Webex Customer Experience

A customer experience solution for any need

May 2024

Offers and Pricing Overview

webex
by CISCO

Agenda

1	Customer Experience Offers
2	Feature Comparison
3	Customer Experience Essentials
4	Standard and Premium Overview
5	Pricing and Discounting
6	Subscription Management

Customer Experience Offers

Customer Experience

Where we are today: there's a need for coverage for every customer-facing employee

📞 **Webex Calling**

Group Call Management

Skills-based routing

Multi-line

Multi call window

Audio Intelligence

Call queue analytics

🎧 **Webex Contact Center**

Omnichannel

Deep agent & supervisor functionality

AI capabilities

Automation & virtual agents

Customer journey data

Robust reporting & analytics

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Webex Customer Experience for Everyone

A customer experience solution for any need

Webex Customer Experience Basic

Lightweight voice-only call center

(Included with Webex Suite or standalone Webex Calling)

Voice queues

Agent experience

Skills-based routing

Multi-line, Multi-call window

Audio Intelligence

Call queue analytics

New Offer

Webex Customer Experience Essentials

Customer-facing teams with supervisor experience

Webex Customer Experience Basic plus:

Supervisor experience

Agent screen pops

Supervisor reports

Voice

Omnichannel (H2 CY24)

Webex Calling Professional License

Webex Customer Experience Standard & Premium

Large scale Feature-rich contact center

Omnichannel (Available Now)

Deep agent & supervisor functionality

AI capabilities

Automation & virtual agents

Customer journey data

Robust reporting & analytics

Workforce Optimization

Campaign Management

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Webex Platform

Webex Customer Experience

Target Market

Webex Customer Experience Basic

For teams who need to manage inbound calls

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Key Attributes:

- Small call centers or groups with up to 50 agents.
- Need simple helpdesk answering queries, basic call handling and agent controls to handle call and availability
- Simple interactions that don't require supervision

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Sample customer:

Small Internal Help Desk

Small real estate office

Local auto dealership

Webex Customer Experience Essentials

For back office and customer facing teams

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Key Attributes:

Internal or external call centers that are resource driven –

- More agents and calls
- More complex interactions that would benefit from supervisor monitoring, training and coaching
- Need for data-driven analysis

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Sample customer:

Large (enterprise) internal help desk

Local pharmacies

Insurance Agency

Healthcare clinics

Webex Customer Experience Standard & Premium

For dedicated contact center teams

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Key Attributes:

- High volume contact centers with dedicated agents, supervisors and analysts
- Need omnichannel call deflection
- Complex customer journeys that require deep database integrations
- Need advanced analytics and AI to reduce agent burnout and workforce optimization

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Sample customer:

Global airline

Large retail store chain

National insurance company

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Feature Comparison

Webex Customer Experience features
Agent features

	Customer Experience Basic	Customer Experience Essentials	Customer Experience Standard / Premium
Agent experience	Webex App / Multi call window	Webex App / Multi call window	Webex Contact Center App
Queue selection / state management	✅	✅	✅
Inbound & outbound voice	✅	✅	✅
Audio Intelligence noise removal	✅	✅	✅
HD Voice external caller noise removal	✅	✅	✅
Call recording (on demand, auto, 3rd party)	✅	✅	✅
Real time queue analytics		✅	✅
Wrap-up workflow		🟡	✅
Customer Journey Data Widget		🟡	✅
Customizable layout			✅
Webex AI Assistant	🟡	🟡	🟡
Outbound			✅
Preview/Progressive/Predictive dialing			✅
Campaign management			✅ Add-on

Webex Customer Experience features
Agent features

	Customer Experience Basic	Customer Experience Essentials	Customer Experience Standard / Premium
Integrations			
Microsoft Teams app integration	✅	✅	✅
URL screen pop		✅	✅
CRM connector			✅
Channels			
Voice	✅	✅	✅
Digital		🟡	✅

Webex Customer Experience features
Supervisor features

Available at launch

Roadmap

	Customer Experience Basic	Customer Experience Essentials	Customer Experience Standard / Premium
Supervisor experience		Webex App	Webex Contact Center App
Visual agent monitoring		✅	✅
Agent state control		✅	✅
Barge, monitor, whisper		✅ Whisper, barge in App – fast follow	✅
Real time analytics		✅	✅
Historical analytics		✅	✅
Basic reporting		🟡	✅
Advanced reporting & analytics			✅
Supervisor alerts			✅

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Webex Customer Experience features
Administration and routing

✅ Available at launch   🟡 Roadmap

	Customer Experience Basic	Customer Experience Essentials	Customer Experience Standard / Premium
Telephony / PBX	Webex Calling	Webex Calling	Webex Calling or 3rd Party
Routing			
Standard routing and queuing	✅	✅	✅
Automatic call distribution	✅	✅	✅
Skills-based routing	✅	✅	✅
Touch-tone IVR	✅	✅	✅
Data-directed routing			✅
Customer journey data			
Real time customer journey tracking			✅

Webex Customer Experience features
Add-ons

Available at launch — green check
Roadmap — yellow check

	Customer Experience Basic	Customer Experience Essentials	Customer Experience Standard / Premium
Workforce optimization			
Call recording and analysis		3rd Party Partners	✅
Quality management			✅
Workforce management			✅
Integrations			
Google CCAI			✅
Post Interaction Survey			✅
Artificial Intelligence			
Virtual Agent		🟡	✅
Advanced AI (Agent Answers, burnout…)			🟡
PSTN			
Local Gateway	✅	✅	✅
Cloud Connect for Webex Calling	✅	✅	✅
Cisco Calling Plans	✅	✅	
Service number	🟡	🟡	🟡

Webex Customer Experience Essentials Overview

Webex Customer Experience Essentials

An offer to fill the gap between calling and contact center

Webex Customer Experience Essentials

An offer designed to meet essential customer engagement needs for organizations of any size, with a focus on empowering teams beyond the contact center. With dedicated agent and supervisor functionality built right into the Webex App, Webex Customer Experience Essentials gives every employee the tools they need to engage customers and eliminate communication silos.

For customer-facing teams of any size

Webex Customer Experience Basic plus:

Supervisor experience

Agent screen pops

Supervisor & agent analytics

Courtesy Callback

Includes Webex Calling Professional License

Available today via A-FLEX-3

Webex Customer Experience Essentials
Product highlight

Agent Experience

- Familiar Webex App as agent experience

- Set availability and join/unjoin from call queues

- Realtime views of call queues they are assigned

- Screen pops for call queue calls

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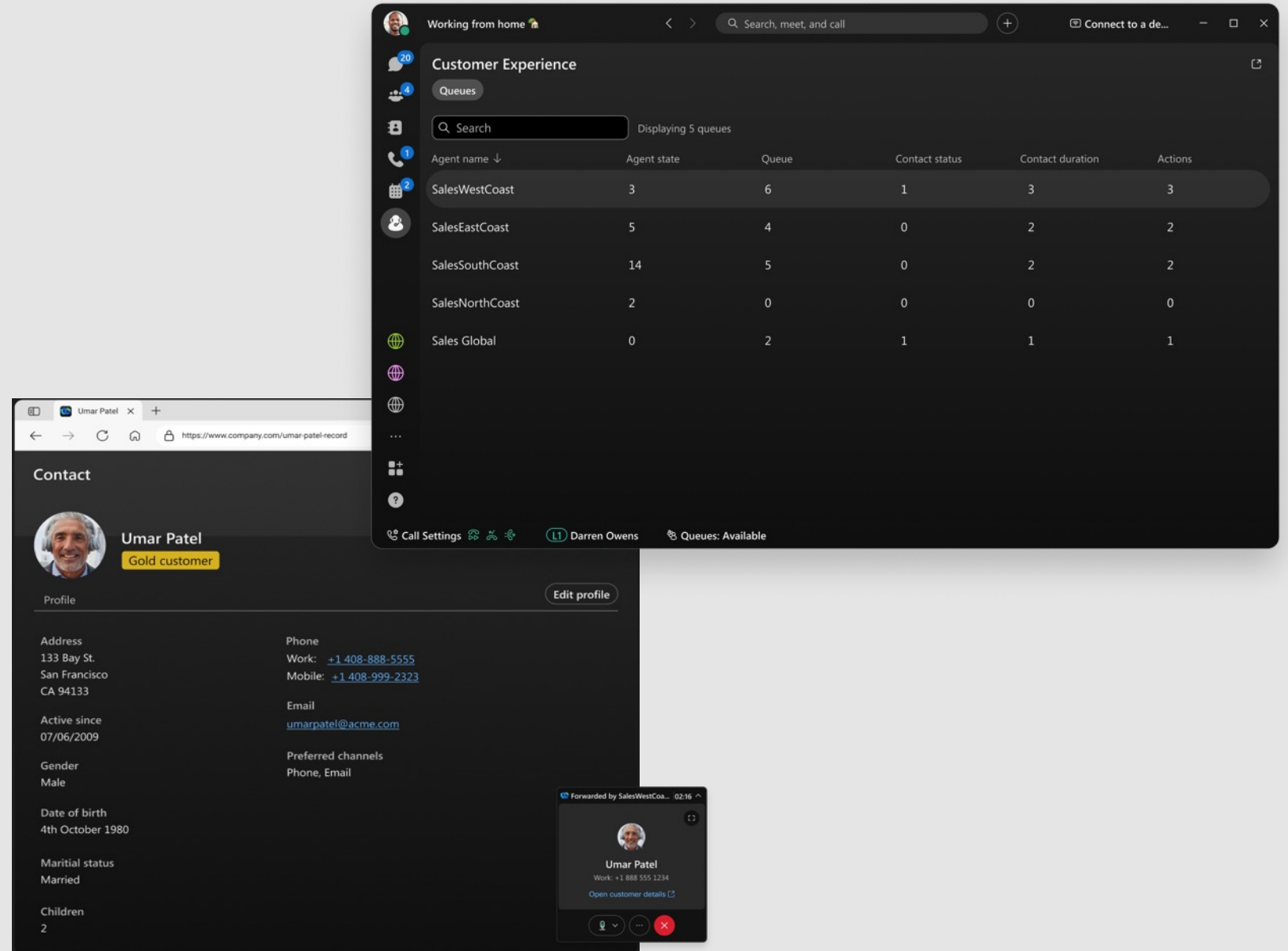
Supervisor Experience

- Manage agents from within the Webex App

- Access to real time and historical data on agents and queues

- Manage availability of agents and join/unjoin status

- Silent monitor agent(s)

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Webex Customer Experience Essentials

Product highlight

Administrator Experience

- Administer from Webex Control Hub

- Key details at-a-glance

- Manage call queues, supervisors and agents

- Access call queue analytics

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Webex Customer Experience Basic, Standard & Premium Overview

Webex Customer Experience Basic

Included with Webex Suite to strengthen customer relations

Webex Customer Experience Basic

A collection of core call center features that are included in our Webex Suite offer or the Webex Calling Professional license.

Lightweight call center

Included with Webex Calling - Professional

Voice queues

Agent experience

Skills-based routing

Multi-line, Multi-call window

Audio Intelligence

Call queue analytics

Courtesy Callback

Available today through A-FLEX-3

Webex Customer Experience Standard & Premium

The most advanced capabilities through Webex Contact Center

Webex Customer Experience Standard & Premium

This is the full feature-rich Webex Contact Center offer already in market. It completes our customer experience portfolio by providing blended customer experiences with digital, self-service and human engagement in high volume environments.

Feature-rich contact center

Sold as Webex Contact Center

Omnichannel

Deep agent & supervisor functionality

AI capabilities

Automation & virtual agents

Customer journey data

Robust reporting & analytics

Available today via A-FLEX-3-CC

Webex Customer Experience

Webex Customer Experience Basic

Lightweight call center

Included with Webex Calling – Professional

Voice queues

Agent experience

Skills-based routing

Multi-line, Multi-call window

Audio Intelligence

Call queue analytics

Courtesy Callback

Included in Webex Suite via A-FLEX-3

Webex Customer Experience Essentials

Customer facing teams with rich Supervisor experience

Webex Customer Experience Basic plus:

Supervisor experience

Agent screen pops

Supervisor & agent analytics

Webex Calling Professional License

Available now via A-FLEX-3

Webex Contact Center Standard & Premium

Feature-rich contact center

Sold as Webex Contact Center

Omnichannel

Deep agent & supervisor functionality

AI capabilities

Automation & virtual agents

Customer journey data

Robust reporting & analytics

Available via A-FLEX-3-CC

Webex Platform

Standard and Premium Agents

Webex Contact Center / Webex Contact Center Enterprise

	CC Flex Standard Agent Features	CC Flex Premium Agent Features
Positioning	Leading offer "Things a customer *needs*"	High value "Things a customer *wants*"
Features[1]	Inbound voice IVR port Preview outbound Predictive & Progressive Dialer Chat & email (agent assisted) Journey Data Service Gadget Post Call Surveys Background Noise Removal	All in Standard plus SMS, WhatsApp, Facebook Messenger, Apple Bus Chat, Google Business Messages (agent assisted) Supervisor features (monitor, coach, barge-in) Analyzer Future*: AI Features[1]
List Price	WXCC: $115 Concurrent, $85 Named WXCCE: $155 Concurrent	WXCC: $170 Concurrent, $130 Named WXCCE: $235 Concurrent

[1] Please refer to product roadmaps for availability of new features
*Draft – Future still in definition
Subject to fair use, some elements may come with additional charge, inclusions may vary by region

Add-ons

i Full list of add-ons and descriptions will be available at offer launch.
Solutions+ offerings are also available separately.

Add-on	Included	Paid
Webex Workforce Optimization		X
CC PSTN (USA and Canada only)		X
Google CCAI		X
Campaign Management		X
Digital Channels	X	X

Overages

Overage SKUs added to every order

Billed monthly in arrears

Google CCAI

Dialogflow ES and Dialogflow CX SKUs added to every order

Billed monthly in arrears

Addons		
A-FLEX-WFO-NWFB-O USAGE 125.00 Per Agent	1 Agent	
A-FLEX-WFO-STG-O USAGE 0.03 Per GB	1 GB	
A-FLEX-G-S2TXT-P USAGE 0.0104 Per Instance	1 Instance	
A-FLEX-G-S2TXT-S USAGE 0.0069 Per Instance	1 Instance	
A-FLEX-G-SP-DT USAGE 0.0075 Per Instance	1 Instance	
A-FLEX-G-TXT-DT USAGE 0.0023 Per Instance	4 Instance	
A-FLEX-G-TXT2S-P USAGE 18.40 Per Instance	1 Instance	
A-FLEX-G-TXT2S-S USAGE 4.60 Per Instance	1 Instance	
A-FLEX-G-S2TXT-AAP USAGE 1.80 Per Instance	1 Instance	
A-FLEX-G-S2TXT-AAS USAGE 1.45 Per Instance	1 Instance	
A-FLEX-G-TXT-AA USAGE 0.0900 Per Instance	1 Instance	
A-FLEX-G-SP-CX USAGE 0.0012 Per Instance	1 Instance	
A-FLEX-G-TXT-CX USAGE 0.0081 Per Instance	1 Instance	

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Digital Channels

Webex Connect Premium Uncommitted SKUs added to every order

Billed monthly in arrears

Digital Channels – Webex Connect Premium Uncommitted		
A-WXCN-PRM-AUTOINT USAGE 0.0650 Per Each	1 Each	
SMS Channel		
A-CHAN-U-SMS-SC-US USAGE Uncommitted US SMS SC Rates	1 Each	
A-SMS-SC-PROV USAGE 2,500.00 Per Each	1 Each	
A-CHAN-SMS-SCR-NUM USAGE 500.00 Per Each	1 Each	
A-CHAN-SMS-SCV-NUM USAGE 1,000.00 Per Each	1 Each	
A-CHAN-U-SMS-10DLC USAGE Uncommitted US SMS 10LC Rates	1 Each	
A-CHAN-SMS-10DLC-N USAGE 10.00 Per Each	1 Each	
A-CHAN-U-SMS-TF-US USAGE Uncommitted US SMS TF Rates	1 Each	
A-CHAN-SMS-TF-NUM USAGE 2.80 Per Each	1 Each	
A-SMS-TF-PROV USAGE 50.00 Per Each	1 Each	
A-SMS-CARRIER USAGE SMS Carrier Rates	1 Each	
A-CHAN-U-SMS-SC-CA USAGE Uncommitted Canada SMS SC Rates	1 Each	
A-CHAN-U-SMS-SCCAO USAGE 0.0150 Per Each	1 Each	
A-SC-CAN-PROV-FEE USAGE 3,715.00 Per Each	1 Each	

Pricing & Discounting

Webex Customer Experience Essentials

Pricing

$ **List Price: $60**

$30 CSRP Promotional price through FY24

ATO: A-FLEX-3   PID: A-FLEX-WCE-E

Embedded Webex Calling Professional License

Partner discounts and promotions available

Includes Webex Calling Professional License entitlements
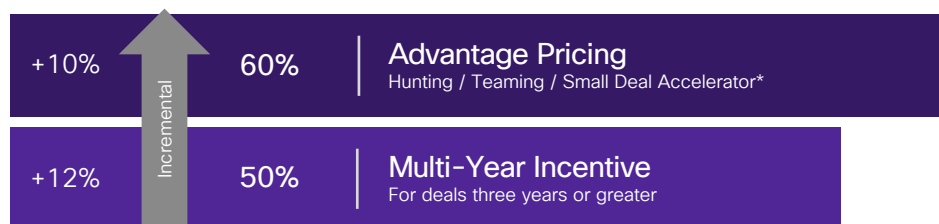
Named User and Enterprise Agreement

Named/Concurrent Agent will be added later

Pricing – Customer Experience Essentials

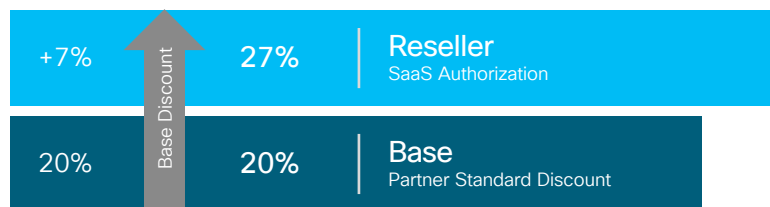Flex Reseller Discount Structure

Conditional Discounts: Region 1
US, Canada, Australia, New Zealand, Japan

| +10% | 60% | **Advantage Pricing**
Hunting / Teaming / Small Deal Accelerator* |
| +12% | 50% | **Multi-Year Incentive**
For deals three years or greater |

Incremental

Promo Through FY24

| +11% | 38% | **Region 1 Limited Time Discount**
Through FY24 – Higher discount <u>achieved via Flex Reseller</u> |

Promo

Flex Discounting Structure

| +7% | 27% | **Reseller**
SaaS Authorization |
| 20% | 20% | **Base**
Partner Standard Discount |

Base Discount

Conditional Discounts: Region 2
Rest of World

| +10% | 62% | **Advantage Pricing**
Hunting / Teaming / Small Deal Accelerator* |
| +12% | 52% | **Multi-Year Incentive**
For deals three years or greater |

Incremental

Promo Through FY24

| +8% | 40% | **Region 2 Limited Time Discount**
Through FY24 – Higher discount <u>achieved via Flex Reseller</u> |

Promo

Flex Discounting Structure

| +12% | 32% | **Reseller**
SaaS Authorization |
| 20% | 20% | **Base**
Partner Standard Discount |

Base Discount

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*Qualifies for less than 250 Named Users in US
Less than 100 Named Users in rest of world

Flex 3 CC discount structure

Get higher discounts with:

Longer term subscriptions

Higher quantity licenses

More add-ons

Tiered Discount based on Dollar Threshold met on extended list price of committed agents/ports and Webex WFO.

More discount when you add more value.

$500,000+   **49%**   *Tier 3*

$100,000+   **44%**   *Tier 2*

$20,000+   *40%*   *Tier 1*

37%

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Pricing – Customer Experience Standard and Premium

Flex Reseller Discount Structure

Conditional Discounts: Region 1
US, Canada, Japan

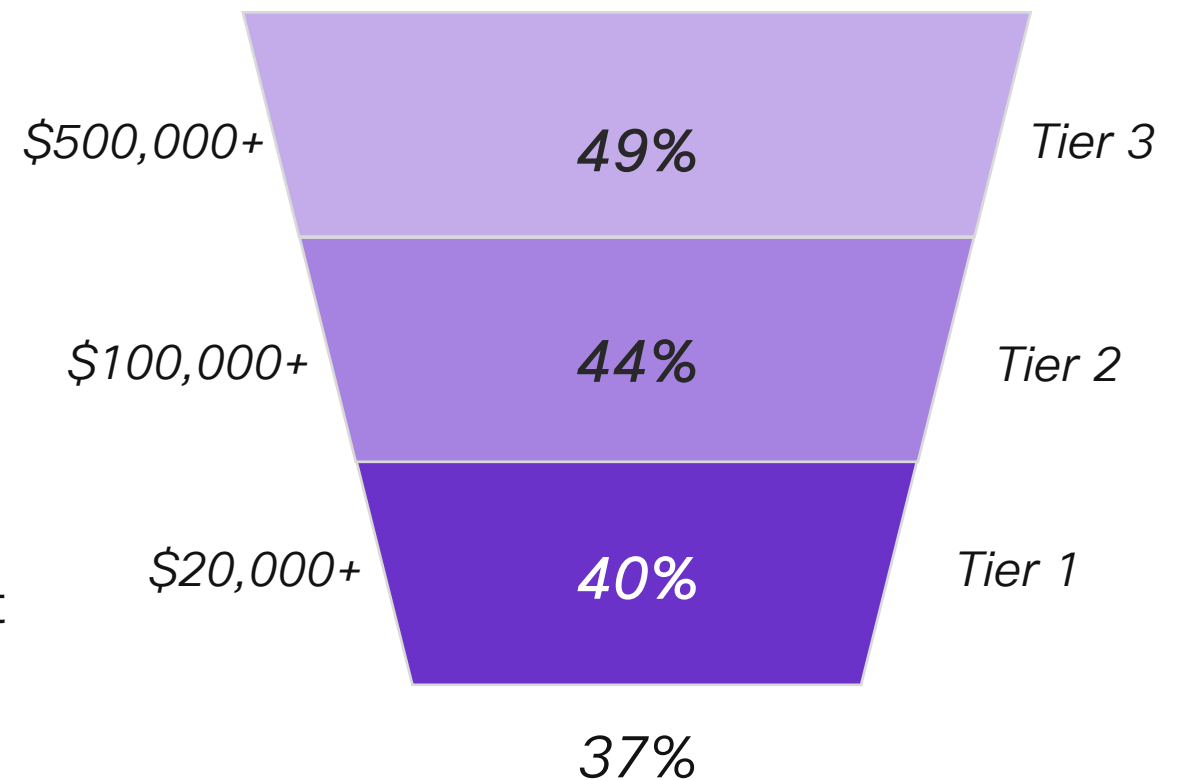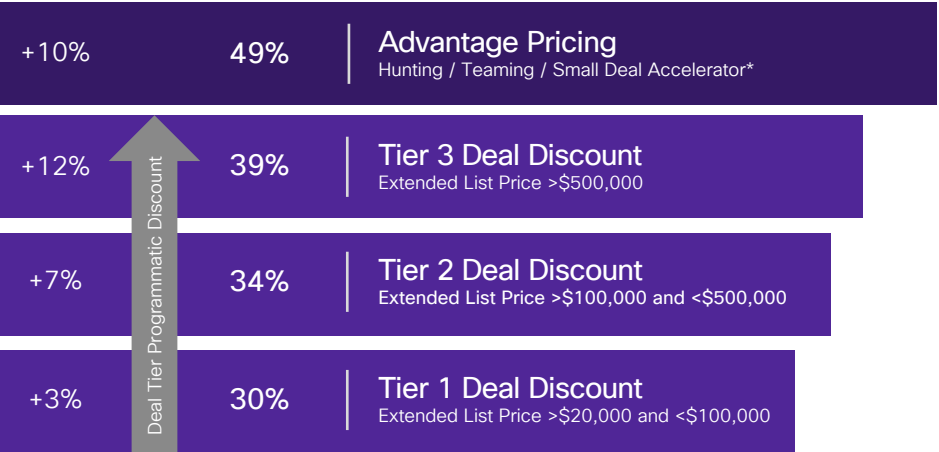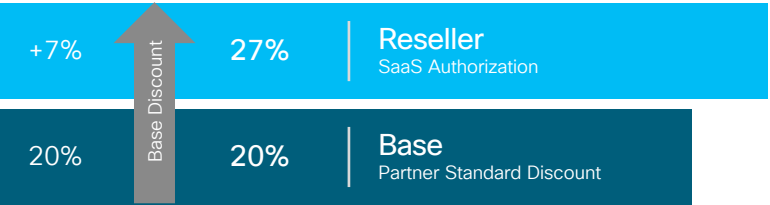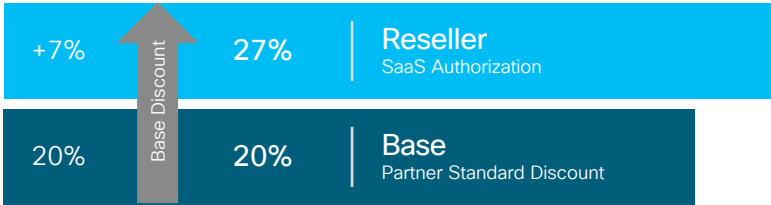| +10%	49%	**Advantage Pricing** Hunting / Teaming / Small Deal Accelerator*
+12%	39%	**Tier 3 Deal Discount** Extended List Price >$500,000
+7%	34%	**Tier 2 Deal Discount** Extended List Price >$100,000 and <$500,000
+3%	30%	**Tier 1 Deal Discount** Extended List Price >$20,000 and <$100,000

(Deal Tier Programmatic Discount — arrow)

Flex Discounting Structure

+7%	27%	**Reseller** SaaS Authorization
20%	20%	**Base** Partner Standard Discount

(Base Discount — arrow)

Conditional Discounts: Region 2
Rest of World

+10%	54%	**Advantage Pricing** Hunting / Teaming / Small Deal Accelerator*
+17%	44%	**Tier 3 Deal Discount** Extended List Price >$500,000
+12%	39%	**Tier 2 Deal Discount** Extended List Price >$100,000 and <$500,000
+8%	35%	**Tier 1 Deal Discount** Extended List Price >$20,000 and <$100,000

(Deal Tier Programmatic Discount — arrow)

Flex Discounting Structure

+7%	27%	**Reseller** SaaS Authorization
20%	20%	**Base** Partner Standard Discount

(Base Discount — arrow)

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*Extended List price includes Premium and Standard Agents and Webex WFO
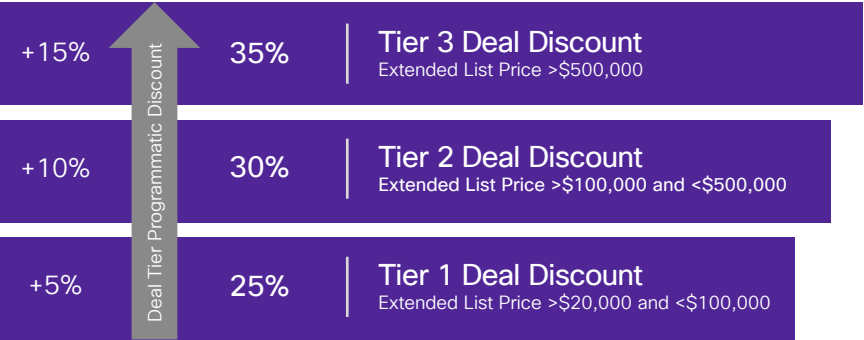
Pricing – Customer Experience Webex WFO

Flex Reseller Discount Structure

Conditional Discounts: Region 1
US, Canada, Japan

+15%	35%	Tier 3 Deal Discount Extended List Price >$500,000
+10%	30%	Tier 2 Deal Discount Extended List Price >$100,000 and <$500,000
+5%	25%	Tier 1 Deal Discount Extended List Price >$20,000 and <$100,000

(Deal Tier Programmatic Discount)

Flex Discounting Structure

| 20% | 20% | Base
Partner Standard Discount |

(Base Discount)

Conditional Discounts: Region 2
Rest of World

+15%	35%	Tier 3 Deal Discount Extended List Price >$500,000
+10%	30%	Tier 2 Deal Discount Extended List Price >$100,000 and <$500,000
+5%	25%	Tier 1 Deal Discount Extended List Price >$20,000 and <$100,000

(Deal Tier Programmatic Discount)

Flex Discounting Structure

| 20% | 20% | Base
Partner Standard Discount |

(Base Discount)

*Extended List price includes Premium and Standard Agents and Webex WFO

Subscription Management

Ordering to Ship – Process Flow

Order is provisioned – If RSD is past

SO Hold Release Request submitted

A2Q requirements are met by the Partner

Order awaiting RSD

Partner submits an order in CCW with **Requested Start Date (RSD)**

RSD

Step 1

Step 2

Step 3

Step 4

Step 5

Order goes on Pre-subscription hold

Pre-subscription hold is removed

Order is Provisioned
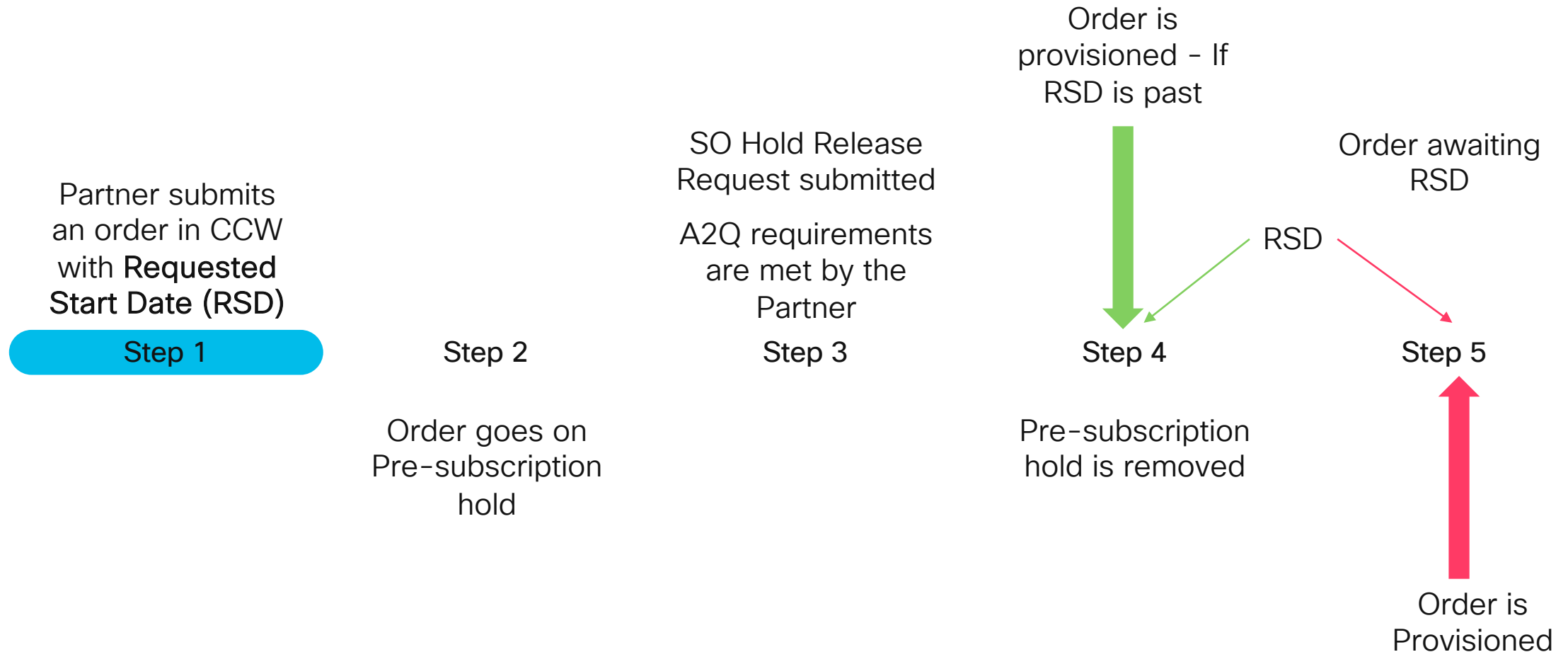
Manage a Subscription

Cisco Commerce Workspace(CCW) is the one stop application to manage your Flex subscription

Change-Modify and Change-Replace

Cisco Commerce Workspace(CCW) is the one stop application to manage your Flex subscription

Flex 3.0 for Contact Center (A-FLEX-3-CC)

Subscription ID	**Effective For**	**Automatically Renews For**	**End Customer** ⓘ
Sub▇▇▇▇	36.00 Months from 21-Oct-2022 to 20-Oct-2025	No Auto Renewal	▇▇▇▇▇▇▇

Status	**Monthly Cost** ⓘ	**Billing Amount (Annual Billing)** ⓘ	**Billing Frequency**
ACTIVE	USD 474.00	USD 5,688.00	Annual Billing

Summary   History   Invoices   Usage   **Manage Subscription**   Manage Contacts   Quotes In Progress   Manage Payment Details

Manage Subscription

Cancel Subscription

Select this option to perform a Mid Term Cancellation or End of Term Cancellation on the Subscription

Manage Auto Renewal

Select this option to enable or disable Auto Renewal term of your subscription before the last 30 days of subscription end date.

Resources

[Customer Experience Essentials Ordering Guide](#)

[Customer Experience Essentials How to Order](#)

[Collaboration Offers SalesConnect page](#)

[Customer Experience Essentials Offer Launch FAQ](#)

[Webex Calling SalesConnect page](#)

[Flex 3.0 Ordering Guide](#)

[Webex Suite Ordering Guide](#)

[Contact Center 3.0 Ordering Guide](#)

[Contact Center 3.0 Offer Overview](#)
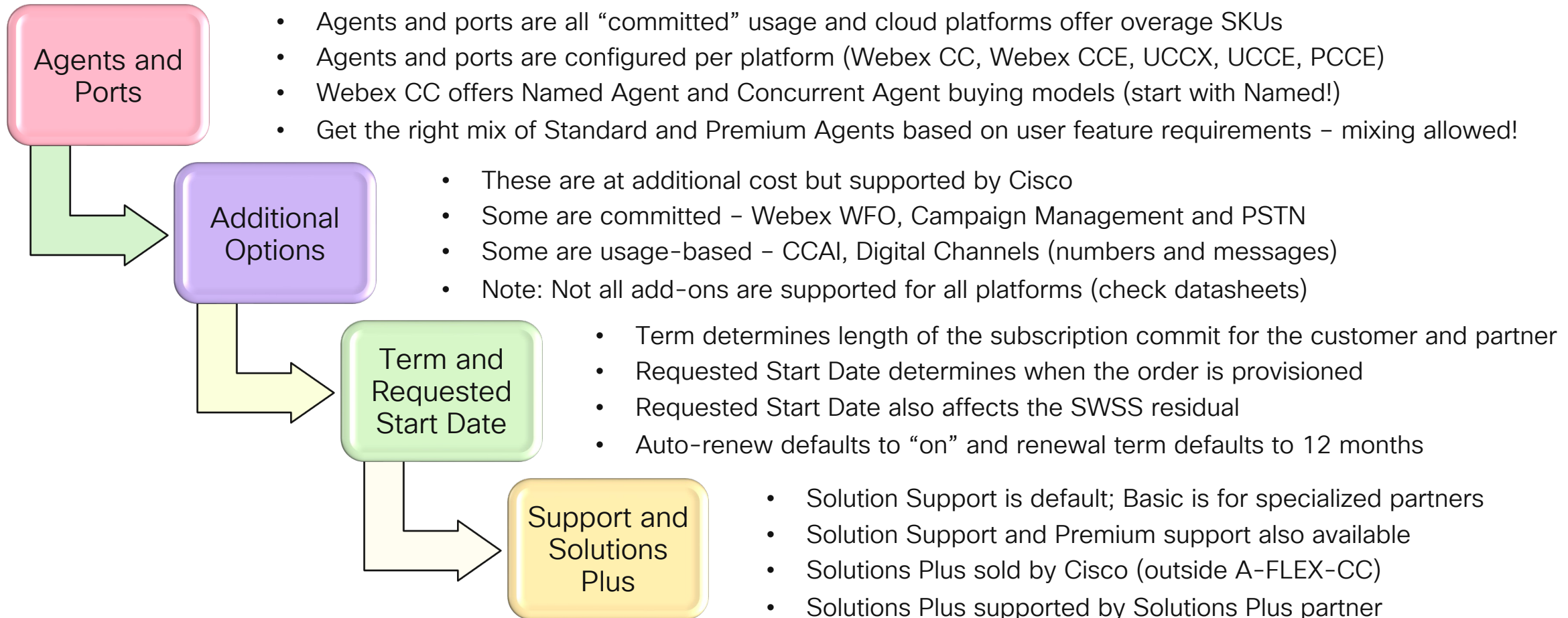
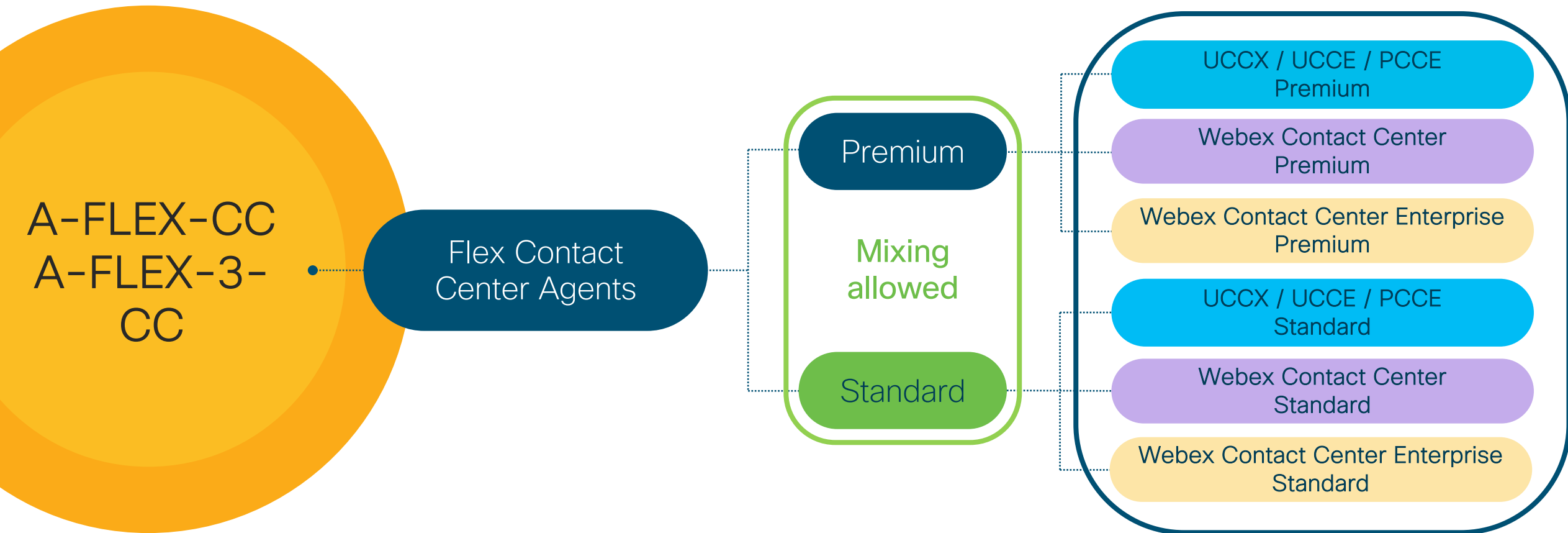[Webex Calling customer experience eBook](#)

[Help Articles](#)

Contact Center Flex Plan
Backup Slides

Deal Components Flex 3.0 Contact Center

Agents and Ports

- Agents and ports are all "committed" usage and cloud platforms offer overage SKUs
- Agents and ports are configured per platform (Webex CC, Webex CCE, UCCX, UCCE, PCCE)
- Webex CC offers Named Agent and Concurrent Agent buying models (start with Named!)
- Get the right mix of Standard and Premium Agents based on user feature requirements – mixing allowed!

Additional Options

- These are at additional cost but supported by Cisco
- Some are committed – Webex WFO, Campaign Management and PSTN
- Some are usage-based – CCAI, Digital Channels (numbers and messages)
- Note: Not all add-ons are supported for all platforms (check datasheets)

Term and Requested Start Date

- Term determines length of the subscription commit for the customer and partner
- Requested Start Date determines when the order is provisioned
- Requested Start Date also affects the SWSS residual
- Auto-renew defaults to "on" and renewal term defaults to 12 months

Support and Solutions Plus

- Solution Support is default; Basic is for specialized partners
- Solution Support and Premium support also available
- Solutions Plus sold by Cisco (outside A-FLEX-CC)
- Solutions Plus supported by Solutions Plus partner

Contact Center Flex Plan
Agents and Ports

A-FLEX-CC
A-FLEX-3-CC

Flex Contact Center Agents

Premium

Mixing allowed

Standard

UCCX / UCCE / PCCE Premium

Webex Contact Center Premium

Webex Contact Center Enterprise Premium

UCCX / UCCE / PCCE Standard

Webex Contact Center Standard

Webex Contact Center Enterprise Standard

What should you be asking your customer

- Are you ready to move to the cloud?

- Do I need Standard or Premium?

- Do I need add-ons?

- What about my on-premise WFO?

- How many IVR Ports do I get?

Details available in the data sheet.

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Cisco Collaboration Flex Plan Contact Center Data Sheet

Updated: July 17, 2020

Deployment models ∧ Q

Table of Contents

Deployment models

Buying models

Agent types

Supervisors and Administrators

Platform

On-premises licensing and sof...

Ordering information

Technical support services

Cisco environmental sustainabi...

Cisco Capital

Definitions

Cisco Collaboration Flex Plan Contact Center is a single subscription that gives you ac center products and services with the flexibility to migrate from one deployment mode subscription is available for the Concurrent Agent buying model. One subscription cov technical support for Cisco Collaboration Flex Plan Contact Center.

Deployment models

You have the flexibility to transition agent(s) among on-premises, hosted and cloud deployments and choose t needs. See the Table 1 and the Features and Benefits section of each platform for more information on the dep Collaboration Flex Plan Contact Center.

Table 1. Available deployment models and platforms for Cisco Collaboration Flex Plan Contact Center

Deployment Model	Platform	Additional Options*
Cloud	Cisco Webex Contact Center	(for Webex Contact Center) Speech Enabled Interactive Vo Additional Recording Storage, Workforce Optimization (WF Management

A-FLEX-3-CC Agents and Ports and Usage SKUs

A-FLEX-3-CC Addons and Additional Options

Available Addons

- Campaign Management
- Webex WFO
  - Call Recording*
  - QM
  - WFM
  - WFM2
  - Transcription
  - WFO Bundle
- CCAI
  - Dialogflow ES
  - Dialogflow CX
- PSTN
  - Toll Inbound
  - Toll-free Inbound

- Solutions Plus sold separately

* Native recording included for Webex CC

Webex Contact Center Addons

Webex Contact Center Addons	☐ Contact Center PSTN Audio
	☐ Campaign Management
	☐ Additional Recording Storage

Webex Contact Center Enterprise

Unified Contact Center Enterprise

Packaged Contact Center Enterprise

Unified Contact Center Express

Additional Options

Additional Options

Platform Addons	☐ Google CCAI
	☐ Third Party AI Voice
	☐ Webex Workforce Optimization (WFO)
	☐ Webex Connect Premium Uncommitted

A-FLEX-3-CC Terms and Billing

Current Terms and Billings

Requested Start Date

28-Feb-2023

Automatically Renews For

12 Months on 28-Feb-2026

Requested For

36 Months From 28-Feb-2023 To 27-Feb-2026

Billing Frequency

Monthly Billing

New Terms and Billing

Requested For ⟩ **36 Months from 28-Feb-2023 to 27-Feb-2026**

Auto Renewal

On

Automatically Renews For

12   Months *on* 28-Feb-2026

Enter any whole month value from 0-60

Requested Start Date

28 Feb 2023

Enter a date between 28-Jan-2023 & 26-Jul-2023.

Billing Frequency ⓘ

Monthly Billing

End Date

◉ Effective For   36   Months

Enter whole month count from 1 to 84

○ Co-Term to an End Date ⓘ

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A-FLEX-3-CC Support Options

Default option required for non-specialized partners

Recommended for Specialized partners