Workforce Management on Compliance Hold

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Cisco® Workforce Management 8.5, 9.0, and 10.0 are on Compliance Hold. This bulletin provides details about partner training and other options to release Workforce Management for Cisco Unified Contact Center Express from Compliance Hold.

Training for Workforce Management

Workforce Management is a sophisticated solution that requires specific skills to deploy. To ensure the success of our partners, Cisco is making Workforce Management training a requirement. The Workforce Management Implementation training program is available directly from multiple training partners, including Calabrio (portal.calabrio.com).

Partners must complete the classroom training in order to be certified to deploy Workforce Management and be eligible to obtain technical support for the Workforce Management product. Customers must have a service contract in place to receive support.

Partners that have not completed training can sell Workforce Management if they work with a trained partner for deployment.

Please contact ipcc-express-pm@cisco.com to release Compliance Hold for Workforce Management orders if the requirements presented are met.

Ordering and Deploying Workforce Management

Table 1 lists the partners that are trained and certified to deploy Cisco Unified Contact Center Express Workforce Management.

Table 1. Trained Cisco Workforce Management Partners

• 2e2	• Enventis	• Sasola
• 3D Networks	• Greyson Technologies	• Servion
• ABS Technology	• Housley	• ShoreGroup
• Activeo	• IBM (North America and New Zealand)	• SKTBCS
• Affiniti	• Insight	• SONITEL
• AlphaWest	• Intact	• Spanlink
• AT&T	• INX	• Sprint
• BCBD	• Invisible IT	• Standard Sharing Software (3S)
• Bell Canada	• IQtek Solutions	• Stevens Communications
• Berbee	• JamIP	• SyCom
• Bucher-Suter	• L7	• Synergy
• Business Connexion (BCX)	• LOEM	• Taleka
• Calabrio Professional Services	• Logicalis	• Teleclient
• Calence	• Lynxtec	• Telindus
• CDW	• MCPC	• TELUS
• Cerium Networks	• Micronet	• Touchbase
• Cincinnati Bell Technology Solutions	• Midwave	• Tympani
• Cisco Advanced Services	• Milestone Technologies, Inc.	• UComm Solutions

- Cisilion
- CompuCom
- CTT
- Datalink
- Datavox
- DiData
- eLoyalty
- ePlus
- Fidelus
- Emircom

- MSI
- MTS Allstream
- Multitek
- NDS
- Nebulex
- NetAge Inc.
- Net Design
- Nexus IS
- Piercetech
- Pomeroy IT Solutions
- Presidio/Coleman Technologies
- Protocol One
- Quest Systems
- RSM McGladrey

- Unified Communications Consulting
- Vanticore
- Veridian
- Verizon Business
- Virgin Media Business
- VoiceTek
- Welch & Co.
- World Wide Technology, Inc.