



# Possibilities

#CiscoLive

# Webex Contact Center Enterprise

Cloud Contact Center for the Large Enterprise

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DGTL-BRKCCT-1016

**CISCO** *Live!*

June 2-3, 2020 | [ciscolive.com/us](https://ciscolive.com/us)

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# Agenda

- Market Fit
- Functional Overview
- Administration portal demo
- Support and access to tools
- Customer Onboarding
- Architecture
- Connectivity
- Migrations from On-Prem
- Security Considerations
- Pricing Details

Session 1

Session 2

Session 3

Session 4



# Market Fit



# CCE On-Premises customer sentiment

## “What we like about CCE”

Single queue across all channels

Customized desktop, IVR, and routing rules

Deep feature set, Cisco TAC

Proven flexibility, reliability, scalability

Reputation – on time/on budget deployments

## “What we’d like to see”

- Reduced time required for patching/upgrading
- Easier ability to find and fix issues
- Role-based access control
- Ability to consume cloud services
- Cisco direct high end cloud solution

# Moving to cloud introduces its own challenges...

## Business Interruption



- Grass is greener problem
- Interruption is inevitable with different systems

## Wheel Re-invention



- Re-write routing
- Re-write desktop customization
- Re-writing IVR
- Re-do reporting

## 1 Step Forward...2 Back



- Catching up to where you were
- New set of problems

# A seamless path from CCE to Webex CCE



Bring the best of what you have



No agent disruption or retraining



Familiar tools and practices

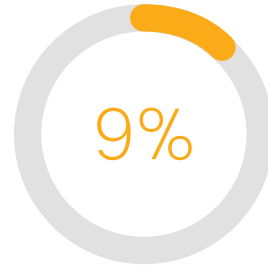


Seamless, easy migration



Seamless migration via Flex

# Large contact centers described **common challenges to us**



Only 9% of large contact centers over 50 agents are currently cloud-based



- Barriers described:
- scale limitations
  - limited feature sets
  - security concerns
  - painful transition
  - brand





# Functional Overview

# A unique new approach to cloud delivery

## Multi-Instance for Control



Core Automatic Call Distribution (ACD)

Calling and voicemail

Integrated voice portal

Agent and supervisor desktops

APIs

Reporting

## Multi-Tenant for Velocity



Omnichannel

Webex Experience Management

Workforce Optimization (WFO)

AI Agent Assistance

Conversational AI

CRM Connectors

Single pane of glass administration portal

# Webex Contact Center Enterprise Global Reach



- United States
- Canada

## North America

## Europe

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- United Kingdom

## Australia & Asia

- Australia
- Hong Kong\*
- Malaysia\*
- Philippines\*
- Singapore\*

## 8 Global Data Centers

**North America:** Denver, Austin

**Europe:** London, Amsterdam

**Asia:** Singapore, Hong Kong

**Australia:** Sydney, St. Leonards

*NOTE: Subject to Change*

*\*Asia locations currently pending regulatory approvals*

*Additional geographies planned for future phases*

# New all-in-one Admin Portal for greater efficiency

➔ Role-based access control to for **business user access**

➔ Allows **real-time adjustments** for proactive operational efficiency

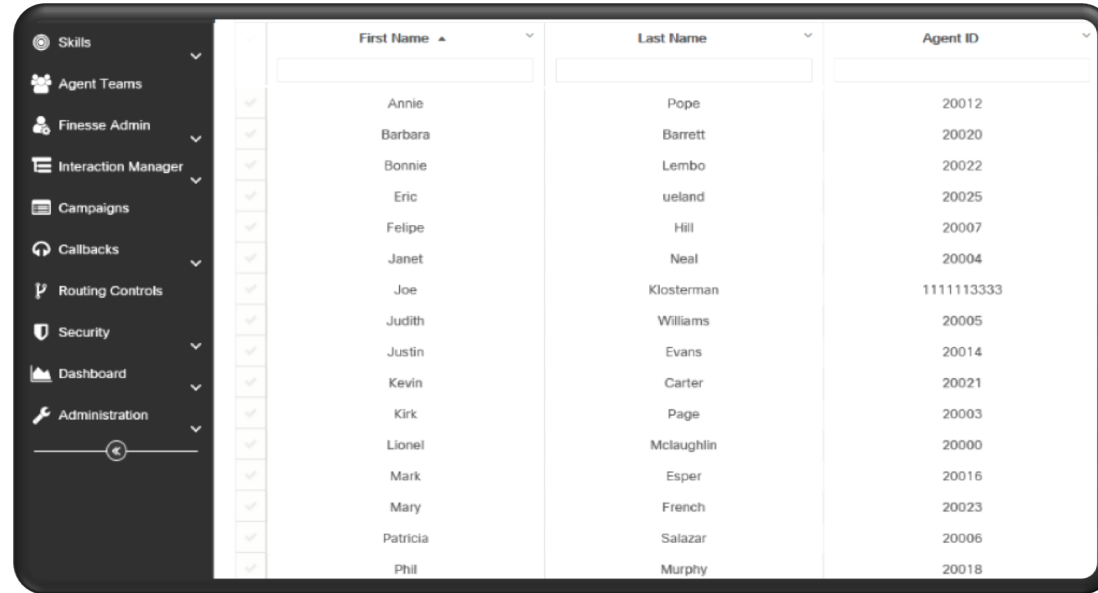
➔ Enables **quick and easy access to tools** from a single interface



# Administration Portal

## Feature Improvements vs. Legacy CCE Admin

- Mobile version
- Role-based access control
- Audit trail
- Departmental segmentation
- Bulk upload of users
- Ability to clone users
- Single administration portal for all solution elements
- Advanced re-skilling features
- Single Sign-On (SSO)
- Admin API



The screenshot displays a mobile application interface for user management. On the left is a dark sidebar with a menu containing items like Skills, Agent Teams, Finesse Admin, Interaction Manager, Campaigns, Callbacks, Routing Controls, Security, Dashboard, and Administration. The main area shows a table with three columns: First Name, Last Name, and Agent ID. Each row has a checkmark in the first column, indicating selection or status. The table lists 15 users with their respective names and Agent IDs.

	First Name	Last Name	Agent ID
✓	Annie	Pope	20012
✓	Barbara	Barrett	20020
✓	Bonnie	Lembo	20022
✓	Eric	ueland	20025
✓	Felipe	Hill	20007
✓	Janet	Neal	20004
✓	Joe	Klosterman	111113333
✓	Judith	Williams	20005
✓	Justin	Evans	20014
✓	Kevin	Carter	20021
✓	Kirk	Page	20003
✓	Lionel	Mclaughlin	20000
✓	Mark	Esper	20016
✓	Mary	French	20023
✓	Patricia	Salazar	20006
✓	Phil	Murphy	20018



# Roadmap Philosophy

## What to expect

- Continuous delivery from the cloud
- More frequent feature delivery on core CCE
- Zero downtime upgrades
- Lower supported agent counts

## Expect less

- Big Bang releases every 18 months
- Big gaps in time between feature delivery and adoption
- Downtime for maintenance

# Core Roadmap



Move live VMs without affecting ops



Zero downtime during upgrades



Automated and orchestrated patching

# Webex CC Enterprise vs. Current On-Premises



## Webex CC Enterprise

**Cisco** operated

**Differentiated** admin experience

**Multi-cloud** application services

**Cisco performed** upgrades

**Cisco** supported



## CCE On Premises

**Customer** operated

**Standard** admin experience

**Dedicated** application services

**Customer performed** upgrades

**Customer/Partner** supported



# Webex Contact Center Enterprise quick deployment solution

GA release: May 2020

Cloud solution for large, high security contact centers available in 10 days or less. Includes full remote agent support and bundled PSTN for calling for first 90 days.



- Full-featured cloud contact center with support for remote agents and supervisors
- Quick deployment offer for any business with immediate need for 500 to 24,000 concurrent agents
- Get up and running in 10 business days or less with short, 90-day contract term
- Bundles free PSTN for calling for first 90 days
- Ideal for hotlines, crisis response teams, and rapid expansion of existing on-premises contact centers



Thank you

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# Administration Portal Demo



# Support & access to tools

# Support and incident management



Cisco to monitor the solution 24x7x365



Cisco will notify the reseller as part of incident management process



Reseller is responsible for Tier 1 Support



Cisco TAC is responsible for Tier 2 & Tier 3 Support

# Partner Support Responsibilities – Tier 0/1 support

- Partners are responsible for providing helpdesk capabilities for end customer
- Partners are responsible for providing Tier 1 support
  - **“Tier 1 Support”** means the ability to provide general product information (presales and post-sales), configuration support, collect relevant information to identify technical problems, perform base problem determination and provide regular problem resolution reports to the end user
- Partners may reach out to Cisco TAC for additional assistance(Tier 2/Tier 3) – Cisco TAC is break-fix support only
- Partners will provide assistance needed for MACD
- Partners will be responsible to support third party integrations as well as Add-ons
- Cisco will monitor the customer instance to ensure availability



# Access to Tools

Feature	Tool Name	Core / Add-On	Used By	Partner Account Used	Authentication Type
Administration Portal	Administration portal	Core	Partners & Customers	Management	SSO
Management Tools	CCDM (Contact Center Domain Manager)	Core	Partners	Management	SSO
Management Tools	ISE (Internet Script Editor)	Core	Partners	Tenant-Level	LDAP
UC Management Tool	VOSS	Core	Partners & Customers	Management	SSO
Reporting and Analytics Tool	CUIC (Cisco Unified Intelligence Center)	Core	Partners & Customers	Management	SSO
IVR Development Tool	CVP Call Studio	Core	Partners & Customers	----	----
Chat and Email	ECE	Core	Partners & Customers	Management	SSO
911 Management	Cisco Emergency Responder	Core	Partners & Customers	Management	SSO
Desktop Extensions	Upstream Works for Finesse (UWF)	Add-On	Partners	Tenant-Level <sup>1</sup>	Local
List and Campaign Management	Acqueon LCM	Add-On	Partners & Customers	Tenant-Level (Individual Account)	LDAP
Workforce Optimization: Opt 1	Verint	Add-On	Partners & Customers	Management	SSO
Workforce Optimization: Opt 2	Calabrio ONE	Add-On	Partners & Customers	Management	SSO



# Customer Onboarding



# Assurance to Quality(A2Q)



- High level validation of design proposed including Network connectivity and PSTN options
- Confirms expectations of the product deliverables
- Validate Partner is Authorized
- Validate Add-ons have respective SOW or Partner has required capability
- Validate BOM and Release order

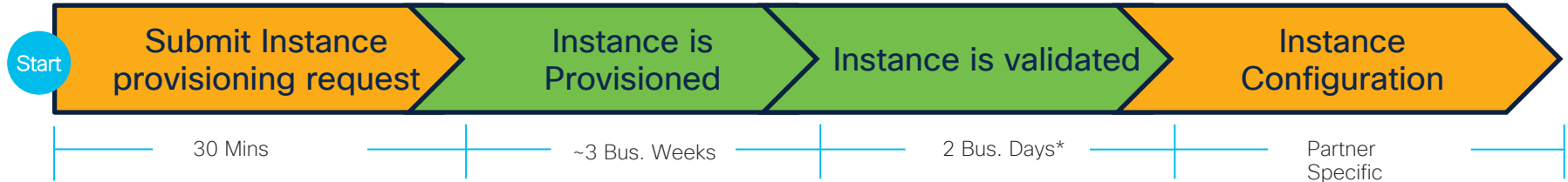
# Deal Registration and A2Q Workflow



**NOTE: Do not place an order in CCW before A2Q Approval – deal will get de-booked if not provisioned within 90 days**

- A2Q is mandatory for all new deals and updates to an existing deal
- A2Q Information and link to the form published in SalesConnect and Partner Communities
- Customer Solutions Assurance Manager (CSAM) from Cisco will be assigned to every deal
  - CSAM is the main point of contact for Partners and Account teams and will play a supporting role in successful execution of the project – *Partner will continue to be responsible for project management and execution*
- Connectivity is a critical element of the solutions and partners are expected to clearly outline the voice and data connectivity model as part of A2Q submission – **No deals will be approved/booked without approval on connectivity model**
- Partners are expected to outline professional services engagement for Add-on's and third party integrations as part of A2Q submission – If Professional services is provided by another vendor, a signed SOW has to be submitted for review in A2Q

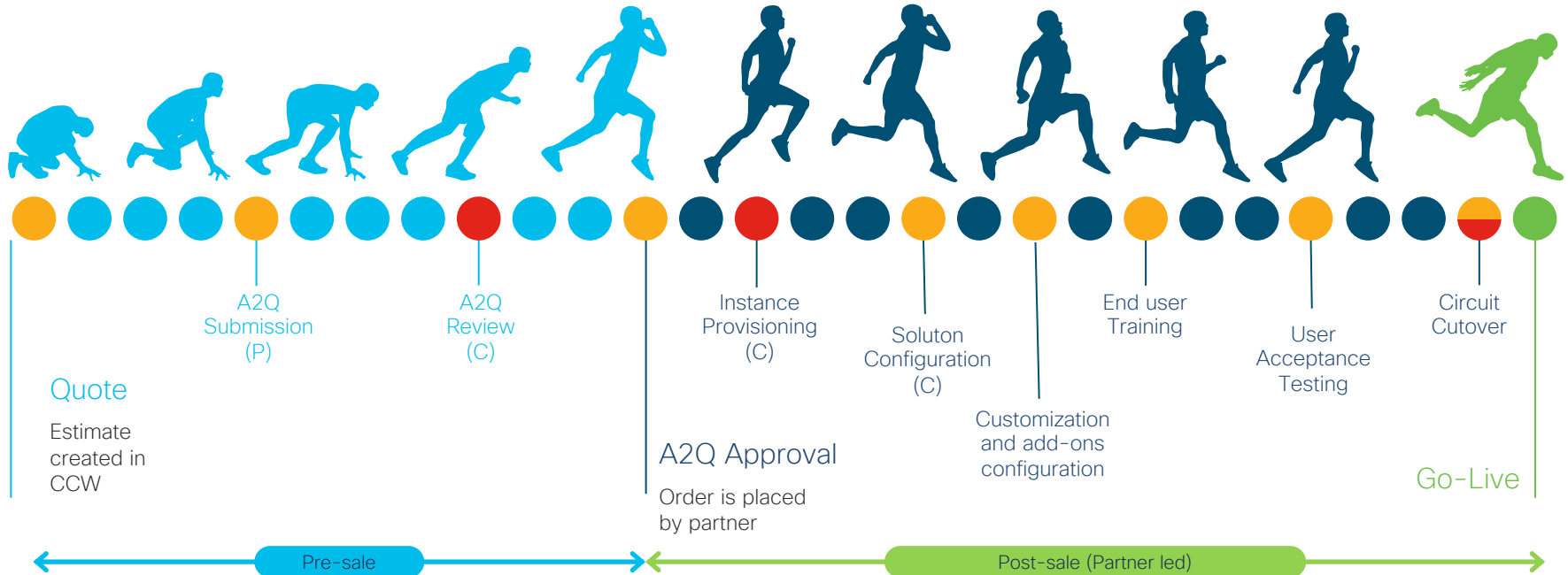
# Webex CCE Instance Provisioning Process



- Instance provisioning will enable all ordered options and allows for the system to be configured by the partner
- Making the Instance “Business Ready” is Partner responsibility
- Partner is responsible for ensuring they have appropriate trained personal to configure add-ons or are expected to have signed SOW with respective vendors for Professional Services
- CSAM will be the point for updates on Webex CCE Instance provisioning status
- CSAM will be the first point of contact for any support issues until customer goes live on the platform
- Partner is expected to request Cisco for circuit switchover at least two weeks before Go Live
- Platform Monitoring will start when the customer is Live

# End to End Order to Go Live

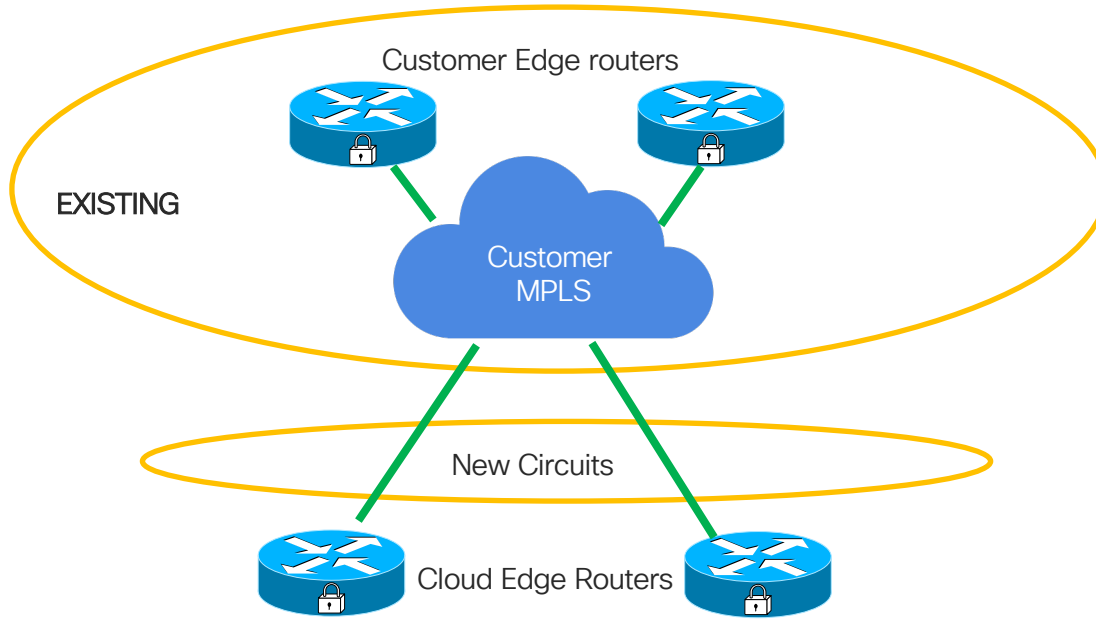
- (C) - Cisco responsibility
- (P) - Partner responsibility



# Data & Voice Connectivity

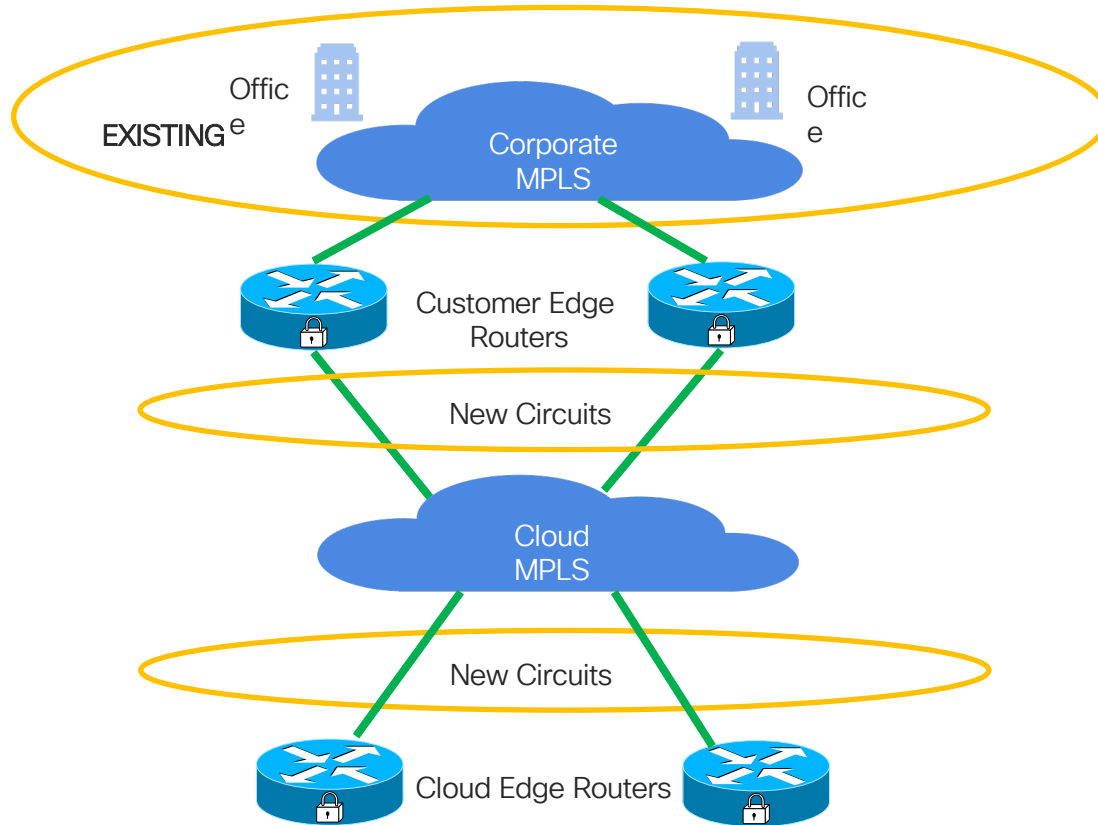
# Network Connectivity - Data

Extending an existing customer MPLS network for data connectivity



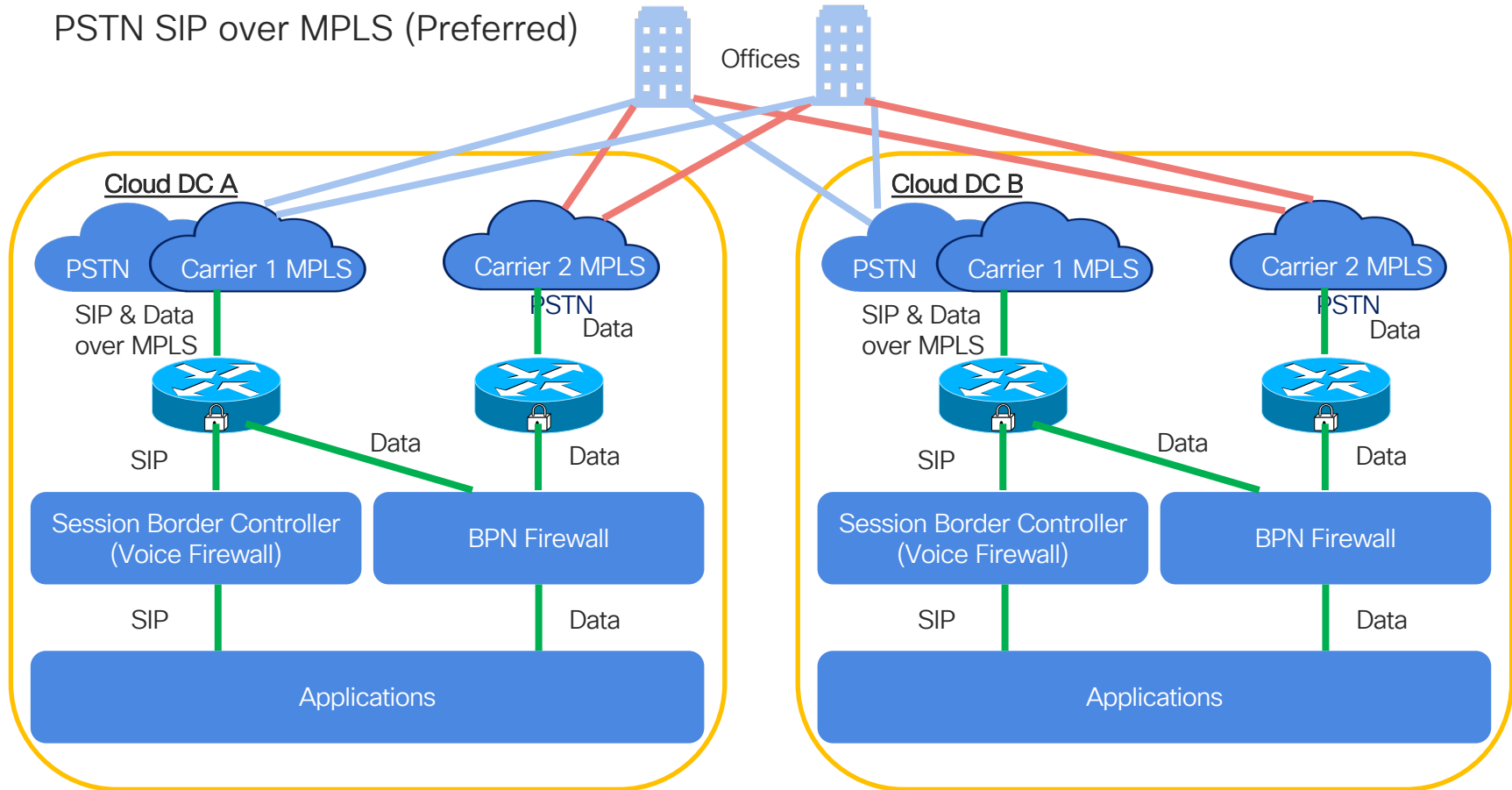
# Network Connectivity - Data

Creating a new MPLS network for data connectivity



# Network Connectivity - PSTN SIP

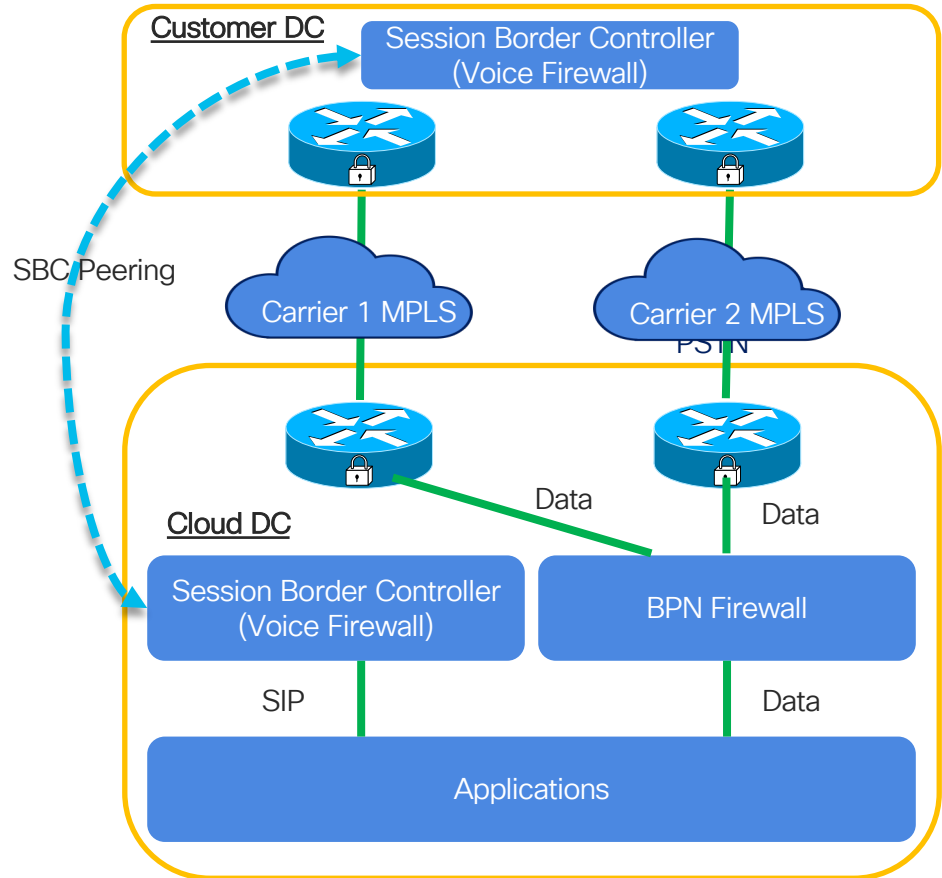
PSTN SIP over MPLS (Preferred)





# Network Connectivity – PSTN SIP

Customer provided PSTN SIP over MPLS



# Client Connectivity FAQ

Who buys the circuit?

- Customer

What circuit types?

- MPLS over Single Mode Fiber (SMF)

Are overlays supported?

- If the client brings their own circuit and edge device, SD-WAN is supported

What does the circuit connect to?

- Webex CCE Edge Device
- Customer Provided Edge Device

# Client Connectivity FAQ

Who manages the Edge Device?

- If provided by Cisco, then Cisco manages
- If provided by the customer, then the customer manages

What is required when a customer brings their own device?

- A router hosting fee will apply

What is required when a customer wants to plug a circuit into a Webex CCE Edge Device?

- Circuit Management Fee
- Carrier Letter of Authorization (LOA)

# Client Connectivity FAQ

How many circuits do I need?

- 2 per Webex CCE datacenter

Should circuits carry both SIP & Data?

- The customer should only have 1 SIP carrier
- Due to this, 1 of the 2 MPLS circuits in each DC should carry SIP and Data

Is it possible for the customer to provide a 3<sup>rd</sup> circuit for carry SIP only?

- Yes. It's not recommended however due to a failover condition of both the data providers into a site being down, but the standalone SIP circuit remaining active. If this occurs, calls may not be able to reach endpoints



# Webex CCE Infrastructure as a Service (IaaS)

# What is Webex CCE IaaS?



Webex CCE IaaS is a supplemental offering to allow for additional services to be provisioned that extend beyond Webex CCE core and add-on components.



It is intended to assist partners and customers with the ability to migrate the additional contact center systems to the cloud without adding the complexity of having adjunct systems remain on premises or be shifted to a different cloud.



*Webex CCE does not intend to replace all Enterprise applications through removing resources from the premise like public clouds do.*

*For this reason, it can be expected that additional services public clouds provide are not features of Webex CCE IaaS.*

# IaaS Overview

- Provided for customers who wish to 'bring their own software'
- Partitioned as a virtual CPU in the VMware Hypervisor
- Partner/customer provides all necessary software and support
  - Operating system
  - Database
  - Misc software (security, management, etc.)

# IaaS Overview

## CPU

1 Core of Intel 6242 2.8GHz  
CPU

## Memory

Ordered in 8 Gigabyte  
blocks (was 32 Gigabytes)

## Solid State Disc (SSD)

Available in 1 Terabyte  
chunks



Thank you

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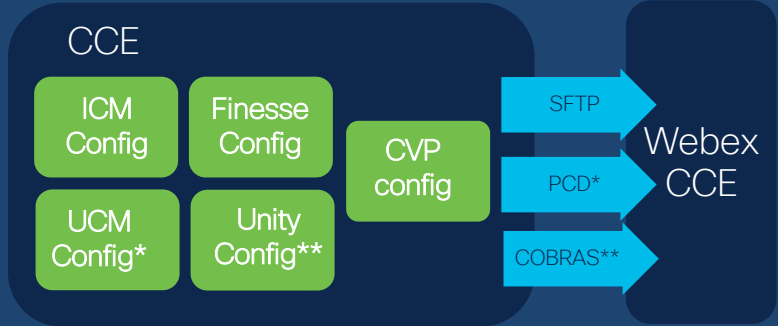


# Migration from CCE

# Flash-cut Migration from CCE to Webex CCE

Easy migration from on-prem to cloud

## 1 Migrate Config

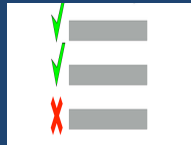


## 2 Portal Integration

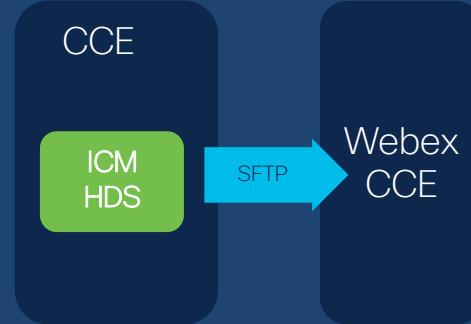
Webex CEE Authorized partner is responsible for addition of AppGW nodes into existing ICM scripts to integrate to WCCE Admin Portal

## 3 Test call flows

Webex CCE Authorized partner is responsible for testing all call flows ensuring successful migration of configuration



## 4 Migrate Historical Data



## 5 Move PSTN circuits

Customer is responsible for moving their incoming TFN from CCE to Webex CCE

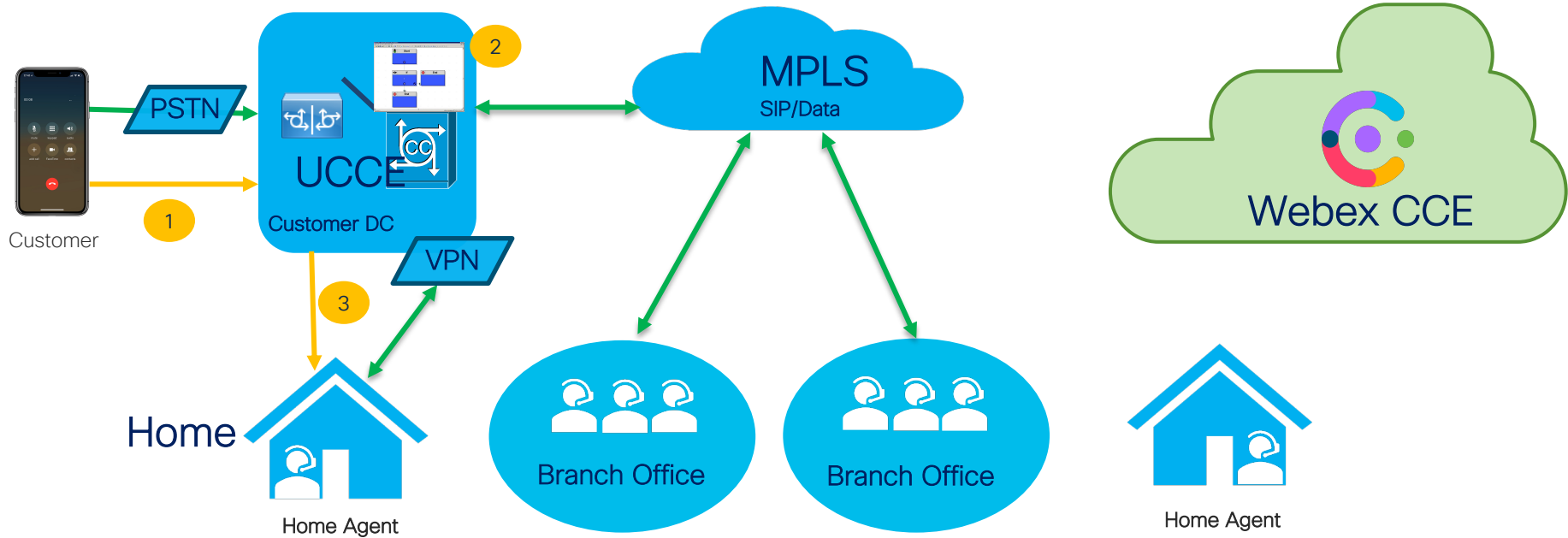
### Note

Special considerations will be required for existing customers using non-reference designs

# Phased Migration Requirements

- Avoid *impact* to business and eventually retire on-premise platform
- Ability to *route* calls between premise and cloud platform based on agent availability
- Ability to *transfer* calls between premise and cloud platform based on agent availability
- Ability to generate *reports* for agents regardless of platform
- *Business continuity* with 2 parallel systems running

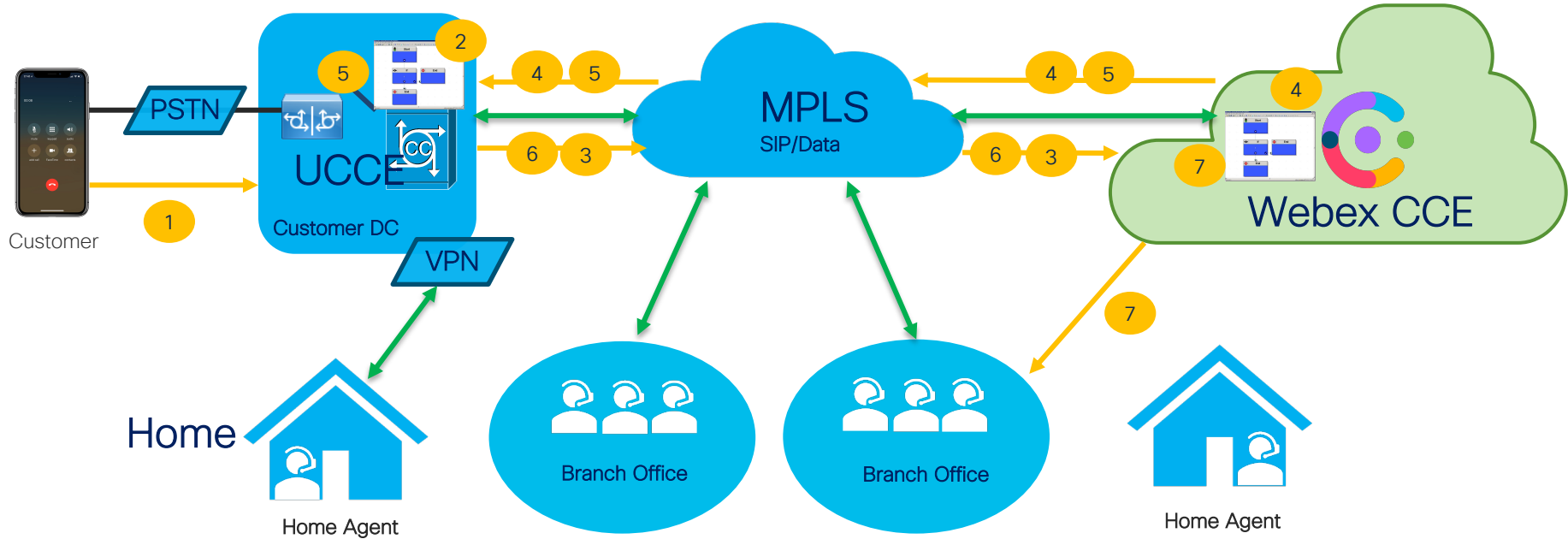
# Call Flow – Inbound Call (Starting State)



- 1 Customer calls <CUST\_NAME> Customer Service.
- 2 UCCE runs scripts and finds UCCE Agent
- 3 Customer is connected to UCCE Agent

— Network Connectivity  
— Call Routing Request & CCE Gateway

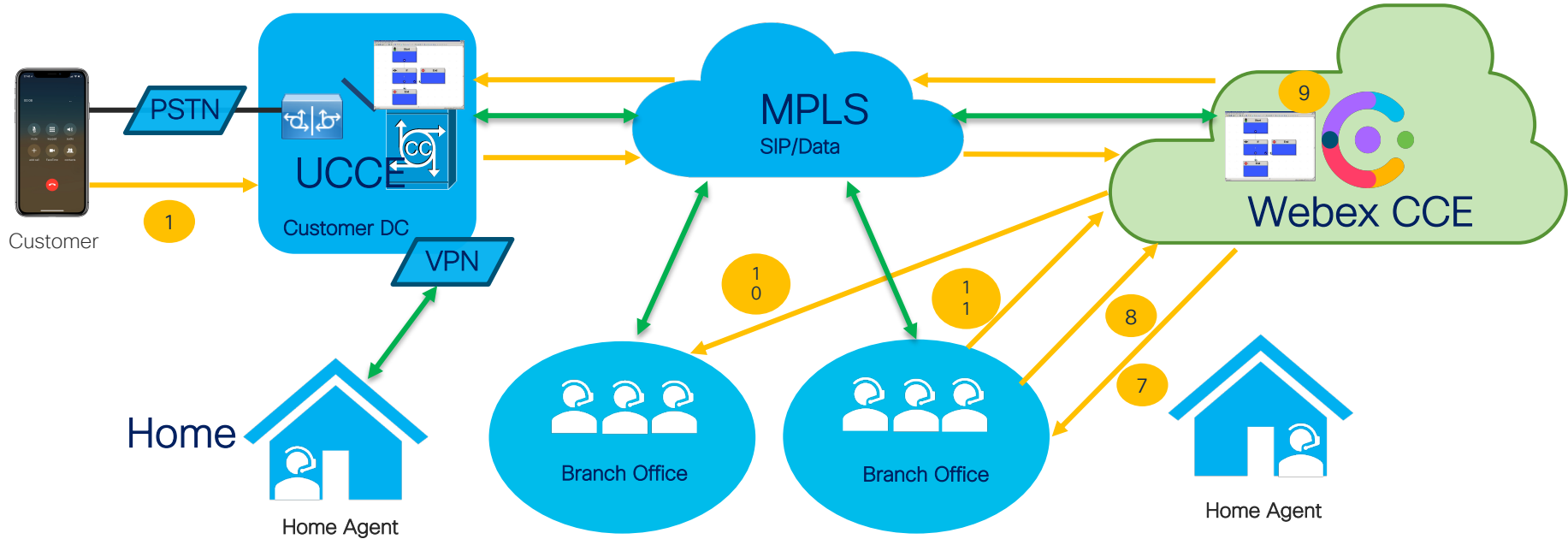
# Call Flow – Inbound Call (Migration State)



- |   |   |   |  |
|---|---|---|--|
| 1 | Customer calls <CUST_NAME> Customer UCCE  | 5 | Webex CCE returns Translation Route DNIS to RC                                 |
| 2 | UCCE runs scripts, and finds no agents available  | 6 | Routing Client initiates call to returned label                                |
| 3 | UCCE Script sends Route Request to Webex CCE via GW   | 7 | Translation route completed, call is routed to Webex Agent with all call data. |
| 4 | Webex CCE checks agent availability, if available, returns translation route to original Routing Client |   |  |

— Network Connectivity  
— Call Routing Request & CCE Gateway

# Call Flow – Transfer Call (Migration State)

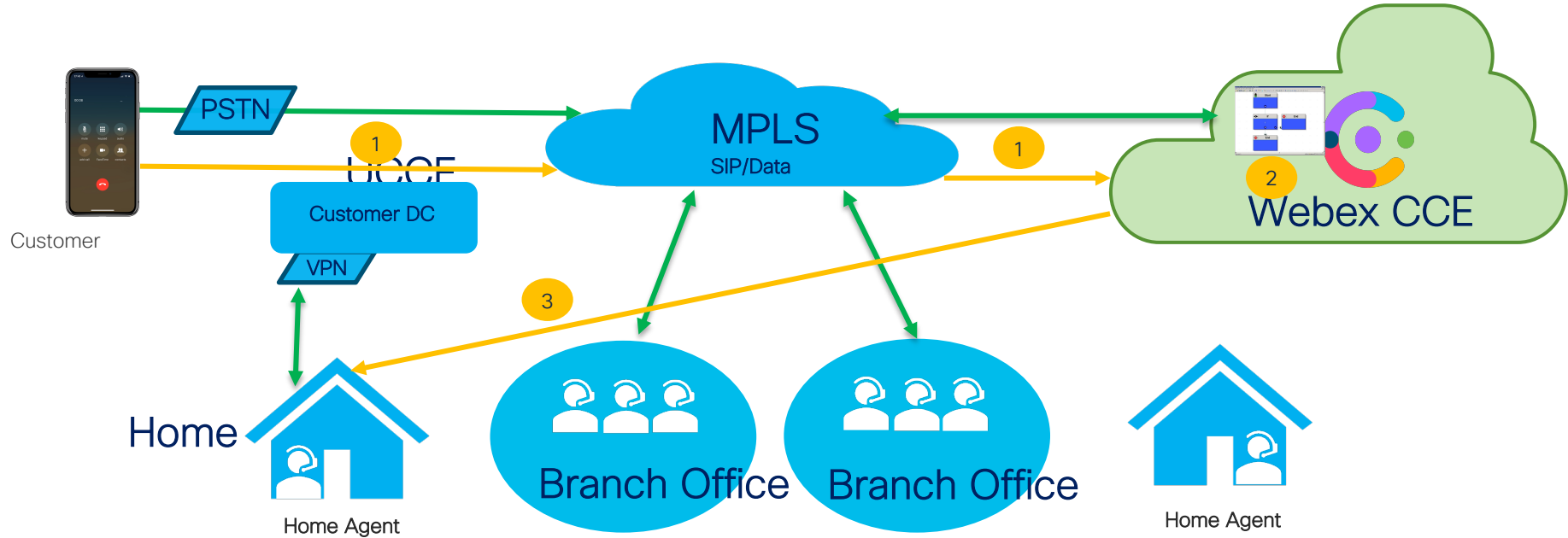


- 7 Customer is connected to Webex CCE Agent
- 8 Agent dials transfer DN
- 9 Webex CCE checks for agent availability.

- 10 Agent 1 is connect to Webex CCE Agent 2.
- 11 Agent 1 completes transfer. Customer and Agent 2 Communicate. Customer & Agent 2 communicate. Voice Path would vary based on translation route DNIS Used..

— Network Connectivity  
 — Call Routing Request & CCE Gateway

# Call Flow – Inbound Call (End State)



- 1 Customer calls <CUST\_NAME> Customer Service.
- 2 Webex CCE runs scripts and finds Agent
- 3 Customer is connected to Webex CCE Agent

— Network Connectivity  
— Call Routing Request & CCE Gateway





Security

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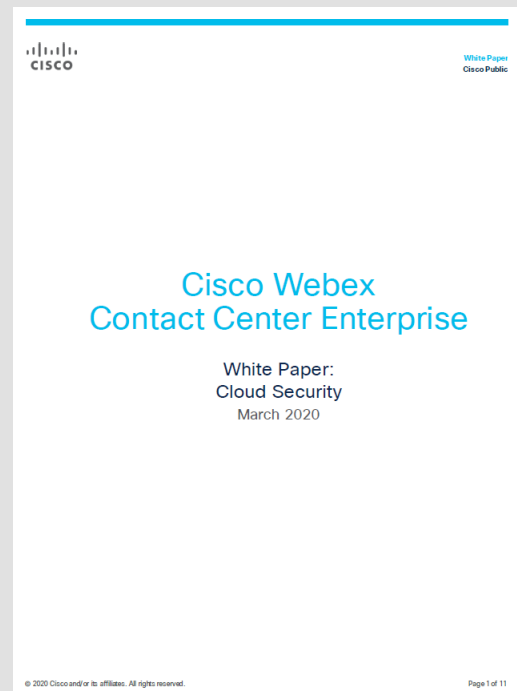
# Webex CCE Security White Paper & Data Sheet

Our Webex CCE Security whitepaper:

<https://salesconnect.cisco.com/#/content-detail/d2b9d3ed-bf4c-42ef-a02d-ea73a3b62abf>

Privacy Data Sheet:

[https://trustportal.cisco.com/c/r/ctp/trust-portal.html?search\\_keyword=webex%20contact%20Center%20enterprise#/customer\\_transparency/pdfViewer/c%2Fdam%2Fr%2Fctp%2Fdocs%2Fprivacydatasheet%2Fcollaboration%2Fcisco-webex-contact-center-enterprise-privacy-data-sheet.pdf?docClassification=public](https://trustportal.cisco.com/c/r/ctp/trust-portal.html?search_keyword=webex%20contact%20Center%20enterprise#/customer_transparency/pdfViewer/c%2Fdam%2Fr%2Fctp%2Fdocs%2Fprivacydatasheet%2Fcollaboration%2Fcisco-webex-contact-center-enterprise-privacy-data-sheet.pdf?docClassification=public)



# Security certifications, attestations, and compliance

## Certifications:

- Payment Card Industry Data Security Standards (PCI-DSS)
- ISO 27001:2013
- Tier III or above Data Center Facilities

## Attestations:

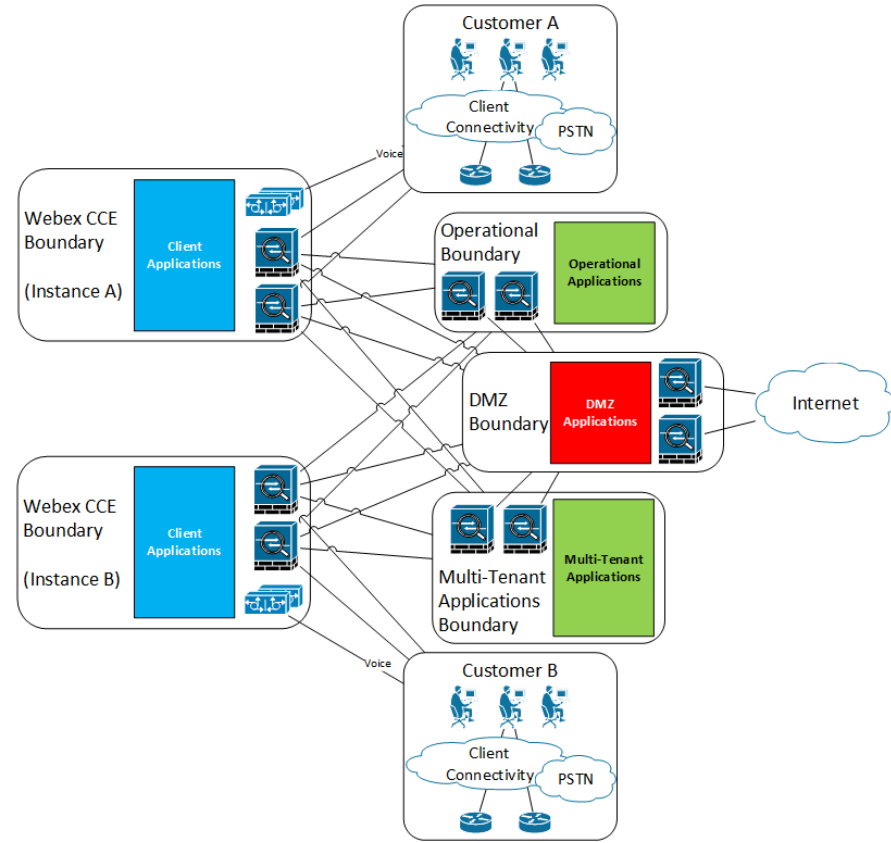
- Health Insurance Portability and Accountability Act (HIPAA)
- SSAE 18 SOC 1 and 2, Type II
- General Data Protection Regulation (GDPR)

## Compliances:

- Fair and Accurate Credit Transactions Act (FACTA)
- Section 508 of the Rehabilitation Act<sup>1</sup>
- EU-Swiss Privacy Shield

# Network Security

- Network security is comprised of the following key elements:
  - Establishing boundaries
  - Boundary isolation
  - Secure connectivity between cloud data centers
  - Secure connectivity between clients and cloud data centers



# Data Encryption

## In-transit

- For non-private (Internet) connections, all voice and data interfaces are encrypted in transit
- For private connections:
  - All data interfaces are encrypted in transit
  - Voice interfaces are not encrypted in transit by default as it's a private connection. However, depending on the customer requirement SIPS/SRTP could be potentially used.

## At rest

- All data at rest is stored on encrypted storage
- Databases and applications that store privacy data extend disk-level encryption by implementing secondary forms of encryption.

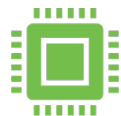
# Pricing

# Webex Contact Center Enterprise Components



## Agents & IVR

Provides core contact center capabilities



## Add-ons

Technology from seven Providers managed by Cisco in Webex CCE data centers



## IaaS

Ability to co-locate customer / partner owned solutions with Cisco hardware in Webex CCE data center










## NPS

Non-production lab system for partners requiring dedicated test system

All Pricing includes management and tier 2 and above support.  
Partner is responsible for customization and tier 1 support,

# Webex CCE Agents

-  Component of Contact Center Flex Plan (A-FLEX-CC)
-  Standard and Premium features same as UCCE/PCCE Premise and Hosted-CC
-  All agents are licensed as concurrent
-  Value Transfer discount of \$2.00 for non-Cisco transfer, \$3.00 for Cisco
-  Overage is available
-  Includes CUCM management for agents only; licenses must be provided by customer
-  Option to add IaaS, additional IVR (CVP) Ports, and CER



# Non-Production System (NPS) Overview

- Provides customers with a dedicated lab system
- NPS system is targeted at providing:
  - Testing of ICM scripts
  - Testing of IVR (Studio, backend systems)
  - Desktop customizations
  - APIs for support of backend systems (CRM, reporting, etc)
- NPS does not offer support of add-on applications.
- If geographic redundancy is desired, two NPS systems must be ordered.

# Ordering NPS

- NPS is not part of Flex
- Has its own top level SKU:
  - A-NPS-WCCE
- One option for NPS:
  - A-NPS-WCCE-OPT

The screenshot displays the Cisco Commerce Estimates web interface. The top navigation bar includes 'Catalog', 'Estimates', 'Deals & Quotes', 'Orders', 'Subscriptions & Services', and 'Software'. The user is logged in as Adam Mermel. The main content area shows an estimate for 'Estimate\_XS114325075FF (XS114325075FF)'. The estimate is created by Adam Mermel on 20-Apr-2020. The left sidebar contains navigation options like 'View Estimate Information', 'Link to Opportunity', 'Set Install/Service Location', 'Calculate Payment Options', 'Security Subscriptions', 'AS-Fixed', 'Learning Credits', and 'Recommended Content'. The main table lists items with columns for 'Hardware, Software and Services', 'Estimated Lead Time', 'Unit List Price (USD)', 'Qty', 'Unit Net Price (USD)', 'Discount (%)', and 'Extended Net Price (USD)'. The items listed are:

Hardware, Software and Services	Estimated Lead Time	Unit List Price (USD)	Qty	Unit Net Price (USD)	Discount (%)	Extended Net Price (USD)
<b>1.0 A-NPS-WCCE</b> WXCCE Non Production System Valid as of 20-Apr-2020 02:17:52 PDT Requested Start Date: 23-Apr-2020   Requested For: 12 Months From 23-Apr-2020 To 22-Apr-2021   Automatically Renews For: 12 Months From 23-Apr-2021   Billing Frequency: Monthly Billing	Not Applicable	0.00	1	0.00	0	0.00
<b>1.1 SVS-FLEX-SUPT-BAS</b> Basic Support for Flex Plan	28 days	0.00 Per Each /Month	1 Each	0.00 Per Each /Month	0.00	0.00
<b>1.2 A-NPS-WCCE-OPT</b> WXCCE Non Production System Option	21 days	40,000.00 Per Instance /Month	1 Instance	40,000.00 Per Instance /Month	0.00	480,000.00

The 'Estimate Total' section shows:

Estimate Total		All Prices Shown in USD	
Average Product Discount	0.00 %	Product Total	0.00
Average Service Discount	0.00 %	Service Total	0.00
Average Subscription Discount	0.00 %	Subscription Total	480,000.00
		Total Price	480,000.00

At the bottom, there is a disclaimer: "This Price Estimate does not constitute an offer by CISCO to sell products, but is instead an invitation to issue a purchase order to CISCO until the valid date specified in this price estimate. Such a purchase order will be subject to Cisco's standard procedures, terms and conditions for the acceptance of purchase orders. This order may be subject to indirect tax (VAT, GST, sales tax or other indirect taxes), duty and freight charges even if not noted on this estimate."

# Documentation and where to find it...

- Flex Contact Center Ordering Guide:  
<https://www.cisco.com/c/dam/en/us/products/collateral/customer-collaboration/guide-c07-741219.pdf>
- Flex Contact Center SKU List (includes prices):  
<https://www.cisco.com/c/dam/en/us/products/se/2018/9/Collateral/cisco-collab-flex-plan-contact-center-skus.xlsx>
- Flex Contact Center Data Sheet:  
<https://www.cisco.com/c/en/us/products/collateral/unified-communications/cisco-collaboration-flex-plan/datasheet-c78-741220.html>
- WxCCE Ordering Add-on Ordering Overview:  
<https://www.cisco.com/c/en/us/products/collateral/unified-communications/cisco-collaboration-flex-plan/datasheet-c78-743548.html>

## SalesConnect: [Webex CCE Product Page](#)

The screenshot shows the 'Propose' section of the SalesConnect interface. It features a search bar labeled 'Collaboration Proposal Library'. Below the search bar, there is a list of documents with the following details:

Document Title	Source	Validated	More
Cisco Collaboration Flex Plan Contact Center Ordering Guide	Business Unit	18 Mar 2020	More
Cisco Collaboration Flex Plan Contact Center Data Sheet	Marketing	07 Apr 2020	More
Cisco Collaboration Flex Plan Webex Contact Center Enterprise Add-On Overview Data Sheet	Sales	20 Apr 2020	More
Flex Plan Contact Center FAQ	Sales	05 Feb 2020	More
Cisco Collaboration Flex Plan Contact Center Ordering Guide SKUs List	Sales	10 Mar 2020	More

Each document entry also includes a 'Viewed on' date at the bottom right of the row.



# Webex Contact Center Enterprise Service Level Agreements

# Webex CCE SLA – Summary

- Service Level Targets
  - 99.99% availability for ‘core platform’
  - 99.00% for add-ons and admin functions (‘secondary platform’)
- Credit of up to 5% of monthly fees
- Available for every customer

# Platform Definitions

## Core platform

All functionality needed to allow agents to successfully handle voice calls, email and web chats (ECE):

- Voice infrastructure
- Voice treatment (IVR) using DTMF only
- Queuing
- Routing
- Finesse agent desktop application, with standard gadgets minimally needed to control calls, handle emails and chats

## Secondary platform

Admin, management, reporting, add-ons

- Admin portal, reporting, supervisor functions
- Outbound campaign management
- Workforce Optimization and speech analytics
- Voice mail
- Additional channels
- CRM connectors
- Speech applications

*Excluded: reliability of recordings being made*

# Webex CCE SLA

Target	Applicable Services	Target, measured monthly	Remedy	Customers
Webex CCE service availability	Core Platform	99.99%	Credit * 1% (<99.99%, >= 99.95%) 2% (<99.95%, >=99.90%) 3% (<99.90%, >= 99.75%) 4% (<99.75%, >=99.50%) 5% (<99.50%)	All, but on request
	Secondary Platform	99.00%	Credit * 1% (<99.00%, >= 97.50%) 2% (<97.50%, >=95.00%) 3% (<95.00%, >= 93.50%) 4% (<93.50%, >=90.00%) 5% (<90.00%)	All, but on request

\* Total Credit for Webex CCE for a month is limited to 5% of monthly fees

# General Exclusions

- Third party network (customer to/from DC) and telephony providers
- Scheduled and emergency maintenance
- Customer or partner acts or applications
- Force majeure



# Incident Response Time is in Service Offering, not in SLA

- Incident response time is part of the Cisco service offering for Webex CCE, as per table below
- There is no remedy for not meeting
- This is not part of the product SLA

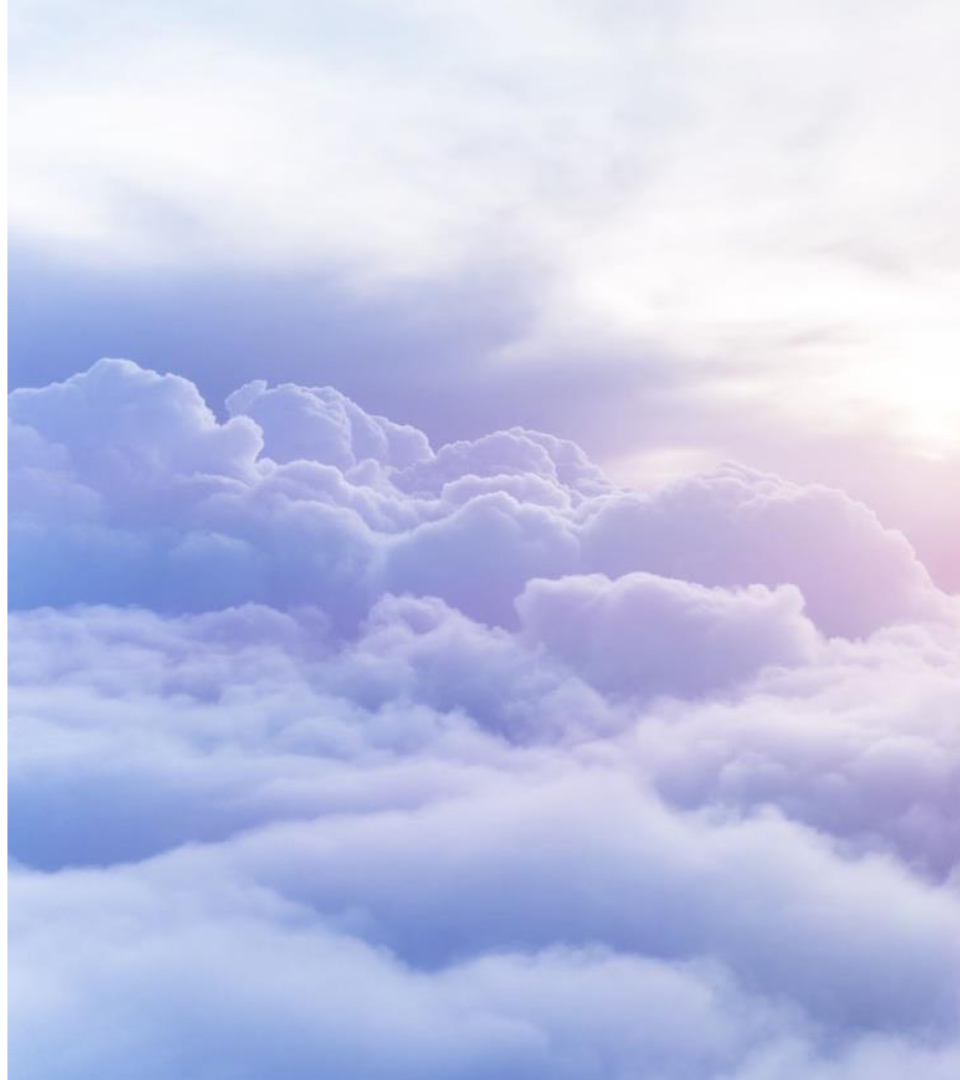
Target	Applicable Services	Target	Remedy	Customers
Incident response time	Basic support	S1/2: 1 hr S3/4: next day	None	All
	Enhanced support	S1/2: 30 mins S3/4: 2 hr	None	For fee
	Premium support	S1/2: 15 mins S3/4: 1 hr	None	For fee

# Incident Restoration Times

- Not offered as separate item, but assumed in SLA
- Cisco commits to restore the service as quickly as possible, to stay in line with the SLA
- Example: Core platform 99.99% SLA means max 4.5 minutes outage per month
- Our goal is to restore within that timeframe
- Targeted Incident Restoration Times don't add any certainty or value

# Summary

- Market driven
- Unique architectural design
- Low effort migration
- Deep capability set
- Cisco backed, partner supported



Thank you

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# Possibilities

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