



## Service Description: Advanced Services- Fixed Price: Cisco Remote Expert Mobile Plan and Build Services for UCCE (ASF-CX-G-REMPB-CE)

This document describes Advanced Services Fixed Price: Cisco Remote Expert Mobile Plan and Build Services for Unified Contact Center Enterprise (UCCE).

**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 Plan and Build Services for UCCE

#### Service Summary

Plan and Build Services for Remote Expert (RE) Mobile for UCCE. The project is based on the following Remote Expert solution:

#### Remote Expert Mobile:

- One (1) Data Center
- Ten (10) RE Mobile Agents
- One (1) Contact Center
- One (1) Single Theater
- One (1) Language-English
- Sample applications for Customer Application Developers
- Integration with Customer's existing Cisco Unified Communications (CUCM) 10.5 or later, Unified Contact Center Enterprise (UCCE) infrastructure with agent premium licenses 10.5 or later, CUBE on Cisco IOS version 15.1(2)T or later, Cisco MediaSense 10.5 or later, Customer Voice Portal (CVP) 10.5 or later, Cisco Unified Intelligence Center (CUIC) 10.5 or later and related UCS servers.
- Capabilities for RE Mobile Agents: Voice/Video, Expert Assist, Video in Queue, Video on Hold, Transfer Agent, Multi-Party Conferencing, Basic Reporting (via CUIC), and Call Recording (via MediaSense).

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

#### Services

- Project Management
- High Level Design Development
- Low Level Design Development
- Solution Acceptance Test Plan Development
- Solution Deployment
- Solution Acceptance Testing
- Knowledge Transfers
- Post Deployment Support

#### Deliverables

Project Management Plan  
High Level Design Specifications  
Low Level Design Specifications

## Solution Acceptance Test Plan

### Location of Services

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

### Project Management

#### Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities under this Service.
- Provide a Project Management Plan ("PMP"). PMP is a baseline document from which the Cisco Project Manager (PM) can manage deliverables, assess progress, and manage change management issues and any on-going questions.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide a Project Schedule highlighting deliverables, corresponding milestones, planned project events, resource(s) and timescales.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide Customer with the identity of personnel requiring access to Customer premises, at least ten (10) Business Days prior to the scheduled date such personnel requires access.
- Deliver a weekly project status report to the Customer.
- Provide a handover; follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

#### Customer Responsibilities

- Provide the Cisco PM with a list of designated Customer personnel participating under this Service.
- Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Customer PM will also ensure that Cisco is provided with all information, data and documentation, as Cisco reasonably required to provide Services and comply with Cisco's responsibilities in this Service. This information includes, but is not limited to: (i) information relating to Customer's network, design, business and other applicable requirements; (ii) functional and/or technical documentation relating to such requirements; and (iii) topology maps, configuration information and existing and proposed network infrastructure.

- Identify primary and backup Customer authorized site contacts that shall provide necessary information, obtain access clearances and coordinate with other organizations/third parties with respect to Services at that site.
- Participate in scheduled project review meetings or conference calls, if required. Coordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within five (5) Business Days of Cisco's request, unless the parties agree in writing to another time period for response.

### High Level Design Development

#### Cisco Responsibilities

- Obtain from the Customer any up to date strategy, roadmaps and planned designs, network topologies, physical and logical schematics including network and voice configurations, functional requirements, routing and storage requirements and architectural guidance, future changes to the network or design (if existing) requirements for review prior to the High Level Design meetings(s) and/or interview(s).
- Conduct onsite (if applicable) High Level Design meeting(s) and/or interview(s) to gather and document the Customer's business and technical high level design requirements.
- Create the High Level Design Specification by incorporating the information gathered from the High Level Design sessions and/or interviews that may include the following:
  - Remote Expert Mobile: Call flows, total concurrent call capacity, Expert Assist, intended browsers or mobile devices, agent devices and agent desktops.
- Review remotely the High Level Design Specification with Customer.

#### Customer Responsibilities

- Designate representative Customer employees from all lines of business including telephony, telecomm, support, network architects, operational staff and management representatives to attend the onsite (if applicable) interviews and workshop(s).
- Submit to Cisco any current business and technical requirements documents such as strategy, roadmaps, network topology diagrams, functional specifications, integrations, and planned designs within five (5) Business Days of starting the High Level Design sessions and interviews.
- Schedule key Customer stakeholders and project sponsors to attend the review of the High Level Design Meeting.

- Review remotely the High Level Design Specification.

### **Low Level Design Development**

#### **Cisco Responsibilities**

- Gather and review the information from the Customer remotely which may include the following: existing Customer High Level and/or Low Level Designs, network topologies, third party products, configurations, functional requirements and any other information requested.
- Conduct onsite (if applicable) meetings(s) and/or interview(s) to gather in-depth content required for the Low Level Design Specification.
- Create the Low Level Design Specification documenting the detail information gathered during Customer meetings(s) and/or interview(s) and from additional content provided by Customer. The Low Level Design Specification may include one or more of the following:
  - Remote Expert Mobile Call flows, total concurrent call capacity, Expert Assist, intended browsers or mobile devices, agent devices and agent desktops.
- Review remotely the Low Level Design Specification with the Customer.

#### **Customer Responsibilities**

- Identify and schedule key knowledgeable contacts who shall be available for attending Low Level Design meetings(s) and/or interview(s).
- Submit to Cisco any additional business and/or technical documentation as requested from Cisco within five (5) Business Days of starting the Low Level Design project, including any additional documentation that may assist in the Low Level Design Specification.
- Provide documentation for network topology, including access, distribution, and core layers, types of switches and routers in each layer, IP addressing and sub-netting for each layer, and features/services that have been enabled on the Network.
- Schedule key Customer stakeholders and project sponsors to attend the Cisco lead Low Level Design Specification meeting(s) and interview(s).
- Provide documentation created during a Medianet Readiness Assessment (MRA) that has been completed on Customer's network within the last 2 years.
- Review remotely and approve the Low Level Design Specification with Cisco.

### **Solution Acceptance Test Plan Development**

#### **Cisco Responsibilities**

- Designate personnel responsible for assisting in the development and approval of the Solution Acceptance Test Plan.
- Work with the Customer in development of the Solution Test Plan Development.
- Review the Customer's User Acceptance Test plans.
- Identify the facilities and infrastructure requirements for testing.
- Review remotely the Solution Acceptance Test Plan with the Customer.

#### **Customer Responsibilities**

- Designate personnel responsible for assisting in the development and approval of the Solution Acceptance Test Plan.
- Provide Cisco with the test plan and interconnect process required by any 3rd parties including but not limited to in country Carrier/Telco, at least five (5) Business Days prior to Solution Test Plan Development completion.
- Provide input necessary for Cisco to develop the criteria to be used in the Solution Acceptance Test Plan.
- Develop and document User Acceptance Test plan.
- Identify the facilities and infrastructure requirements for testing based on the Solution Acceptance Test Plan.
- Review remotely and approve the Solution Acceptance Test Plan with Cisco.

### **Solution Deployment**

#### **Cisco Responsibilities**

- Provide power and space requirements of the new solution components for the Customer's data center as per the approved Low Level Design Specification.
- Confirm the Customer has installed Cisco-approved hardware and software.
- Configure the Hardware and Software defined in the Low Level Design Specification at the Customer's data center.
- Install and configure Remote Expert Mobile software as defined in the Low Level Design Specification at the Customer's data center location, including: Remote Expert Mobile software, Remote Expert (Mobile) Media Broker software, Remote Expert Assist (Mobile), UCCE/CUCM/Video Integration, Cisco Finesse Agent Desktops, and CVP call flows and scripting, in accordance with the Low Level Design Specification.
- Verify connectivity to the Customer's data center for Cisco Unified Communications Manager (CUCM), Unified Contact Center Enterprise, CUBE on Cisco IOS, Cisco Finesse Agent Desktops and Cisco MediaSense for recording.
- Provide Customer with information on how to configure and provision the RE Mobile Agent Finesse Desktop(s) and video endpoints.

- Mutually agree with Customer on production deployment schedule.
- Obtain from the Customer a list of data center personnel responsible for supporting the production deployment of the Remote Expert Solution.
- Confirm maintenance windows and support personnel availability with the Customer.
- Perform the production deployment as defined in the project plan.
- Mutually agree with Customer on production deployment schedule.
- Obtain from the Customer a list of data center and branch personnel responsible for supporting the production installation of the Remote Expert Solution.
- Confirm maintenance windows and support personnel availability with the Customer.
- Perform the production deployment as defined in the project plan.

#### **Customer Responsibilities**

- Manage delivery/logistics for any third party product identified for the solution.
- Set up video endpoints on the RE 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.
- Install and connect to power and network all new hardware for the solution.
- Ensure correct physical cables are accessible to the cabinet, assume responsibility for the installation, labeling and testing of all cabling that Customer supplies.
- Make any corrections to Customer provided and/or installed equipment as required.
- Provide the required physical access and remote access to the data center to Cisco Personnel to do the installation.
- Provide voice telephone line and number (near the Cisco product) for the installer to use if needed.
- Provide Cisco a list of personnel from the data center responsible for supporting the production deployment.
- Mutually agree with Cisco on a production deployment schedule.
- Schedule the maintenance windows and support personnel availability for the production deployment.

#### **Solution Acceptance Testing**

##### **Cisco Responsibilities**

- Identify Cisco resources responsible for performing solution testing.
- Perform testing based on the agreed upon Solution Acceptance Test Plan.
- If the results of the solution acceptance testing fail to meet the requirements, Cisco shall compile an action plan outlining any agreed deficiencies and a time frame for resolution and a re-testing schedule. Cisco will conduct tests according to the mutually agreed upon action plan defining resolution of deficiencies and solution re-testing procedures.
- Provide the Solution Acceptance Testing Results to the Customer for review and approval.

##### **Customer Responsibilities**

- Designate key resources to participate in the solution acceptance testing.
- Prepare the testing site and manage all solution related changes during testing and results driven re-testing periods.
- Review and approve the Solution Acceptance Testing Results.

#### **Knowledge Transfer**

##### **Cisco Responsibilities**

- Schedule and conduct remote, one (1) session up to four (4) hours Remote Expert knowledge transfer for designated system administrators.
- Schedule and conduct remote, one (1) session up to four (4) hours of the Remote Expert Mobile solution for designated Remote Experts (i.e. contact center agents).
- Schedule and conduct remote, one (1) session up to four (4) hours Remote Expert Mobile application development knowledge transfer for designated Customer application developers.

##### **Customer Responsibilities**

- Schedule system administration personnel responsible for supporting the Remote Expert Mobile solution to attend one (1) session up to four (4) hours knowledge transfer.
- Schedule Remote Expert Agents (contact center) responsible for supporting the Remote Expert Mobile solution to attend one (1) session up to four (4) hours Remote Expert Agent knowledge transfer.
- Schedule application developers responsible for developing and supporting the Remote Expert Mobile application development to attend one (1) session up to four (4) hours application development overview knowledge transfer.

## **Post Deployment Support**

### **Cisco Responsibilities**

- Provide remote service support solely related to this project deployment.
- Review with Customer the Post Deployment Support hours, and information on reported related issues pertaining to the configuration, scripts and administrative aspect of Cisco devices.
- Assist Customer with specific issues arising from work performed based on the period of time defined under this scope of work.
- Cisco will provide during Cisco normal business hours, a daily service reported indicating new, open, and closed issues with actions taken, ownership and level of criticality of each issue for the define period of time defined related to this project.

Provide guidance and support related to the responsibilities stated above for up to forty (40) hours Post Deployment Support commencing with the first day the system cutover to a production environment.

### **Customer Responsibilities**

- Designate key personnel as resources for the Post Deployment Support.
- Review the responsibilities stated above for the up forty (40) hours Post Deployment Support activities with the Cisco Project Manager.
- Determine if the reported issue is related to the scope of this project prior to contacting the Cisco Services Engineer and if applicable, work with the assigned Cisco Services engineer to resolve the open issue.

### **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 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 (UCCE), CUBE on Cisco IOS, Cisco Finesse Agent Desktops and Cisco MediaSense.
- Customer is responsible for integration to directory services or designing/implementing modifications to infrastructure for capacity, performance, global dial plan, etc.
- Customer is responsible for the security compliance of the Customer application
- Customer is responsible for IOS/Android/etc. mobile application development.
- Customer is responsible for Remote Expert Mobile Custom development.
- Customer must purchase a Medianet Readiness Assessment or an equivalent assessment must be 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 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 hardware or software, desktop installation, custom application development, 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 are limited one (1) theater. If additional Remote Expert Mobile agents, 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 development 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.) will 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.
- Migration from existing servers to UCS servers is not included within this scope.
- Endpoint deployment 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 and PMO/Logistic coordination services are out of scope.
- Post Deployment Support Services are designed to extend Cisco's engineering team for a smooth transition to Customer-led support immediately following the implementation. These services are not a substitute for TAC support or a means for resolving TAC cases or general troubleshooting.
- 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 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 from end user relative to business owners and critical staff to ensure the capture of all business and technical requirements.
- Facilities must be ready following the completion of the 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 Applications.
  - Cisco MediaSense Application.
  - CUBE and the CUBE router (for MediaSense recording)
  - Database Applications not specific to Remote Expert Solution Interactive 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.