Cisco Collaboration Flex Plan Contact Center

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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 is available for the Concurrent Agent buying model. One subscription covers software and technical support for Cisco Collaboration Flex Plan Contact Center.

Deployment models

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

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

Deployment Model	Platform	Additional Options*
Cloud	Cisco Webex Contact Center + Cisco Webex Contact Center Enterprise	(for Webex Contact Center) Additional Recording Storage, Workforce Optimization (WFO), Campaign Management + (for Webex Contact Center Enterprise) Infrastructure as a Service
On-premises	Unified Contact Center Enterprise (UCCE) + Packaged Contact Center Enterprise (PCCE) + Contact Center Express (UCCX)	UCCE Customer Voice Portal (CVP) IVR Port + PCCE Customer Voice Portal (CVP) IVR Port
Hosted	Hosted Collaboration Solution for Contact Center (HCS-CCE) + Hosted Contact Center Express (HCS-CCX)	HCS-CCE Customer Voice Portal (CVP) IVR Port

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Buying models

Cisco Collaboration Flex Plan Contact Center is only available in a Concurrent Agent buying model for all three deployment models based on a monthly agent commitment.

The on-premises and Hosted Contact Center Express (HCS-CCX) technologies that do not contain the overage feature require a subscription change to increase the agent count. For all other 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 and any usage in excess of the committed quantities will be billed as overage.

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

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

Buying Models	Premium	Standard
Concurrent Agent	Yes	Yes
Named Agent	Yes	Yes

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	Hosted
Standard Agent	X	X	X
Premium Agent	X	X	X

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Table 4. Agent type descriptions on the Cisco Collaboration Flex Plan Contact Center

Agent Types	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 (Webex Contact Center only), touch-tone IVR, web and voice callbacks, and standard 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 Plan Contact Center agent type considerations

Agent Type Capabilities and Considerations	Descriptions
Agent flexibility	Within a single subscription, mixing is allowed between all deployment models and agent types.
Committed agents	This is applicable for Webex Contact Center, Webex Contact Center Enterprise and Cisco Hosted Collaboration Solution for Contact Center (HCS-CCE). 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 overages[1]	Cloud and Hosted CCE 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.
Maximum cloud provisioned users	Under the cloud deployment, you are allowed a maximum number of users capable of being provisioned. Cisco and your reseller configure this value. Contact your reseller if your capacity needs to be increased.

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.

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Platform

For each Cisco Collaboration Flex Plan 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 (UCCE)

On-Premises Agent Platform	Descriptions	
Unified Contact Center Enterprise (UCCE)	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. More information on UCCE is available per the Unified Contact Center Enterprise page	
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 (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[2]	Included	Included
Web callback[2]	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
Email and Web chat media	Not Included	Included
Supervisor privileges (monitoring, barge-in and	Not Included	Included

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On-Premises Agent Platform	Descriptions	
coaching of all agents)		
Additional CVP Ports	Optional	Optional

[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 (PCCE)

On-Premises Agent Platform	Descriptions	
Packaged Contact Center Enterprise (PCCE)	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. More information on PCCE is available per the Packaged Contact Center Enterprise 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 (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
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

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On-Premises Agent Platform	Descriptions	
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 (UCCX)

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 per 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
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.

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Table 9. Available platforms for Hosted Cisco Collaboration Flex Plan Contact Center: Hosted Collaboration Solution for Contact Center (HCS-CCE)

Hosted Agent Platform	Descriptions	
Hosted Collaboration Solution for Contact Center (HCS-CCE)	HCS-CCE delivers the advanced capabilities of Cisco Unified Contact Center Enterprise and Cisco Unified Customer Voice Portal with all the benefits of cloud computing. More information on HCS-CCE is available per the Hosted Contact Center Enterprise 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 (CVP – 1 Primary and 1 Redundant port per agent ordered)	Included	Included
Real-Time and Historical Reports Data Storage	Included	Included
Voice callback[8]	Included	Included
Web callbacks	Included	Included
Basic outbound (preview dialing)[9]	Included	Included
Cisco Unified Contact Center Management Portal (CCDM)	Included	Included
Task Routing APIs for universal queuing	Included	Included
High availability platform	Included	Included
Advanced outbound (outbound option for predictive and progressive dialing)[9]	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

[8] May require services.

[9] May require Campaign Management software.

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Table 10. Available platforms for Hosted Cisco Collaboration Flex Plan Contact Center: Hosted Contact Center Express (HCS-CCX)

Hosted Agent Platform	Descriptions	
Hosted Contact Center Express (HCS-CCX)	HCS-CCX delivers Cisco Contact Center Express in a secure, highly available, and easy-to-deploy customer interaction management solution. More information on HCS-CCX is available per the Hosted Contact Center Enterprise 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
Interactive Voice Response (IVR) and self-service	Included	Included
Cisco Outbound IVR	Not Included	Included
High Availability	Included	Included

Table 11. Available platforms for Cloud Cisco Collaboration Flex Plan Contact Center: Webex Contact Center

Cloud Agent Platform	Description	
Webex Contact Center	Webex Contact Center is a native-cloud service that delivers comprehensive, analytics-driven contact center solutions from Cisco's cloud infrastructure. More information on Webex Contact Center is available on the Webex Contact Center page	
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

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Cloud Agent Platform	Description	
Real-time and historical reports data storage	Included	Included
Standard CRM connectors	Included	Included
Multi-channel reporting and analytics	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 recording storage	Optional	Optional
Campaign Management (outbound campaigns)	Optional	Optional
Quality Management	Optional	Optional
Workforce Management	Optional	Optional
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 can not 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 12. Available platforms for Cloud Cisco Collaboration Flex Plan Contact Center: Webex Contact Center Enterprise[13]

Hosted Agent Platform	Descriptions	
Webex Contact Center Enterprise (Webex CCE)	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. 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.	
Feature	**Standard**	**Premium**
Inbound and outbound voice	Included	Included
Intelligent skills-based routing and queuing	Included	Included

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Hosted Agent Platform	Descriptions	
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
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
Advanced outbound (outbound option for progressive dialing)[16]	Not Included	Included
Email and web chat media	Not 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. The solution includes Operating System (Windows or Linux) and backup of the application. Customer or customer's partner is responsible for any other 3rd 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.

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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, Enhanced and Premium. Basic Support is included with any Cisco Collaboration Flex Plan subscription at no additional cost for the duration of your subscription. Under Basic Support you are entitled to unlimited 24x7 access to technical support in English for break/fix issues via phone, web, or email within one business day for lower-severity cases, and within a 60-minute initial response time for severity 1 and 2 cases. Your Basic Support includes access to the knowledge base as well as all software updates and upgrades during the term of your subscription. Enhanced and Premium Support is also available at an additional cost. For more information about Basic, Enhanced, and Premium Support, please go to the Services Description for Cisco Software Support Services.

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

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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 in 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.

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