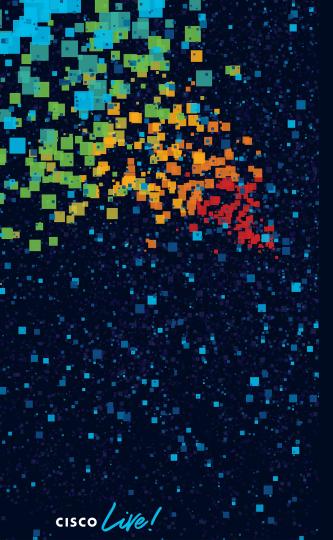# Demystifying the CC Flex Plan

Tips and Tricks

Willem Evert Nijenhuis, Director, Product Management
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DGTL-BRKCCT-1002

Agenda

- Why Flex Plan?

- Flex plan offer overview

- Getting started

- Provisioning

- Tips and Tricks

- Question and Answers

Why Flex Plan?

Customer Challenges

Platform Lock

Care strategy is tied to **choice of platform**

Cost to Move

Move across platforms or to hosted or **cloud is a re-buy**

When to Move

Migration to cloud is a **major commitment**

How can customers plan for reducing costs and preparing for migration to cloud?

Cisco Contact Center Flex Plan

Cloud AND on-premises

Subscribe once, deploy and grow **how you want**

Subscription

Easy OpEx budgeting via a **single subscription**

Investment Protection

Migration of installed base via **Flex Plan Value Transfer**

The Contact Center Flex Plan offers a term-based subscription model to increase choices and remove barriers for migrating to the cloud

Cisco Collaboration Flex Plan
Enabling seamless transitions to the cloud

Subscription-based purchasing for meetings, calling, team collaboration, and contact center for consistency, flexibility, and value

Meetings

Named user

or

Active user

Enterprise Agreement

and / or

Calling

Named user

or

Enterprise Agreement

Contact Center

Concurrent Agent

Team collaboration
Use team collaboration for all-in-one teamwork

Flex Plan Overview

Offers to match needs

CC Flex Plan
- Best option for current on-premises customers who need to move to cloud at their pace

Webex Contact Center
- Best option for customers ready to move to Cisco cloud solution with named agent buying model

Perpetual licenses + Support/Sw maintenance
- Best option for existing customers with no immediate plans to move to cloud

Named agent buying model   Concurrent agent buying model
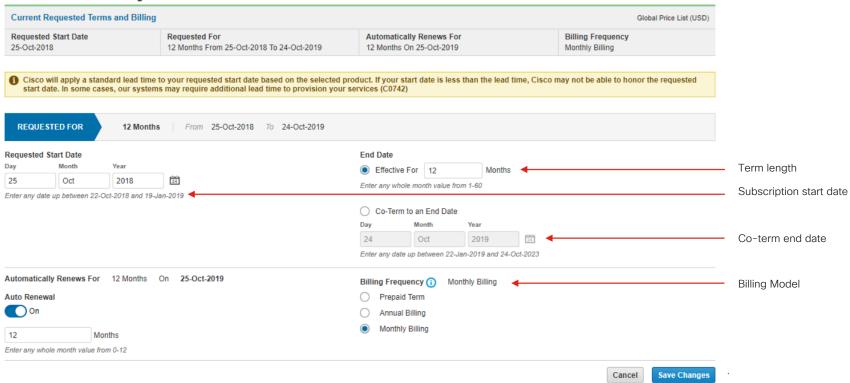
What is Flex?

- Subscription, including: licenses, support, software maintenance (on-prem), operations (cloud)

- Term (12-60 months, exceptions possible, co-term)

- Billing Options
  - Committed: monthly, annually, term
  - Overage/usage: monthly, in arrears

- You can change a subscription, e.g.
  - Flex between solutions
  - Add more options, agents, etc

Flex?

Billing Terms and Commit

Purchase A-FLEX-CC Configuration

Current Requested Terms and Billing　　　　　　　　　　　　　　　　　　Global Price List (USD)

Requested Start Date	Requested For	Automatically Renews For	Billing Frequency
25-Oct-2018	12 Months From 25-Oct-2018 To 24-Oct-2019	12 Months On 25-Oct-2019	Monthly Billing

ⓘ Cisco will apply a standard lead time to your requested start date based on the selected product. If your start date is less than the lead time, Cisco may not be able to honor the requested start date. In some cases, our systems may require additional lead time to provision your services (C0742)

REQUESTED FOR　　**12 Months**　| From　25-Oct-2018　To　24-Oct-2019

Requested Start Date

Day	Month	Year
25	Oct	2018	📅

Enter any date up between 22-Oct-2018 and 19-Jan-2019　————→　Subscription start date

End Date

◉ Effective For　[12]　Months　←————　Term length

Enter any whole month value from 1-60

◯ Co-Term to an End Date

Day	Month	Year
24	Oct	2019	📅

Enter any date up between 22-Jan-2019 and 24-Oct-2023　←————　Co-term end date

Automatically Renews For　12 Months　On　**25-Oct-2019**

Auto Renewal

🔵 On

[12]　Months

Enter any whole month value from 0-12

Billing Frequency ⓘ　Monthly Billing　←————　Billing Model

◯ Prepaid Term

◯ Annual Billing

◉ Monthly Billing

[Cancel]　[**Save Changes**]

What can you buy using Flex?

All Cisco contact center solutions

Core solutions

CCX

CCE/PCCE

HCS-CC/CCX

Webex CC

Webex CCE

- Solution-specific options

Portfolio-wide Options

Google CCAI

Cisco PSTN

WFO (soon)

More to come

Core solutions

Flex normalizes feature sets

Two tiers for users:
- Standard Agent (voice)
- Premium Agent (omnichannel)
  - Email and web chat, social channels
  - Supervisors
  - Predictive and progressive outbound

Mixing allowed (better: expected)
- Some customers only need Standard Agent for voice-only agents, plus some Premium Agent for supervisors
- Examine the mix based on customer needs
- Expecting 80-90% Standard Agents

Add-ons cross-portfolio

New category in Flex

Currently available

- Contact Center AI by Google Cloud available for Webex CC, Webex CCE, CCE, HCS-CC
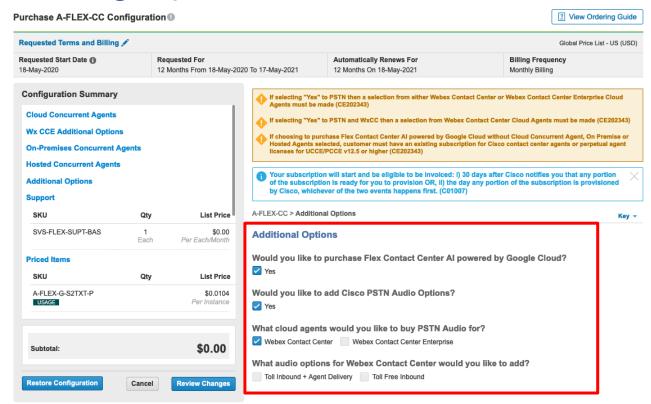- Cisco PSTN available for Webex CC and Webex CCE in US/Canada

Expected soon

- Workforce Optimization
- Additional Contact Center AI options

Can be used in combination with perpetual licenses

Adding Options

Purchase A-FLEX-CC Configuration ⓘ

Requested Terms and Billing ✎   Global Price List - US (USD)

Requested Start Date ⓘ	Requested For	Automatically Renews For	Billing Frequency
18-May-2020	12 Months From 18-May-2020 To 17-May-2021	12 Months On 18-May-2021	Monthly Billing

Configuration Summary

Cloud Concurrent Agents

Wx CCE Additional Options

On-Premises Concurrent Agents

Hosted Concurrent Agents

Additional Options

Support

SKU	Qty	List Price
SVS-FLEX-SUPT-BAS	1 Each	$0.00 Per Each/Month

Priced Items

SKU	Qty	List Price
A-FLEX-G-S2TXT-P USAGE		$0.0104 Per Instance

Subtotal:	$0.00

[Restore Configuration]   [Cancel]   [Review Changes]

⚠ If selecting "Yes" to PSTN then a selection from either Webex Contact Center or Webex Contact Center Enterprise Cloud Agents must be made (CE202343)

⚠ If selecting "Yes" to PSTN and WxCC then a selection from Webex Contact Center Cloud Agents must be made (CE202343)

⚠ If choosing to purchase Flex Contact Center AI powered by Google Cloud without Cloud Concurrent Agent, On Premise or Hosted Agents selected, customer must have an existing subscription for Cisco contact center agents or perpetual agent licenses for UCCE/PCCE v12.5 or higher (CE202343)

ⓘ Your subscription will start and be eligible to be invoiced: i) 30 days after Cisco notifies you that any portion of the subscription is ready for you to provision OR, ii) the day any portion of the subscription is provisioned by Cisco, whichever of the two events happens first. (C01007)   ✕

A-FLEX-CC > Additional Options   Key ▾

Additional Options

Would you like to purchase Flex Contact Center AI powered by Google Cloud?
☑ Yes

Would you like to add Cisco PSTN Audio Options?
☑ Yes

What cloud agents would you like to buy PSTN Audio for?
☑ Webex Contact Center   ☐ Webex Contact Center Enterprise

What audio options for Webex Contact Center would you like to add?
☐ Toll Inbound + Agent Delivery   ☐ Toll Free Inbound

Usage-based Pricing Example: Google CCAI

My Offer Summary

Name	Description	Unit List Price(USD)	Qty	Extended Price (USD)
Support				
SVS-FLEX-SUPT-BAS	Basic Support for Flex Plan	**$0.00** Per Each/Month	1 Each	**$0.00**
Priced Items				
A-FLEX-G-S2TXT-P ⟳ Usage Charge	Flex CC Speech-To-Text conversion powered by ML-Premium	**$0.0104** Per Instance		
A-FLEX-G-S2TXT-S ⟳ Usage Charge	Flex CC Speech-To-Text conversion powered by ML - Standard	**$0.0069** Per Instance		
A-FLEX-G-SP-DT ⟳ Usage Charge	Flex CC Speech Based Intent Detection	**$0.0075** Per Instance		
A-FLEX-G-TXT-DT ⟳ Usage Charge	Flex CC Text Based Intent Detection	**$0.0023** Per Instance		
A-FLEX-G-TXT2S-P ⟳ Usage Charge	Flex CC Text-To-Speech conversion powered by ML-Premium	**$18.40** Per Instance		
A-FLEX-G-TXT2S-S ⟳ Usage Charge	Flex CC Text-To-Speech conersion pwered by ML-Standard	**$4.60** Per Instance		

Unit prices

No quantities

Seasonality

Flex plan allows for committed usage and overage

Available for Webex CC, Webex CCE, HCS-CC (CCE, CCX in future) and add-ons

Committed agents, ports, etc. for the duration of the contract term plus

Overage

- For seasonality, on-demand
- Monthly usage over committed values
- Billed monthly in arrears

Usage-based
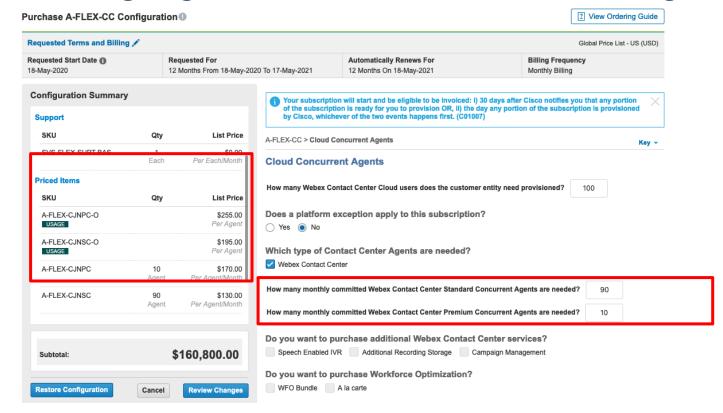
When committed value is zero, 'overage' means:

100% usage-based billing

Supported on select offers and options:

- Quick deployment offer for Webex CC

- Google CCAI

- Cisco PSTN

Adding Agent – committed and overage

Purchase A-FLEX-CC Configuration ⓘ

[? View Ordering Guide]

Requested Terms and Billing ✏️

Global Price List - US (USD)

Requested Start Date ⓘ	Requested For	Automatically Renews For	Billing Frequency
18-May-2020	12 Months From 18-May-2020 To 17-May-2021	12 Months On 18-May-2021	Monthly Billing

Configuration Summary

Support

SKU	Qty	List Price
SYS FLEX SUPT BAS	1	$0.00
	Each	Per Each/Month

Priced Items

SKU	Qty	List Price
A-FLEX-CJNPC-O USAGE		$255.00 Per Agent
A-FLEX-CJNSC-O USAGE		$195.00 Per Agent
A-FLEX-CJNPC	10 Agent	$170.00 Per Agent/Month
A-FLEX-CJNSC	90 Agent	$130.00 Per Agent/Month

Subtotal: $160,800.00

[Restore Configuration] [Cancel] [Review Changes]

ⓘ Your subscription will start and be eligible to be invoiced: i) 30 days after Cisco notifies you that any portion of the subscription is ready for you to provision OR, ii) the day any portion of the subscription is provisioned by Cisco, whichever of the two events happens first. (C01007)

A-FLEX-CC > Cloud Concurrent Agents   Key ▾

Cloud Concurrent Agents

How many Webex Contact Center Cloud users does the customer entity need provisioned?   [100]

Does a platform exception apply to this subscription?
○ Yes ● No

Which type of Contact Center Agents are needed?
☑ Webex Contact Center

How many monthly committed Webex Contact Center Standard Concurrent Agents are needed?   [90]

How many monthly committed Webex Contact Center Premium Concurrent Agents are needed?   [10]

Do you want to purchase additional Webex Contact Center services?
☐ Speech Enabled IVR   ☐ Additional Recording Storage   ☐ Campaign Management

Do you want to purchase Workforce Optimization?
☐ WFO Bundle   ☐ A la carte

Subscription Software Support
Choose the support option that meets your needs

✔✔✔ Premium
- Highest priority case handling
- Designated service management
- Advanced technical adoption
- IT Adoption reviews
- Support case analytics
- Workflow integration

✔✔ Enhanced
- Prioritized case handling
- Software configuration guidance
- Direct access to technical experts
- Technical adoption support for software integration
- Learning and training

✔ Basic
- Software technical support
- Access to online resources
- Maintenance, minor and major software release updates

Service description – https://www.cisco.com/c/dam/en_us/about/doing_business/docs/cisco-software-support-service.pdf

What can you NOT buy using Flex?

SolutionPlus 3rd party solutions

Buy as subscription		Perpetual only
Calabrio	Teleopti	Nuance
eGain	Selligent	Noble
Verint	Acqueon	SpinSci
B+S	Upstream	2RING
Consilium	ZOOM	WebText

Moving to the Cisco Contact Center Flex Plan

Migrate from:

Perpetual CCX or CCE
Contact Center licenses

Active SWSS contracts
SWSS Residual provided based on eligible skus

Cisco Contact Center Flex Plan

Contact Center
agents
On-prem or
cloud

Why

- Prepare for migration to cloud
- Decouple commercial change from systems migration

When

- At any time, for example, when SWSS contract is up for renewal
- To prepare for planned/desired migration to cloud

Moving to the Cisco Contact Center Flex Plan

How: Cisco Collaboration Flex® Plan Value Transfer

Migrate from:

Perpetual CCX or CCE Contact Center licenses	per agent credit (as long as contract renews)
Active SWSS contracts SWSS Residual provided based on eligible skus	SWSS residual value

Cisco Contact Center Flex Plan

Contact Center agents On-prem or cloud

- Purchase adjustment is applicable to subscriptions of **36 months or longer** and toward **A-FLEX-CC,** and **A-CJP** offer only
- Incentive that maintains and recognises customers' investments for the lifetime of the subscription
- All eligible perpetual licenses traded in will be forfeited

Getting Started

CC Flex Plan Ordering Roadmap

3 Cisco Flex Plan Value Transfer

For perpetual license and/or SWSS residual value adjustments, request value using the appropriate method. (only applies to terms of 36 months or greater).

5 Quote Attachments

Attach the following documentation to the quote and order[4]:
- Approved PAW (if applicable)
- LoA (if applicable)

1 Deployment Details

- Determine the best deployment, services, and product mix for the customer.
- Submit an A2Q review request.

2

2 Contact Center Agent Count

It's important to assess the correct Contact Center Agent/supervisor count for the customer.

4 CCW Estimate

Go to CCW, create an estimate, enter A-FLEX-CC, select options, and enter the appropriate quantity of agents on the product mix. Enter in discounts and any purchase adjustment.

6 Ordering and Fulfillment

A correct eDelivery email address should be provided on the order to ensure that PAK notification and service access is received

Contact Center Flex Partner Requirements

CC Flex Plan – Collab SaaS Authorization	
UCCX	· Advanced Collaboration Architecture Specialization(ACAS)
UCCE	· UCCE Authorization
PCCE	· UCCE Authorization
HCS–CCE	· Contact Center as a Service based on HCS
HCS-CCX	· Contact Center as a Service based on HCS
Webex CC	· Webex Contact Center Authorization
Webex CCE	· Webex Contact Center Enterprise Authorization*

* Rolling out in Q2–Q3 CY'20

Ordering to Ship – Flow

RSD 1
Order is shipped
PAKs delivered
to Smart Account

RSD 2
Order is
shipped

Partner submits
an order in CCW
with requested
start date (RSD)

A2Q requirements
are met by the
Partner

Order awaiting
RSD

| Step 1 | Step 2 | Step 3 | Step 4 | Step 5 |

Order goes on
Pre-subscription
hold

Pre-subscription
hold is removed

A2Q Requirement for Flex Orders

Product SKU	A2Q Hold	New Deployment	Existing Deployment *
UCCX	✖	✖	✖
UCCE	✔	Contact Center A2Q Phase 2 (Traditional)	Sales Order Hold Release Request
PCCE	✔	Contact Center A2Q Phase 2 (PCCE)	Sales Order Hold Release Request
HCS-CCE	✔	Contact Center A2Q Phase 2 (HCS)	Sales Order Hold Release Request
HCS-CCX	✔	Contact Center A2Q Phase 2 (HCS)	Sales Order Hold Release Request
Webex CC	✔	Webex CC A2Q Form	Email: cjp-authorization@cisco.com
Webex CCE	✔	Webex CCE A2Q Form	Sales Order Hold Release Request

* A2Q submission may be required for existing deployments that have significant changes between order and last approved A2Q

A2Q Portal: https://a2q.cloudapps.cisco.com/a2q
A2Q Communities: https://community.cisco.com/t5/contact-center-enterprise/a2q-dms-training-available-further-a2q-info/m-p/3557203
Webex CC A2Q Communities: https://community.cisco.com/t5/contact-center-documents/assurance-to-quality-a2q-process-for-cisco-customer-journey/ta-p/3648683
Webex CCE A2Q Communities: https://community.cisco.com/t5/webex-contact-center-enterprise/webex-contact-center-enterprise-rapid-deployment-handbook/ta-p/4079968

Releasing Flex Orders

Sales Order Hold Release Request Form

From :	prkini@cisco.com
Date :	17/MAY/2020

* 1. Sales Order# or Web Order#
[Create a new request for every sales order] :

* 2. Approved A2Q Phase 2 DC# :

Note: If your Sales Order is for Not-for-Production, Not-for-Resale, Evaluation Kits or UCCX S+, enter 11111 as A2Q DC#.

* 3. If this SO is a Perpetual license to EA or Flex Conversion, please check the box: 3A. ELA/FLEX (Note: If there is a change in design or significant addition of agents/ports along with this transaction, you are expected to submit A2Q deal for review and submit SO release request once it is approved)

☐ Yes ☑ No

3B. I certify that this is only a commercial transaction and there is no change in deployment from the previously approved A2Q. I understand that any future change in design or addition of agents/ports will require an a2q submission.

☐ Yes ☑ No

3C. Please clarify if there is a change in design, previously approved call flow, deployemnt model, vm mapping & significant addition of agents/ports proposed along with this transaction

☐ Yes ☑ No

4. Please check all the relevant Solution + Partners that are to be notified about this Sales Order:
☐ Nuance S+ ☐ eGain S+ ☐ Nice S+ ☐ B&S S+ ☐ Verint S+ ☐ Calabrio S+
☐ SpinSci S+ ☐ Noble S+ ☐ 2Ring S+ ☐ webtext S+ ☐ Consilium S+
☐ Acqueon S+ ☐ Zoom S+ ☐ Upstream S+ ☐ Teleopti S+

* 5. Customer Name :

* 6. Partner Name :

7. Additional email recipients [separate email addresses by ,] :

8. Notes :

Licensing and PAKs
Use Smart Accounts

Product SKU	Release 12.0 and below	Release 12.5
UCCX	Apply term-based PAK's	Smart Licensing*
UCCE	Apply term-based PAK's	Smart Licensing
PCCE	Apply term-based PAK's	Smart Licensing
HCS-CCE	Apply term-based PAK's	Smart Licensing
HCS-CCX	Apply term-based PAK's	Smart Licensing

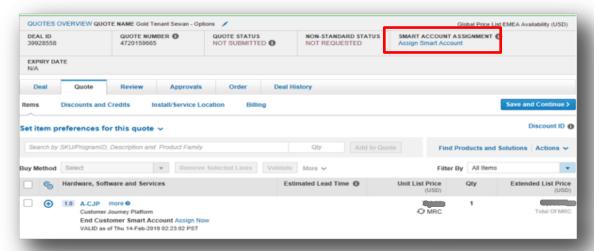* Existing CCX deployment that are upgrading can use term-based PAK's

Product SKU	Licensing Model
Webex CC	Cisco maintains entitlements
Webex CCE	Cisco maintains entitlements
CCAI with Google Cloud	Cisco maintains entitlements

Smart Accounts & Virtual Accounts

Smart Account - Provides a central location to manage software licenses and entitlements across your entire organization

Virtual Account – Subset of Smart account, allows customers to organize licenses across internal groups/departments

Smart Licensing

- **A new licensing approach allowing customers to self-manage licenses intelligently**

- **Flexible software licensing model that streamlines the way customers activate and manage Cisco software licenses across their organization**

- **Provides greater insight into software license ownership and consumption, so customers know what they own and how it is being used**

- **Establishes a pool of licenses or entitlements that can be used across the entire organization in a flexible and automated manner**

Provisioning

Quote to Cash Workflow – Webex CC/Webex CCE

Partner Submits A2Q

A2Q Approved

Order booked in CCW

Telco Enabled

UAT and Agent, Supervisor Training

Partner completes tenant configuration

Go Live

CSAM and Partner take the Contact Center Live

Start

Generate a Quote in CCW

Onboarding

CSAM works with Partner for Tenant Activation

CSAM: Customer Solution Assurance Manager

Provisioning – Webex Contact Center

Partner* receives a provisioning email when RSD is current

Confirm Partner and Customer Control Hub orgs

Tenant is provisioned **

Step 1	Step 2	Step 3	Step 4	Step 5

Click the "Setup Service" link in the Email

Order entilement is presented for confirmation

*Email is sent to the provisioning contact email address specified in the CCW order
** Application provisioning is instantaneous, partner to work with CSAM for voice provisioning
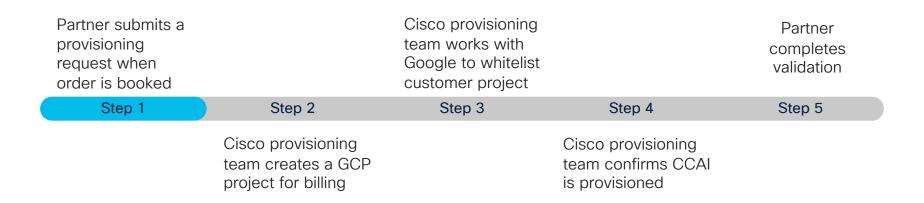
Note: For more details on provisioning flow you can view Power Up Webinars: Link

Provisioning – Webex Contact Center Enterprise

Partner submits a provisioning request when order is booked

CSAM works with partner to hand-off instance

Partner completes end to end instance validation

| Step 1 | Step 2 | Step 3 | Step 4 | Step 5 |

Instance is provisioned

CSAM works with partner on data and voice connectivity

Webex CCE A2Q Communities: https://community.cisco.com/t5/webex-contact-center-enterprise/webex-contact-center-enterprise-rapid-deployment-handbook/ta-p/4079968
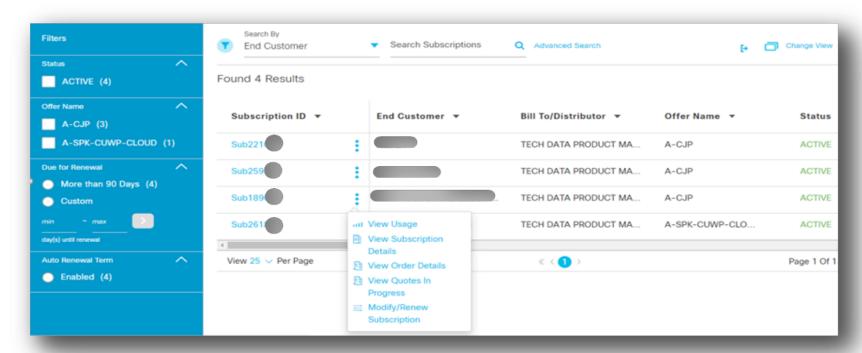
Provisioning – Google CCAI

Partner submits a provisioning request when order is booked

Cisco provisioning team works with Google to whitelist customer project

Partner completes validation

| Step 1 | Step 2 | Step 3 | Step 4 | Step 5 |

Cisco provisioning team creates a GCP project for billing

Cisco provisioning team confirms CCAI is provisioned

CCAI Provisioning Request Link: https://app.smartsheet.com/b/form/5c705d899adf412692d74e0b2f16e810
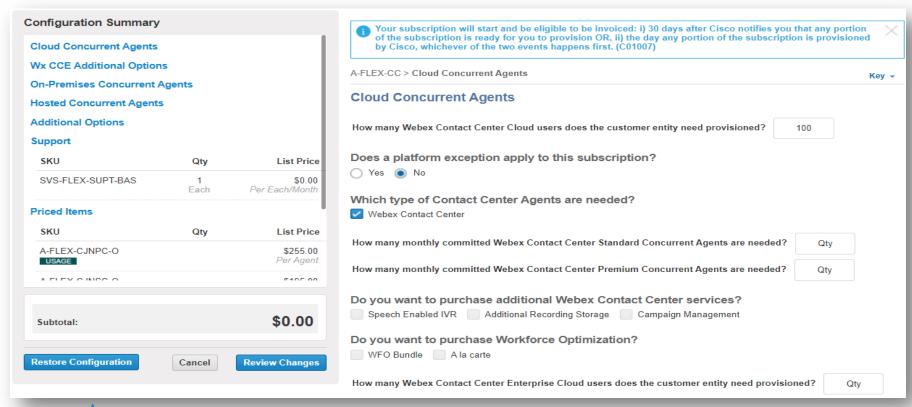
Tips and Tricks

Manage Subscription

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

Subscription Changes

Configuration Summary

Cloud Concurrent Agents

Wx CCE Additional Options

On-Premises Concurrent Agents

Hosted Concurrent Agents

Additional Options

Support

SKU	Qty	List Price
SVS-FLEX-SUPT-BAS	1 Each	$0.00 Per Each/Month

Priced Items

SKU	Qty	List Price
A-FLEX-CJNPC-O USAGE		$255.00 Per Agent
A-FLEX-CJNSC-O		$105.00

Subtotal: **$0.00**

Restore Configuration   **Cancel**   **Review Changes**

Your subscription will start and be eligible to be invoiced: i) 30 days after Cisco notifies you that any portion of the subscription is ready for you to provision OR, ii) the day any portion of the subscription is provisioned by Cisco, whichever of the two events happens first. (C01007)

A-FLEX-CC > Cloud Concurrent Agents   Key ▾

Cloud Concurrent Agents

How many Webex Contact Center Cloud users does the customer entity need provisioned?   [100]

Does a platform exception apply to this subscription?
○ Yes   ● No

Which type of Contact Center Agents are needed?
☑ Webex Contact Center

How many monthly committed Webex Contact Center Standard Concurrent Agents are needed?   [Qty]

How many monthly committed Webex Contact Center Premium Concurrent Agents are needed?   [Qty]

Do you want to purchase additional Webex Contact Center services?
☐ Speech Enabled IVR   ☐ Additional Recording Storage   ☐ Campaign Management

Do you want to purchase Workforce Optimization?
☐ WFO Bundle   ☐ A la carte

How many Webex Contact Center Enterprise Cloud users does the customer entity need provisioned?   [Qty]
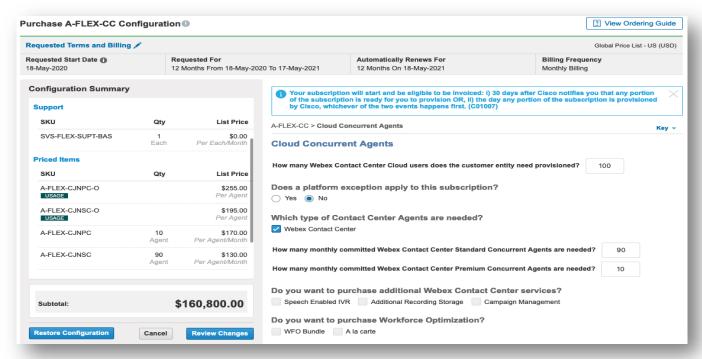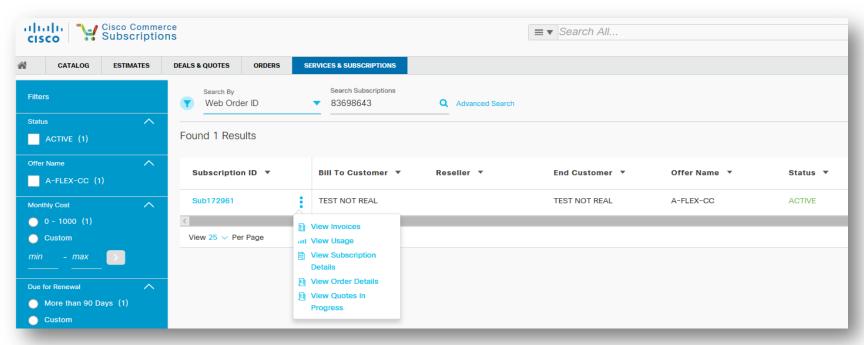
Overages

- ❑ Overage SKUs added to every order
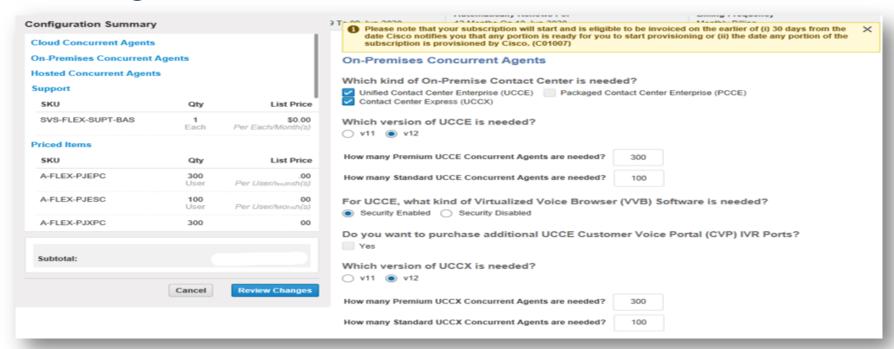- ❑ Separate price and discount
- ❑ Billed in arrears

Invoicing and Billing

❑ Download as PDF or CSV format from CCW

❑ Download as PDF, CSV or XML format by requesting a SFTP to be setup

Getting New Software Releases – On-Prem

Tip: If you require multiple software versions within the same subscription order, please the order for the highest software version. Once the order closes, send an email to GLO (licensing@cisco.com) with the request

Thank you