

Webex Contact Center Expert

Licensing

Module 13

Module Objectives

- Understanding the Webex CC license packaging
- Being able to explain the difference between Named and Concurrent licenses
- Understanding the Webex CC NRCs and MRCs
- Understanding the Webex CC Flex pricing
- Learning about the Onboarding fees and add-on services

License Structure

Cisco Collaboration Flex Plan

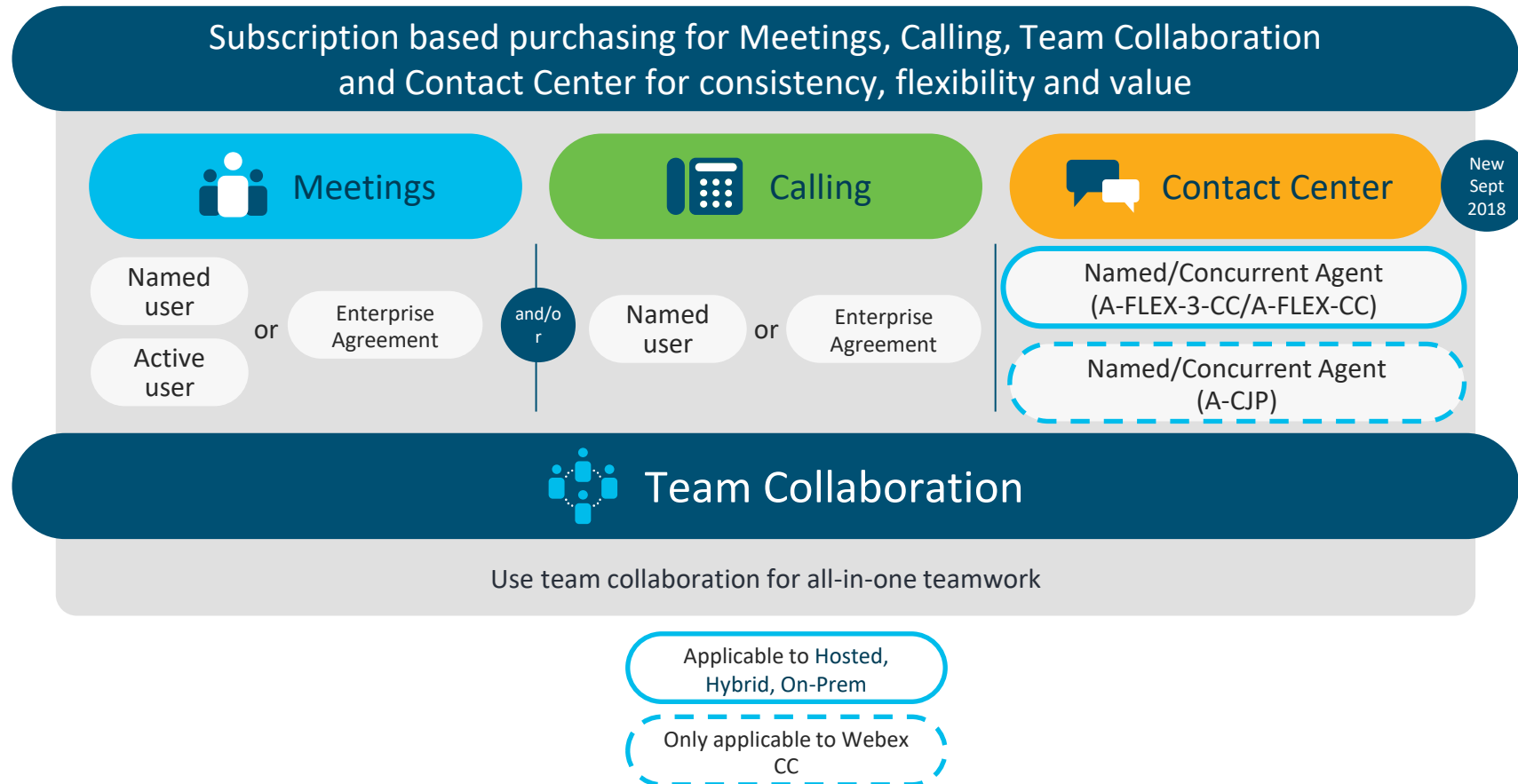
Separating Purchasing from Deployment



Orderable via CCW <https://apps.cisco.com/Commerce/home>

Cisco Collaboration Flex Plan

Enabling seamless transitions to the cloud





Subscription Offers

A-FLEX-3-CC

A-FLEX-CC

A-CJP

- Terms: 12-60 months, auto-renewal set
- Payment terms: monthly, annually, contract term
- All offers include 'Basic' support (like SWSS)
- Value Transfer for perpetual license trade-in (only for A-FLEX-CC/A-FLEX-3-CC)
- During the contract term 'flex' between (only for A-FLEX-CC/A-FLEX-3-CC)
 - On-prem (UCCX/UCCE/PCCE)
 - Hosted (HCS-CC)
 - Cloud (Webex CC and Webex CC Enterprise)
- Includes Connect, email, chat, sms, Whatsapp, Facebook, (only for A-Flex-3-CC)

Webex CC License Types

Billed per Tenant

Named

- Unique Named Agent created in the system

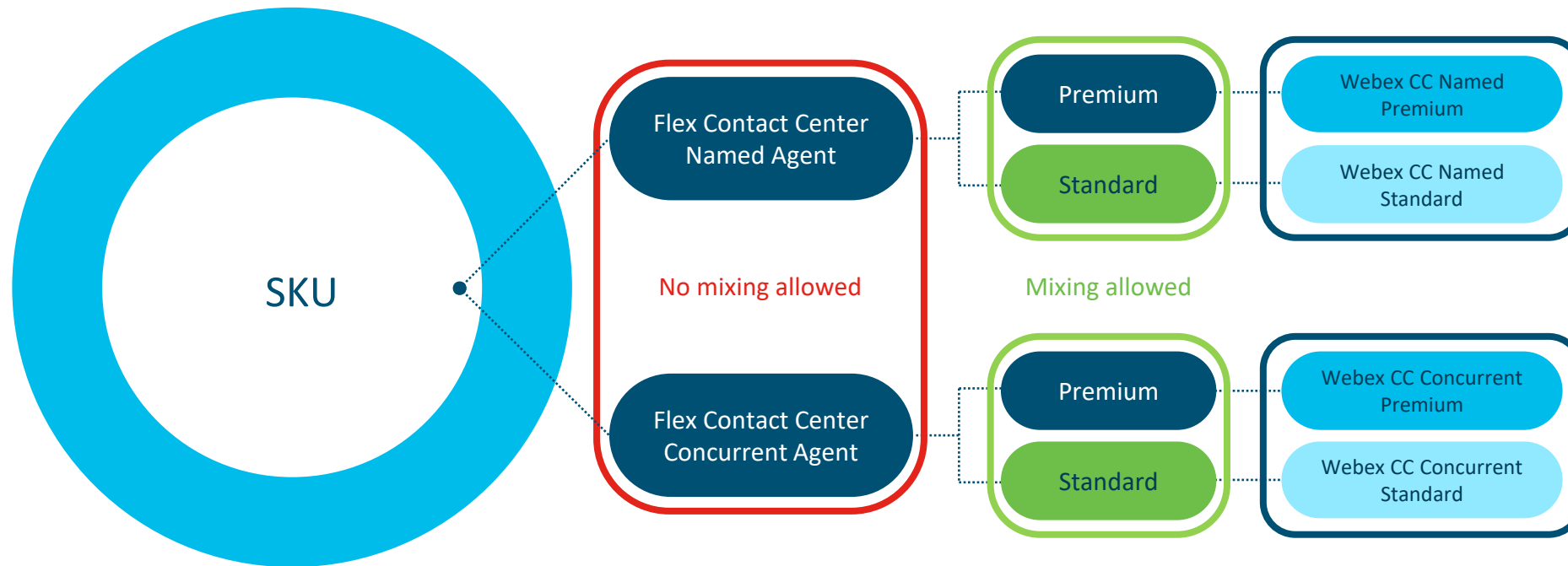
Concurrent

- An Active User is a unique Named Agent who logs in and handles a customer interaction
- Number of concurrent Active Users per month in the Tenant

	Named	Concurrent	Per Port
Definition	Unique Named Agent	Peak Concurrent Login	Peak concurrent ports
Applies to	Most MRCs	Agent Licenses	Speech-Enabled IVR

Choose Named or Concurrent for most per-user licenses

Contact Center Flex Plan



A-FLEX-3-CC: <https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/collab-flex-3-contact-center-og.html>

A-FLEX-CC: <https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/guide-c07-741218.pdf>

A-CJP: <https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/guide-c07-741218.pdf>

Webex CC Add-ons

Feature	MRC	Notes
Outbound Campaigns (Voice)*	Concurrent Agent Login, Unique Named Agent	Outbound Dialing Campaigns, Agent Scripting, Voice Recording, Real-Time & Historical Reporting
Quality Management (QM)	Unique Named Agent	Quality Evaluation, Evaluation Queue, Gamification
Workforce Management (WFM)	Unique Named Agent	Forecast and schedule, Historical and real-time, Dynamic Scheduling, Intra-Day Scheduling, Gamification, Strategic Planning, Vacation Planning
WFO Analytics	Unique Named Agent	Analytics product with 2 Engines: Phonetics Speech Engine, Desktop Analytics Engine
WFO Analytics w/ Transcription	Unique Named Agent	WFO Analytics + Speech-to-Text Transcription Engine
WFO Bundle	Unique Named Agent	Bundle of QM, WFM, and WFO Analytics w/ Transcription
Additional Recording Storage	FEE	Network storage of call recordings that are more than 30 days old

Seasonality

Flex Plan

- SaaS customers expect to pay only for what they use
- The Flex Plan offer for Webex CC consists of
 - Base order: <x> agents for the duration of the contract term, billed upfront (monthly, annually, term)
 - Overage: additional usage, billed monthly in arrears
 - Overages priced at 150% of committed price with separate discount





Customizations

<https://app.smartsheet.com/b/form/4ab17e12d36d4373bd584d5a296b54b8>

- Limited Customizations
 - Require 20 agent minimum deal size
 - Expected turnaround less than 30 days with exception of complex customization like CRM connectors
- Professional Services-based customizations supported
 - Data dips from routing scripts
 - Custom CRM integration delivering screen-pop
 - Call logging, click-to-dial, recording control
 - Implementation of CRM Connectors

Partner Onboarding and Training

Partner and Onboarding Training

Service	NRC	Description
New Webex CC Partner Onboarding	NO (Flex)	<ul style="list-style-type: none">• Creation of new Webex CC Partner Portal• Branding of Agent and Supervisor / Admin. UIs• Telephony integration• Gold Tenant (Demo / Test)
Webex CC Sales Certification	YES (per student)	4-hour self-running e-learning course covering CC market, Webex CC capabilities & key differentiators
Webex Contact Center Expert Certification	YES (per student)	5-day classroom training covering Webex CC architecture, implementation, provisioning, Agent/Supervisor product features

Review Questions

True/False. Webex CC Premium is priced per minute

False

Review Questions

True/False. Chat is included in Webex CC Standard

True

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