



Webex Contact Center

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1. GENERAL

1.1 **Service Definition.** Webex Contact Center (Webex CC) is a cloud-based multi-channel contact center solution that provides intelligent contact routing and contact center capabilities. Workforce optimization capabilities include workforce management, quality management and analytics. To utilize inbound and outbound voice capabilities, Customer must also purchase and contract separately for Webex Calling.

1.2 Webex CC Service Features

1.2.1 **Service Features.** The following table lists a subset of the features offered in Standard Concurrent Agent (Standard) and Premium Concurrent Agent (Premium). Additionally, the table lists a subset of features that are optional which may be purchased a la carte to complement the Standard or Premium features. Subject to availability, a list and description of features may be found at:

<https://www.cisco.com/c/en/us/products/collateral/contact-center/webex-contact-center/datasheet-c78-742822.html>.

Standard	Premium	Optional
	All features listed in Standard, plus:	Features which may be purchased a la carte for either Standard or Premium:
Inbound and outbound voice	Standard and customizable reporting	IVR
Intelligent skills-based routing and queuing	Multi-channel reporting and analytics (Analyzer)	Additional call recording storage
Browser-based agent desktop	Real-time and historical reports data storage	Campaign management (outbound campaigns)
Touch-tone Interactive Voice Response (IVR)	Email and web chat media	Speech to Text Conversion



Voice callback	Supervisor privileges (monitoring, barge-in, and coaching of all agents)	IVR Port
Web callback		Additional real time and archive storage
Basic outbound (preview dialing)		Workforce Optimization (Webex WFO): Workforce Management
Call Recording (with one month storage)		Webex WFO: Quality Management
Customer Resource Management (CRM) connectors for Salesforce, Zendesk, and MS Dynamics		Webex WFO: Workforce Optimization analytics
		Webex WFO: Workforce Optimization analytics with transcription
		Webex WFO: Bundle including Workforce Management, Quality Management, and Workforce Optimization bundle (with or without transcription).

1.2.2 **Administrative Portal.** The Administrative Portal allows administrators to manage services and users, provision devices, view detailed analytics and reporting, and configure security and compliance policies.

1.3 **Customer Responsibilities.**

1.3.1 **Responsibility for Charges.** Customer shall be responsible for Charges for unauthorized use of Webex CC.

2. **SUPPLEMENTAL TERMS**

2.1 **Protected Health Information (U.S. only).** Customer will not use the Services in a way that causes Verizon to create, receive, maintain or transmit “protected health information” (PHI) that would make Verizon a “business associate” to Customer (as both terms are defined at 45 C.F.R. § 160.103).

2.2 **End User License Agreements.** The End User License Agreement (EULA) will govern Customer’s use of Webex CC; however, Section 2.5.3 below takes precedence over any conflicting provisions therein. The EULA is at: https://www.cisco.com/c/en/us/about/legal/cloud-and-software/end_user_license_agreement.html.

2.3 **Requested Information.** Customer agrees to provide information reasonably requested by Cisco that may be needed to provision service.

2.4 **Call Recording.** Customer may record the web and voice aspects of Webex CC. Customer agrees to obtain the consent of all participants as required by applicable law, including any laws that prohibit the conditioning of consent for participation on Webex CC. Verizon is not responsible for managing or deleting Customer’s call recordings. Customer is responsible for compliance with any applicable laws or regulations with regard to call recordings, retention periods and deletion.



2.5 **Service Commitment Period.**

2.5.1 **Service Commitment.** Unless otherwise stated in the Customer quote, the Service Commitment period for Webex CC is 12 months. In addition, and unless otherwise stated in the Customer quote, the Subscription Period for Webex CC is 12 months. If the length of Customer's Subscription Period for the applicable Standard Service Feature(s) extends beyond the current Service Commitment period for Webex CC, the Service Commitment period for Webex CC will extend for the full duration of Customer's Subscription Period for the applicable Feature(s).

2.5.2 **Service Termination.** If (a) Customer terminates Webex CC or the Agreement before the end of the Service Commitment period for reasons other than Cause; or (b) Verizon terminates Webex CC or the Agreement for Cause before the end of the Service Commitment period pursuant to relevant sections in the Agreement or this Service Attachment, then Customer will pay, within 30 days after such termination, (i) an amount equal to the number of months remaining in the Service Commitment period multiplied by the applicable Monthly Recurring Charge (MRC), plus (ii) a pro rata portion of any and all applicable credits received by Customer.

2.5.3 **Service Non-Renewal Notice.** If Customer does not wish to renew its Webex CC, it must notify Verizon 45 days prior to the end of its current Subscription Period by using the Verizon Enterprise Center (VEC) portal. Otherwise, Customer shall pay applicable charges for the subscription to the newly-determined level for an additional 12 month period upon the expiration of its current Subscription Period.

2.6 **Account Security.** Customer will maintain any reasonable, appropriate administrative, physical, and technical level of security regarding its account ID, password, antivirus and firewall protections, and connectivity with Webex CC.

2.7 **Outbound Communications.** When the Service is used for outbound communications, Customer is solely responsible for compliance with local requirements and regulations in each jurisdiction its supervisors, agents or end users, as applicable, are located in including but not limited to those regarding do not call lists, time restrictions for telemarketing calls, display of the legitimate number the customer is calling from, blocking spoofed calls, opt in/opt out obligations, anti-spam laws and content restrictions.

3. **FINANCIAL TERMS**

3.1 **General.** Customer will pay the Charges for Webex CC specified in the Agreement.

Service	Cost¹
Webex CC Concurrent Agent	Per Concurrent Agent
Flex CC Speech-to-Text Conversion	Per minute of use rate
Flex CC Text-to-Speech Conversion	Per minute of use rate
Speech Based Intent Detection	Per minute of use rate
Text Based Intent Detection	Per minute of use rate
Additional IVR Port	Per port basis
Campaign Management	Per Concurrent Agent
Standard Recording Storage	30 Days included
WFO Call Recording	Per Named Agent



WFO Storage – Real Time and Archive	Per 50 GB increment
Webex Workforce Optimization (WFO)	Per Named Agent
Service Overage	Overage Charge²
Concurrent Agent Overage	Per Concurrent Agent
Additional IVR Port	Per port basis
Campaign Management	Per Concurrent Agent
Standard Recording Storage	Per hour per month after first 30 days
Workforce Optimization (Webex WFO): Workforce Management	Per Named Agent
Webex WFO: Quality Management	Per Named Agent
Webex WFO: Workforce Optimization analytics	Per Named Agent
Webex WFO: Workforce Optimization analytics with transcription	Per Named Agent
Webex WFO: Bundle including Workforce Management, Quality Management, and Workforce Optimization bundle (with or without transcription)	Per Named Agent
WFO Storage	Per Named Agent
1. Rate varies for either Standard or Premium Concurrent Agent. 2. Overage charges are based on those exceeding the subscribed quantity.	

3.2 **Subscriptions.** Customer’s subscription will include a set number of Concurrent Agents or Named Agents. Customer will be billed for the number of Concurrent Agents or Named Agents regardless of whether agent is used in the billing period. Customer may increase, but not decrease, the number of Concurrent Agents or Named Agents.

4. **DEFINITIONS.** The following definitions apply to Webex CC, in addition to those identified in the Master Terms of your Agreement.

Term	Definition
Administrative Portal	A website accessible to the Customer-identified administrator for the system. The administrator can make changes to the site, add/delete/modify users, pull reports, and support the overall management of the solution.
Concurrent Agent	An agent count determined by the maximum amount of logged in agents at any one time in a given month.
Named Agent	An agent count based on the maximum amount of active named agents as defined in the system at any one time in a given month
Subscription Period	A period of time for which Customer is committed to pay for a particular feature. A Subscription Period commences on the Service Activation Date.