partner	Concurrent Named	The customer's terms and conditions for all Cisco SaaS, including Webex Contact Center services.
Cisco Webex Contact Center Offer Description	Customer, Partner	Concurrent Named	Provides the supplemental terms specific to Webex Contact Center.
Software-as-a-Service Subscription Resale Program Terms and Conditions	Partner	Concurrent Named	Partner must agree to these program terms and conditions to participate in the program.
Cisco Collaboration Migration Program Terms and Conditions	Partner	Concurrent Named	Terms and conditions for partners who are trading in perpetual agents and moving their customers to Webex Contact Center.
Webex Contact Center Data Sheet	Customer, Partner	Concurrent Named	Provides technical information about this offer.
Frequently Asked Questions (FAQ)	Partner	Concurrent Named	Answers frequently asked questions about the Webex Contact Center Offer.

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Additional resources

For further assistance, use the following resources.

Document	Location
Webex Contact Center on Sales Connect: One location all your Webex Contact Center collateral and selling resources	https://salesconnect.cisco.com/#/program/PAGE-13368
Software Support	https://www.cisco.com/c/en/us/services/technical/software-support-service-swss.html
Cisco Technical Support	Open a support case here
Cisco Support Ordering Guide	https://www.cisco.com/c/dam/en/us/products/se/2017/5/Collateral/Software-Support-External-OrderGuide.pdf
Downloads and Community	Cisco Collaboration Help
Enhanced/Premium Cisco Services Support content	https://www.cisco.com/go/swss

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Customer Journey Platform PIDs

To download an Excel workbook with these PIDs, download the [Collaboration Flex Plan Contact Center PIDs Workbook](#) in the collaboration ordering guides section of Partner Central.

Pricing and quantities are provided for reference only. CCW and the Cisco Pricing Tool are the final authority on list prices.

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Product ID	Description	Price
Webex Contact Center		
A-CJP-CNPN	Webex Contact Center Premium Named Agent	\$130.00
A-CJP-CNSN	Webex Contact Center Standard Named Agent	\$100.00
A-CJP-CNPC	Webex Contact Center Premium Concurrent Agent	\$170.00
A-CJP-CNSC	Webex Contact Center Standard Concurrent Agent	\$130.00
Addon Available with Webex Contact Center		
A-CJP-RS	Additional Recording Storage - Months Committed	-
A-CJP-NCMN	Campaign Management Named Agent	\$70.00
A-CJP-NCMC	Campaign Management Concurrent Agent	\$80.00
Webex Workforce Optimization Addons		
A-CJP-NWFB	WFO Bundle Named Agent	\$100.00
A-CJP-NQM	Quality Management Named Agent	\$35.00
A-CJP-NWFM	Workforce Management Named Agent	\$35.00
A-CJP-NWFA	WFO Analytics Named Agent	\$50.00
A-CJP-NWFT	WFO Analytics with Transcription Named Agent	\$60.00
A-CJP-RTS	Real Time Storage 50GB Monthly	\$6.00
A-CJP-ARC	Archive Storage 50GB Monthly	\$2.00
Additional Options Addons		
A-FLEX-G-S2TXT-P	Flex CC Speech-to-Text conversion powered by ML Premium	\$0.0104
A-FLEX-G-S2TXT-S	Flex CC Speech-to-Text conversion powered by ML Standard	\$0.0069
A-FLEX-G-SP-DT	Flex CC Speech Based Intent Detection	\$0.0075
A-FLEX-G-TXT-DT	Flex CC Text Based Intent Detection	\$0.0023
A-FLEX-G-TXT2S-P	Flex CC Text-to-Speech conversion powered by ML Premium	\$18.40
A-FLEX-G-TXT2S-S	Flex CC Text-to-Speech conversion powered by ML Standard	\$4.60
A-FLEX-G-CBOT	Flex CC Chat Bot CCAI Powered by Google Cloud	\$0.10
A-FLEX-G-VBOT	Flex CC Voice Bot CCAI Powered by Google Cloud	\$0.20
A-FLEX-WCC-DID	Webex Contact Center PSTN Audio Toll Inbound	\$15.00
A-FLEX-WCC-TF	Webex Contact Center PSTN Audio Toll Free Inbound	\$65.00
Webex Contact Center Overage		
A-CJP-CNPN-O	Webex Contact Center Premium Named Agent Overage	\$195.00
A-CJP-CNSN-O	Webex Contact Center Standard Named Agent Overage	\$150.00
A-CJP-CNPC-O	Webex Contact Center Premium Concurrent Agent Overage	\$195.00
A-CJP-CNSC-O	Webex Contact Center Standard Concurrent Agent Overage	\$255.00

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Product ID	Description	Price
Add-ons available with Webex Contact Center Coverage		
A-CJP-RS-HR	Additional Recording Storage - Monthly Hours Used	\$0.03
A-CJP-NCMN-O	Campaign Management Named Agent Coverage	\$105.00
A-CJP-NCMC-O	Campaign Management Concurrent Agent Coverage	\$120.00
Webex Workforce Optimization Addons Coverage		
A-CJP-NWFB-O	WFO Bundle Named Agent Coverage	\$150.00
A-CJP-NQM-O	Quality Management Named Agent Coverage	\$52.50
A-CJP-NWFM-O	Workforce Management Named Agent Coverage	\$52.50
A-CJP-NWFA-O	WFO Analytics Named Agent Coverage	\$75.00
A-CJP-NWFT-O	WFO Analytics with Transcription Named Agent Coverage	\$90.00
A-CJP-RTS-O	Real Time Storage 50GB Monthly Coverage	\$9.00
A-CJP-ARC-O	Archive Storage 50GB Monthly Coverage	\$3.00
Additional Options Addon Coverage		
A-FLEX-WCC-DID-O	Webex Contact Center PSTN Audio Toll Inbound Coverage	\$18.00
A-FLEX-WCC-TF-O	Webex Contact Center PSTN Audio Toll Free Inbound Coverage	\$78.00
\$0 Included Entitlement		
A-CJP-AGENT-ENT	Webex Contact Center Agent Entitlement	Quantity of agents provisioned
A-CJP-ACP-AGT-ENT	Webex Contact Center Concurrent Premium Agent Entitlement	Quantity of agents provisioned
A-CJP-ACS-AGT-ENT	Webex Contact Center Concurrent Standard Agent Entitlement	Quantity of agents provisioned
A-CJP-ANP-AGT-ENT	Webex Contact Center Named Premium Agent Entitlement	Quantity of agents provisioned
A-CJP-ANS-AGT-ENT	Webex Contact Center Named Standard Agent Entitlement	Quantity of agents provisioned
A-CC-RS-ENT	Additional Recording Storage Entitlement	Quantity of agents provisioned

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Product ID	Description	Price
A-CC-NCMC-ENT	Campaign Management Concurrent Agent Entitlement	Quantity of agents provisioned
A-CC-NCMN-ENT	Campaign Management Named Agent Entitlement	Quantity of agents provisioned
A-CC-NWFB-ENT	WFO Bundle Named Agent Entitlement	Quantity of agents provisioned
A-CC-NQM-ENT	Quality Management Named Agent Entitlement	Quantity of agents provisioned
A-CC-NWFM-ENT	Workforce Management Named Agent Entitlement	Quantity of agents provisioned
A-FLEX-G-C-ENT	Webex CC Cloud Entitlement CCAI Powered by Google Cloud	Quantity of agents provisioned
A-FLEX-WCC-DID-ENT	Webex Contact Center entitlement for PSTN Toll Inbound	Quantity of agents provisioned
A-FLEX-WCC-TF-ENT	Webex Contact Center entitlement for PSTN Toll Free Inbound	Quantity of agents provisioned
Support Options available with Webex Contact Center		
SVS-CJP-SUPT-BAS	Basic Support for Webex Contact Center	Included with Subscription
SVS-CJP-SUPT-ENH	Enhanced Support for Webex Contact Center	15% of the contract value
SVS-CJP-SUPT-PRE	Premium Support for Webex Contact Center	25% of the contract value