

# Cisco Collaboration Flex 3.0 Contact Center

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# Contents

Cisco Collaboration Flex 3.0 Contact Center	3
Deployment models	3
Buying models	3
Agent types	4
Supervisors and administrators	4
Additional buying considerations	4
Webex Contact Center (WxCC)	5
Cisco AI Agent for Webex Contact Center (AI Agent)	6
On-premises deployment options	8
Packaged Contact Center Enterprise (PCCE)	9
Unified Contact Center Express (UCCX)	11
Contact center add-on options	12
On-premises licensing and software delivery	12
Ordering information	13
Technical support services	13
Webex contact center/Enterprise setup assist	14
Cisco environmental sustainability	14
Cisco Capital	15
Definitions	15
Document history	16

## Cisco Collaboration Flex 3.0 Contact Center

Cisco® Collaboration Flex Plan Contact Center 3.0 (Contact Center 3.0) is a subscription that offers access to Cisco Contact Center products and services with the flexibility to migrate between deployment models. One subscription covers software and technical support for Cisco Collaboration Flex 3.0 Contact Center and tools needed to deliver AI-powered, connected customer experiences.

### Deployment models

Contact Center 3.0 provides customers the flexibility to deploy their agents in an on-premises solution and/or in the Webex® cloud—mix-and-match and transition is possible across all deployment models. See the Features and Benefits section of each platform for more information on deployment options.

**Table 1.** Available deployment models and platforms for Contact Center 3.0

Deployment Model	Platform	Additional Options*
Cloud	Webex Contact Center	Cisco AI Agent, Cisco AI Assistant for Webex Contact Center (AI Assistant), Inbound Voice, Interactive Voice Response (IVR) Port, preview outbound, chat and email (agent assisted), Webex Connect, Short Message Service (SMS), WhatsApp, Facebook Messenger, supervisor features
	Webex Contact Center Enterprise	Inbound Voice, IVR Port, preview outbound, Webex Connect, predictive and progressive dialer, supervisor features
On-premises	Unified/Packaged Contact Center Enterprise	Inbound Voice, IVR port, preview outbound, Webex Connect (self-service channels), chat and email (agent assisted), predictive and progressive dialer, supervisor features
	Unified Contact Center Express	Inbound Voice, IVR port, basic outbound, chat and email (agent assisted), predictive and progressive dialer, supervisor features

### Buying models

Contact Center 3.0 offers two buying models for all deployments: a Concurrent Agent model and a Named Agent model.

- The “Concurrent Agent” license model covers the maximum quantity of Contact Center users that are simultaneously logged in to use the Collaboration Flex Plan Contact Center software or services.
- “Named Agent” is a license model for each unique Contact Center user who logs in any given month to use the Webex Contact Center services. This is for Webex Contact Center only.

Upon reasonable request from Cisco, you will assist and make information available to Cisco to facilitate verification of the number of Software as a Service (SaaS) or software licenses that you have installed, accessed, deployed, or activated.

**Table 2.** Available buying models on the Cisco Collaboration Flex 3.0 Contact Center

Buying Models	Standard	Premium
Concurrent Agent (all platforms)	X	X
Named Agent (Webex Contact Center only)	X	X

## Agent types

Contact Center 3.0 is available in two human agent types that can be blended under the Concurrent Agent buying model. These agent types are Premium Agent and Standard Agent. Both these options are available for all offers across both cloud and on-premises deployment options. A detailed list of all features available for these agent types is available in Tables 4 and 5 – 8.

## Supervisors and administrators

Please note that Supervisors and Administrators always require a Premium Agent regardless of the platform.

## Additional buying considerations

Things to note when reviewing Flex Contact Center configurations.

**Table 3.** Additional Contact Center 3.0 buying considerations

Buying Considerations	Descriptions
Agent flexibility	Customers are allowed to mix deployment models and agents types under a single subscription as needed.
Committed agents	<p>In this model, customers commit to certain quantities for the duration of the subscription. This quantity is the committed agents.</p> <p>For on-premises deployments, customers can deploy agents only up to the committed quantity without going out of compliance. The subscription needs to be modified to add more committed agents.</p> <p>For cloud deployments, Cisco charges based on a usage model. The committed agent quantity is the baseline that customers are charged for. However, overage allows them to use more than the committed number of agents without the need to do a subscription modification.</p>
Agent overages	<p>Cloud deployments allow for agent usage more than the committed agent quantity selected on the order. Agent overages are calculated each month when the total number of agents used exceeds the total number of purchased committed agents on the order. On a monthly basis, Cisco will bill the customer's reseller for excess usage for the agents. Overage agents are charged at the same price and discount as committed agents. All agent overages are billed in arrears on a monthly basis to reconcile any usage in excess of the committed agent quantities for applicable products.</p> <p>On-premises customers who exceed their license counts in their Smart Account can bring their systems back into compliance by modifying their subscription to add new licenses or by adding a second subscription to cover temporary over-consumption situations.</p>

## Webex Contact Center (WxCC)

Webex Contact Center is a cloud service that delivers comprehensive, analytics-driven contact center solutions from the Cisco cloud infrastructure.

More information on Webex Contact Center is available [here](#).

**Table 4.** Included features for Webex Contact Center are listed below. Additional add-on features are covered in Table 9.

Features	Standard	Premium
Inbound and outbound voice	Included	Included
Intelligent skills-based routing and queuing	Included	Included
Browser-based agent desktop	Included	Included
Standard and customizable reporting	Included	Included
Touch-tone IVR (2 ports per agent)	Included	Included
IVR Text to Speech	Included	Included
Voice callback <sup>1</sup>	Included	Included
Web callback <sup>1</sup>	Included	Included
Basic outbound (preview dialing) <sup>2</sup>	Included	Included
Advanced outbound (outbound option for predictive and progressive dialing) <sup>2</sup>	Included	Included
Call recording (one month)	Included	Included
Real-time and historical reports data storage	Included	Included
Standard CRM connectors	Included	Included
Chat and email (agent assisted)	Included	Included
Webex Connect (self-service channels)	Included	Included
SMS, WhatsApp, Facebook Messenger (agent assisted)	Not Included	Included
Multi-channel reporting and analytics	Not Included	Included
Supervisor privileges (monitoring, barge-in and coaching of all agents)	Not Included	Included

<sup>1</sup> May require services.

<sup>2</sup> May require Campaign Management software.



# Cisco AI Agent for Webex Contact Center (AI Agent)

The Webex AI Agent enhances productivity by automating interactions using natural-sounding language and offering real-time assistance. The AI Agent includes capabilities to create both scripted and fully autonomous AI experiences to better assist customers. Some of the capabilities are as follows:

- Scripted and autonomous agents
- Voice and digital channels
- Question answering from knowledge bases
- Action execution with fulfillment via connect flows
- In-studio preview and testing on chat and voice
- Multi-language support

More information on Webex AI Agent is available [here](#).

## AI Agent Usage

AI Agent is purchased as ‘units’ and usage is measured in ‘sessions’.

For voice calls, a session is defined as up to 2 minutes of connected time between an end user and a single AI Agent. For longer conversations, an additional session is counted every 2 minutes or fraction thereof.

For digital interactions, a session is defined as up to 15 outbound messages to an end user from an AI Agent. For longer digital interactions, an additional session is counted for every 15 messages or any fraction thereof.

Each unit provides a customer with the following capacity of sessions (mix and match is allowed).

**Table 5.** AI Agent maximum session capacity per unit by Agent Type

Agent Types	Voice (Multi-modal)	Digital
Scripted	1200	4800
Autonomous	200	200

## Cisco AI Assistant for Webex Contact Center (AI Assistant)

AI Assistant features give agents and supervisors the context, insights, and intelligence to deliver timely, accurate responses that improve customer satisfaction, loyalty, and lifetime value. Built on Cisco’s AI platform and designed specifically for Webex Contact Center, these features support and empower busy agents and supervisors to achieve their business results more quickly, easily, and with reduced stress. More information on AI Assistant and specific use cases and features available as part of this offer is available [here](#).

## AI Assistant Usage

AI Assistant usage can be a mixture of voice minutes and/or digital sessions between an end user and a single agent. The usage is pooled across all agents/supervisors in the organization.

AI Assistant is purchased as “units.” Each unit provides a customer with up to 2000 minutes of voice or 1000 digital sessions or a proportional mix.

For digital sessions, a session is defined as up to 15 outbound messages from an agent to an end user. For longer digital interactions, an additional session is counted for every 15 outbound messages or any fraction thereof.

Webex AI Assistant currently integrates with Webex Contact Center.

## Webex Contact Center Enterprise (WxCCE)

Webex Contact Center Enterprise delivers the advanced capabilities of Cisco Unified Contact Center Enterprise and Cisco Unified Customer Voice Portal with all the benefits of cloud computing in a Cisco owned and managed Data Center. Webex CCE provides a comprehensive, customizable, highly secure cloud solution to meet the complex needs of the world's largest contact centers.

It is extensible via open APIs and add-on options and backed by Webex's renowned security and support. Webex Contact Center Enterprise opens a path to the cloud for even the most business-critical contact centers.

More information on Webex Contact Center Enterprise product is available [here](#).

**Table 6.** Included features for Webex Contact Center Enterprise<sup>3</sup>

Feature	Standard	Premium
Inbound and outbound voice	Included	Included
Intelligent skills-based routing and queuing	Included	Included
Browser-based agent desktop (Finesse)	Included	Included
Standard and customizable reporting (CUIC)	Included	Included
Touch-tone IVR (CVP – 1 port per agent ordered)	Included	Included
Real-time and historical reports data storage	Included	Included
Voice callback <sup>4</sup>	Included	Included
Web callback <sup>4</sup>	Included	Included
Basic outbound (preview dialing) <sup>5</sup>	Included	Included
Cisco Unified Contact Center Management Portal (CCDM)	Included	Included
High-availability platform	Included	Included
Webex Connect	Included	Included
Predictive and progressive dialer	Not Included	Included

Feature	Standard	Premium
<b>Advanced outbound (outbound option for progressive and predictive dialing)<sup>5</sup></b>	Not Included	Included
<b>Email and web chat media</b>	Included	Included
<b>Supervisor privileges (monitoring, barge-in, and coaching of all agents)</b>	Not Included	Included
<b>Administration portal</b>	Included	Included
<b>Infrastructure as a Service (IaaS) add-on, virtual CPU, virtual memory, and Solid State Disk Drive (SDD) memory<sup>6</sup></b>	Optional	Optional

<sup>3</sup> When ordering Webex Contact Center Enterprise, a one-time order for Core Build Services for primary geographic location and (any) remote geographic locations are required. **The Core Build Service must be ordered with initial order.**

<sup>4</sup> May require services.

<sup>5</sup> May require Campaign Management software.

<sup>6</sup> IaaS add-ons are for customers who will bring their own contact center software applications that they wish to have hosted in the Webex Contact Center Enterprise Data Center. Add-ons are charged by the number of 2.6 GHz Virtual CPU, Virtual CPU memory, and SDD Memory. Memory (both CPU and SDD) can be distributed across virtual CPUs used. Customer must provide the Operating System for the application and backup of the application. Customer or customer's partner is responsible for any other third-party software (such as Database) installation, entitlement, management, support, and availability of the application.

## On-premises deployment options

### Unified Contact Center Enterprise (UCCE)

Cisco Unified Contact Center Enterprise (Unified CCE) is highly customizable and is suited to offer omni-channel customer care for service providers, outsourcers, and large enterprise companies. It uses contact information and deep knowledge of agents and resources to route customers to the best resource for help. Agents receive rich call and customer data to provide highly personal, efficient customer service. Unified CCE includes Cisco Unified Intelligence Center for comprehensive reporting and Cisco Finesse® web-based agent desktop for an enhanced, next-generation experience. Distributed fault tolerance helps ensure uninterrupted operation. The Webex Connect integration offers powerful digital engagement capabilities for self-service and agent-assisted services across a range of digital channels. Unified CCE can support up to 36,000 agents. Webex Connect may be included for self-service digital channels with applicable, additional usage charges.

More information on Unified Contact Center Enterprise product is available [here](#).



**Table 7.** Available features for Unified Contact Center Enterprise

Features	Standard	Premium
Inbound and outbound voice	Included	Included
Intelligent skills-based routing and queuing	Included	Included
Browser-based agent desktop (Finesse)	Included	Included
Standard and customizable reporting (Cisco Unified Intelligence Center [CUIC])	Included	Included
Touch-tone IVR (Customer Voice Portal [CVP] – 1 port per agent ordered)	Included	Included
Call recording	Optional	Optional
Voice callback <sup>7</sup>	Included	Included
Web callback <sup>7</sup>	Included	Included
Basic outbound (preview dialing) <sup>8</sup>	Included	Included
Cisco Unified Contact Center Management Portal (CCMP)	Included	Included
Task routing APIs for universal queuing	Included	Included
High-availability platform	Included	Included
Advanced outbound (outbound option for predictive and progressive dialing) <sup>8</sup>	Not Included	Included
Email and Web chat media	Not Included	Included
Supervisor privileges (monitoring, barge-in and coaching of all agents)	Not Included	Included

<sup>7</sup> May require services.

<sup>8</sup> May require Campaign Management software.

## Packaged Contact Center Enterprise (PCCE)

Cisco Packaged Contact Center Enterprise (Packaged CCE) provides an enterprise-class contact center in a prepackaged deployment model that's easy to install, configure, and administer. Packaged CCE offers easy ordering with a price advantage; reduced presales and post-sales cycles; and simplified deployment, operation, and maintenance. Packaged CCE includes Cisco Unified Communications Manager, Unified Customer Voice Portal (CVP), and Unified CCE (including built-in chat and email, Cisco Unified Intelligence Center, and the Cisco Finesse web-based agent desktop). Packaged CCE is now available for contact center deployments with up to 12,000 agents. Webex Connect may be included for self-service digital channels with applicable, additional usage charges.

More information on PCCE is available [here](#).

**Table 8.** Available features for Packaged Contact Center product Enterprise

Feature	Standard	Premium
Inbound and outbound voice	Included	Included
Intelligent skills-based routing and queuing	Included	Included
Browser-based agent desktop (Finesse)	Included	Included
Standard and customizable reporting (CUIC)	Included	Included
Touch-tone IVR (CVP – 1 port per agent ordered)	Included	Included
Call recording	Optional	Optional
Voice callback <sup>9</sup>	Included	Included
Web callback <sup>9</sup>	Included	Included
Basic outbound (preview dialing) <sup>10</sup>	Included	Included
Task routing APIs for universal queuing	Included	Included
High-availability platform	Included	Included
Advanced outbound (outbound option for predictive and progressive dialing) <sup>10</sup>	Not Included	Included
Email and Web chat media	Not Included	Included
Supervisor privileges (monitoring, barge-in and coaching of all agents)	Not Included	Included
Additional CVP Ports	Optional	Optional

<sup>9</sup> May require services.

<sup>10</sup> May require Campaign Management software.

## Unified Contact Center Express (UCCX)

Cisco Unified Contact Center Express provides a secure, available, and sophisticated contact center software solution for up to 400 agents and Interactive Voice Response (IVR) ports that are easy to deploy and manage. This omnichannel solution is ideal for formal and informal small to medium-size contact centers.

More information on UCCX product is available on the [here](#).

**Table 9.** Available features for Unified Contact Center Express

Feature	Standard	Premium
Inbound and outbound voice	Included	Included
Intelligent skills-based routing and queuing	Included	Included
Browser-based agent desktop (Finesse)	Included	Included
Standard and customizable reporting (CUIC)	Included	Included
Touch-tone IVR (2 ports per agent)	Included	Included
Call recording	Optional	Optional
Voice callback <sup>11</sup>	Included	Included
Web callback <sup>11</sup>	Included	Included
Basic outbound (preview dialing) <sup>12</sup>	Included	Included
High-availability platform	Included	Included
Advanced outbound (outbound IVR for predictive and progressive dialing) <sup>12</sup>	Not Included	Included
Email and Web chat media	Not Included	Included
Supervisor privileges (monitoring, barge-in and coaching of all agents)	Not Included	Included

<sup>11</sup> May require services.

<sup>12</sup> May require Campaign Management software.

## Contact center add-on options

The following table outlines various optional add-ons that are available for each Cisco Contact Center product.

**Table 10.** Add-ons for contact center offers

Available Add-on	Webex CC	Webex CCE	UCCE / PCCE	UCCX
AI Assistant	+	N/A	N/A	N/A
AI Agent	+	N/A	N/A	N/A
Additional recording storage	+	N/A	N/A	N/A
Agent Campaign Management (outbound campaigns)	+	N/A	N/A	N/A
IVR Campaign Management (outbound campaigns)	+	N/A	N/A	N/A
Quality Management	+	+	+	+
Workforce Management	+	+	+	+
WFO Analytics with Transcription <sup>13</sup>	+	+	+	+
WFO Bundle <sup>13</sup>	+	+	+	+
WFO Storage	+	+	+	+
WFO Call Recording	+	+	+	+
WFO Insights	+	+	+	+
Google CCAI	+	N/A	N/A	N/A
Webex Contact Center PSTN (USA + Canada)	+	N/A	N/A	N/A

<sup>13</sup> Workforce Bundle cannot be mixed with A la carte Quality Management, Workforce Management, WFO Analytics, and WFO Analytics with Transcription.

+ Paid add-on

## On-premises licensing and software delivery

On-premises licenses are available via electronic delivery. The optimal experience is via a [Smart Account](#). Your Partner is responsible for entering your Smart Account information at the time the customer's order is placed. Instructions for creating a Smart Account can be found [here](#).

The on-premises software and license Product Authorization Keys (PAKs) are available through the links provided in the eDelivery email that will be sent to the email address(es) provided on the order. Instructions will be included on how to register the PAKs and install the license bin file.

## Ordering information

To place an order, contact your local Cisco Certified Partner (“Partner”) or Cisco Sales agent. If you need help finding a Partner in your area, use the Partner Locator [here](#). Your Partner or Cisco Sales agent can also assist with any modifications to your subscription after your initial order is placed.

An Assessment-to-Quality (A2Q) must be completed prior to receiving initial access to the products (initial design) and during the term (design changes). A Post-sale A2Q review request can be submitted via the Cisco reseller.

## 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, Solution Support, and Premium.

Under Basic Support you are entitled to 24x7 phone support with 60-minute response time; Cisco Technical Assistance Center (TAC) for incident remediation; Knowledge Base access; and software updates and upgrades. Basic Support is included with any Cisco Collaboration Flex Plan subscription at no additional cost for the duration of your subscription if the order is booked through a Webex Contact Center Certified Partner. For Webex Contact center non-certified partners, Basic Support is not available.

Under Solution Support you are entitled to Basic Support features; 24x7 phone support with 30-minute response time; dedicated support team; multivendor support coordination; and Webex Contact Center MACD (limited) guidance and support.

Under Premium Support you are entitled to Solution Support features; 24x7 phone support with 15-minute response time; dedicated Cisco technical experts to augment your IT team; personalized support experience to minimize business disruptions; escalation and incident management; assistance and guidance for technical enablement; business and technical reviews, Webex Contact Center MACD (Advanced) guidance and support.

**Table 11.** Key Features

Key Features	Basic Support	Solution Support	Premium Support
Software updates, Knowledge Base	Included	Included	Yes
Cisco Technical Assistance Center (TAC) for incident remediation	Included	-	-
Dedicated Solution Support team	-	Included	Included
Multivendor support coordination	-	Included	Included
Monthly business and technical review	-	-	Included
Monthly business consultation from experts	-	-	Included
Assistance and guidance for lifecycle enablement	-	-	Included
Designated Cisco technical experts as trusted advisors	-	-	Included
Escalation management for Severity 1 and 2	-	-	Included
MACD guidance (limited)*	-	Included	Included

Key Features	Basic Support	Solution Support	Premium Support
MACD guidance (Advanced)*	-	-	Included

\*MACD Guidance is available only for Webex Contact Center, and is not available for On Prem or Enterprise deployment options.

## Webex contact center/Enterprise setup assist

Webex Contact Center Setup Assist Includes: setup and configurations, Agent activation, Agent/Supervisor training, out-of-the-box reporting/visualization, standard CRM integrations, script flows, knowledge transfer sessions, multiple cutover events depending on size, post go-live support, chat, and email configuration, and seamless handoff to Cisco Solution Support team. This service is offered in five different packages for Webex Contact Center Customers, X-Small, Small, Medium, Large and X-Large, based on the number of agents required to onboard and activate.

Webex Contact Center Enterprise Setup Assist includes: planning, discovery and design, application call flow development, migrate/script call flows, chat and email configurations, agent activation, out-of-the-box reporting/visualization, standard CRM integration support, Cisco Infrastructure as a service (IaaS) and third-party integration\* consulting support (limited to Solution plus alliance partner products), Agent/Supervisor and Administrator portal training, knowledge transfer sessions, migration planning and execution for multiple cutover events depending on size, post go-live support, and seamless handoff to Cisco Solution Support and Cisco Lifecycle Services teams. This service is offered in four different packages for Webex Contact Center Enterprise Customers, X-Small, Small, Medium, and Large, based on the number of agents required to onboard and activate.

Webex Setup Assist for Webex Contact Center/Enterprise is mandatory for Non-Webex Contact Center certified partners and Cisco Direct deployments.

For additional information about key features for Webex Contact Center/Enterprise Setup Assist, refer to the [Ordering Guide](#).

## 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 the following table:

Sustainability topic	Reference
Information on product material content laws and regulations	<a href="#">Materials</a>
Information on electronic waste laws and regulations, including products, batteries, and packaging	<a href="#">WEEE compliance</a>

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.

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## 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”** means the maximum quantity of Contact Center Users that are simultaneously logged in to use the Collaboration Flex Plan Contact Center software or services.

**“Named Agent”** means a unique Contact Center User that logs in on any given month to use the Collaboration Flex Plan Contact Center software or services.

**“Port”** means a logical connection point for a single voice call involving an interactive voice response function.

# Document history

New or Revised Topic	Described In	Date
Add AI Agent	<a href="#">Webex Contact Center section</a>	March 2025
Add AI Assistant	<a href="#">Webex Contact Center section</a>	February 2025
IVR Text to Speech	<a href="#">Table 9</a>	June 2024

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