



Service Description: Advanced Services – Fixed Price

Cisco Build Services for Collaboration SME 1W Int Travel (ASF-CORE-G-CSME-1I)

This document describes Advanced Services Fixed Price: Cisco Build Services for Collaboration SME 1W Int Travel.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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Cisco Build Services for Collaboration SME 1W Int Travel

Service Summary

The Cisco Build Services for Collaboration Subject Matter Expert provides general technical consulting support to advise and guide the Customer with products and technologies covered under Cisco's Unified Contact Center, for one (1) business week (5 days, typically Mon-Fri) during Standard Business Hours excluding Cisco holidays, locally recognized country holidays, vacations and training days.

Deliverables

- There are no specific deliverables other than providing technical consulting support.

Location of Services

Services shall be performed onsite at a single Customer location.

Technical Consulting Support

Cisco Responsibilities

- Where available, Cisco will provide an out of country Collaboration SME who will travel to Customer location to provide general advice and guidance to aid Customer with Cisco's Unified Contact Center for a duration of one business week. Typical skill set or expertise of Cisco personnel providing technical consulting support to Customer under this service is as follows:
 - Technical expertise around business rule development, call flow design, configuration and scripting.
 - Assist Customer on addressing plan and design issues arising with these products: Unified Contact Center ICM Edition, Unified Contact Center Enterprise Edition, IP Interactive Voice Response, and Customer Voice Portal.
 - Provide Customer with Unified Contact Center architectural engineering consulting targeted at developing recommendations on standardization, virtualization, and fault tolerance of existing or new contact center technologies across Customer centers.
 - Assistance in identifying contact center overall design that will satisfy Customer business requirements.

- Advising Cisco and industry best practices to Customer in regards to Contact Center deployments.
- Assistance in contact center sizing process.

Customer Responsibilities

- Designate a single point of contact for all Cisco communication. This person has the authority to act on all aspects of the service being performed.
- Designate a backup contact when Customer contact is unavailable. This person has the authority to act on all aspects of the service in absence of the primary contact.
- Customer acknowledges that there will be no deliverable provided by Cisco and that Cisco's obligation is to only provide assistance to Customer with respect to the tasks detailed in this document.
- Customer technical representatives will provide Cisco with such information, data and documentation as required for performing services.
- The following documents may be request: Information relating to Customer's Network design, business and other applicable requirements: Functional and/or technical documentation relating to such requirements.
- Provide topology maps, configuration information and existing and proposed Collaboration infrastructure. Customer shall respond to Cisco's requests within two (2) business days for documentation or information required for the service
- Providing reasonable access to Customer site(s) and facilities including, where applicable, computer equipment, telecom equipment, facilities and workspace. Customer shall provide proper security clearances and/or escorts as required to access equipment and/or lab facilities etc.
- Customer shall ensure that contracts with its own vendors, end users and Third-Party are fully executed and reflect the correct terms to enable
- Customer is responsible for the management, support and direction of the resource supplied to Customer by Cisco.

General Customer Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Customer'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.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

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 Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer'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 Customer's acceptance of completion of the Services in accordance with this Service Description.