



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services – Unified Contact Center Assessment Service (ASF-CPSF-CCA)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services Unified Contact Center Assessment Service available under the Collaborative Professional Services Program ("Program").

Direct Sale from Cisco to Authorized Channel. If you have purchased these Services directly from Cisco, this document is incorporated into your Collaborative Professional Services Agreement ("Agreement"), Collaborative Professional Services – General Service Terms under the Cisco Services Partner Program, a services exhibit that addresses transaction advanced services ("AS-T") or an equivalent agreement executed between you and Cisco which authorizes your participation in the Program. In the event of a conflict between this Service Description and your Agreement or equivalent services exhibit or agreement, this Service Description shall govern. For purposes of an AS-T exhibit executed between Cisco and Authorized Channel, this Service Description shall be deemed as a Statement of Work ("SOW").

Cisco shall provide a Quote for Services ("Quote") setting out the appropriate fee that shall be paid by Authorized Channel for the services selected. Cisco shall provide the UCC Assessment Service described below as detailed on Purchase Order that references the purchaser's email address, Deal ID, Services Part No and Service Fee as defined in the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Cisco Collaborative Professional Services Unified Contact Center Assessment Service

Service Summary

The Cisco Collaborative Professional Services ("CPS") Unified Contact Center ("UCC") Assessment Service analyzes the Unified Contact Center solution to verify Authorized Channel's implementation meets design specification and Cisco best practice for configuration ("Services"). The Services provide a report output that contains findings, recommended changes, and a diagnosis of potential issues and gaps, based on Authorized Channel's End User's forward looking plans. Such analysis and report typically include amongst other information, the following as it pertains to the:

Cisco Unified CC System Configuration Audit

- Hardware
- Software
- Sizing

Cisco Unified CC System Redundancy and Failover

- ICM redundancy
- CRS/IP-IVR/CVP redundancy
- Gateway, Gatekeeper and CCS redundancy
- Cisco Unified CM redundancy
- Cisco Unified CM groups

Network Connectivity and Network Card Properties Active Directory

Cisco Unified CC Process Functionality

- ICM, CAD, CTIOS and IP-IVR/CRS/CVP processes
- ICM server process settings
- Cisco Unified CM process functionality
- Cisco Unified CM service activation
- CRS/IP-IVR/CVP application server process functionality

Cisco Unified CC System Integrity

- ICM log files
- ICM tools

ICM Configuration

- CAD server and or client configuration
- Cisco Unified CM configuration
- CVP configuration
- Gatekeeper configuration
- Gateway configuration

Cisco Unified CC Scripting Implementation (Optional)

- ICM scripts
- CRS scripts
- CVP scripts

Backup and Restore

- ICM backup and restore
- ICM historical data administration

Windows OS Services Settings

Location of Services

Services are delivered remotely to Authorized Channel.

Cisco Responsibilities

- Provide Authorized Channel the mechanism to collect the device data from the End User's network through the following:
Software download – Authorized Channel can download the software necessary to collect the configuration data.
- Provide Authorized Channel the Preliminary Assessment Questionnaire for Authorized Channel to complete and return to Cisco.
- Analyze the requirements information and data provided by Authorized Channel.
- Conduct a virtual meeting with Authorized Channel to present the report output that summarizes the findings, recommendations for improvement, identification of items for remediation, and suggestions as they relate to Cisco's best practices.

Authorized Channel Responsibilities

- Ensure End User has agreed to the data collection method.
- Complete and return the Preliminary Assessment Questionnaire to enable Cisco to perform the assessment.
- Provide Cisco the End User's requirements for their Cisco Unified Contact Center.
- Provide Cisco the configuration data gathered from End User's network.
- Attend virtual meeting scheduled by Cisco to review the report output summary of findings and related information.

General Authorized Channel Responsibilities

- Authorized Channel shall ensure that, End User understands and agrees i.) that Authorized Channel is providing its own proprietary services together with the Cisco Services herein; and ii) that in connection with Authorized Channel's performance of its own proprietary services, Authorized Channel must provide to Cisco certain End User information, documents and/or other technical data as required for Cisco's subsequent use in connection with Cisco Services.
- Authorized Channel acknowledges that the completion of Service is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- Ensure Authorized Channel's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information

gathering sessions, interviews, meetings and conference calls.

- Authorized Channel understands and acknowledges that Services provided by Cisco comprise technical advice, assistance and guidance only. Authorized Channel expressly acknowledges and agrees that its solely responsible for the determination and implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. The information containing in the documentation deliverables are based on the information provided by the Authorized Channel to Cisco, and Authorized Channel shall remain responsible for the accuracy or completeness of the information during the provision of the Services described herein and for the final determination of End User's network design, architecture, implementation, business or other requirements.

License of Deliverables

Cisco grants to Authorized Channel a limited, revocable, non-exclusive, non-transferable license (a) to use, display, reproduce, modify, and distribute Deliverables; and (b) create, use, reproduce, and distribute derivative works of the Deliverables. The license herein is granted solely for Authorized Channel's support of End Users during the term of the agreement between Cisco and Authorized Channel and solely for use with Cisco products. Authorized Channel may not sublicense, to any persons or entity, any rights to reproduce or distribute the Deliverables. Cisco also may terminate this license upon written or oral notice to Authorized Channel, with or without prior notice.

Limitation

AUTHORIZED CHANNEL EXPRESSLY ACKNOWLEDGES AND AGREES THAT IT IS SOLELY RESPONSIBLE FOR THE DETERMINATION AND IMPLEMENTATION OF THEIR END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS. CISCO SHALL NOT BE RESPONSIBLE FOR THE FAILURE OF CISCO'S COLLABORATIVE PROFESSIONAL SERVICES, DELIVERABLES, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS.

Representation of Cisco Brand

Authorized Channel agrees to comply with the Collaborative Services Branding guidelines located under "Resources" at <http://www.cisco.com/web/partners/services/programs/collaborative/index.html>, which is incorporated herein by reference.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Authorized Channel. The Authorized Channel shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Authorized Channel's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Authorized Channel's acceptance of completion of the Services in accordance with this Service Description.