



## Collaboration Offers in response to COVID-19

The purpose of this document is to let Cisco Account Teams and Partners aware of what's available to our customers. Below you will find the various collaboration offers we have available.

### NEW WEBEX CUSTOMERS

#### **Product: Webex Suite**

- New Customers - [Free Webex Enterprise Offer](#)
  - Full featured HD video meetings, content sharing, recording
  - Webex Meetings, Events, Training, Support and Teams included.
  - UNLIMITED ENTERPRISE EDITION WITH UP TO 200 PARTICIPANTS
  - PSTN Dial-In and VoIP Audio
  - Desktop and Mobile app experience
  - Webex Teams unlimited messaging
  - Microsoft Exchange Calendar, Directory Sync, SSO
  - Analytics and Troubleshooting dashboard
  - Device Registration
  - 90 day duration

#### **Process**

- If a customer is interested in a 90-day Enterprise trial of Webex, those can be initiated by a partner through Control Hub (admin.webex.com) or through Cisco using CCEP.
- If a customer is interested in purchasing Webex, they can purchase through a Partner or directly through Cisco via CCE.

#### **Required**

- Site ID (customername.webex.com)
- Admin name & email address
  - Cannot already have a Webex/Webex Teams account
- # of licenses

### EXISTING WEBEX CUSTOMERS

**No Action Needed. Customers can pull down additional licensing on...**

- **Enterprise Agreement (EA) Meetings subscriptions**
  - Cisco will allow an additional 20% of Knowledge Workers to be provisioned for Webex Meetings and Webex Teams at no additional charge.
- **Active User (AU) Meetings subscription**
  - Cisco will not factor in an increase in the number of Active Users in determining the Average Active Users during the Cisco Webex COVID-19 Surplus Usage Waiver Period for purposes of True Forward Calculation.
- **Named User (NU) Meetings subscription**
  - Cisco will allow an additional 20% of Named Users to be provisioned for Webex Meetings and Webex Teams at no additional charge during the Cisco Webex COVID-19 usage waiver period.

**Action Needed When...**

- Additional licenses needed go above the parameters listed above, AE/SE teams make the request via the following [Smartsheet](#).

### SOFT CLIENTS

- **Calling:**
  - If a customer is using CUWL/UCL licensing (non-Flex), they are entitled to Jabber ONLY.
- **Calling, Conferencing, and Messaging:**
  - If a customer has a FLEX agreement, they are entitled to Webex Teams and Jabber.
- **Webex/Conferencing:**
  - If a customer is using Webex, they are entitled to Webex and Webex Teams.



## CISCO EVENT CENTER UP TO 3000 PARTICIPANTS

### **Product: Webex Events**

Cisco is providing Webex Events 3000 to customers for free. One month of service is provided for one (1) Named User and must be renewed and approved if extension needed. Webex Audio (if required) can be added at Standard Discounts. Of course, customer can choose to use VoIP only at no cost if they choose to.

### **Customer Resources:**

- [Webex Events End-User Training Video's](#)

### **Process & Details**

- This offer needs to be ordered through the partner.
- New order must be assigned to existing URL.
- Buying Model: A-FLEX (Named User)
- Initial Term: 1 month (**Term must be changed by AM**)
- Quantity: 1 Named User
- Auto Renew: Off (**Term must be changed by AM**)
- Discount: 100% via DSA (**Discount changed by AM**)

## LIVE STREAMING VIA WEBEX MEETINGS & FACEBOOK

### **[Allow Streaming of Cisco Webex Meetings to Facebook Live \(Admins\)](#)**

- You can turn on Facebook Live integration so users can stream meetings directly to their Facebook accounts with Facebook Live.

### **[Stream Your Cisco Webex Meetings to Facebook Live \(End-Users\)](#)**

- You can stream your Webex meetings to Facebook with Facebook Live. This allows you to connect with your audiences on social media by easily sharing your video and content with Webex meeting controls.
- Users can login to Webex from their Facebook, Google, and Office 365 accounts.



## CLOUD CONTACT CENTER

WebEx Contact Center (WCC) quick deployment solution – can be deployed in approximately 5 days.

- Free for 90-days
- Includes premium contact center agent software with PSTN, routing and reporting capabilities.
- Max of (1,000) concurrent agents.
- [Assurance to Quality \(A2Q\) ordering process](#)

## CALL MANAGER & CONTACT CENTER LICENSING

### **Additional Call Manager Licensing Process**

- Must be done by SE
  - CallManager License UpgradesCustomers can go into CallManager and upgrade the licenses of their users on their own. When they do so, they'll be put on a 60-day trial and go "out of compliance". After 60-days the system will lock up MACD but if this goes that long we'll have a solution for them pertinent information

### **Additional Contact Center Licensing Process**

- Must be done by SE
  - Step 1: [Login into Licensing Generator](#)
  - Step 2: Fill out the form. Make sure to select 60 Days. Anything else will cause delays.
  - Tip: CCX Work@Home agents do not require IP Phone, there's "Extend and Connect" where the agent's device can be PSTN Phone, PBX Phone, Mobile phone ... any 3rd party phone Finesse needs VPN to CC datacenter where Finesse Server ... is located (Finesse cannot go through Expressway)

## ADDITIONAL RESOURCES

- [Collaboration Sales Central](#)
- Reach out to your regional PSS or TSA