



## Service Description: Advanced Services – Fixed Price: Cisco Remote Expert Mobile Build Services for Five (5) Additional Remote Expert Mobile Agents (ASF-CX-G-REMB5EXP)

This document describes Advanced Services Fixed Price: Cisco Remote Expert Mobile Build Services for Five (5) Additional Remote Expert Mobile Agents with Unified Contact Center Enterprise (UCCE) or Unified Contact Center Express (UCCX).

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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 Remote Expert Mobile Build Services for Five (5) Additional Remote Expert Mobile Agents with Unified Contact Center Enterprise (UCCE) or Unified Contact Center Express (UCCX)**

### Service Summary

Build Services for Remote Expert (RE) Mobile for five (5) additional Remote Expert Mobile Agents with UCCE or UCCX. The project is based on the following Remote Expert solution:

Pre-requisite to this service:

This service description is for an additional five (5) Remote Expert Mobile Agents Cisco requires the Customer to purchase a Remote Expert Plan and Build Services for UCCE or UCCX. The Cisco Remote Expert Plan and Build Services for UCCE or UCCX provides the detailed services related to this project: Product Management, High Level Design development, Low Level Design, Solution Acceptance Test Plan Development, Solution Acceptance Testing, Knowledge Transfer and Post Deployment Support.

#### Remote Expert Mobile:

- Additional Five (5) RE Mobile Agents
- One (1) Data Center
- One (1) Language-English
- Integration with Customer's existing Cisco Unified Communications (CUCM) 10.5 or later, Unified Contact Center Enterprise (UCCE) infrastructure with premium agent licenses version 10.5 or later, or Unified Contact Center Express (UCCX) infrastructure with premium agent licenses version 10.6 or later, CUBE on Cisco IOS version 15.1(2)T or later, Cisco MediaSense10.5 or later, Customer Voice Portal (CVP) (UCCE only) 10.5 or later, Cisco Unified Intelligence Center (CUIC) 10.5 or later and related UCS servers.
- Capabilities for VE Mobile Agents: Voice/Video, Expert Assist, Video in Queue, Video on Hold, Transfer Agent, Multi-Party Conferencing (UCCE Only), Basic Reporting (via CUIC), and Call Recording (via MediaSense).

Customer shall provide any Product or third party product for use in the Service.

#### Services

- Solution Deployment for five (5) Additional Remote Expert Mobile Agents

**Deliverables**

Any deliverables related to the Additional Remote Expert Mobile Agents is addressed in the applicable base offer, Cisco Remote Expert Plan and Build Services for UCCE or UCCX.

**Location of Services**

Services are delivered remotely and onsite (where applicable) to Customer as defined in this Service Description.

**Solution Deployment****Cisco Responsibilities**

- Configure the additional five (5) Remote Expert Mobile as defined in the previously created Remote Expert Plan and Build Services. The Remote Expert Plan and Build Services document the Low Level Design Specification at the Customer's data center and designated branch location(s) including Remote Expert (Mobile) Media Broker software, Remote Expert Assist (Mobile), UCCE or UCCX/CUCM/Video Integration, and Cisco Finesse Agent Desktops
- Verify branch connectivity to the Customer's data center for agent access to Cisco Unified Communications Manager (CUCM, Unified Contact Center Enterprise (UCCE) or Unified Contact Center Express (UCCX), CUBE on Cisco IOS, Cisco Finesse Agent Desktops and Cisco MediaSense.
- Provide Customer with information on how to configure and provision the RE Mobile Agent Finesse Desktop(s) and video endpoints.

**Customer Responsibilities**

- Manage delivery of the equipment not provided by Cisco (video endpoints and other related equipment to work with, or act as, part of the equipment that Cisco is providing.
- Set up video endpoints on the VE Mobile Agent Desktop and dispose of unwanted equipment packaging.
- Provision the RE Mobile Agent software and ensure connectivity to the RE Mobile Agent Finesse Desktop(s) and desktop browser functioning as defined by Cisco Mobile Agent Desktop instructions.
- Ensure the required bandwidth is available between the data center and mobile agent site as provided by Cisco in the Cisco RE Plan and Build Services High Level and Low Level Design Specifications.
- Provide the required physical access and remote access to the data center to Cisco Personnel to do the installation.
- Troubleshoot any connectivity issue between the data center.
- Provide Cisco a list of personnel from the data center responsible for supporting the production installation.

**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. The 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 deployment of the Services. Such personnel may include but are not limited to: architecture design and planning engineers, video and network engineers.
- Ensure Customer's personnel are available to participate during the entire course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Customer expressly understands and agrees that the Services shall take place and complete within one hundred-twenty (120) calendar days from issuing a Purchase Order to Cisco for the Services herein.
- Delays caused by Customer may require change requests and additional costs.
- Customer retains overall responsibility for all business process impact and all process change implementations. Customer must have installed and functioning the required versions: configure connectivity to the Customer's data center for Cisco Unified Communications Manager (CUCM), Unified Contact Center Enterprise or Unified Contact Center Express, CUBE, Cisco Finesse Agent Desktops and Cisco MediaSense for recording.
- Unless specified otherwise in this Service Description, Customer is responsible for all changes to existing Unified Communications, Unified Contact Center and network infrastructures.
- Customer is responsible for the security compliance of the Customer applications.
- Customer is responsible for IOS/Android/etc. mobile application development.
- Customer must purchase a Medianet Readiness Assessment (MRA) service or an equivalent assessment must have been performed within the last two (2) years. If no assessment has been performed, Customer will be responsible for contracting Cisco to perform a Medianet Readiness Assessment.
- Customer will provide Cisco a common project work area available in the Customer offices with wireless connectivity to the Customer network for all project team members in order to work productively with Customer personnel.
- Customer will provide Cisco resources with badge access to all required buildings in order to carry out required tasks as per the project plan.
- Customer can contract Cisco Services under a separate service agreement to perform any additional work, such as upgrades of hardware or software, desktop installation, RE

Adoption Services, etc. that do not fall under the scope of this project.

#### General Assumptions

- Services will be performed at one (1) data center location, one (1) contact center location, one (1) geographic location where all branches are location(s) within a Fifty (50) mile radius and limited one (1) theater. If additional data centers, contact centers, and/or theaters, are required, then Cisco and Customer will review the overall impact and cost then address the changes under a separate SOW or service description.
- Cisco will provide sample applications to Customer's application developers. If Customer requires software development kit (SDK) custom applications assistance that will be covered under a separate contract.
- Customer must purchase Cisco approved hardware and software.
- All required software (e.g., Cisco Products, SQL, upgrade patches, etc.) would be made available according to Customer security policies - to Cisco resources on a shared folder with full access by Cisco resources when required.
- No integration to third party applications is included as a part of these services.
- Migration from existing servers to UCS servers is not included within this scope.
- Endpoint installation for the existing systems will require Customer/Partner to be on-site to install and connect the immersive video systems to the core. Customer is responsible for determination of its requirements, and Customer shall retain overall responsibility for any business process impact and any process change implementations.
- Medianet Readiness Assessments, Upgrade Services (for existing systems) and PMO/Logistic coordination services are out of scope.
- Customer is responsible for determination of its requirements, and Customer shall retain overall responsibility for any business process impact and any process change implemented.
- Customer acknowledges that completion of Services is dependent upon Customer meeting its responsibilities as identified in this Agreement.
- Customer will be providing Project Management throughout the course of this project. Cisco resources will work under the direction of the Cisco Project Manager, who in turn will report to the Customer Project Manager.
- Direct remote access to necessary Customer systems is to be provided to Cisco by Customer.
- Customer will provide information collected gathered from end users relative to business owners and critical staff to ensure the capture of all business and technical requirements.
- All impacted customer facilities must be ready at the time of the completion of the previously created Low Level

Design Specification and prior to the start of the Remote Expert Deployment.

- A mutually agreed upon primary communications method (Email, voicemail, etc.), will be established and adhered to, as outlined in the communication plan to the Customer's Project Manager.
- Any specific networking or integration requirements not identified in this project are out of scope.
- Customer will be responsible for the physical rack & stack of all hardware.
- Any network hardware licensing upgrades, software costs, or hardware costs are not included as part of this project.
- Customer will be responsible for receiving and tracking of all hardware, software, and licensing related to the project.
- The following are NOT included:
  - Detailed planning, design and implementation for other applications or products not specifically identified in this service description.
  - Unified Communications Applications.
  - Unified Contact Center Enterprise or Unified Contact Center Express Applications.
  - Cisco MediaSense Application.
  - CUBE and the CUBE router (for MediaSense recording)
  - Database Applications not specific to Remote Expert Solution operation.
  - Infrastructure, to include 3G, Wireless, Security, or other Network Infrastructure component other than Remote Expert Solution components.
  - Performance/load testing
  - Formal Training for Staff (outside of informal knowledge transfer).
  - Cabling /physical installation of non-Remote Expert components.
  - Additional services such as network audit, network assessment, network design, and consulting. Installation and cabling of Cisco hardware.

#### 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.