

# Webex Contact Center Enterprise

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# Product overview

Webex® Contact Center Enterprise (Webex CCE) provides a comprehensive, customizable, highly secure solution to meet the complex needs of the world's largest contact centers.

Readily extensible via open APIs and add-on options, and backed by the security and support benefits only available from a trusted brand like Cisco, Webex CCE opens a path to the cloud for even the most business-critical contact centers.

Webex CCE is owned, operated, and supported directly by Cisco in North America, Europe, Asia, and Australia.

## Enterprise scale

With support for up to 36,000 concurrent agents, Webex Contact Center Enterprise has the proven scale, security, and features to meet the needs of today's largest enterprise contact centers.

## Cisco backed

Trust your investment in a solution owned, managed, and operated as part of Cisco's global data centers and cloud infrastructure, coupled with full adherence to Cisco's market-leading security and privacy standards for the utmost in reliability, stability, and compliance.

## Cloud-based

Webex Contact Center Enterprise is built on the Webex Collaboration Platform – an open, flexible multi-tenant cloud infrastructure that enables feature velocity, agility, innovation, and integration with other cloud applications.

## Customizable and extensible

Our open and flexible cloud platform enables you to easily integrate your contact center with not only the rest of your Webex applications, but also with other critical cloud applications such as Customer Relationship Management (CRM) and Workforce Optimization (WFO) platforms central to effectively running your business.

## Optimized user experience

A sophisticated, yet intuitive administration portal puts contact center operations management in the hands of the business, freeing the business to operate with a new level of speed and unburdening critical technical resources.

## A path to cloud at your pace with the Collaboration Flex Plan

Webex Contact Center Enterprise is available as part of the Cisco® [Collaboration Flex Plan](#), which provides an intelligent and practical path for migrating from on-premises to cloud contact center and collaboration solutions at your own pace, with an award-winning user experience at every step.

With common components, desktop, administration, and feature set, current Cisco Contact Center Enterprise customers can enjoy an especially seamless transition to cloud and minimal switching costs or operations disruption with Webex Contact Center Enterprise.

# Features and benefits

Webex Contact Center Enterprise (Webex CCE) consists of an integrated, cloud-based feature set of core and optional components that provide for Auto Call Distribution (ACD), Interactive Voice Response (IVR), Computer Telephony Integration (CTI), Workforce Optimization (WFO) including Quality Management (QM) and Workforce Management (WFM), outbound services, reporting, mobile applications, and video and IP telephony and digital channels based on Webex Connect.

The solution also includes numerous points of integration to customer applications, including leading Customer Relationship Management (CRM) systems. Webex Contact Center Enterprise is dynamic in nature and its full set of features and functionality will continuously evolve. Core features of Webex CCE are outlined in Table 1.

Table 1. Core features

| Feature   | Benefit   |
|---|---|
| <p><b>Automatic Call Distribution (ACD)</b></p> | <ul style="list-style-type: none"> <li>• Webex CCE provides information routing services based on Cisco’s Unified Contact Center Enterprise (UCCE) and Cisco Unified Communications Manager (UCM) technology.</li> <li>• ACD functionality allows collection and routing of calls to a contact center agent; conversion of calls to formats that can be carried by a data network to their recipient; rules-based routing; multi-skilled expert agent selection; precision routing; supervisor features; call prompting; announcements; and music-on-hold and queuing capabilities.</li> <li>• Webex CCE includes <b>precision routing</b>, which sends the contact to the best available resource based on information about the caller and the attributes of the agent. By delivering the contact effectively, companies can reduce overall handling time, decrease the need for multiple transfers, and increase customer satisfaction with the experience. Precision routing is supported for all contact channels, including voice, video, web, chat, and email.</li> <li>• Webex CCE provides the option for callers to leave a voicemail if a desired agent is unavailable.</li> </ul> <p><b>Webex CCE also includes the following call distribution capabilities:</b></p> <ul style="list-style-type: none"> <li>• <b>Computer Telephony Integration (CTI):</b> Screen pops based on ANI or customer-entered information can be used to improve efficiency and customer satisfaction.</li> <li>• <b>Queue enhancements:</b> Includes priority within queue, announcements/prompts within the queue, redirect on no answer.</li> </ul> |

Table 1. Core features

| Feature                                       | Benefit  |
|---|--|
| <p><b>Customer routing administration</b></p> | <p><b>Webex CCE provides the customer with a portal for configuring routing rules and scripts. This functionality includes:</b></p> <ul style="list-style-type: none"> <li>• Agent- and skill-based intelligent routing</li> <li>• Precision routing to enable routing based on multi-dimensional agent and customer-specific business logic</li> <li>• Adjusting real-time routing and call treatment</li> <li>• Setting schedules, enabling treatments and audit trails</li> <li>• Overflowing one skill group to another</li> <li>• Triggering messages on expected wait times</li> <li>• Controlling time-of-day routing and hours-of-operation schedules</li> <li>• Controlling special schedules that override and extend the normal schedule</li> </ul> |
| <p><b>Customer profile routing</b></p>        | <ul style="list-style-type: none"> <li>• Webex CCE extends the sources of data available for making contact routing decisions and for populating agent desktop applications. For instance, you can perform a lookup in your customer database during routing to guide its decisions. You can also use information from CRM applications to match customers with agents and expand the data available to screen-pop applications.</li> <li>• Wherever an agent is based, the system delivers context-call event and customer-profile data as a contact arrives, allowing the agent or application to personalize service and help maximize efficiency.</li> </ul>   |

Table 1. Core features

| Feature   | Benefit   |
|---|---|
| <p><b>Digital channels integration via WebexConnect</b></p> | <ul style="list-style-type: none"> <li>• Customers are increasingly using digital channels and expect to reach business as easily as they reach friends and family. Businesses need to make richer connections with their customers through the channel of their choice, which means going beyond traditional channels such as voice to enable communications on digital channels like SMS, live chat, email, WhatsApp, Apple Business Chat, Facebook Messenger, in-app messaging.</li> <li>• The Webex Connect-powered digital channels enable businesses to deliver customer experiences across the entire lifecycle by incorporating artificial intelligence, experience management, omnichannel communications, and programmability for customization. With this integration, Webex CCE customers can now quickly set up digital and social communication channels. Email, chat, and SMS are now supported via Webex Connect.</li> <li>• The Webex Connect platform provides easy-to-use flow builder capabilities to automate customer interactions, which can start with self-service and, when required, be escalated to agents. Agent escalation from Webex Connect to Webex CCE blended agents is built into the solution and offers a blended routing experience.</li> <li>• Webex Connect also includes a Bot Builder – a Natural Language Processing (NLP)/ Natural Language Understanding (NLU)-based bot building tool, which integrates into business logic via a Q&amp;A bot or a Task Bot.</li> <li>• SMS channel can be ordered as part of Premium agent seat license, with additional charges on SMS usage. Webex Connect Chat and Email are included as part of the Webex CCE Flex Standard licenses</li> <li>• Reporting on Agent and Queue statistics will be using the Cisco Unified Intelligence Center reports.</li> </ul> |
| <p><b>Enterprise Chat and Email</b></p>                     | <p><b>Each premium agent license includes Cisco Enterprise Chat and Email (ECE), which offers multichannel capabilities with chat, email, and web callback.</b></p> <ul style="list-style-type: none"> <li>• This feature set helps businesses manage customer email messages and chats by automatically routing the chat or email to the correct resource, based upon information in the request and agent availability.</li> <li>• With chat collaboration, customers can chat with agents live over the web, with agents able to handle multiple chat sessions simultaneously.</li> <li>• The email feature helps businesses manage large volumes of customer email inquiries by sending automated replies and routing the email to the right resource.</li> </ul> <p><b>With the web callback feature, customers can request a callback from a contact center when the right agent is available. ECE also provides reporting and monitoring tools to more effectively manage your contact center.</b></p>   |

Table 1. Core features

| Feature   | Benefit   |
|---|---|
| <p><b>Self-service Interactive Voice Response (IVR)</b></p> | <p><b>Webex CCE provides self-service interactive voice response via Cisco Unified Customer Voice Portal (Unified CVP).</b></p> <ul style="list-style-type: none"> <li>• With Unified CVP, you can pay a bill, order products and track delivery, locate a dealer, schedule a pickup, change name and address information, make travel arrangements, check payment status, receive notification of unusual activity, and request literature or product information.</li> <li>• Customers can use voice commands to retrieve the information they require without ever speaking with an agent, or to quickly navigate to the correct department or agent who can help them.</li> <li>• Unified CVP is designed to simplify business integration, increase flexibility, and provide efficiency gains. These features can reduce business costs and dramatically improve customer satisfaction.</li> </ul>                       |
| <p><b>Agent greeting</b></p>                                | <ul style="list-style-type: none"> <li>• Play a configurable, automated agent greeting to callers, standardizing the caller experience. The greeting helps keep the agent voices fresh because they do not have to repeat the same greeting on every call.</li> </ul>   |
| <p><b>Agent whisper</b></p>                                 | <ul style="list-style-type: none"> <li>• Play a configurable announcement to an agent right before the caller is connected, providing information about the type of call being delivered (for example, sales or technical support) and other guidance. Agents get information about the caller through their headset, speeding problem handling and improving first-call resolution.</li> </ul>   |
| <p><b>Remote agent support</b></p>                          | <ul style="list-style-type: none"> <li>• Remote agent support extends the contact center by providing Computer Telephony Integration (CTI), contact distribution, and reporting capabilities to remote agents in branch offices or at home, through either a broadband network connection or their home telephone line. Webex CCE provides identical user interfaces and feature functions to agents, regardless of location.</li> <li>• Cisco Unified Mobile Agent allows agents to choose their destination phone number during login time, and to change the number as often as they want, giving the contact center the flexibility to adapt to a fast-moving mobile workforce. With work-at-home programs, agents can be given location flexibility while reducing the contact center’s startup costs. This capability also allows agents to be on any phone device on any third-party switch infrastructure.</li> </ul> |
| <p><b>Team collaboration</b></p>                            | <ul style="list-style-type: none"> <li>• Allows agents to collaborate with subject matter experts throughout the enterprise via messaging embedded within the agent desktop.</li> </ul>   |

Table 1. Core features

| Feature                                     | Benefit  |
|---|--|
| <p><b>Cisco Outbound Option</b></p>         | <ul style="list-style-type: none"> <li>• The Cisco Outbound Option, with its combination of outbound dialing modes, complements the powerful inbound call-handling capability of Webex CCE.</li> <li>• Build campaigns to use predictive, progressive, or preview dialing, which are integrated with inbound calls and compliant with contact center service levels, to offer a powerful blended solution.</li> <li>• Allocate agents to handle only inbound, only outbound, or both inbound and outbound contacts, offering an effective way to increase resource use.</li> <li>• Call-Progress Analysis (CPA) (also known as answering machine detection) is enabled for the outbound dialer.</li> <li>• Outbound reports include performance monitoring counters and personal call-back improvements for better agent usage.</li> </ul>   |
| <p><b>Agent and supervisor desktops</b></p> | <ul style="list-style-type: none"> <li>• The Cisco Finesse® desktop is a next-generation agent and supervisor desktop designed to provide easy access to the applications and information your customer service organization needs through a customizable web-based interface.</li> <li>• It offers contact center representatives an intuitive, easy-to-use desktop design to help improve their performance and satisfaction, in turn enhancing their ability to provide quality customer service.</li> <li>• For IT professionals, the Cisco Finesse application offers a thin-client agent desktop that integrates smoothly with the Cisco Collaboration portfolio. It is standards compliant and offers low cost of customization for agent and supervisor desktops.</li> </ul> <p><b>Desktop features include:</b></p> <ul style="list-style-type: none"> <li>• User-configurable settings such as codes and speed dials</li> <li>• Direct reporting integration for select real-time reports</li> <li>• Screen pop service capabilities</li> <li>• Customized agent activity grids to separate inbound, outbound, and internal calls</li> <li>• Supervisor tools such as force logout, silent monitor, and real-time statistics</li> <li>• Integration to customer data via a published gadget integration methodology</li> </ul> <p>Finesse desktop supports multiple gadgets accessed via tabs, from within a single, custom desktop gadget called Multi-Tab gadget.</p> <p>The Multi-Tab gadget allows rendering multiple gadgets in a single desktop view, thus presenting more information in a concise and readily accessible manner. Gadget tabs can be re-arranged within Multi-Tab gadget. The Call Control gadget can also be hosted as a tab within Multi-Tab gadget. The height of gadgets within Multi-Tab gadget can be configured as dynamically adjusting or always maximized. Gadgets can also be made to appear/hide based on the desktop context, using APIs. Notifications can be made to appear or hide to control user attention, using APIs. This feature is available for Agents and Supervisors.</p> |



Table 1. Core features

| Feature  | Benefit  |
|--|--|
| <p><b>Single sign-on</b></p>                                   | <ul style="list-style-type: none"> <li>The solution simplifies login and password management for agents and supervisors by allowing just one login for the Cisco Finesse desktop and associated gadgets.</li> </ul>  |
| <p><b>Supervisory features</b></p>                             | <ul style="list-style-type: none"> <li>Supervisors can view agent states and call information, send chat messages to agents, interrupt or intercept calls, record conversations, and silently monitor agent calls from the corporate network or through a remote dial-in connection. These features add value to the supervisor's role in the contact center and help them effectively manage their teams.</li> <li>With supervisor and agent chat capabilities, supervisors can send chat messages to agents participating in a call, allowing supervisors to coach agents unobtrusively on cross-sell and up-sell opportunities, and help agents resolve customer situations. Supervisors can interrupt an agent's call to create a three-way conference, and then interact with both the caller and the agent to help resolve a concern. A supervisor can remove the agent from a call using the Intercept feature, allowing the supervisor and caller to complete the call on their own while the agent handles another customer request.</li> <li>Supervisors can change an agent's state from their desktop. For example, agents may forget to make themselves available to take calls after a break or neglect to log out when away from their workstations for an extended period. Supervisors can easily log out missing agents or make unintentionally idle agents ready to take calls.</li> <li>This function is critical to highly distributed contact center deployments.</li> <li>Supervisors also can change an agent's skill profile in real time. This capability gives supervisors tactical tools to manage their agent teams and support contact center management objectives.</li> </ul> |
| <p><b>VPN-less Finesse (agent and supervisor desktops)</b></p> | <ul style="list-style-type: none"> <li>Enables agents and supervisors to access the Finesse desktop from remote locations through the Internet without requiring VPN connectivity to Webex CCE.</li> </ul>   |
| <p><b>Reporting and analytics</b></p>                          | <ul style="list-style-type: none"> <li>Reporting is provided by the Cisco Unified Intelligence Center (UIC), which offers numerous report templates intended to meet common reporting needs. With the availability of the underlying data model and schema, you can easily develop custom reports to extend the solution to meet specific reporting needs.</li> <li>Allows for the export of reporting data to external data warehouse environments for extended storage and advanced analytics.</li> <li>Provides real-time and historical data necessary for mission-critical contact center reporting across all media types. The solution provides accurate and timely reports on contact center activity, helping managers make informed decisions regarding staffing levels and contact handling procedures.</li> <li>The Live Data feature provides a new real-time architecture with significant real-time refresh-rate improvements with actionable, real-time contact center information.</li> </ul>   |

Table 1. Core features

| Feature  | Benefit  |
|--|--|
| <p><b>Administration and management portal</b></p> | <p>Streamlined administration allows managers to perform all contact center administration centrally. The administrative interface allows agents to be set up to handle voice, web, chat, and email contacts, depending on their assigned skill sets.</p> <p>The interface allows system managers, administrators, and supervisors to develop, modify, or view routing scripts; manage the system configuration; monitor contact center performance; define and request reports; and help ensure system security. This one user interface provides enterprise-wide control across a single or multisite contact center.</p> <p><b>Webex CCE's web-based administration portal includes capabilities to:</b></p> <ul style="list-style-type: none"> <li>• Manage access and role-based permissions.</li> <li>• Search for an agent team or skill group.</li> <li>• Quickly add or remove agents to or from a skill or team.</li> <li>• Create agents, change agent passwords, and disable agents.</li> <li>• Bulk and clone agents.</li> <li>• Create contact center users.</li> <li>• Audit trail retention for six months .</li> <li>• Administer Unified Communications (UC) phones and features.</li> <li>• Customize dashboards.</li> <li>• Enable access to most functions via a mobile device (i.e., a smartphone or tablet if the device is connected to the customer's network).</li> <li>• Create and publish audio files in real time.</li> <li>• Automate distribution of audio files to media servers.</li> <li>• Enable/disable pre-recorded audio prompts.</li> <li>• Access restrictions.</li> <li>• Enable call back to customer upon agent availability.</li> </ul> |

Table 1. Core features

| Feature  | Benefit   |
|--|---|
| <p><b>APIs</b></p>                                     | <ul style="list-style-type: none"> <li>• <b>Cisco Finesse API</b> allows companies to develop custom Cisco Finesse desktop capabilities tailored to meet the specific needs of their contact center operations through REST APIs and JavaScript libraries that simplify the development and integration of value-added applications and reduce the need for detailed desktop development expertise.</li> <li>• <b>Outbound campaign management API</b> allows for more precise control over contact center outbound calling campaigns.</li> <li>• <b>Precision routing API</b> enables an administrator to programmatically control their routing rules.</li> <li>• <b>Unified Customer Voice Portal (Unified CVP) Call Studio</b> integrations offer an IVR developer the ability to provide backend integrations to IVR applications, allowing personalization and integration with backend business systems.</li> <li>• <b>Database lookup API / app gateway</b> provides the ability to integrate business logic with agent routing algorithms.</li> <li>• <b>Cisco Unified Intelligence Center (UIC) reporting API</b> provides a systems analyst with the ability to create customized reports and dashboards.</li> </ul> |
| <p><b>Portal call backs</b></p>                        | <ul style="list-style-type: none"> <li>• Webex CCE offers a portal callback feature to allow callers to hold their place in queue and be called back when an agent is available.</li> </ul>   |
| <p><b>Cisco Emergency Responder (CER)</b></p>          | <ul style="list-style-type: none"> <li>• Webex CCE can optionally provide a solution to enhance the existing emergency 9-1-1 functionality offered by Cisco Unified Communications Manager.</li> <li>• It assures that Cisco Unified Communications Manager will send emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller’s location, and that the PSAP can identify the caller’s location and return the call if necessary.</li> </ul>  |
| <p><b>Virtual Agent Voice - CX</b></p>                 | <ul style="list-style-type: none"> <li>• Virtual Agent Voice CX leverages the Google Dialogflow CX service that allows the design of virtual voice agents as well as the creating and connecting of complex IVR call flows.</li> <li>• Using this feature, multiple agents can be created under the same Project ID and can be accessed and managed for different lines of business with a single Google account.</li> </ul>  |
| <p><b>Virtual Agent Voice (CX) - Transcription</b></p> | <ul style="list-style-type: none"> <li>• With the Virtual Agent IVR transcript feature, the agent, on accepting the call, can view the transcript of the customer interaction with the virtual agent in order to better comprehend the call’s context and the end user needs.</li> </ul>  |

Table 1. Core features

| Feature   | Benefit  |
|---|--|
| <p><b>Virtual Agent Voice – CX distributed application flow</b></p>       | <ul style="list-style-type: none"> <li>• <b>Virtual Agent Voice</b> – distributed application flow enables the seamless transfer of application flow from a cloud AI application to a core IVR application and vice versa to satisfy business logic requirements.</li> <li>• If business logic is distributed between an IVR application – where certain logic must be processed – and an AI application, with the additional need to switch between these applications, feature is quite valuable.</li> </ul> <p>Also, it is very useful when compliance requirements dictate that certain infrastructure must be maintained by the core IVR application, while other sections can be managed by the AI application.</p>  |
| <p><b>Agent Answers and Call Transcripts</b></p>                          | <ul style="list-style-type: none"> <li>• Webex CCE leverages Artificial Intelligence (AI) and Natural Language Understanding (NLU) to provide services that assist agents.</li> <li>• These Contact Center AI services are available for the agents handling voice calls through the Agent Answers gadget and the Call Transcript gadget in the Cisco Finesse desktop.</li> <li>• The Agent Answers gadget displays relevant suggestions and recommendations fetched from the customer uploaded knowledge base in real time based on the interaction between agent and the caller. Agent Answers enhances the customer experience by providing timely suggestions and improves the ability of the agent to address customer issues more effectively.</li> <li>• The Call Transcript gadget dynamically converts the ongoing voice conversation to text and presents the text to an agent for real-time viewing and reference.</li> </ul> |
| <p><b>Workforce Optimization (WFO) and Workforce Management (WFM)</b></p> | <p>Webex CCE optionally provides customer access to cloud WFM services on a named agent basis with Webex WFO.</p> <p><b>Features include:</b></p> <ul style="list-style-type: none"> <li>• Individual site, multisite, or enterprise multi-channel forecasting</li> <li>• Agent scheduling based on work rules, agent preferences, and agent availability</li> <li>• Real-time intraday management</li> <li>• Real-time agent adherence and historical adherence reporting</li> <li>• Web-based agent self-service (trade schedules, PTO requests, overtime, etc.)</li> <li>• Web-based supervisor administration</li> <li>• Personnel management</li> <li>• Mobile support for both agent and supervisor modules</li> <li>• Support for back office, branch, retail, and outbound campaign management</li> <li>• Standard reports</li> <li>• Ability to do custom reporting</li> </ul>  |

Table 1. Core features

| Feature   | Benefit   |
|---|---|
| <p><b>Infrastructure as a Service (IaaS) add-on</b></p> <p>Virtual CPU, virtual memory and solid state drive (SSD) memory</p> | <ul style="list-style-type: none"> <li>IaaS is an option 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.</li> </ul> |

## Global availability

Webex Contact Center Enterprise is available in North America, Europe, Australia, Singapore, Japan, and Brazil .

Available countries include:

North America: United States, Canada (North American data centers: Denver, Austin)

Europe: Austria, Belgium, Bulgaria, Czech Republic, Croatia, Cyprus, Denmark, Estonia, France, Hungary, Ireland, Finland, Germany, Greece, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom (European data centers: London, Amsterdam)

Australia (Australian data centers: Sydney, St. Leonards)

Asia: Malaysia, Philippines, Singapore (Asian data centers: Singapore, Japan)

South America: Brazil (South American data center: Sao Paolo)

## 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. For more information about Basic, Enhanced, and Premium Support, read the services description for Cisco Software Support Services.

# Licensing

Cisco Webex Contact Center Enterprise is a cloud service available in a Concurrent Agent buying model under [Cisco's Collaboration Flex Plan](#). (See Table 2). Please refer to the [Cisco Collaboration Flex Plan Contact Center Data Sheet](#) for more information.

**Table 2.** Available buying model and agent types for Cisco Webex Contact Center Enterprise

| Buying model     | Standard Agent | Premium Agent |
|------------------|----------------|---------------|
| Concurrent Agent | X              | X             |

A 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 Webex Contact Center Enterprise software or services.

## Agent types

Cisco Webex Contact Center Enterprise is available in two agent types that can be combined per the selected agent model. Table 3 explains the types. Table 4 details considerations when choosing agent types.

**Table 3.** Available agent types for Webex CCE

| Agent types           | Description   |
|-----------------------|---|
| <b>Standard Agent</b> | Standard Agent functionality includes browser-based agent desktop, inbound and outbound voice, touch-tone IVR, and web and voice callbacks, email and chat with Webex Connect.                      |
| <b>Premium Agent</b>  | Premium Agent includes all Standard Agent features and adds support for SMS digital channel, multi-channel reporting and analytics, and supervisor monitoring and barge-in for all types of agents. |

Table 4. Webex CCE agent type considerations

| Agent considerations    | Description  |
|-------------------------|--|
| <b>Committed agents</b> | Charges are 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.   |
| <b>Agent overages</b>   | Webex CCE allows 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 provide an excess usage quote to your reseller for the agents used in excess of the number of committed agents on the order. |

### Features and benefits by agent types

Your agent type selection entitles you to receive a bundle of Webex CCE features. Table 5 describes the included features and additional options available based on the agent type selections.

Table 5. Webex CCE features by agent type

| Features   | Standard | Premium  |
|--|----------|----------|
| <b>Inbound and outbound voice</b>  | Included | Included |
| <b>Intelligent skills-based routing and queuing</b>                            | Included | Included |
| <b>Browser-based agent desktop</b>   | Included | Included |
| <b>Standard and customizable reporting (CUIC)</b>                              | Included | Included |
| <b>Touch-tone IVR (CVP – 1 Primary and 1 Redundant port per agent ordered)</b> | Included | Included |

Table 5. Webex CCE features by agent type

| Features   | Standard     | Premium                             |
|--|--------------|-------------------------------------|
| Voice callback   | Included     | Included                            |
| Web callback   | Included     | Included                            |
| Basic outbound (preview dialing)   | Included     | Included                            |
| Real-time and historical reports data storage  | Included     | Included                            |
| Administration portal  | Included     | Included                            |
| Advanced outbound (outbound option for predictive dialing)   | Not included | Included                            |
| Multi-channel reporting and analytics  | Not included | Included                            |
| Email and web chat with Webex Connect  | Included     | Included                            |
| Enterprise Chat and Email  | Not Included | Included                            |
| Digital Channels (SMS)   | Not included | Included (usage charges applicable) |
| Supervisor privileges (monitoring, barge-in, and coaching of all agents)   | Not Included | Included                            |
| Workforce management   | Optional     | Optional                            |
| WFO analytics  | Optional     | Optional                            |
| Infrastructure as a Service (IaaS) add-on<br>virtual CPU, virtual memory and solid state drive (SSD) memory <sup>1</sup> | Optional     | Optional                            |

<sup>1</sup> 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 2.8 GHz virtual CPU, virtual CPU memory, and SSD memory. Memory (both CPU and SSD) can be distributed across virtual CPUs used. 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.



## Ordering information

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

Please refer to the [Cisco Collaboration Flex Plan Contact Center Ordering Guide](#) for complete ordering details.

## Cisco and partner services

Adapt to market changes while increasing productivity, improving competitive advantage, and delivering a rich media experience across any workspace. The combined strengths of Cisco and our partners provide a portfolio of services that can help you prepare your infrastructure for future changes aligning to long-term business goals. Together, we create innovative, network-centric architecture solutions resulting in a scalable and responsive foundation that can help you realize the full value of your IT and communication investment.

For more information about Cisco Contact Center Services, visit: [cisco.com/c/en/us/products/contact-center/service-listing.html](https://cisco.com/c/en/us/products/contact-center/service-listing.html).

## 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 6.** Cisco environmental sustainability

| Sustainability topic   | Reference                       |
|--|---------------------------------|
| Information on product material content laws and regulations                                       | <a href="#">Materials</a>       |
| Information on electronic waste laws and regulations, including products, batteries, and packaging | <a href="#">WEEE compliance</a> |

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# Cisco Capital

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

# Cisco Collaboration Flex Plan

## Flex up on the cloud momentum

If your business needs a more intuitive way to work and a more predictable financial path to the cloud, talk to your Cisco representative about the Cisco Collaboration Flex Plan. For additional information, visit: [cisco.com/go/collaborationflexplan](https://cisco.com/go/collaborationflexplan).

The addition of Webex Contact Center Enterprise to the Cisco Collaboration Flex Plan gives businesses an intelligent and practical path for taking their business from on-premises to cloud communications and collaboration at their own pace, with an award-winning user experience at every step.

### The Collaboration Flex Plan offers several important benefits:

- Access to a full-stack, enterprise-grade cloud collaboration bundle that includes everything a business needs: cloud calling, meetings, teams, contact center, and a broad portfolio of integrated devices
- Secure and reliable cloud service and implementation, supported by certified Cisco enterprise channel partners
- Flexibility to support a mix of on-premises and cloud system deployments, with financial protection for future migration of any included Cisco on-premises licenses
- Built to support multisite and global multi-national networking requirements
- Intelligent user experience that integrates customer collaboration applications and devices with other cloud applications you depend on, so you can streamline workflows and support a more intuitive way to work



**For more information about Cisco contact center products**  
Please visit [cisco.com/go/cc](https://cisco.com/go/cc).

October 2023