Cisco Collaboration Flex Plan

Webex Contact Center Enterprise
Add-On Overview

March 2020

Contents

This supplemental guide provides ordering information on the add-ons available with Cisco Webex® Contact Center Enterprise (WxCCE), Cisco's Cloud Contact Center offering for large enterprises. For additional WxCCE information, please see product information, including Flex Contact Center Ordering guide, Flex contact center datasheet, and WxCCE data sheet available in SalesConnect.

These add-ons provide Cisco® owned and managed solutions for Workforce Optimization (WFO), campaign management, messaging services, speech recognition, Text-To-Speech (TTS), and desktop and digital channels using technologies from third-party providers.

While Cisco manages these solutions and provides tier-2 and tier-3 support, Customer configuration and tier-1 support of these add-ons is the responsibility of the Webex CCE authorized partner. It is strongly recommended that partners review the Webex CCE Authorized Partner Technical Guide to understand the provisioning and partner responsibilities when offering these solutions in order to properly determine the installation requirements before pricing the solution.

Calabrio workforce management, recording, and quality management

Calabrio provides workforce management, compliance recording, and quality monitoring capabilities. It also offers extended capabilities, such as speech transcription and desktop analytics that extend the functionality of quality monitoring.

All Calabrio products are licensed by Named Agent. Table 1 includes the SKU numbers and descriptions of Calabrio products.

Table 1. Calabrio products and descriptions

Product number	Overage product number (billed in arrears)	Description
A-FLEX-WCCE-CCR	A-FLEX-WCCE-CCR-O	Calabrio Call Recording
A-FLEX-WCCE-CAQM	A-FLEX-WCCE-CAQM-O	Calabrio Quality Management Note: Calabrio Call Recording is included with Calabrio Quality Management.
A-FLEX-WCCE-CWFM	A-FLEX-WCCE-CWFM-O	Calabrio Workforce Management
A-FLEX-WCCE-CSA	A-FLEX-WCCE-CSA-O	Calabrio Speech Analytics with Transcription Note: Additional support is required for this option. Please consult Cisco for details before quoting this option.

Verint workforce optimization and enablement suites

Verint Workforce Optimization and Enablement suites are provided as an optional add-on with the Webex CCE platform. Verint's products provide workforce management, compliance recording, and quality monitoring capabilities. They also offer extended capabilities, such as speech transcription and desktop analytics that extend the quality monitoring functionality.

All Verint products are licensed by Named Agent. Table 2 includes the SKU numbers and descriptions of Verint add-ons.

Table 2.   Verint products and descriptions

Product number	Overage product number (billed in arrears)	Description
A-FLEX-WCCE-VCR	A-FLEX-WCCE-VCR-O	Verint Call Recording
A-FLEX-WCCE-VE	A-FLEX-WCCE-VE-O	Verint Encryption
A-FLEX-WCCE-VSF	N/A	Verint Encryption Key Server Fee
A-FLEX-WCCE-VSC	A-FLEX-WCCE-VSC-O	Verint Screen Capture Note: Verint Call Recording is required for Verint Screen Capture
A-FLEX-WCCE-VQM	A-FLEX-WCCE-VQM-O	Verint Quality Management Note: Verint Call Recording is required for Verint Quality Management
A-FLEX-WCCE-VAQA	A-FLEX-WCCE-VAQA-O	Verint Automated Quality Add-on
A-FLEX-WCCE-VWFM	A-FLEX-WCCE-VWFM-O	Verint Workforce Management
A-FLEX-WCCE-VPM	A-FLEX-WCCE-VPM-O	Verint Performance Management
A-FLEX-WCCE-VADA	A-FLEX-WCCE-VADA-O	Verint Advanced Desktop Analytics (PCI)
A-FLEX-WCCE-SDPA	A-FLEX-WCCE-SDPA-O	Strategic DPA Client
A-FLEX-WCCE-VSA	A-FLEX-WCCE-VSA-O	Verint Speech Analytics (includes transcript transport) Note: Additional support is required for this option. Consult your Cisco account representative for details before quoting this option.
A-FLEX-WCCE-VSAL	A-FLEX-WCCE-VSAL-O	Verint Speech Analytics Additional Language Note: Additional support is required for this option. Consult your Cisco account representative for details before quoting this option.

Nuance speech recognition and Text-To-Speech

The Nuance add-on offers speech recognition and Text-To-Speech (TTS) capabilities managed and hosted in Webex CCE data centers.

Partners that offer the solution should be familiar with the capabilities of Nuance and are responsible for deployment of the add-on (including items such as grammar tuning).

All Nuance products are licensed by Port. Table 3 includes the SKU numbers and descriptions of Nuance add-ons.

Table 3. Nuance products and descriptions

Product number	Overage product number (billed in arrears)	Description
A-FLEX-WCCE-NR2	A-FLEX-WCCE-NR2-O	Nuance Recognizer Tier 2
A-FLEX-WCCE-NR3	A-FLEX-WCCE-NR3-O	Nuance Recognizer Tier 3
A-FLEX-WCCE-NR4	A-FLEX-WCCE-NR4-O	Nuance Recognizer Tier 4
A-FLEX-WCCE-NR2L	A-FLEX-WCCE-NR2L-O	Nuance Recognizer Tier 2 additional language. The partner must order additional licenses for the second and third languages. The purchase of a third additional language (a fourth language) includes the ability to add languages at no additional cost.
A-FLEX-WCCE-NR3L	A-FLEX-WCCE-NR3L-O	Nuance Recognizer Tier 3 additional language. The partner must order additional licenses for the second and third languages. The purchase of a third additional language (a fourth language) includes the ability to add languages at no additional cost.
A-FLEX-WCCE-NR4L	A-FLEX-WCCE-NR4L-O	Nuance Recognizer Tier 4 additional language. The partner must order additional licenses for the second the third languages. The purchase of a third additional language (a fourth language) includes the ability to add languages at no additional cost.
A-FLEX-WCCE-NV	A-FLEX-WCCE-NV-O	Nuance Vocalizer
A-FLEX-WCCE-NVL	A-FLEX-WCCE-NVL-O	Nuance Vocalizer Additional Language
A-FLEX-WCCE-NDR	A-FLEX-WCCE-NDR-O	Dragon Voice (includes Recognizer Tier 4)
A-FLEX-WCCE-NR2B	A-FLEX-WCCE-NR2B-O	Recognizer Tier 2 with Bundle Dialog Module
A-FLEX-WCCE-NR3B	A-FLEX-WCCE-NR3B-O	Recognizer Tier 3 with Bundle Dialog Module
A-FLEX-WCCE-NR4B	A-FLEX-WCCE-NR4B-O	Recognizer Tier 4 with Bundle Dialog Module
A-FLEX-WCCE-NDRD	A-FLEX-WCCE-NDRD-O	Dragon with Dialog Module

Acqueon List and Campaign Management

Acqueon List and Campaign Management (LCM) provides management capabilities for Interactive Voice Response (IVR) and agent-based campaigns, as well as outbound email and SMS campaigns. There is also an optional add-on for two-way SMS that enables interactive SMS campaigns.

All Acqueon products are licensed by Concurrent Agent. Table 4 includes the SKU numbers and descriptions of Acqueon add-ons.

Table 4.   Acqueon products and descriptions

Product number	Overage product number (billed in arrears)	Description
A-FLEX-WCCE-OBL	A-FLEX-WCCE-OBL-O	Outbound List and Campaign
A-FLEX-WCCE-TCPA	A-FLEX-WCCE-TCPA-O	Outbound TCPA add-on option
A-FLEX-WCCE-LCMS	A-FLEX-WCCE-LCMS-O	LCM 2-Way SMS add-on
A-FLEX-WCCE-LCME	A-FLEX-WCCE-LCME-O	LCM Email add-on
A-FLEX-WCCE-VDC	A-FLEX-WCCE-VDC-O	Voice Drop Campaigns Note: This option is licensed per a CVP port. A CVP port is required for each voice drop campaign ordered.

Bucher and Suter CRM connector

Bucher and Suter's CRM connectors streamline business operations and provide elegant integration of CRM applications with Cisco Contact Center solutions.

Bucher and Suter's CRM connector is licensed by Named Agent. Table 5 includes the SKU number and description of the Bucher and Suter add-on.

Table 5.   Bucher and Suter add-on

Product number	Overage product number (billed in arrears)	Description
A-FLEX-WCCE-BSC	A-FLEX-WCCE-BSC-O	B+S Connects for Voice and Agent

Webtext messaging services

Webtext offers messaging fully integrated with Webex CCE. Webtext is priced by the agent, requiring an initial order of 200 agents. It includes 60,000 SMS and 3000 MMS messages per month. Additional agents can be ordered.

All Webtext products are licensed by Named Agent, number of SMS messages, and number of MMS messages. Table 6 includes the SKU numbers and descriptions of the Webtext add-ons.

Table 6.   Webtext products and descriptions

Product number	Overage ;product number (billed in arrears)	Description
A-FLEX-WCCESMS-200	N/A	SMS - Agent (includes 200 agents - 60,000 SMS and 3000 MMS messages monthly)
A-FLEX-WCCESMS-ADD	N/A	Additional agent above 200 (includes 300 SMS and 15 MMS messages)
A-FLEX-WCCESMS-ENF	N/A	SMS - Enabled Number Fee

Upstream Works for Finesse

Upstream Works for Finesse offers Business value-added features to the native Cisco Finesse® desktop and digital channel platforms.

Upstream Works is licensed by Concurrent Agent. Table 7 includes the SKU number and description of the add-on.

Table 7.   Upstream Works for Finesse add-on

Product number	Overage product number (billed in arrears)	Description
A-FLEX-WCCE-USWV	A-FLEX-WCCE-USWV-O	USW Voice + Channels

Summary of add-ons available for Webex CCE

Table 8 provides a summary of all add-ons available with Webex CCE.

Table 8.   All Webex CCE add-ons

Vendor	Product number	Overage product number (billed in arrears)	Description
Acqueon	A-FLEX-WCCE-OBL	A-FLEX-WCCE-OBL-O	Outbound List & Campaign
Acqueon	A-FLEX-WCCE-TCPA	A-FLEX-WCCE-TCPA-O	Outbound TCPA Add-on option
Acqueon	A-FLEX-WCCE-LCMS	A-FLEX-WCCE-LCMS-O	LCM 2-Way SMS Add-on
Acqueon	A-FLEX-WCCE-LCME	A-FLEX-WCCE-LCME-O	LCM email Add-on

Vendor	Product number	Overage product number (billed in arrears)	Description
Acqueon	A-FLEX-WCCE-VDCP	A-FLEX-WCCE-VDCP-O	Voice Drop Campaigns
Bucher + Suter	A-FLEX-WCCE-BSC	A-FLEX-WCCE-BSC-O	B+S Connects for Voice and Agent
Calabrio	A-FLEX-WCCE-CCR	A-FLEX-WCCE-CCR-O	Calabrio Call Recording
Calabrio	A-FLEX-WCCE-CAQM	A-FLEX-WCCE-CAQM-O	Calabrio Quality Management
Calabrio	A-FLEX-WCCE-CWFM	A-FLEX-WCCE-CWFM-O	Calabrio Work Force Management
Calabrio	A-FLEX-WCCE-CSA	A-FLEX-WCCE-CSA-O	Calabrio Speech Analytics/W Transcription **(note: Additional support is required for this option. Please consult Cisco for details before quoting this option).**
Nuance	A-FLEX-WCCE-NR2	A-FLEX-WCCE-NR2-O	Nuance Recognizer Tier 2
Nuance	A-FLEX-WCCE-NR3	A-FLEX-WCCE-NR3-O	Nuance Recognizer Tier 3
Nuance	A-FLEX-WCCE-NR4	A-FLEX-WCCE-NR4-O	Nuance Recognizer Tier 4
Nuance	A-FLEX-WCCE-NR2L	A-FLEX-WCCE-NR2L-O	Nuance Recognizer Tier 2 Additional Language
Nuance	A-FLEX-WCCE-NR3L	A-FLEX-WCCE-NR3L-O	Nuance Recognizer Tier 3 Additional Language
Nuance	A-FLEX-WCCE-NR4L	A-FLEX-WCCE-NR4L-O	Nuance Recognizer Tier 4 Additional Language
Nuance	A-FLEX-WCCE-NV	A-FLEX-WCCE-NV-O	Nuance Vocalizer
Nuance	A-FLEX-WCCE-NVL	A-FLEX-WCCE-NVL-O	Nuance Vocalizer Additional Language
Nuance	A-FLEX-WCCE-NDR	A-FLEX-WCCE-NDR-O	Dragon Voice (includes Recognizer Tier 4)
Nuance	A-FLEX-WCCE-NR2B	A-FLEX-WCCE-NR2B-O	Recognizer Tier 2 with Bundle Dialog Module
Nuance	A-FLEX-WCCE-NR3B	A-FLEX-WCCE-NR3B-O	Recognizer Tier 3 with Bundle Dialog Module
Nuance	A-FLEX-WCCE-NR4B	A-FLEX-WCCE-NR4B-O	Recognizer Tier 4 with Bundle Dialog Module
Nuance	A-FLEX-WCCE-NDRD	A-FLEX-WCCE-NDRD-O	Dragon with Dialog Module
Verint	A-FLEX-WCCE-VCR	A-FLEX-WCCE-VCR-O	Verint Call Recording
Verint	A-FLEX-WCCE-VE	A-FLEX-WCCE-VE-O	Verint Encryption

Vendor	Product number	Overage product number (billed in arrears)	Description
Verint	A-FLEX-WCCE-VSF	N/A	Verint Encryption Key Server Fee
Verint	A-FLEX-WCCE-VSC	A-FLEX-WCCE-VSC-O	Verint Screen Capture
Verint	A-FLEX-WCCE-VQM	A-FLEX-WCCE-VQM-O	Verint Quality Management
Verint	A-FLEX-WCCE-VAQA	A-FLEX-WCCE-VAQA-O	Verint Automated Quality add-on
Verint	A-FLEX-WCCE-VWFM	A-FLEX-WCCE-VWFM-O	Verint Workforce Management
Verint	A-FLEX-WCCE-VPM	A-FLEX-WCCE-VPM-O	Verint Performance Management
Verint	A-FLEX-WCCE-VADA	A-FLEX-WCCE-VADA-O	Verint Advanced Desktop Analytics (PCI)
Verint	A-FLEX-WCCE-SDPA	A-FLEX-WCCE-SDPA-O	Strategic DPA Client
Verint	A-FLEX-WCCE-VSA	A-FLEX-WCCE-VSA-O	Verint Speech Analytics (includes transcript transport) Note: Additional support is required for this option. Consult Cisco for details before quoting this option.
Verint	A-FLEX-WCCE-VSAL	A-FLEX-WCCE-VSAL-O	Verint Speech Analytics Additional Language Note: Additional support is required for this option. Consult Cisco for details before quoting this option.
Upstream Works	A-FLEX-WCCE-USWV	A-FLEX-WCCE-USWV-O	USW Voice + Channels
Webtext	A-FLEX-WCCESMS-200	Overage charging for additional SMS and MMS messages planned for future release.	SMS - Agent (Includes 200 agents – 60,000 SMS and 3000 MMS messages monthly)
Webtext	A-FLEX-WCCESMS-ADD	Overage charging for additional SMS and MMS messages planned for future release.	Additional agents above 200 (includes 300 SMS and 15 MMS messages)
Webtext	A-FLEX-WCCESMS-ENF	N/A	SMS - Enabled Number Fee

Definitions

"Contact center user" is a user who logs into the contact center system as part of the job duties performed on the customer's behalf.

"Concurrent Agent" is the maximum quantity of contact center users that are simultaneously logged in to use the Cisco Collaboration Flex Plan Contact Center software or services.

"Named Agent" is a unique contact center user that logs in in any given month to use the Collaboration Flex Plan Contact Center software or services.

"Port" is a logical connection point for a single voice call involving an interactive voice response function.

Global availability

Webex Contact Center Enterprise is available in North America, Europe, and Australia and will be supported by eight global Cisco data centers. Asia availability is planned in the near future, pending regulatory approvals.

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 (planned): Hong Kong, Malaysia, Philippines, Singapore (Asian data centers: Hong Kong, Singapore)

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.

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.

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:
https://www.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 Table 9.

Table 9.   Environmental sustainability topics

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.

Cisco Capital

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 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.

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

For more information about Cisco contact center products, visit: https://www.cisco.com/go/cc.

Document history

New or revised topic	Described In	Date
First publication of data sheet	N/A	3/16/20

Printed in USA   C78-743548-00   03/20