Cisco Collaboration Flex Plan 3.0

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Cisco Collaboration Flex Plan 3.0

With Flex 3.0, the Cisco Collaboration Flex Plan has evolved to accelerate and incentivize the move to Flex, simplify quoting and ordering, and improve collaboration by bundling Webex Meetings and Calling.

Key improvements to the Cisco Collaboration Flex Plan:

- Webex Suite Enterprise Agreement and Named User
- Single tier Active User (AU) Buying Model – Meetings only
- The Cisco Enterprise Agreement (EA) is simplified by consolidating three tiers into a single tier
- Hard bundle better-together Meeting + Calling. Customers benefit when buying them together

Requested start date

Determine your requested start date for the subscription, which can be set at a maximum of 90 days from the order date.

The billing for A-FLEX-3 offer will be triggered 7 days (at latest) after the requested start date, or when the first service is provisioned, whichever occurs first.

See Annuity (Saas) Quoting guide for additional information relating to quoting.

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Buying models

Three buying models are available: Enterprise Agreement, Active User, and Named User. You can choose different buying models for Meetings and Calling, but you may not have more than one buying model for either solution at any point. During your subscription, you also have the flexibility to change your buying model from:

- Named User to Active User or Enterprise Agreement, or
- Active User to Enterprise Agreement

An Enterprise Agreement (EA) covers all Knowledge Workers (KW) in an organization and allows for 20 percent growth with additional value-added benefits to cover organizational needs. A minimum of 250 KWs are required. A minimum of 250 KW are required. Webex Suite EA allows for 15 percent growth. For more information on Webex Suite, visit the [Webex Suite Ordering Guide](#).

Active User (AU) is a usage-based subscription for meetings that allows customers to purchase meetings entitlements according to adoption and closely track the return on investment. A minimum of 40 Active Users is required.

Named User (NU) is a per-user subscription that enables customers to provide Webex Meetings or Calling services for individuals, teams, or departments and add additional entitlements as adoption grows. Entitlements can be purchased per user with no minimum. No growth is included.

Named user calling tiers

Professional – the full-featured tier for employees and contractors who use multiple communication devices as part of their job duties. This tier includes voicemail.

Enhanced (on-premises) – the feature rich tier optimized for task-based workers who use a single device without the need to voicemail.

Standard (Webex Calling) - a lower tier license for one device (hard device or soft phones). Does not include call recording, virtual lines, call queues, and group call management (currently available in US and Canada only).

Access/Common Area – the entry level tier for a dial-tone and basic calling capabilities on basic devices.

Deployment models

You will choose a software deployment model for each of your users. Customers can choose to mix deployment models to fit their needs and deploy cloud Meetings and Calling on-premises, and/or Webex Calling. Note that when you choose an on-premises deployment, you will also receive the cloud service Webex app. You have the flexibility to transition from on-premises or partner-hosted to a cloud deployment. The deployment model you choose for a user determines their software entitlement. Table 1 shows which deployment models are available for Meetings and Calling.

Table 1. Availability of Meetings and Calling by deployment model

	CLOUD	ON-PREMISES
Meetings	X	
Calling	X	X

Meetings features and benefits

When you choose Cisco Collaboration Flex Plan Meetings, you receive entitlements to a bundle of features. Table 2 describes the included features and the availability of each feature to users with the EA, NU and AU buying models. Table 3 describes the add-on features that can be purchased on top of your subscription and the availability of each add-on feature based on the designated buying model.

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Table 2. Included features and buying model availability

INCLUDED FEATURE	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
Webex Meetings Package	The following video and web conferencing solutions are included:	X	X	X
	Webex Meetings with a capacity of 1000 attendees per session			
	Webex Training with a capacity of 1000 attendees per session			
	Webex Webinars with a capacity of 1000 attendees per session			
	Webex Support with a capacity of 5 attendees per session			
	Webex Meetings Package includes Webex Meetings, Webex Training, Webex Webinars, and Webex Support in a single bundle.			
	A Branded microsite included			
	See supported languages			
	For Named User, customers can choose either the entire Webex Meetings Package or a-la-carte combination of Webex Meetings, Webex Training, Webex Webinars , and Webex Support. You cannot select this option in combination with Webex Webinars 3000.			
Webex Meetings	Host or join Webex Meetings natively from the Webex App with common meeting experiences and controls, no matter how participants join.	X	X	X
	Note: Calendar service must be enabled.			

Table 2.   Included features and buying model availability

INCLUDED FEATURE	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
Webex Webinars	Host or join Webex Webinars natively from the Webex Meetings app with common meeting experiences and controls, no matter how participants join (Webinars Capacities 1000 to 10,000). Webex Webinars with Webcast will features such as the ability to broadcast live with Q&A, polling, and feedback via chat (Webcast up to 100,000 capacities) **Note:** Calendar service must be enabled.		X	
Pro Pack for Control Hub	With Pro Pack for Control Hub, administrators can provision, manage, and analyze the entire Webex experience. Pro Pack delivers additional levels of security controls, compliance management, and business insights to meet the needs of customers who are looking for advanced capabilities.	X	X	X
Cloud Recording	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. Webex Calling includes 100 GB per Org.	X	X	X
Cisco Webex Conferencing Audio (voice over IP [VoIP])	Each knowledge worker has unlimited access to VoIP. Cisco 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

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Table 2.   Included features and buying model availability

INCLUDED FEATURE	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
Cisco Webex Conferencing Audio (toll dial-in audio) **Or** **Cisco Cloud Connected Audio Service Provider User**	Each knowledge worker has unlimited access to global toll call-in services. Local toll call-in number(s) are provided for participants in covered countries to join a Cisco Webex meeting. Refer to the Cisco Webex Audio Offering data sheet (Table 2) for a list of covered countries. Or, Under the Cloud Connected Audio Service Provider (CCA SP User) Audio option, a service provider partner peers with Cisco and provides the transport and access (phone numbers) to a customer, while Cisco provides audio bridging. The service provider partner also provides lifecycle support; that is, day-0, day-1, and day-2 support.	X	X	X
Enhanced messaging in the Webex App	Get secure, all-in-one team collaboration from Webex. Webex is an app for continuous teamwork. Move work forward in secure work spaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more.	X	X	X
Webex Assistant	Webex Assistant interacts with you to help with note taking, 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 with 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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Table 2. Included features and buying model availability

INCLUDED FEATURE	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
Cisco TelePresence Management Suite	Cisco TelePresence® Management Suite provides complete control, management, and scheduling capabilities of telepresence conferencing and media services infrastructure and endpoints. It includes a base software license, 250 system management licenses, and API integration licenses.	X	X	X
Webex Hybrid Services	Integrate your existing IT assets with Webex to provide a single, integrated 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 PSTN.	X	X	X

*For EA, Common Area devices are included for 50 percent of the KW count, Access licenses are provided for 20 percent of the KW count, and Device registration is included for all KWs when cloud-registering, and up to 20 percent of KWs when registering on-premises.

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Table 3 shows the add-on features by buying model that are available for purchase.

Table 3.   Add-on features buying model availability

ADD-ON 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, Meetings, Messaging, Polling, Webinars and Events to your organization's users. Webex Suite is a cloud only option.	X	X	
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 TelePresence Room†	TelePresence Room and Expressway Room enable call control for room-based immersive and multipurpose Cisco TelePresence system endpoints.		X	
Real-time translation	Real-time translation for Webex Meetings is the ability to translate English in over 100+ languages natively within Webex.	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 Storage (NBR)	Additional Webex Meetings Network-Based Recording (NBR) 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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Table 3.   Add-on features buying model availability

ADD-ON FEATURE	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
Webex Instant Connect	Webex Instant Connect is a 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 Available in 2 varieties: Standard and Enhanced 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 has unlimited access to global toll call-in plus bridge country callback services. Local toll call-in number(s) are provided for participants to join a Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Callback Audio is available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for a list of covered countries.	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 plus bridge country callback and bridge country toll free services. Local toll call-in number(s) are provided for participants to join a Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Toll Free Audio provides participants toll free call-in numbers to join the Webex meeting. Bridge Country Callback + Toll Free Audio is available only to participants in the United States and Canada. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for a list of covered countries.	X	X	X

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Table 3.   Add-on features buying model availability

ADD-ON FEATURE	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
Webex Conferencing Audio (global callback audio)*	Each knowledge worker has unlimited access to global toll call-in plus global callback. Local toll call-in numbers are provided for participants joining a Webex meeting. Global Callback Audio allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to Webex Audio Offering data sheet (Table 3) for a list of covered countries.	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 call-in number(s) are provided for participants in the bridge country to join a Webex meeting. • Bridge country callback:** Allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. • Global toll-free call-in: Toll-free call-in numbers are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio data sheet for a list of covered countries. • Global premium toll call-in: Local toll call-in numbers are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio data sheet for a list of covered countries. • Global callback: Allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to the Cisco Webex Audio data sheet for a list of covered countries. **Per-minute bridge country audio services are available only 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

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Table 3.   Add-on features buying model availability

ADD-ON FEATURE	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
	Each of these services can be included in or excluded from the order and subsequent site provisioning. All included services will be made available to all site knowledge workers by default, and knowledge worker-level entitlements can be selectively modified using site administration tools. You will be required to choose one of the following billing models with your order: Uncommitted billing – Invoiced monthly in arrears, based on actual usage over the billing period. Per-use fees are subject to change. The subscriber will be charged at the applicable rate in effect at the time the service is used. Committed billing – Invoiced monthly in advance for the duration of the audio service subscription term, based on a monthly committed dollar amount (minimum of $99 per month). Usage in excess of committed amounts is invoiced monthly in arrears at the discounted rate. Committed amounts that are not used by the subscriber during the month may not be carried forward into 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 Cisco 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

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Webex Calling features and benefits

When you choose Cisco Collaboration Flex Plan Calling, you receive entitlements to a bundle of calling features. Table 4 describes the included features and the availability of each feature to users with the EA and NU buying model, as well as the availability of each feature to users with a cloud, or on-premises deployment model. Table 5 describes the add-on features that can be purchased on top of your subscription and the availability of each add-on feature based on the designated buying model as well as the availability of each feature to users with a cloud, or on-premises deployment model. Table 6 highlights the Named User value tiers. See the Collaboration End Points page for up-to-date devices.

Table 4.   Included features, buying model, and deployment model availability

INCLUDED FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Webex Calling	Webex Calling is the latest Cloud Calling offering that delivers proven enterprise-class Cisco hosted calling functionality. Webex Calling provides an enterprise license delivering a full-featured, robust offer targeted to an organization's knowledge workers. It includes unified communications (Webex Calling) and mobility (desktop and mobile clients with support for multiple devices). Webex Calling includes a cloud-based phone system and the ability to connect other Cisco call control capabilities and services through Webex Hybrid Services. It encompasses all the devices to make calls. Webex Customer Experience Basic is available as part of the Webex Suite and Webex Calling Professional license.	X	X	X	

Table 4.   Included features, buying model, and deployment model availability

INCLUDED FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Cisco Calling Plan	The Cisco Calling Plan provides Cisco Public Switched Telephone Network (PSTN) connectivity to Webex Calling customers. Partners can now order outbound calling plans for their customers directly from Cisco on Cisco Commerce Workplace (CCW). Partners and customers can also order outbound calling plans, telephone numbers, and inbound toll-free numbers directly from Cisco on Webex Control Hub. Cisco Calling Plans are managed natively from Webex Control Hub and are billed from Cisco (through partners). With Cisco Calling Plans, partners and customers can benefit from a single vendor for cloud calling services and support, and centralized trials and provisioning.	X	X	X	
Enhanced messaging in Cisco Webex App	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, white boarding, video meetings, calling, and more.	X	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	X	X
Tele Presence Room[†]	TelePresence Room and Expressway Room enable call control for room-based immersive and multipurpose Cisco TelePresence system endpoints.	X	X	X	X

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Table 4. Included features, buying model, and deployment model availability

INCLUDED FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Webex Hybrid Services	Integrate your existing IT assets with Webex to provide a single, integrated 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	Cisco Unified Communications Manager provides an enterprise-class on-premises IP telephony call-processing system. In addition to traditional telephony features, it provides advanced capabilities such as video.	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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Table 4.　Included features, buying model, and deployment model availability

INCLUDED FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
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 offers the ability to create a voicemail and fax inbox that can be shared by a group of users within an organization. This may be deployed as a voicemail box for individuals that do not have calling entitlements. 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 total capacity available on the dedicated instance, but may not exceed available capacity.	X	X	X	X

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Table 4.　Included features, buying model, and deployment model availability

INCLUDED FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Virtual Lines	Virtual lines can be used to configure multiple lines for Webex Calling Professional users. You can configure virtual lines with its associated business calling features, such as voicemail, call forward, call waiting, and many more, without requiring additional licenses. After the lines are configured, they can be assigned to the device and Webex App as non-primary lines. These lines are used to place and receive calls like the primary line. Virtual lines cannot exceed the named user Professional Calling or knowledge worker count. Virtual line is specific to Multi-tenant deployments.	X	X	X	
Cisco Emergency Responder	Cisco Emergency Responder enhances the existing emergency 9 1-1 functionality offered by Cisco Unified Communications Manager. It helps assure 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. In addition, the system automatically tracks and updates equipment moves and changes. Cisco Emergency Responder Exports Automatic Location Information (ALI) data in formats defined by the National Emergency Number Association (NENA), an industry standards body in the United States. These data formats may not be suitable for use outside the United States and Canada; manual modification of the exported files may be required.	X	X	X	X

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Table 4. Included features, buying model, and deployment model availability

INCLUDED FEATURE	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).	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.	X	X	X	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 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 Control Hub[†]	With Pro Pack for Control Hub, administrators can provision, manage, and analyze the entire Webex experience. Pro Pack delivers additional levels of security controls, compliance management, and business insights to meet the needs of customers who are looking for advanced capabilities.	X	X	X	X

† Not applicable for Webex Calling

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Table 5.　Add-on features, buying model, and deployment model availability for purchase

ADD-ON FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Webex Suite	The Webex Suite can be purchased under Flex 3.0 to bring the full power of the Webex platform with Cloud Calling, Meetings, Messaging, Webinars and Events to your organization's users. Webex Suite is a cloud only option.	X	X	X	X
Webex Customer Experience Essentials	Webex Customer Experience Essentials provides the fundamental capabilities of the Webex Contact Center solution. It includes all the Customer Experience Basic features, as well as screen pop, supervisor experience in Webex App, and real-time and historical agent and queue view. It includes all Webex Calling Professional calling functionality.	X	X	X	
Webex Calling – Dedicated Instance	Webex Calling offers the ability to select a fully redundant dedicated cloud instance option based on the Cisco Unified Communications Manager architecture. Dedicated Instance is integrated with Webex Calling and takes advantage of Webex platform services, bringing cloud innovation and an enhanced experience to customers who need to support older Cisco endpoints, local survivability solutions, or existing integrations part of critical business work flows.	X	X	X	
Webex Calling – Dedicated Instance Enhanced Survivability Solution	Enhanced Survivability Solution option for Webex Calling Dedicated Instance provides a virtual application deployed on-premises as a remote node to the Dedicated Instance UCM cluster which ensures all call control functions and 3rd party integrations are preserved during cloud service interruption.	X	X	X	

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Table 5.   Add-on features, buying model, and deployment model availability for purchase

ADD-ON FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
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 and UCM Cloud 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	
Webex Go	Webex Go is an add-on license to Webex Calling and extends your Webex calling number to your mobile phone.	X	X	X	
Webex Go Mobile Operator	Webex Go with Mobile Operator is currently only available in the United States should only be purchase 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 available as part of the Collaboration Flex Plan. CUAC Advanced comes with optional high availability to protect your system from down time. CUAC Standard offers enhanced features such a modern user interface and searchable speed dials. It includes busy lamp field and Cisco Jabber presence. CUAC Advanced offers a powerful queuing engine that helps users manage several calls from many sources. The robust directory can handle up to 100,000 contacts and synchronize directly with Active Directory.	**X**	**X**	**X**	**X**

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Table 5.   Add-on features, buying model, and deployment model availability for purchase

ADD-ON FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Cisco Unified Communications Manager Express (CME)	Cisco Unified Communications Manager Express (Unified CME) enables powerful unified communications for distributed enterprise branch-office and retail environments. As a licensed feature set of Cisco IOS XE Software, it is easy to configure and can be tailored to the needs of an individual site. It is feature-rich and can be combined with other services on the Cisco router platforms to provide an all-in-one branch-office solution that saves valuable real estate.	X			X
Cisco Unified Border Element (CUBE)	CUBE has a wide range of capabilities that may be used to secure, monitor, and maintain business-critical connections and to ensure compliance with industry standards. Collectively, CUBE features provide exceptional flexibility when architecting highly available enterprise communications networks that save money and offer richer voice and video collaboration experiences to users.	X			X
Speech-View Standard	Cisco SpeechView converts voice messages to text and delivers the text version of the voice message to the user's email inbox. The original audio version of each voice message remains within Cisco Unity Connection and is available to the user anywhere, anytime. Standard is an AI-based service, without human intervention.	X	X	X	X

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Table 5.   Add-on features, buying model, and deployment model availability for purchase

ADD-ON FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
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 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.	Included	X	X	X
Cloud Connected UC	A set of services in Webex cloud that provide admin workflows with enhanced business and operational insights to improve admin productivity. For customers who: • Would like to leverage benefits of Webex cloud, but desire to keep critical calling workload on-premises • Desire a single global view to manage on-premises UC, along with any Webex cloud, or hybrid services they already use • Desire efficient, cloud based managed services (delivered by partner) for an on-premises UCM deployment	X	X		X

Table 5.   Add-on features, buying model, and deployment model availability for purchase

ADD-ON FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Unity Connection with Speech Connect	Access your Cisco Unity Connection voice messages the way you prefer–whether from an IP phone, a mobile phone, a web browser, an email client, or a desktop client such as Cisco Jabber. Speech Connect is a speech-enabled automated attendant that is included as part of Cisco Unity Connection. It let the customer use voice commands (they say the name of the person they want to call) instead of dialing a number.	X	X	X	X
Common Area add-on	Get add-on licenses for common-area phones not associated with knowledge workers. A common area (Places) phone option is also available for Webex Calling, offering analog phone type functionality with a minimal set of additional feature capabilities.	X		X	
Access add-on	Add-on licenses for Access phone not associated with a knowledge workers.	X		X	X
Enterprise to MPP firmware migration	Migrate certain phone models from "enterprise" firmware to MPP firmware. This option is available only for Webex Calling.	X	X	X	

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Table 6.   Named User value tiers

	PROFESSIONAL	ENHANCED	STANDARD	ACCESS/ COMMON AREA	DEPLOYMENT OPTIONS		
					PREM	WxC DI	WXC
SRST	200% + Optional Purchase	100% + Optional Purchase		100% + Optional Purchase	X	X	
CER	300% + Optional Purchase	100% + Optional Purchase		100% + Optional Purchase	X	X	
Pro Pack	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	X	
SpeechConnectSA	Optional $0	Optional $0		Optional $0	X	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		

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Table 6.   Named User value tiers

	PROFESSIONAL	ENHANCED	STANDARD	ACCESS/ COMMON AREA	DEPLOYMENT OPTIONS		
					PREM	WxC DI	WXC
[Cloud device registration](#)	Optional purchase	Optional purchase	Optional purchase	Optional purchase		X	X
[Cloud Connected UC](#)	Optional $0	Optional $0		Optional $0	X		
[SpeechView](#) – 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 MPP firmware migration	Included	N/A	Included	Included			X

% Entitlement as % of KW
SA Stand Alone Add-On
† Feature only, no separate entitlement

Table 7.   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 work spaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more.
Guest-to-Guest Meetings	With a dedicated service app at the forefront. Guest-to-Guest (G2G) meetings are effortlessly managed and scheduled, ensuring a seamless and efficient experience for both registered and anonymous participants. This functionality is integrated into the Webex Meetings app, allowing hosts and guests to engage in flexible, on-demand meetings without the need for permanent licenses or registered identities, catering perfectly to ad-hoc or one-time gatherings.

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Table 7. Platform and messaging add-ons

ADD-ON FEATURE	BENEFITS
Cisco Jabber option	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 Cisco 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 (like 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.

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.

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.

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 certified Cisco 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.

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Entry-level Webex service

If you elect not to renew your subscription, your Webex account will be converted to an entry-level cloud service. The free cloud service has fewer features and differing usage limits than the paid cloud service. Cisco may at any time change those features and limits at our discretion and without notice. Cisco may also deactivate or delete your free account and any related data if you exceed the 5-GB storage limit per user.

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

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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Flexible payment solutions to help you achieve your objectives

Cisco Capital® financing 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 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.

Appendix

Collaboration Flex Plan 3.0 Ordering Guide

For information on how to order, see our Flex Plan 3.0 Ordering Guide.

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