Cisco Webex Contact Center license consumption and reporting

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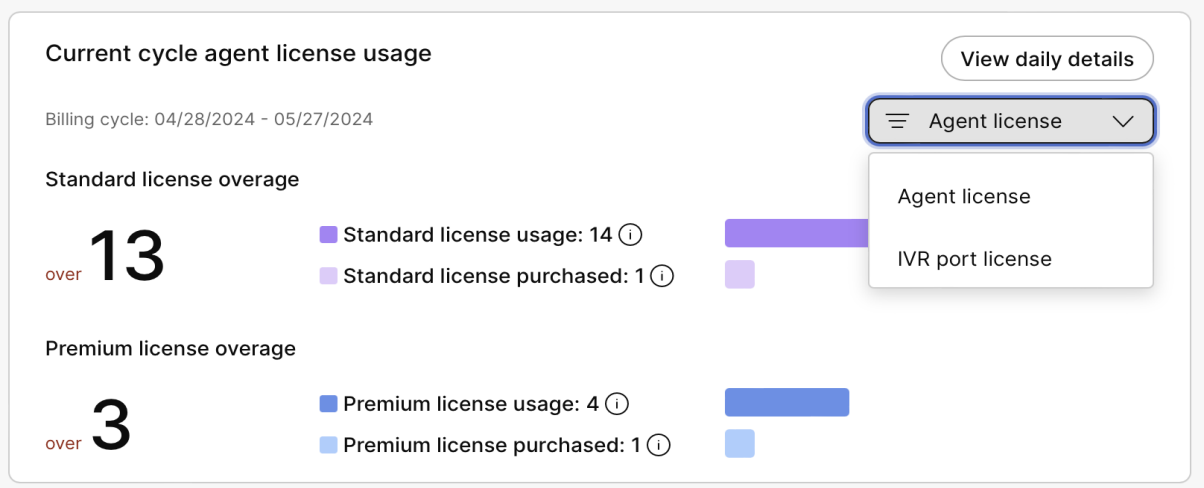
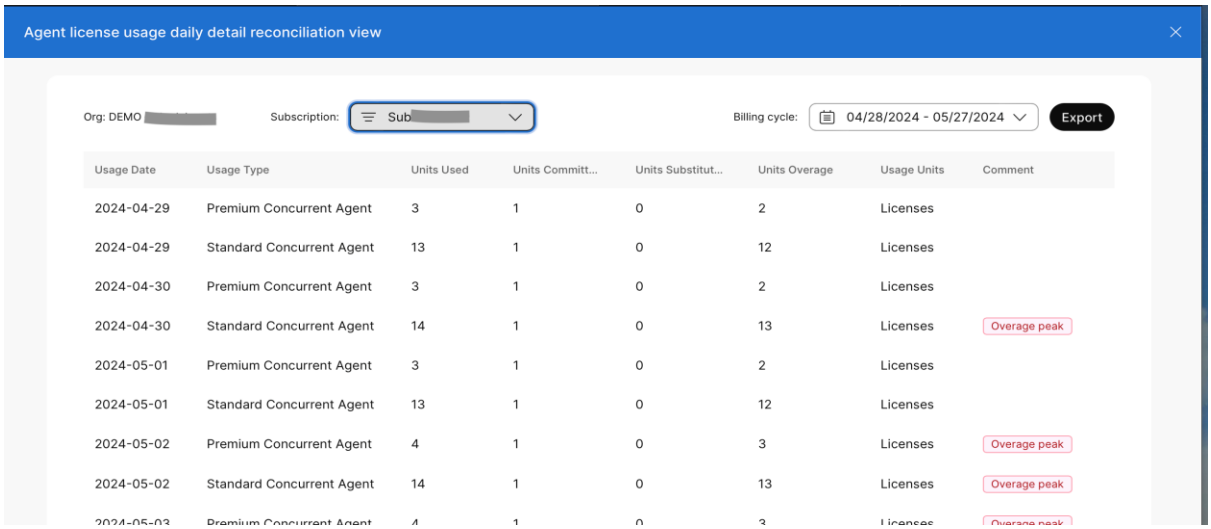
Overview

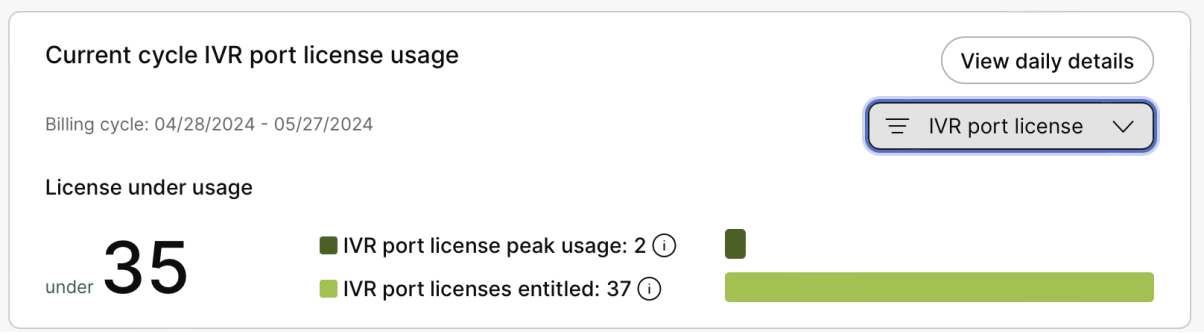
The License Current Usage Card is available on Control Hub's Contact Center Landing Page. This card allows Administrators, and anyone with access to the Contact Center Landing Page to see the amount of Premium and Standard Agent Licenses that their subscription has used during the current billing cycle. It indicates what the billing cycle is, how many licenses are purchased, and if they are over or under their allowed amount. It also allows the selection of IVR license usage. Both Agent and IVR usage provide Daily detail of a selected cycle.

Note: This feature is currently available only in the US, UK, and EU regions; but will be in all Webex Contact Center regions in August of 2024.





Usage Date	Usage Type	Units Used	Units Committ...	Units Substitut...	Units Overage	Usage Units	Comment
2024-04-29	Premium Concurrent Agent	3	1	0	2	Licenses	
2024-04-29	Standard Concurrent Agent	13	1	0	12	Licenses	
2024-04-30	Premium Concurrent Agent	3	1	0	2	Licenses	
2024-04-30	Standard Concurrent Agent	14	1	0	13	Licenses	Overage peak
2024-05-01	Premium Concurrent Agent	3	1	0	2	Licenses	
2024-05-01	Standard Concurrent Agent	13	1	0	12	Licenses	
2024-05-02	Premium Concurrent Agent	4	1	0	3	Licenses	Overage peak
2024-05-02	Standard Concurrent Agent	14	1	0	13	Licenses	Overage peak
2024-05-03	Premium Concurrent Agent	4	1	0	3	Licenses	Overage peak



Webex Contact Center Flex allows customers using Cisco cloud contact center platforms to use contact services in a flexible model. Flex subscriptions offer overage SKUs for your seasonal needs and provide the ability to review the committed amount for unplanned needs, without increasing your monthly committed usage.

Details for Webex Contact Center (Webex CC)

- Overage SKUs are added to every order automatically.
- Overage SKUs have prices and discounts that are separate from committed SKUs.
- Overage SKUs are considered for any usage above committed values for agents, ports, and Webex WFO.
- Overage is billed in arrears.
- Additional usage does not increase commit for SKUs.

This document provides information about usage and overage billing for Webex Contact Center subscriptions.

What did we upgrade?

We are improving the way we track and account utilization of Webex Contact Center Services. We are updating our cloud contact center solution to better report the invoice usage above the committed usage in the subscription.

What does this mean to you?

If you're a Webex Contact Center customer and you are utilizing more licenses than you have purchased, you may have or will soon see overage charges on your invoice.

U.S. customers who purchase Concurrent Agents began having their agent counts tracked and invoiced for overage beyond their committed amounts in December 2022 invoices. Starting February 2024, customers in the United States with IVR overage, and/ Overage of Named Agents began seeing overage usage in their invoices. The UK began invoicing for overage for Concurrent and Named Agents as well as IVR in the February 2024 invoices as well. The EU region will began invoicing for overage in May 2024.
Australia, New Zealand, Japan, and Canada will all bill overage in September 2024.

This is part of a larger effort to effect clarity and consolidation for usage data into Control Hub where customers can see consumption of different services such as recording storage, WFO, PSTN, AI services and others.

Where is this available?

While we initially implemented overage reporting and billing for customers in the United States, global deployment is in progress during Cisco's 2024 fiscal year. Customers using older versions of Webex Contact Center can't see usage data until they migrate to the latest version of Webex Contact Center.

When and where can I see my usage data?

The Reconciliation view is available from the "Daily Detail" button on the Current Usage card on the Contact Center landing Page. We are also working on implementing the ability for usage data to be visible in Partner Hub.

How is usage determined?

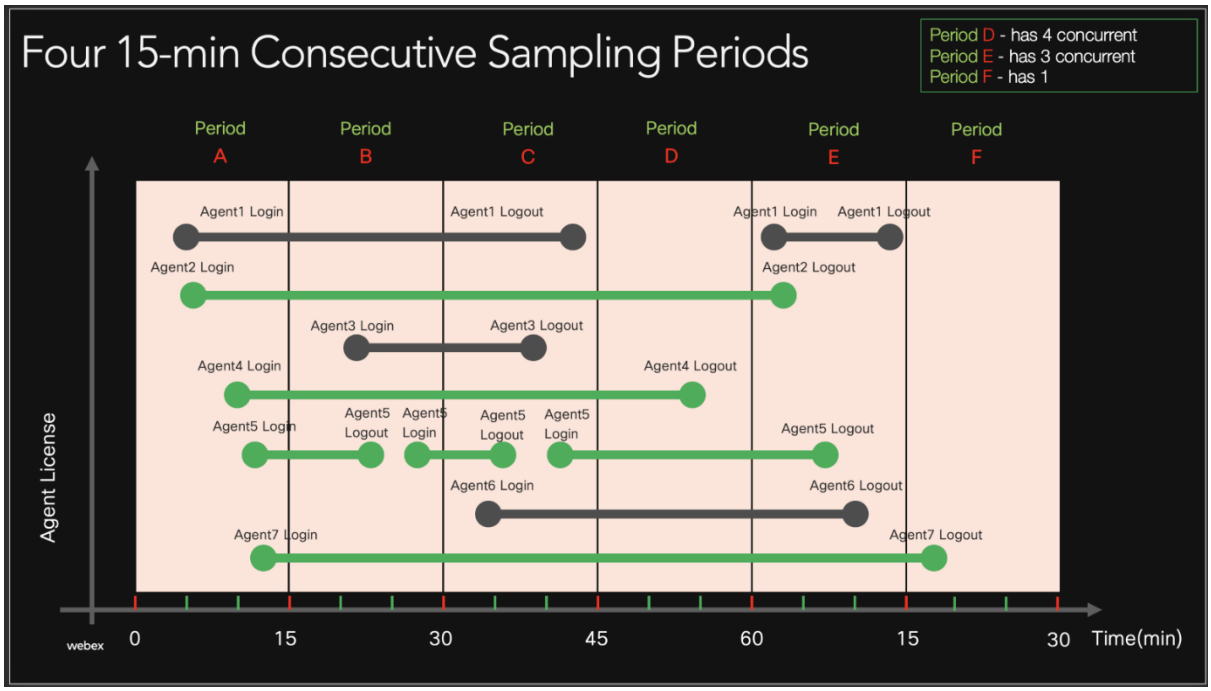
Usage Period

The usage period and overage determination is monthly based on the billing date of your subscription; for billing the time is calculated as UTC. For instance, if your subscription's billing date is on the 8th of the month, your usage period is from the 8th of this month to 7th of the next month.

Concurrent agents

The concurrent agent model allows the contact center to assign any number of agents, based on the requirements. Usage is counted as the highest number of simultaneously logged in agents. To accommodate shift changes, counting an agent as usage indicates that the agents were signed in for at least one minute during each of four 15-minute consecutive sampling periods.

The illustration shows that during the 4th time sample (Period D: minutes 45 to 60) Agent 2, Agent 4, Agent 5, and Agent 7 are all counted; a total of four concurrent agents.



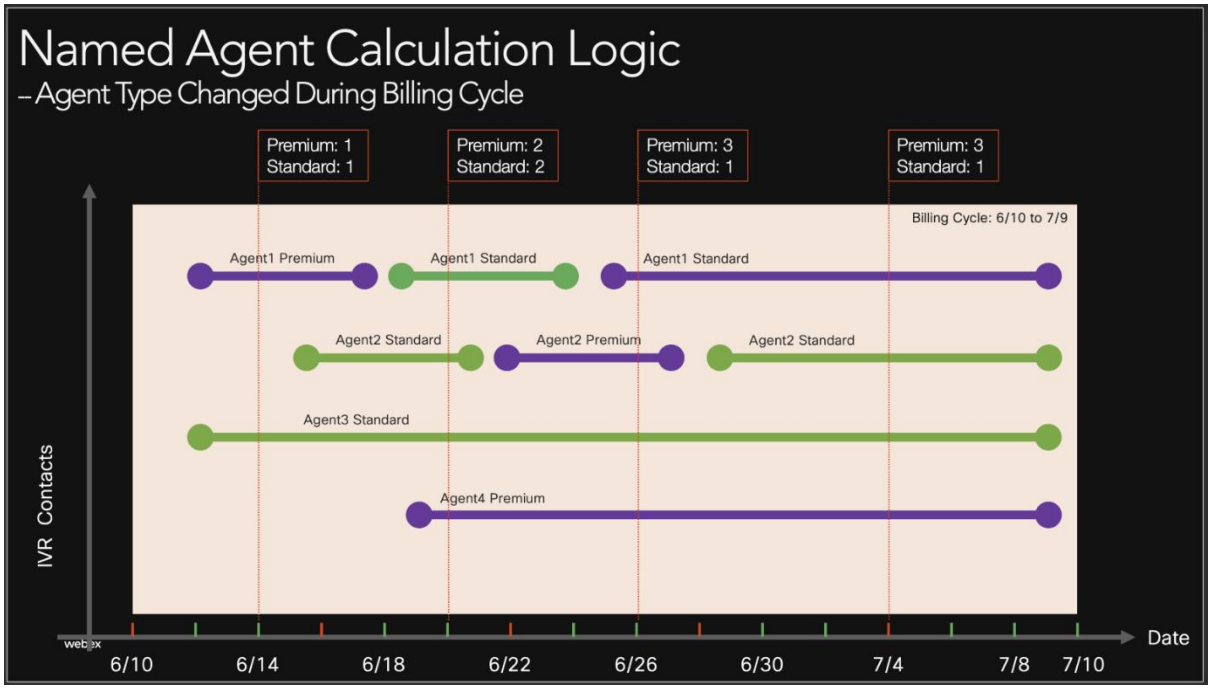
Named Agents

In the named agent model, a license is counted for every agent who signs into Webex Contact Center during the month (determined from the subscription billing date).

- If 10 agents (of the same type - Standard or Premium) sign in during the month; there are 10 named agents used.
- If only 6 of the 10 agents sign in during the month, then there are 6 named agents used.
- If all 10 agents sign in, and one of the 10 agents is deleted, and another agent is created who also signs in during the same month; there are 11 named agents used.

Overage occurs when more agents of either Premium or Standard are assigned and sign in than the number of licenses committed for the customer.

An agent will only be counted as one license during the billing cycle: once Premium during the Period; counted as Premium.



Premium for Standard agent substitution

The substitution policy allows Premium agent licenses to substitute for Standard agent licenses to reduce and or eliminate overage of Standard licenses. This depends on the customer committing Premium agent licenses not used. This substitution determination is done daily. For example:

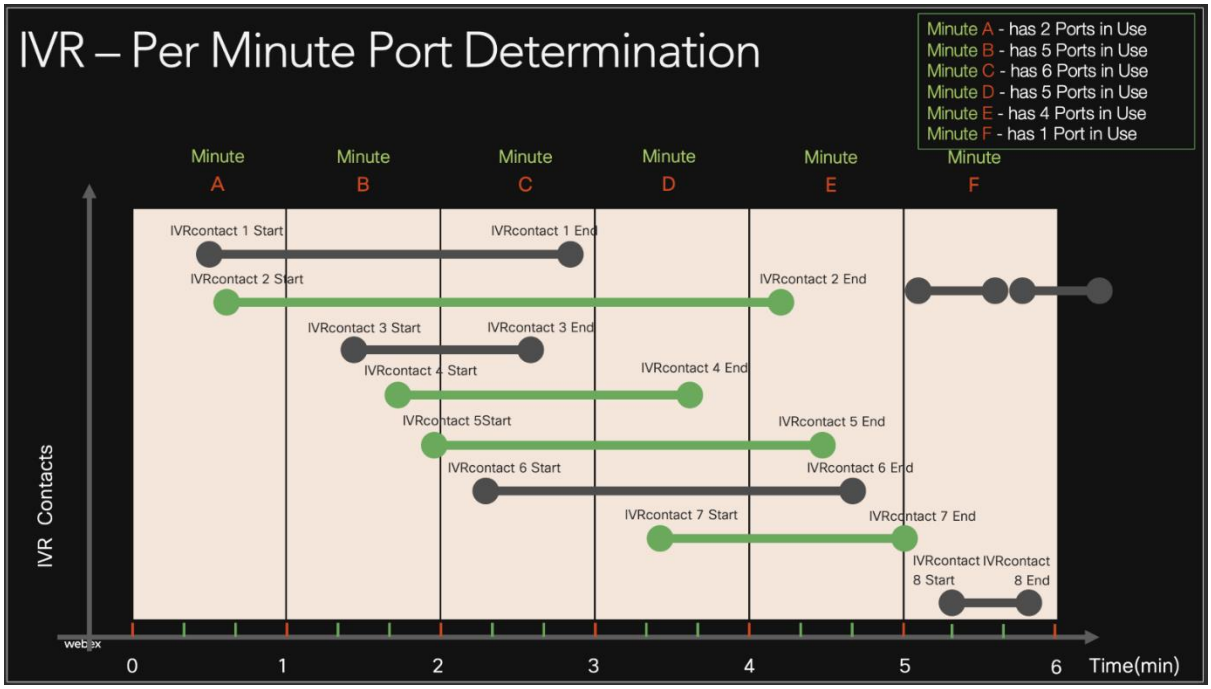
- On day 1, if you have 10 Premium and 10 Standard licenses, you can use 10 standard and 10 premium licenses. You will have no overage.
- On day 2, if you use 15 Standard and no Premium licenses, you can use 5 of your premium seats as your standard usage. You will not receive overage.
- On day 3, if you use 15 Standard and 10 Premium licenses, you can use an overage of five standard seats.
- On day 4, if you use 1 Standard and 12 Premium licenses, you can use overage of two premium licenses. This doesn't negate the substitution that occurred on day 2, but standard seats cannot substitute for premium.

IVR Port usage

IVR ports are used when contacts interact with the system's menus and prompts; whether doing self-service or navigating to be routed to an agent for assistance. They are counted as simultaneous connections within one minute.
Contacts that are simply waiting in queue do not occupy an IVR port.

Note: The Flex offer currently bundles 2 IVR ports for each agent license regardless of whether it is a Standard or Premium license and whether committed or incurred as overage.
IVR Ports are not the same as Voice entitlements.
IVR Overage can occur to a limited level the level even if the Voice Entitlement surge protection were set to 0.

IVR usage is totaled over the usage period and the number of bundled IVR ports are subtracted from that total to determine if there is excess usage. Customers can also purchase additional IVR ports independent of agent licenses.



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