Data sheet
Cisco public

Cisco Collaboration Flex Plan 3.0 and Webex Suite

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Cisco Collaboration Flex Plan 3.0

The Cisco Collaboration Flex Plan 3.0 provides flexible subscriptions for a range of Collaboration products, including Webex® Calling and Meetings, Webex Calling Customer Assist, Cisco Unified Communications Manager, the Webex Suite, and the option to purchase products individually based on customer needs. With AI-powered tools such as Webex Calling Customer Assist and AI Receptionist, organizations can automate routine tasks and deliver personalized, always-on customer and workplace experiences, driving resilience and intelligence into today's dynamic business environments.

Deployment models

Customers can choose to mix deployment models to fit their needs and deploy Webex Meetings with on-premises calling and/or Webex Calling.

Buying models

The **Enterprise Agreement (EA)** buying model covers all Knowledge Workers (KWs) in an organization and includes a 15% growth allowance for all new Flex 3.0 subscriptions. A minimum of 250 KWs are required.

The Named User (NU) buying model is a per-user subscription that provides Webex Meetings and/or Webex Calling services for individuals, teams, or departments with the flexibility to add additional named users as adoption grows. No growth allowance is included. Subscriptions can be purchased per user with no minimum except a minimum of five users are required for Webex Suite NU or the Webex Meetings package.

The Active User (AU) buying model is a usage-based subscription for Webex Meetings only that allows customers to purchase Meeting entitlements according to adoption. Subscriptions can be purchased for a minimum of 40 Active Users.

True Forward

In the event of subscription overconsumption, Cisco has a True Forward policy for all Flex subscriptions (EA, NU, and AU). Consult the Collaboration Flex True Forward deck for program details. Collaboration Control Hub acts as the source of truth on all users and average active user values used in the True Forward process.

Webex Calling Migration Support

As customers migrate from Cisco UC Manager to Webex Calling, they can retain reactive, Basic-level Cisco® Technical Assistance Center (Cisco TAC) support and licensing entitlement on an existing on-premises deployment while transitioning to the cloud. Migration entitlement is included for 6 months with 12-month subscriptions and for a maximum of 18 months with 36-month subscriptions or longer.

Webex Suite, Webex Suite Essentials

Webex Suite can be purchased in two different tiers in the Flex 3.0 offer: Webex Suite Essentials (cloud only) and the more comprehensive Webex Suite (with Cloud and on-premises options). Both options are available for Enterprise Agreement (EA) and Named User (NU) buying models.

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Table 1. Below are the key components in the Webex Suite and Webex Suite Essentials.

Enterprise Agreement (EA)	Webex Suite	Webex Suite Essentials
Calling	Professional Calling (cloud and on-premises)	Standard Calling (cloud only)
Meetings	✓	✓
Webex App	✓	✓
Polling / Slido	✓	✓
Cloud device registration	✓	✓
Webex Assistant	✓	✓
Common-area (on-premises) / workspace (Webex Calling)	50%	50%
Cloud storage (1-year default retention)	Unlimited	Unlimited
Vidcast video messaging	Premium	Basic
Webinars	Webinars 5000	$
Webex Calling Customer Assist	$	$
AI Receptionist for Webex Calling	$	$
Events	✓	-

Named User (NU)	Webex Suite	Webex Suite Essentials
Calling	Professional Calling (cloud only)	Standard Calling (cloud only)
Meetings	✓	✓
Webex App	✓	✓
Polling / Slido	✓	✓
Cloud device registration	✓	✓
AI Assistant	✓	✓
Common-area (on-premises) / workspace (Webex Calling)	$	$
Cloud storage (1-year default retention)	1 GB	1 GB
Vidcast video messaging	Premium	Basic

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Named User (NU)	Webex Suite	Webex Suite Essentials
Webinars	Webinars 1000	$
Webex Calling Customer Assist	$	$
AI Receptionist for Webex Calling	$	$
Events	-	-

$ is available through a paid add-on.

Webex Calling Customer Assist

Features and benefits

License	Benefit	Buying model		Deployment model available	
		EA	NU	Cloud	On-premises
Webex Calling Customer Assist	Webex Calling Customer Assist enables any employee to deliver customer service through an AI-powered, calling-focused experience within the Webex App. Features such as click-to-call, agent and supervisor tools, screen pops, wrap-up reasons, and real-time analytics equip organizations to deliver exceptional customer engagement.	X	X	X	

AI Receptionist for Webex Calling

Features and benefits

License	Benefit	Buying model		Deployment model available	
		EA	NU	Cloud	On-premises
AI Receptionist for Webex Calling	Webex Calling AI Receptionist enables any business to automate routine call handling through an AI-powered, natural language experience built on Webex AI Agent. Features such as 24/7 availability, knowledge- base-driven responses, multi-language support, and intelligent call transfers equip organizations to help ensure that every customer interaction is answered promptly and professionally.	X	X	X	X

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Standalone offers and bundled offers

Collaboration standalone offers

These offers are designed to provide collaboration solutions for more engagement during meetings regardless of whether the host and participants are using Webex or another platform. Each offer is priced at a flat monthly rate based on the size of the company through a simple tiered structure. Everyone can then have access to these excellent tools.

Choose the size of your organization using these tiers:

- Tier A: 70k+ employees
- Tier B: 30k to 69,999 employees
- Tier C: 10k to 29,999 employees
- Tier D: EDU customers or 1 to 9,999 employees

Table 2. Slido and Vidcast Video Engagement Platform standalone and bundle features and benefits

License	Benefit
Slido	Slido is an industry-leading audience engagement platform that can be used for polling, Q&A, surveys, word clouds, and more. Slido is available as part of the Webex Suite and can be purchased by itself or in combination with any other Flex 3 offer.
Vidcast Video Engagement Platform	Hybrid work is here to stay, and the Vidcast Video Engagement Platform keeps teams connected through seamless asynchronous video sharing. Teams can record updates, create video repositories, and explain technical solutions easily and efficiently. The Vidcast Video Engagement Bundle is available as part of the Slido + Vidcast Bundle or can be purchased separately or with any Flex 3.0 offer.
Slido + Vidcast	Bundle our best-of-breed engagement solutions, that seamlessly integrate with any meeting platform and our Collaboration devices. Includes both Slido and the Vidcast Video Engagement Platform.

ThousandEyes + Flex Plan

License	Benefit
ThousandEyes + Flex	ThousandEyes® is Cisco's assurance offering. ThousandEyes helps companies see, understand, and improve their digital experiences over every network. By providing visibility and intelligence across owned and unowned infrastructure, ThousandEyes decreases the mean time to identification and resolution of problems from hours to minutes. ThousandEyes endpoint agents offer end-user experience monitoring and can be deployed on Mac and Windows devices. Periodic user monitoring is performed through HTTP and network monitoring tests that include insight into routing paths to ensure workforce digital experiences. ThousandEyes assurance licensing: **Essentials** • 4 concurrent tests per agent • 14 days of data retention **Advantage** • 10 concurrent tests per agent • 30 days of data retention

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Kollective in Flex Plan

License	Benefit
Kollective Enterprise Content Delivery Network (ECDN)	Kollective is a Solutions Plus Product. Kollective's cloud-based infrastructure solution makes scaling video easy for you, giving your users a terrific experience, deep observability and insights into how your users are consuming video, all while saving your network costly bandwidth and accelerating digital collaboration.

Webex Compliance Hub

License	Benefit
Webex Compliance Hub/Webex Compliance Hub Plus	Webex Compliance Hub provides a comprehensive, unified solution for communication compliance, including capture, archiving, and eDiscovery for the entire Webex Suite. It simplifies regulatory adherence by offering a single source of truth for Webex Calling, Meetings, Messaging, and more, enabling organizations to respond rapidly to discovery and investigation requests through robust search and efficient legal hold capabilities. Webex Compliance Hub Plus builds on these core features by adding proactive AI-based surveillance, data leakage protection (DLP), and advanced risk detection. Designed for organizations with complex compliance requirements, it provides intelligent tools to identify and remediate conduct risks across text, voice, and video communications, ensuring consistent security and policy enforcement throughout the digital workplace.

Webex Meetings products, features, benefits, and buying models

Table 3 describes products and features available in the EA, NU and AU buying models. Table 3 describes add-on features that can be purchased as a part of your subscription and availability in designated buying models.

Table 3.

Products and feature	Benefit	Buying model available		
		EA	NU	AU
Webex Meetings Package	The following video and web conferencing solutions are included: Webex Meetings with a capacity of 1000 attendees per session Webex Webinars with a capacity of 1000 attendees per session A branded microsite See supported languages. For Named User, customers can choose either the entire Webex Meetings Package or an a-la-carte combination of Webex Meetings and Webex Webinars. You cannot select this option in combination with Webex Webinars 3000.	X	X	X
Webex Meetings	Host or join Webex Meetings natively from the Webex App with common meeting experiences and controls, no matter how participants join. **Note:** Calendar service must be enabled.	X	X	X

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Products and feature	Benefit	Buying model available		
		EA	NU	AU
Webex Suite	The Webex Suite can be purchased under Flex 3.0 to bring the full power of the Webex platform with Cloud Calling or on-premises Calling, Meetings, Messaging, Polling, Webinars, and Events to your organization's users. Webex Suite is a cloud-only Meetings option. See table above for comparison between Webex Suite and Webex Suite Essentials.	X	X	
Webex Webinars	Host or join Webex Webinars natively from the Webex App with common meeting experiences and controls, no matter how participants join (Webinars Capacities 1000 to 10,000). Webex Webinars with Webcast with features such as the ability to broadcast live with Q&A, polling, and feedback via chat (Webcast from 3000 to 100,000 capacities) **Note:** Calendar service must be enabled.		X	
Pro Pack for Collaboration Control Hub	Pro Pack delivers advanced security controls, compliance management, and business insights.	X	X	X
Network-Based Recording (NBR)	Webex Meetings includes 1 GB per-user NBR storage entitled with EA and NU. And 5 GB per-Active-User NBR storage entitled with AU.	X	X	X
Webex Conferencing Audio (voice over IP [VoIP])	Each knowledge worker has unlimited access to Webex Conferencing audio via VoIP. Webex VoIP capabilities may not be available to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Cisco Webex Audio Offering data sheet for more details.	X	X	X
Webex Conferencing Audio (toll dial-in audio) **or** Cloud Connected Audio Service Provider User	Each knowledge worker has unlimited access to global toll call-in services for Webex Meetings. Local toll call-in numbers are provided for participants in covered countries. For a list of covered countries, see Table 2 in the Cisco Webex Audio Offering data sheet. With the Cloud Connected Audio Service Provider (CCA SP User) Audio option, a service provider partner connects with Cisco to deliver transport and access (phone numbers) to customers, while Cisco provides audio bridging. The service provider partner also handles full lifecycle support, including day-0, day-1, and day-2 services.	X	X	X
Webex App	Get secure, all-in-one team collaboration with the Webex App. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, whiteboarding, video meetings, calling, and more.	X	X	X
Webex Assistant	Webex Assistant interacts with users to help with meeting minutes, action items, reminders, closed captioning, and more, all controlled by voice command.	X	X	X
Polling/Q&A **(Slido)**	Slido is an audience engagement platform with expanded polling/Q&A technology now integrated into Webex.	X	X	X
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront as well as Hardware as a Service to the Webex cloud, with no need for on-premises infrastructure.	X		X

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Products and feature	Benefit	Buying model available		
		EA	NU	AU
Webex Hybrid Services	Integrate existing IT services with Webex to provide a seamless unified experience. Hybrid Services include Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	X	X	X
Webex Edge Audio	Webex Edge Audio is suitable for customers that have a cloud meetings solution coupled with an on-premises calling solution. It provides an on-net path (VoIP) for participants to join meetings from their existing IP phones with no change in behavior or training required. Edge Audio supports all Cisco Unified Communications solutions, providing high-quality audio (wideband codec) and cost savings by bypassing Public Switched Telephone Network (PSTN).	X	X	X

Webex Meetings Add-ons

Table 4. Optional add-on products and features by buying model that are available for purchase for Webex Meetings

Add-on products and features	Benefit	Buying model available		
		EA	NU	AU
Webex Messaging 1 TB file storage	Gain additional file storage beyond the pooled 20 GB of file storage per knowledge worker in the standard offer. Extra storage is purchased in unitary increments.	X	X	X
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront as well as Hardware as a Service to the Webex cloud, with no need for on-premises infrastructure.	Included	X	Included
Content Management	Provides auto record functionality with unlimited storage for Webex Meetings. The default retention is 1 year.	X	X	X
Cisco Room-based Video Endpoints	Telepresence Room and Expressway Room enable call control for room-based immersive and multipurpose Cisco room-based video endpoints.		X	
Real-time Translation	Real-time translation allows a Meeting host to select from 13 spoken languages for a meeting or webinar, and translate into more than 100 languages in closed caption format. Active User Real-time Translation model only available with Webex Suite EA.	X	X	
Expert on Demand	Expert on Demand provides the ability for experts to remotely join a Webex Meeting through their supported RealWear Headset.	X	X	X
Network-Based Recording (NBR) Storage	Additional Webex Network-Based Recording Cloud storage is available in 500-GB and in 100-GB increments. This is incremental to the included 1 GB per-user NBR storage entitled with EA and NU Webex Meetings. And 5 GB per-Active-User NBR storage entitled with AU.	X	X	X

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Add-on products and features	Benefit	Buying model available		
		EA	NU	AU
Webex Instant Connect	Webex Instant Connect is a Web Real-Time Communication (WebRTC)-based solution that allows multi-party video visits. It can be used as a standalone application or can be integrated via API in an existing application. To use Webex Instant Connect, a Guest-to-Guest (G2G) meetings license is necessary. Select Webex Instant Connect Epic if you are integrating Instant Connect with Epic and need Connection and Disconnection status messages in the Epic App.	X	X	X
The following audio add-ons are available only for Webex Conferencing Audio (not Cloud Connected Audio)				
Webex Conferencing Audio (Bridge Country Callback Audio)	Each knowledge worker receives unlimited access to global toll call-in and bridge country callback services. Local toll call-in numbers are provided for participants to join a Webex meeting. Bridge Country Callback Audio, available as an add-on in select countries, allows participants in the bridge country to have the meeting call their specified number after joining online. For eligible countries, see the "Important Information Regarding Audio Services" section of the Cisco Webex Audio Offering data sheet.	X	X	X
Webex Conferencing Audio (Bridge Country Callback + Toll-Free Audio) for the U.S. and Canada*	Each knowledge worker has unlimited access to global toll call-in, bridge country callback, and bridge country toll-free services. Local toll call-in numbers are provided for participants to join Webex meetings. Bridge Country Callback allows participants in bridge country to have the meeting call their specified number after joining online, while Bridge Country Toll-Free provides toll-free call-in numbers. Bridge Country Callback and Toll-Free Audio are only available to participants in the United States and Canada. For details, see the "Important Information Regarding Audio Services" section of the Cisco Webex Audio Offering data sheet.	X	X	X
Webex Conferencing Audio (global callback audio)*	Each knowledge worker has unlimited access to global toll call-in and global callback services. Local toll call-in numbers are available for participants joining a Webex meeting. Global Callback Audio lets participants in covered countries join by having the meeting call their specified number after joining online. For a list of covered countries, see Table 2 in the Cisco Webex Audio Offering data sheet.	X	X	X
Webex Audio (per minute)**	The following Webex Audio services are available for purchase on a per-minute basis: • **Bridge country toll-free call-in**: Toll-free numbers for participants in the bridge country to join a Webex meeting. • **Bridge country callback:** Participants in the bridge country can join a meeting by receiving a call at their specified number after joining online. • **Global toll-free call-in:** Toll-free numbers for participants in covered countries to join a Webex meeting (See the Webex Meetings Audio PSTN Coverage for Cisco Collaboration Flex Plan data sheet for country list.)	X	X	X

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Add-on products and features	Benefit	Buying model available		
		EA	NU	AU
	• **Global premium toll call-in:** Local toll numbers for participants in covered countries to join a Webex meeting (See the Webex Audio data sheet for country list.) • **Global callback:** Participants in covered countries can join by having the meeting call their specified number. (See the Webex Audio data sheet for country list.) **Note:** Per-minute bridge country audio services are only available in certain countries. Refer to the Cisco Webex Audio Offering data sheet for details. Each service can be included or excluded from an order and site provisioning. By default, all included services are available to all site knowledge workers, with individual entitlements adjustable through site-administration tools. You must choose one of the following billing models: • **Uncommitted billing:** Invoiced monthly in arrears based on actual usage, with rates subject to change. • **Committed billing**: Invoiced monthly in advance based on a committed dollar amount (minimum $99/month). Excess usage is billed monthly in arrears at a discounted rate. Unused committed amounts do not roll over to the next month.			
Webex Edge Connect	Webex Edge Connect is suitable for customers who have a cloud meetings solution coupled with an on-premises calling solution. It provides a dedicated, managed, Quality-of-Service (QoS)-enabled IP link from the customer's premises to the Webex Cloud through direct peering, leading to better and faster Webex meetings powered by the Webex Backbone. The direct connection provides enhanced meeting quality with consistent network performance and added security. It is recommended that customers that deploy Webex Edge Audio purchase Webex Edge Connect to experience premium meeting quality and significant cost savings by combining audio and internet bandwidth.	X	X	X
Production Assist	Production Assist is valuable to ensure successful Webinars. Customers want to be able to have large Webinars setup and run smoothly with the expertise of a Cisco producer ensuring participants and attendees get to focus on the speakers and content.	X	X	X

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Calling products, features, benefits, and deployment models

When you select Cisco Collaboration Flex Plan Calling, you get access to a package of calling products and features. Table 6 outlines what's included for users with the EA and NU buying models, as well as cloud or on-premises deployment models. Table 7 lists additional options that can be purchased depending on the buying model and deployment type. See the Collaboration Endpoints page for up-to-date devices.

Table 5. Products, features, and benefits

Included products and features	Benefit	Buying model		Deployment model available	
		EA	NU	Cloud	On-premises
Webex Calling	Webex Calling is an enterprise-grade cloud-calling solution, hosted and operated by Cisco, for businesses of all sizes. Three license options are available: Professional, Standard, and Workspace. In an EA, Workspace licenses are included for 50 percent of the KW count.	X	X	X	
Webex Calling Customer Assist	Webex Calling Customer Assist enables any employee to deliver customer service through an AI-powered, calling-focused experience within the Webex App. Features such as click-to-call, agent and supervisor tools, screen pops, wrap-up reasons, and real-time analytics equip organizations to deliver exceptional customer engagement. Webex Calling Customer Assist is available as a paid subscription that includes a professional Webex Calling license.	X	X	X	
AI Receptionist for Webex Calling	Webex Calling AI Receptionist enables any business to automate routine call handling through an AI-powered, natural language experience built on Webex AI Agent. Features such as 24/7 availability, knowledge base-driven responses, multi-language support, and intelligent call transfers equip organizations to ensure every customer interaction is answered promptly and professionally.	X	X	X	X
Cloud Recording	Webex Calling includes 100 GB calling-recording storage per organization. Additional storage is available as an add-on.	X	X	X	
Webex App	Secure, all-in-one team collaboration with the Webex App. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, whiteboarding, video meetings, calling, and more.	X	X	X	X

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Included products and features	Benefit	Buying model		Deployment model available	
		EA	NU	Cloud	On-premises
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices to the Webex cloud, with no need for on-premises infrastructure.	X	X (Webex Suite NU only)	X	X
Cisco Room-Based Video Endpoints	TelePresence Room and Expressway Room enable call control for room-based immersive and multipurpose Cisco room-based video endpoints.	X	X	X	X
Webex Hybrid Services	Integrate existing IT services with Webex to provide a seamless unified experience. Webex Hybrid Services include Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	X	X	X	X
Cisco Unified Communications Manager **(on-premises calling)**	Cisco Unified Communications Manager is an on-premises, enterprise-class collaboration service that provides session and call control for voice, video, messaging, mobility, instant messaging, and presence. For Enterprise Agreement (EA) customers, Common Area devices are included at 50% of the Knowledge Worker (KW) count. Access licenses are provided at 20% of the KW count. Device registration is included for all KWs when cloud-registering and for up to 20% of KWs when registering on-premises.	X	X		X
Cisco Expressway Series (Expressway-C and Expressway-E)	Cisco Expressway Series works as part of the Cisco Unified Communications Manager product family to provide access for mobile, desktop, and fixed clients. The application provides advanced multimodal firewall traversal and access services for secure voice, video, instant messaging and presence, directory, and visual voicemail outside your enterprise firewall without the need for a VPN. It includes: • Base software license • Expressway-E license • Series feature license • Desk phone and room registration licenses	X	X	X	X
Cisco Unity Connection	Access your Cisco Unity Connection voice messages the way you prefer with on-premises and Webex Calling DI deployments	X	X	X	X

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Included products and features	Benefit	Buying model		Deployment model available	
		EA	NU	Cloud	On-premises
Cisco Jabber soft clients	Cisco Jabber® clients: • Cisco Jabber for Windows (softphone, video, instant messaging, presence) • Cisco Jabber for Mac (softphone, video, instant messaging, presence) • Cisco Jabber for Android (softphone, video, instant messaging) • Cisco Jabber for iOS (softphone, video, instant messaging) • Cisco Jabber SDK (software development kit for web) • Cisco Virtualization Experience Media Edition (VXME) • Cisco Jabber Guest	X	X		X
Group Voicemail	Group Voicemail allows a shared voicemail and fax inbox for multiple users within an organization, including those without calling entitlements. The number of group voicemail boxes cannot exceed the named user or knowledge worker count. **In Webex Calling Dedicated Instance deployments, additional group voicemail boxes can be added up to the available capacity.**	X	X	X	X
Virtual lines	Virtual lines allow Webex Calling Professional users to have multiple lines with business calling features—such as voicemail, call forwarding, and call waiting—without needing extra licenses. Once configured, virtual lines can be assigned as nonprimary lines to devices and the Webex App, enabling users to place and receive calls just as with their primary line**. The number of virtual lines cannot exceed the count of named user Professional Calling or knowledge workers and is available only for multitenant deployments.**	X	X	X	
Cisco Emergency Responder	Cisco Emergency Responder enhances 9-1-1 functionality in Cisco Unified Communications Manager by ensuring emergency calls are routed to the correct Public Safety Answering Point (PSAP) with accurate caller location information and callback capability. It automatically tracks and updates equipment moves and changes. The system exports Automatic Location Information (ALI) in NENA-defined formats, which may require manual modification for use outside the United States and Canada.	X	X	X **Dedicated Instance**	

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Included products and features	Benefit	Buying model		Deployment model available	
		EA	NU	Cloud	On-premises
Emergency Response Center	Emergency Response Center for undefined calls provides connection to emergency location services when a user does not have a verifiable location address. An agent collects the address and routes the call to the correct Public Safety Answering Point (PSAP). This is a usage-based SKU that is billed based on consumption.	X	X	X	
Cisco Unified Survivable Remote Site Telephony (SRST)	Cisco Unified SRST provides cost-effective solutions for supporting redundant call control in remote branch offices and the homes of teleworkers. This is a UCM feature and is also supported with Dedicated Instance in Webex Calling.	X	X	X **Dedicated Instance**	X
Cisco Unified Communications Manager Session Management Edition (SME)	Cisco Unified Communications Manager SME helps enterprises create a centralized architecture to more easily and efficiently manage and evolve their networks as collaboration needs change. With SME, enterprises can: • Simplify. Reduce complexity by aggregating third-party Private Branch Exchanges (PBXs), and ease migration to an all-IP environment. • Extend. Deploy collaboration applications at the network core and extend them to users, even those on third-party PBXs.	X			X
Pro Pack for Collaboration Control Hub	Pro Pack delivers advanced security controls, compliance management, and business insights.	X	X	X	X

Calling Add-ons

Table 6. Optional add-on products and features by buying model, available for purchase in Webex Calling

Add-on feature	Benefit	Buying model		Deployment model available	
		EA	NU	Cloud	On-premises
Webex Calling Route List Calls	Webex Calling Route List Calls is a trunk that allows a customer to connect their on-premises phone system to Webex Calling Multi-tenant to: • Leverage Cisco Cloud Connected Partner PSTN for on-premises telephony users • Integrate vertical solutions that require specialized endpoints or on-premises equipment such as trading turrets, dispatch systems, etc.	X	X	X **Multi-tenant**	

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Add-on feature	Benefit	Buying model		Deployment model available	
		EA	NU	Cloud	On-premises
Webex Calling – Dedicated Instance	Webex Calling offers a dedicated cloud instance based on Cisco Unified Communications Manager, including CUCM, Unity Connection, IM and Presence, Cisco Expressway, Emergency Responder (Americas), and optional Session Management Edition. This Dedicated Instance integrates with Webex Calling and leverages Webex platform services, providing cloud innovation for customers who need to support older Cisco endpoints or maintain existing critical business integrations. Customers can add on instances in geographic regions as required, Americas, EMEA, APJ.	X	X	X **Dedicated Instance**	
Webex Calling – Dedicated Instance Enhanced Survivability Solution	The Enhanced Survivability Solution for Webex Calling Dedicated Instance deploys a virtual application on-premises as a remote node to the Dedicated Instance UCM cluster. This ensures that all call control functions and third-party integrations remain operational during a cloud service interruption.	X	X	X **Dedicated Instance**	
Cisco Calling Plan	The Cisco Calling Plan delivers PSTN connectivity for Webex Calling customers. Partners can order outbound calling plans, phone numbers, and inbound toll-free numbers directly from Cisco through Cisco Commerce Workplace (CCW) or Collaboration Control Hub, where numbers can also be assigned as Service Numbers. Cisco Calling Plans are managed natively in Collaboration Control Hub and billed through Cisco partners. By using Cisco Calling Plans, partners and customers benefit from a single vendor for cloud calling services, support, and centralized trials and provisioning. Visit this page for country availability.	X	X	X **Multi-tenant**	
Reserve/Release Telephone Numbers	Allows administrators to order and reserve blocks of telephone numbers with a Cisco Calling Plan and release them into service when needed. Reserved numbers are inactive, so they have reduced charges and are not assessed taxes.	X	X	X	
Additional storage for Cloud Recording	Incremental Webex Calling recording storage options: 100 GB and 500 GB	X	X	X	
India Webex Telecom Regulated Products	Webex telecom regulated Webex Calling for customers who have offices in India. Link to customer onboarding documents.	X	X	X **Multi-tenant**	
Webex Setup Assist	Webex Setup Assist is a Cisco-provided migration and implementation service assistance for partners to include on all cloud calling opportunities. This is available as a purchasable option for Webex Calling.	X	X	X	
Webex Attendant Console	Webex Attendant Console is an add-on that will address the needs of front office operators and receptionists who handle large call volumes.	X	X	X	

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Add-on feature	Benefit	Buying model		Deployment model available	
		EA	NU	Cloud	On-premises
Webex Go	Webex Go is an add-on license to Webex Calling and extends your Webex calling number to your mobile phone. Webex Go is supported with Webex Calling Professional license only in a limited number of countries.	X	X	X	
Webex Go Mobile Operator	Webex Go with Mobile Operator is currently available only in the United States and should be purchased only if you have an AT&T business mobile plan and wireless numbers you want to provision for Webex Calling Subscribers.	X	X	X	
On-premises Cisco Unified Attendant Console (CUAC)	Cisco Unified Attendant Console (CUAC) Standard and Advanced are included in the Collaboration Flex Plan. CUAC Advanced offers optional high availability for system protection against downtime. CUAC Standard features a modern interface, searchable speed dials, busy lamp field, and Cisco Jabber presence. CUAC Advanced includes a powerful queuing engine for managing multiple calls from various sources and supports up to 100,000 contacts with direct active-directory synchronization.	X	X		X
Cisco Unified Communications Manager Express **(CME)**	Cisco Unified Communications Manager Express (Unified CME) delivers robust unified communications for branch offices and retail environments. As a licensed feature of Cisco IOS XE Software, it is easy to configure and customizable for individual sites. Unified CME offers a rich feature set and can be integrated with other Cisco router services, creating an all-in-one branch-office solution that saves space.		X		X
Cisco Unified Border Element **(CUBE)**	Cisco Unified Border Element (CUBE) offers extensive capabilities to secure, monitor, and maintain critical business connections while ensuring industry compliance. Its flexible features support highly available, cost-effective enterprise communications networks and enhance voice and video collaboration for users.	X	X	X	X
Cisco SpeechView Standard	Cisco SpeechView transcribes voice messages into text and sends them to the user's email inbox, while the original audio remains accessible in Cisco Unity Connection at any time. This standard, AI-based service operates without human intervention.	X	X	X	X

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Add-on feature	Benefit	Buying model		Deployment model available	
		EA	NU	Cloud	On-premises
Cisco Webex Cloud-Connected UC	Cisco Webex Cloud-Connected UC offers a suite of no-cost admin services that deliver enhanced business and operational insights to boost admin productivity. Ideal for customers who: • Want to benefit from Webex cloud while keeping critical calling workloads on-premises • Need a unified global view to manage on-premises UC alongside existing Webex cloud or hybrid services • Prefer efficient, partner-delivered cloud-based management for their on-premises UCM deployment	X	X		X
Cisco Unity Connection with Speech Connect	Access your Cisco Unity Connection voice messages from any device—IP phone, mobile phone, web browser, email client, or a desktop client such as Cisco Jabber. Speech Connect, included with Cisco Unity Connection, is a speech-enabled automated attendant that allows users to place calls using voice commands instead of dialing numbers.	X	X		X
Common Area and Workspace (Webex Calling) add-on	Add-on licenses are available for common-area and Workspace phones not assigned to individual users. Webex Calling also offers a common area/Workspace phone option, providing basic analog phone functionality with limited additional features.	X	X	X	X
Access (on-premises calling) add-on	Add-on licenses for Access phone not associated with knowledge workers.	X	X		X

Named User Calling License Types

Named User Calling has different license types for Webex Calling and on-premises calling.

Webex Calling:

- **Professional** – The full-featured tier for employees and contractors that require professional calling capabilities or need to use multiple devices (both soft clients and hard devices).
- **Standard** – This license tier is for users that require standard calling capabilities and a single device (hard device or soft phones).
- **Workspace** – A calling license designed for shared use and common area locations. Not intended for an individual user's calling needs.

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On-Premises Calling:

- **Professional** – Full-featured license for employees and contractors who use multiple communication devices as part of their job duties.
- **Enhanced** – This feature-rich license is optimized for task workers who use a single device.
- **Access** – Entry-level license that supports only one device, plus basic (voice and video) call control features.
- **Common Area** – Calling license designed for shared use and common area locations. Not intended for an individual user's calling needs.

Table 7. Named user products, features, and optional add-ons

	Professional (Cloud and on-premises)	Enhanced (On-Premises)	Standard (Cloud only)	Access / Common Area	Deployment Options		
					Prem	WxC DI	WxC
SRST	200% + Optional Purchase	100% + Optional Purchase		100% + Optional Purchase	X	X	
Cisco Emergency Responder (CER)	300% + Optional Purchase	100% + Optional Purchase		100% + Optional Purchase	X	X	
Pro Pack for Collaboration Control Hub	100%	100%	100%	N/A	X	X	X
Mobile Remote Access+	Included	Included		N/A	X	X	
Webex Messaging (Managed)+	100%	100%	100%	N/A	X	X	X
Unity Connection (Enhanced)SA	100%	Optional purchase		Optional purchase	X		
SpeechConnectSA	Optional $0	Optional $0		Optional $0	X		
Session Manager	Optional purchase	Optional purchase		Optional purchase	X		
Expressway Base	Included	Included		N/A	X	X	
Expressway RMS	Optional purchase	Optional purchase		Optional purchase	X	X	
Premises device registration	Optional purchase	Optional purchase		Optional purchase	X		
Cloud device registration	Optional purchase	Optional purchase	Optional purchase	Optional purchase		X	X
Cloud Connected UC	Optional $0	Optional $0		Optional $0	X		

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	Professional (Cloud and on-premises)	Enhanced (On-Premises)	Standard (Cloud only)	Access / Common Area	Deployment Options		
					Prem	WxC DI	WxC
Speech View – Std[SA]	Optional purchase	Optional purchase		Optional purchase	X	X	
Local Gateway (CUBE licenses)	50% (Option)	N/A	50% (Option)	50% (Option)		X	X
CUBE	Optional purchase	Optional purchase		Optional purchase	X		
Enterprise to Multiplatform firmware (MPP) migration	Included	N/A	Included	Included			X

[%] Entitlement as % of KW

[SA] Stand Alone Add-On

[†] Feature only, no separate entitlement

Table 8. Platform and messaging add-ons

Add-on feature	Benefits
Webex messaging add-on	Secure, all-in-one team collaboration from Webex. Webex is an app for continuous teamwork. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, whiteboarding, video meetings, calling, and more.
Guest-to-Guest Meetings	A dedicated service app enables effortless management and scheduling of Guest-to-Guest (G2G) meetings, providing a seamless experience for both registered and anonymous participants. Integrated into the Webex Meetings app, this feature allows hosts and guests to hold flexible, on-demand meetings without permanent licenses or registered identities—ideal for ad-hoc or one-time gatherings.
Business Texting	Business Texting can be added onto your Cisco Calling Plan telephone numbers to allow you to send and receive SMS messages on your Cisco Calling TN#. In order to add Business Texting, you can opt into it in Cisco Commerce and then enable any TN# on your subscription via Collaboration Control Hub.
Cisco Jabber	Cisco Jabber instant messaging can be opted, in addition to Webex Messaging, at no cost and at equal license count as Webex Messaging. This is intended to aid customer migration from Jabber to Webex App.
Webex Messaging 1 TB of file storage	Get additional file storage in addition to the pooled 24 GB of file storage per knowledge worker or 20 GB of file storage per named user in the standard offer. Purchased in unitary increments.
Extended Security Pack*	The Extended Security Pack bundle includes full-functionality Cisco Cloud Lock for data loss prevention and anti-malware scanning for all Webex files. This add-on provides collaboration administrators agility and the ability to securely deploy Webex in their enterprises by addressing all InfoSec concerns in a tightly integrated solution without the procurement and deployment hurdles of buying multiple products.
Extended Security Pack with DUO MFA	Duo offers Essentials to protect your applications by using a second source of validation (such as a phone or token) to verify user identity before granting access. Duo is engineered to provide a simple, streamlined login experience for every user and application.

*Extended Security Pack requires a purchase with Calling and/or Meetings.

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Basic Webex Meeting Service

Basic Meeting provides an introductory Webex Meetings experience. Advanced features require a paid subscription. If a paid subscription is not renewed, the account reverts to the free Basic Meeting service, which has fewer features, different usage limits, and a 40-minute meeting cap. Users with both Basic Meetings and Webex Calling Professional Licenses can host meetings up to 24 hours in duration. Cisco may change free service features and limits at any time and may deactivate or delete free accounts (and data) that exceed the 5GB storage limit. For details see the Webex help article for a detailed comparison.

Technical support and customer success services

Cisco offers support services covering the areas of problem resolution, customer success and adoption, and designated support management in three service tiers: Basic, Enhanced, and Premium. Basic support is included at no additional cost for the duration of your subscription. For more information about the available technical support services, contact your partner or Cisco sales agent.

Cloud provisioning overview

Upon order placement, partners designate a provisioning contact who receives instructions to set up the service via the Collaboration Control Hub wizard. For detailed provisioning steps, refer to the “Provisioning” section in the Cisco Collaboration Flex Plan 3.0 Ordering Guide.

On-premises licensing and software delivery

On-premises licenses are delivered to you via your Smart Account. The partner is responsible for entering your Smart Account information at the time your order is placed.

Ordering information

To initiate a purchase or for assistance with modifications to your subscription, please contact your certified Cisco partner or Cisco sales agent. For detailed step-by-step instructions on quoting and ordering Cisco Collaboration Flex Plan 3.0, refer to the 'Cisco Collaboration Flex Plan 3.0 and Webex Suite Ordering Guide.

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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:

Table 9. Cisco environmental sustainability

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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Resources

Flex 3.0

- How to Order Flex 3.0 via CCW
- Flex 3.0 FAQ
- Flex 3.0 Ordering Guide
- Cisco Collaboration Flex Plan Offer Description
- General Terms
- SKU List

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Document history

New or revised topic	Described in	Date
Included new offers: AI Receptionist, Reserve TN's. **Renamed Webex Control Hub to Collaboration Control Hub**	Throughout the document	May 2026
Included new offers: Route list, India Regulated Webex Calling, Changes to Dedicated Instance.	Throughout the document	November 2025
Updated all links	Entire document	August 2025
Removed Training and Support Center from Webex Centers Bundle	Table 3	July 2025
New Kollective Offer	Page 6 – Kollective	May 2025

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