# Cisco Collaboration Flex 3.0 Contact Center

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## Cisco Collaboration Flex 3.0 Contact Center

Cisco Collaboration Flex Plan Contact Center 3.0 (Contact Center 3.0) is a subscription that offers access to Cisco Contact Center products and services with the flexibility to migrate between deployment models. A single subscription covers software and technical support for Cisco Collaboration Flex 3.0 Contact Center and tools needed to deliver AI-powered, connected customer experiences.

## Deployment models

Contact Center 3.0 provides customers the flexibility to deploy their agents in an on-premises solution and/or in the Webex® cloud—mix-and-match and transitions are possible across all deployment models. For detailed information on deployment options, refer to the Features and Benefits section of each platform.

**Table 1.** Available deployment models and platforms for Contact Center 3.0

| Deployment Model | Platform | Additional Options* |
|---|---|---|
| **Cloud** | Webex Contact Center | Cisco AI Agent, Cisco AI Assistant for Webex Contact Center (AI Assistant), Inbound Voice, Interactive Voice Response (IVR) Port, preview outbound, chat and email (agent assisted), Webex Connect, Short Message Service (SMS), WhatsApp, Facebook Messenger, supervisor features |
| | Webex Contact Center Enterprise | Inbound Voice, IVR Port, preview outbound, Webex Connect, predictive and progressive dialer, supervisor features |
| **On-premises** | Unified/Packaged Contact Center Enterprise | Inbound Voice, IVR port, preview outbound, Webex Connect (self-service channels), chat and email (agent assisted), predictive and progressive dialer, supervisor features |
| | Unified Contact Center Express | Inbound Voice, IVR port, basic outbound, chat and email (agent assisted), predictive and progressive dialer, supervisor features |

## Buying models

Contact Center 3.0 offers two buying models for all deployments: a Concurrent Agent model and a Named Agent model.

- The “Concurrent Agent” license model covers the maximum quantity of Contact Center users that are simultaneously logged in to use the Collaboration Flex Plan Contact Center software or services.
- “Named Agent” is a license model for each unique Contact Center user who logs in any given month to use the Webex Contact Center services. This is for Webex Contact Center only.

Upon reasonable request from Cisco, you will assist and make information available to Cisco to facilitate verification of the number of Software as a Service (SaaS) or software licenses that you have installed, accessed, deployed, or activated.

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**Table 2.** Available buying models on the Cisco Collaboration Flex 3.0 Contact Center

| Buying Models | Standard | Premium |
|---|---|---|
| **Concurrent Agent (all platforms)** | X | X |
| **Named Agent (Webex Contact Center only)** | X | X |

## Agent types

Contact Center 3.0 is available in two human agent types that can be blended under the Concurrent Agent buying model. These agent types are Premium Agent and Standard Agent. Both these options are available for all offers across both cloud and on-premises deployment options. A detailed list of all features available for these agent types is available in Tables 4 and 5 – 8.

## Supervisors and administrators

Please note that Supervisors and Administrators always require a Premium Agent regardless of the platform.

## Additional buying considerations

Things to note when reviewing Flex Contact Center configurations.

**Table 3.** Additional Contact Center 3.0 buying considerations

| Buying Considerations | Descriptions |
|---|---|
| **Agent flexibility** | Customers are allowed to mix deployment models and agents types under a single subscription as needed. |
| **Committed agents** | In this model, customers commit to certain quantities for the duration of the subscription. This quantity is the committed agents.<br>For on-premises deployments, customers must modify their subscription to increase committed agent quantities to maintain compliance if usage exceeds the initial commitment.<br>For cloud deployments, Cisco charges based on a usage model. The committed agent quantity is the baseline that customers are charged for. However, overage allows them to use more than the committed number of agents without the need to do a subscription modification. |
| **Agent overages** | Cloud deployments allow for agent usage more than the committed agent quantity selected on the order. Agent overages are calculated each month when the total number of agents used exceeds the total number of purchased committed agents on the order. Excess agent usage for cloud deployments is billed monthly in arrears to the customer's reseller.<br>On-premises customers who exceed their license counts in their Smart Account can bring their systems back into compliance by modifying their subscription to add new licenses or by adding a second subscription to cover temporary over-consumption situations. |

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## Webex Contact Center (WxCC)

Webex Contact Center is a cloud service that delivers comprehensive, analytics-driven contact center solutions from the Cisco® cloud infrastructure.

More information on Webex Contact Center is available here.

**Table 4.** Included features for Webex Contact Center are listed below. Additional add-on features are covered in Table 9.

| Features | Standard | Premium |
|---|---|---|
| **Inbound and outbound voice** | Included | Included |
| **Intelligent skills-based routing and queuing** | Included | Included |
| **Browser-based agent desktop** | Included | Included |
| **Standard and customizable reporting** | Included | Included |
| **Touch-tone IVR (2 ports per agent)** | Included | Included |
| **IVR Text to Speech** | Included | Included |
| **Voice callback[1]** | Included | Included |
| **Web callback[1]** | Included | Included |
| **Basic outbound (preview dialing)[2]** | Included | Included |
| **Advanced outbound (outbound option for predictive and progressive dialing)[2]** | Included | Included |
| **Call recording (one month)** | Included | Included |
| **Real-time and historical reports data storage** | Included | Included |
| **Standard CRM connectors** | Included | Included |
| **Chat and email (agent assisted)** | Included | Included |
| **Webex Connect (self-service channels)** | Included | Included |
| **SMS, WhatsApp, Facebook Messenger (agent assisted)** | Not Included | Included |
| **Multi-channel reporting and analytics** | Not Included | Included |
| **Supervisor privileges (monitoring, barge-in and coaching of all agents)** | Not Included | Included |

[1] May require services.

[2] May require Campaign Management software.

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## Webex AI Agent

The Webex AI Agent enhances productivity by automating interactions using natural-sounding language and offering real-time assistance. The AI Agent includes capabilities to create both scripted and fully autonomous AI experiences to better assist customers. Some of the capabilities are as follows:

- Scripted and autonomous agents
- Voice and digital channels
- Question answering from knowledge bases
- Action execution with fulfillment via connect flows
- In-studio preview and testing on chat and voice
- Multi-language support

Webex AI Agent currently integrates with Webex Contact Center, Webex Contact Center Enterprise (WxCCE), Unified Contact Center Enterprise (UCCE), and Packaged Contact Center Enterprise (PCCE).

More information on Webex AI Agent is available here.

**AI Agent usage**

AI Agent is purchased in "units," and usage is measured in seconds for voice interactions and in "sessions" for digital interactions.

For digital interactions, a session is defined as up to 10 inbound messages from an end user to an AI Agent. For longer digital interactions, an additional session is counted for every 10 inbound messages or any fraction thereof.

There are no additional charges for multiple language support. Each unit provides a customer with the following capacity of sessions (mix and match is allowed).

**Table 5.** AI Agent maximum usage per unit by Agent type

| Agent type | Voice (Multi-modal) | Digital |
|---|---|---|
| **Scripted** | 1600 mins | 4800 |
| **Autonomous** | 250 mins | 200 |

## Cisco AI Assistant and Webex AI Quality Management

Cisco AI Assistant and Webex AI Quality Management (AI QM) provide intelligent, data-driven insights to elevate the performance of agents and supervisors.

**Cisco AI Assistant**

Cisco AI Assistant features give agents and supervisors the context, insights, and intelligence to deliver timely, accurate responses that improve customer satisfaction, loyalty, and lifetime value. Built on Cisco's AI platform and designed specifically for Webex Contact Center, these features support and empower busy agents and supervisors to achieve their business results more quickly, easily, and with reduced stress. More information on AI Assistant and specific use cases and features available as part of this offer is available here.

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Cisco AI Assistant is available with Webex Contact Center, Webex Contact Center Enterprise (WxCCE), Unified Contact Center Enterprise (UCCE), and Packaged Contact Center Enterprise (PCCE).

**Webex AI Quality Management**

Webex AI Quality Management provides an AI based quality management option, allowing supervisors to evaluate interactions at scale. Key features include AI-powered evaluation form design, automated interaction scoring, customer sentiment analysis, and data-driven coaching insights. AI QM provides quality management across 100 percent of customer interactions, covering both human and AI agents. By aggregating operational, quality, and speech analytics metrics, AI QM helps supervisors identify performance trends and provide evidence-based feedback to agents. More information on AI QM and specific use cases and features available as part of this offer is available here.

Webex AI QM is only available with Webex Contact Center.

**Cisco AI Assistant and Webex AI Quality Management usage**

Both these offers can be used in a mix of voice minutes and/or digital sessions between an end user and a single agent. The usage is pooled across all agents/supervisors in the organization.

AI Assistant and AI QM are purchased as “units.” Each unit provides a customer with up to 1500 minutes of voice or 1000 digital sessions or a proportional mix.

For customers planning to use both AI Assistant and AI QM, a bundle offer is available. The bundle includes either of the following:

- 1500 minutes / 1000 digital sessions of both workloads
- 2500 minutes / 1600 digital sessions of a single workload

There are no additional charges for multiple language support. For voice interactions, usage is metered per second. For digital sessions, a session is defined as up to 10 inbound messages to an agent from an end user. For longer digital interactions, an additional session is counted for every 10 inbound messages or any fraction thereof.

## Webex Contact Center Enterprise (WxCCE)

Webex Contact Center Enterprise delivers the advanced capabilities of Cisco Unified Contact Center Enterprise and Cisco Unified Customer Voice Portal with all the benefits of cloud computing in a Cisco owned and managed Data Center. Webex CCE provides a comprehensive, customizable, highly secure cloud solution to meet the complex needs of the world's largest contact centers.

It is extensible via open APIs and add-on options and backed by Webex's renowned security and support. Webex Contact Center Enterprise opens a path to the cloud for even the most business-critical contact centers.

More information on Webex Contact Center Enterprise product is available here.

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**Table 6.** Included features for Webex Contact Center Enterprise[3]

| Feature | Standard | Premium |
|---|---|---|
| **Inbound and outbound voice** | Included | Included |
| **Intelligent skills-based routing and queuing** | Included | Included |
| **Browser-based agent desktop (Finesse)** | Included | Included |
| **Standard and customizable reporting (CUIC)** | Included | Included |
| **Touch-tone IVR (CVP – 1 port per agent ordered)** | Included | Included |
| **Real-time and historical reports data storage** | Included | Included |
| **Voice callback[4]** | Included | Included |
| **Web callback[4]** | Included | Included |
| **Basic outbound (preview dialing)[5]** | Included | Included |
| **Cisco Unified Contact Center Management Portal (CCDM)** | Included | Included |
| **High-availability platform** | Included | Included |
| **Webex Connect** | Included | Included |
| **Predictive and progressive dialer** | Not Included | Included |
| **Advanced outbound (outbound option for progressive and predictive dialing)[5]** | Not Included | Included |
| **Email and web chat media** | Included | Included |
| **Supervisor privileges (monitoring, barge-in, and coaching of all agents)** | Not Included | Included |
| **Administration portal** | Included | Included |
| **Infrastructure as a Service (IaaS) add-on, virtual CPU, virtual memory, and Solid State Disk Drive (SDD) memory[6]** | Optional | Optional |

[3] When ordering Webex Contact Center Enterprise, a one-time order for Core Build Services for primary geographic location and (any) remote geographic locations are required. **The Core Build Service must be ordered with initial order**.

[4] May require services.

[5] May require Campaign Management software.

[6] IaaS add-ons are for customers who will bring their own contact center software applications that they wish to have hosted in the Webex Contact Center Enterprise Data Center. Add-ons are charged by the number of 2.6 GHz Virtual CPU, Virtual CPU memory, and SDD Memory. Memory (both CPU and SDD) can be distributed across virtual CPUs used. Customer must provide the Operating System for the application and backup of the application. Customer or customer's partner is responsible for any other third-party software (such as Database) installation, entitlement, management, support, and availability of the application.

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## On-premises deployment options

### Unified Contact Center Enterprise (UCCE)

Cisco Unified Contact Center Enterprise (Unified CCE) is a highly customizable, omni-channel solution for service providers, outsourcers, and large enterprises. It intelligently routes customers to the best resources using detailed contact and agent data, enabling agents to deliver personalized, efficient service. Unified CCE features Cisco Unified Intelligence Center for reporting, Cisco Finesse® for a modern agent desktop, and distributed fault tolerance for reliability. Integration with Webex Connect adds robust digital engagement for both self-service and agent-assisted channels. Unified CCE supports up to 36,000 agents; Webex Connect for self-service digital channels is available with additional usage charges.

More information on Unified Contact Center Enterprise product is available here.

**Table 7.** Available features for Unified Contact Center Enterprise

| Features | Standard | Premium |
|---|---|---|
| **Inbound and outbound voice** | Included | Included |
| **Intelligent skills-based routing and queuing** | Included | Included |
| **Browser-based agent desktop (Finesse)** | Included | Included |
| **Standard and customizable reporting (Cisco Unified Intelligence Center [CUIC])** | Included | Included |
| **Touch-tone IVR (Customer Voice Portal [CVP] – 1 port per agent ordered)** | Included | Included |
| **Call recording** | Optional | Optional |
| **Voice callback**[7] | Included | Included |
| **Web callback**[7] | Included | Included |
| **Basic outbound (preview dialing)**[8] | Included | Included |
| **Cisco Unified Contact Center Management Portal (CCMP)** | Included | Included |
| **Task routing APIs for universal queuing** | Included | Included |
| **High-availability platform** | Included | Included |
| **Advanced outbound (outbound option for predictive and progressive dialing)**[8] | Not Included | Included |
| **Email and Web chat media** | Not Included | Included |
| **Supervisor privileges (monitoring, barge-in and coaching of all agents)** | Not Included | Included |

[7] May require services.

[8] May require Campaign Management software.

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## Packaged Contact Center Enterprise (PCCE)

Cisco Packaged Contact Center Enterprise (Packaged CCE) delivers an enterprise-class contact center in an easy-to-deploy, prepackaged model. It simplifies ordering, deployment, and management while reducing sales cycles and offering cost advantages. Packaged CCE includes Cisco Unified Communications Manager, Unified Customer Voice Portal, Unified CCE (with built-in chat, email, reporting, and the Cisco Finesse agent desktop). It supports up to 12,000 agents. Webex Connect for self-service digital channels is available with additional usage charges.

More information on PCCE is available here.

**Table 8.** Available features for Packaged Contact Center product Enterprise

| Feature | Standard | Premium |
|---|---|---|
| **Inbound and outbound voice** | Included | Included |
| **Intelligent skills-based routing and queuing** | Included | Included |
| **Browser-based agent desktop (Finesse)** | Included | Included |
| **Standard and customizable reporting (CUIC)** | Included | Included |
| **Touch-tone IVR (CVP – 1 port per agent ordered)** | Included | Included |
| **Call recording** | Optional | Optional |
| **Voice callback**[9] | Included | Included |
| **Web callback**[9] | Included | Included |
| **Basic outbound (preview dialing)**[10] | Included | Included |
| **Task routing APIs for universal queuing** | Included | Included |
| **High-availability platform** | Included | Included |
| **Advanced outbound (outbound option for predictive and progressive dialing)**[10] | Not Included | Included |
| **Email and Web chat media** | Not Included | Included |
| **Supervisor privileges (monitoring, barge-in and coaching of all agents)** | Not Included | Included |
| **Additional CVP Ports** | Optional | Optional |

[9] May require services.

[10] May require Campaign Management software.

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## Unified Contact Center Express (UCCX)

Cisco Unified Contact Center Express provides a secure, available, and sophisticated contact center software solution for up to 400 agents and Interactive Voice Response (IVR) ports that are easy to deploy and manage. This omnichannel solution is ideal for formal and informal small to medium-size contact centers.

More information on UCCX product is available on the here.

**Table 9.** Available features for Unified Contact Center Express

| Feature | Standard | Premium |
|---|---|---|
| **Inbound and outbound voice** | Included | Included |
| **Intelligent skills-based routing and queuing** | Included | Included |
| **Browser-based agent desktop (Finesse)** | Included | Included |
| **Standard and customizable reporting (CUIC)** | Included | Included |
| **Touch-tone IVR (2 ports per agent)** | Included | Included |
| **Call recording** | Optional | Optional |
| **Voice callback**[11] | Included | Included |
| **Web callback**[11] | Included | Included |
| **Basic outbound (preview dialing)**[12] | Included | Included |
| **High-availability platform** | Included | Included |
| **Advanced outbound (outbound IVR for predictive and progressive dialing)**[12] | Not Included | Included |
| **Email and web chat media** | Not Included | Included |
| **Supervisor privileges (monitoring, barge-in and coaching of all agents)** | Not Included | Included |

[11] May require services.

[12] May require Campaign Management software.

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## Webex Workforce Optimization

Webex Workforce Optimization transforms a contact-center supervisor's experience, giving them access to more data and more powerful tools in simplified and flexible views so they are better equipped to lead their teams in delivering exceptional customer experiences.

The powerful Webex Workforce Optimization suite of applications includes:

- Workforce Management
- Quality Management
- Analytics

Customers purchasing Webex WFO need to make sure to get an SOW quote for Webex WFO provisioning and implementation from an authorized Webex WFO implementation partner.

More information on Webex Workforce Optimization is available here.

## Contact center add-on options

The following table outlines various optional add-ons that are available for each Cisco Contact Center product.

**Table 10.** Add-ons for contact center offers

| Available add-on | Webex CC | Webex CCE | UCCE / PCCE | UCCX |
|---|---|---|---|---|
| **Cisco AI Assistant** | + | + | + | N/A |
| **Webex AI Agent** | + | + | + | N/A |
| **Webex AI QM** | + | N/A | N/A | N/A |
| **Additional recording storage** | + | N/A | N/A | N/A |
| **Webex Campaign Management** | + | N/A | N/A | N/A |
| **Agent Campaign Management (outbound campaigns) - Legacy** | + | N/A | N/A | N/A |
| **IVR Campaign Management (outbound campaigns)** | + | N/A | N/A | N/A |
| **Basic Quality Management** | + | + | + | + |
| **Quality Management** | + | + | + | + |
| **Basic Workforce Management** | + | + | + | + |
| **Workforce Management** | + | + | + | + |
| **WFO Analytics with Transcription**[13] | + | + | + | + |
| **Enterprise Analytics** | + | + | + | + |
| **WFO Bundle**[13] | + | + | + | + |

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| Available add-on | Webex CC | Webex CCE | UCCE / PCCE | UCCX |
|---|---|---|---|---|
| **WFO Storage** | + | + | + | + |
| **WFO Call Recording** | + | + | + | + |
| **WFO Insights** | + | + | + | + |
| **Google CCAI** | + | N/A | N/A | N/A |
| **Bring Your Own Virtual Agent** | + | + | + | N/AN |
| **Webex Contact Center PSTN (USA + Canada)** | + | N/A | N/A | N/A |

[13] WFO Bundle cannot be mixed with a-la-carte Quality Management, Workforce Management, WFO Analytics, and WFO Analytics with Transcription.

[+] Paid add-on

## On-premises licensing and software delivery

On-premises licenses are available via electronic delivery. The optimal experience is via a Smart Account. Your Partner is responsible for entering your Smart Account information at the time the customer's order is placed. Instructions for creating a Smart Account can be found here.

The on-premises software and license Product Authorization Keys (PAKs) are available through the links provided in the eDelivery email that will be sent to the email address(es) provided on the order. Instructions will be included on how to register the PAKs and install the license bin file.

## Ordering information

To place an order, contact your local Cisco Certified Partner ("Partner") or Cisco Sales agent. If you need help finding a Partner in your area, use the Partner Locator here. Your Partner or Cisco Sales agent can also assist with any modifications to your subscription after your initial order is placed.

An Assessment-to-Quality (A2Q) must be completed prior to receiving initial access to the products (initial design) and during the term (design changes). A Post-sale A2Q review request can be submitted via the Cisco reseller.

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## Technical support services

Cisco provides technical support in three tiers: Basic, Solution Support, and Premium.

**Basic Support** includes 24x7 phone support with a 60-minute response time, access to the Cisco Technical Assistance Center (TAC), Knowledge Base, and software updates and upgrades. Basic Support is included with any Cisco Collaboration Flex Plan subscription booked through a Webex Contact Center Certified Partner; it is not available through non-certified partners.

**Solution Support** adds 24x7 phone support with a 30-minute response time, a dedicated support team, multivendor coordination, and limited Webex Contact Center MACD guidance, along with all Basic Support features.

**Premium Support** offers all Solution Support features plus 24x7 phone support with a 15-minute response time, dedicated Cisco technical experts, personalized support to minimize disruptions, escalation and incident management, technical enablement guidance, business and technical reviews, and advanced Webex Contact Center MACD support.

**Table 11.** Key Features

| Key Features | Basic Support | Solution Support | Premium Support |
|---|---|---|---|
| **Software updates, Knowledge Base** | Included | Included | Yes |
| **Cisco Technical Assistance Center (TAC) for incident remediation** | Included | - | - |
| **Dedicated Solution Support team** | - | Included | Included |
| **Multivendor support coordination** | - | Included | Included |
| **Monthly business and technical review** | - | - | Included |
| **Monthly business consultation from experts** | - | - | Included |
| **Assistance and guidance for lifecycle enablement** | - | - | Included |
| **Designated Cisco technical experts as trusted advisors** | - | - | Included |
| **Escalation management for Severity 1 and 2** | - | - | Included |
| **MACD guidance (limited)*** | - | Included | Included |
| **MACD guidance (Advanced)*** | - | - | Included |

*MACD Guidance is available only for Webex Contact Center, and is not available for On Prem or Enterprise deployment options.

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## Webex Contact Center/Enterprise Setup Assist

Webex Contact Center Setup Assist and Webex Contact Center Enterprise Setup Assist services are available to help customers with initial setup and configuration, agent activation, training, and more. These services are mandatory for Non-Webex Contact Center certified partners and Cisco Direct deployments. For detailed scope, packages, pricing, and ordering information, refer to the Cisco Collaboration Flex 3.0 Contact Center Ordering Guide.

## Cisco environmental sustainability

Information about Cisco's environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the "Environment Sustainability" section of Cisco's Corporate Social Responsibility (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the "Environment Sustainability" section of the CSR Report) are provided in the following table:

| Sustainability topic | Reference |
|---|---|
| **Information on product material content laws and regulations** | Materials |
| **Information on electronic waste laws and regulations, including products, batteries, and packaging** | WEEE compliance |

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

## Cisco Capital

**Flexible payment solutions to help you achieve your objectives**

Cisco Capital® makes it easier to get the right technology to achieve your objectives, enable business transformation, and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services, and complementary third-party equipment in easy, predictable payments. Learn more.

## Definitions

"**Contact Center User**" is a user who logs into the contact center system as part of the job duties performed on the customer's behalf.

"**Concurrent Agent**" means the maximum quantity of Contact Center Users that are simultaneously logged in to use the Collaboration Flex Plan Contact Center software or services.

"**Named Agent**" Named Agent" means a unique Contact Center User that logs in on any given month to use the Webex Contact Center services. This model is currently available for Webex Contact Center only.

"**Port**" means a logical connection point for a single voice call involving an interactive voice response function.

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## Document history

| New or Revised Topic | Described In | Date |
|---|---|---|
| **Add Webex AI QM and updated AI Agent/AI Assistant usage** | Cisco AI Assistant and Webex AI Quality Management | April 2026 |
| **Add Webex Campaign Management** | Contact center add-on options | July 2025 |
| **Add expanded WFO options** | Webex Workforce Optimization section and Table 10 | June 2025 |
| **Add AI Agent** | Webex Contact Center section | March 2025 |
| **Add AI Assistant** | Webex Contact Center section | February 2025 |
| **IVR Text to Speech** | Table 9 | June 2024 |

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