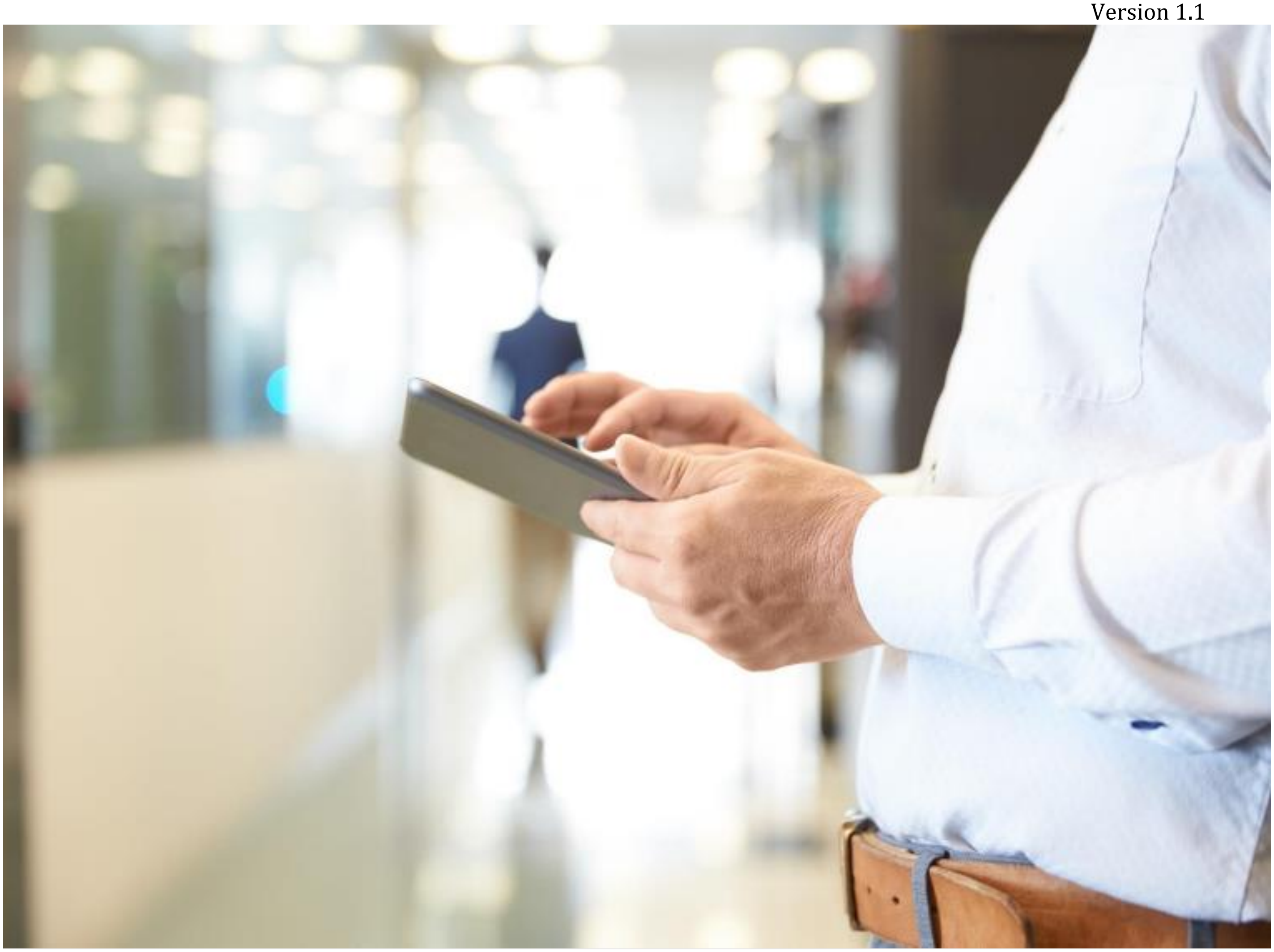
Webex Wholesale Route to Market (RTM) Billing Pack

Implementation Guidelines

Version 1.1



Contents

Recent Changes

Date	Version	Description	Revised By
03rd Jun 2023	1.0	• Document creation	P Humphries
14th Nov 2023	1.1	• Updated developer website references	P Humphries

1 Introduction

1.1 Overview

The purpose of this document is to facilitate the integration of business processes between Cisco and our trading Partners by promoting seamless data exchange, particularly in the area of billing. The document covers various topics to provide comprehensive information and guidance. The topics included are:

- External ID: Explaining the significance of the External ID parameter and its role in linking Partner's systems to customers within the Cisco ecosystem.
- Understanding your invoice: Providing insights into the structure and components of the invoice generated by Cisco, helping Partners gain a clear understanding of the billing information presented.
- Creating your invoice: Offering guidance on how Partners can create their own invoices for their customers based on the usage data provided by Cisco.
- Detailed Call Records: Providing a comprehensive overview of the Call Detail Records (CDR).
- Frequently Asked Questions (FAQ): Addressing common queries and concerns that Partners may have regarding the billing integration and data exchange processes.

By covering these topics, the document aims to support Partners in establishing efficient and effective integration of business processes with Cisco, particularly in the context of billing operations.

1.2 Audience

The intended audience for this document includes:

- Business analysts: Individuals responsible for analyzing business requirements, identifying integration needs, and ensuring that the integration project aligns with business objectives.
- Engineers: Professionals with technical expertise who will be involved in implementing the integration project, including developing and configuring systems and applications for seamless data exchange.
- Technical architects: Professionals who provide guidance and design solutions for the integration project, ensuring that technical aspects align with business requirements and overall architecture.

- Other stakeholders: This includes individuals from various roles and departments who have an interest in understanding both the business and technical aspects of the integration project, such as project managers, decision-makers, and executives.

1.3 Wholesale Webex Overview

The Wholesale RTM is a strategic solution designed to bring Webex to the SMB segment by leveraging the market power of Partners around the world. It is made up of a new operations model, new commercials and new partner programs.

The first Wholesale offer is Webex and comes in 5 packages: Common Area Calling, Enhanced Calling, Webex Calling, Webex Suite, and Webex Meetings. Its primary target is the small to mid-market enterprise.

Wholesale Webex leverages the same calling, messaging, and meetings services infrastructure as do other Webex offers (Webex Calling Flex, Webex Work, Webex Online, etc.). Where it is important to differentiate Wholesale Webex, it is noted.

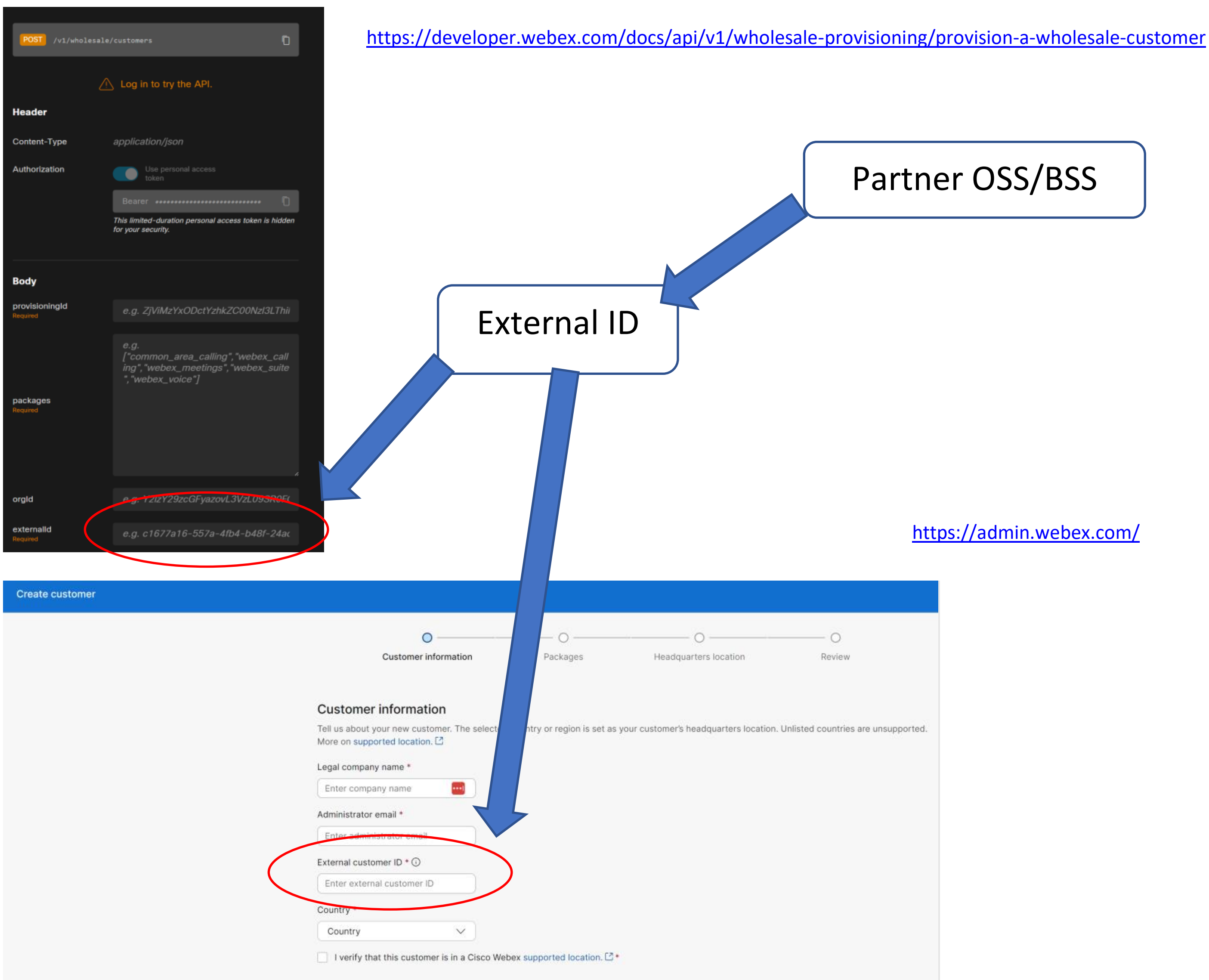
The Wholesale platform delivers operations APIs and Partner Portal innovations that make high-volume, high-velocity transactions possible, while making it easy for partners to create differentiated, cobranded offers in market with their own products.

The new Wholesale commercial strategy facilitates the move to the Webex cloud with predictable, fixed, per-user per-month packaging and monthly billing in arrears. A single commercial relationship with each partner is the anchor for all of their end customers, greatly simplifying workflows.

The Wholesale partner programs address both the technical and business goals of the partner. Cisco's Success Planning process is designed with two parallel workstreams: Technical Onboarding and Go-to-Market. Dedicated Cisco experts, paired with comprehensive online partner training and a robust set of migration and marketing toolkits assure the onboarding experience exceeds expectations.

2 External ID

The External ID parameter, which can be entered either through the create Wholesale Webex customer API or via the portal, is provided to Partners to establish a link between their internal billing or OSS/BSS systems and the corresponding customer within the Wholesale Webex offer. This parameter serves as a unique identifier and is utilized across the Wholesale ecosystem. It is also included in the billing reports generated, allowing Partners to easily correlate and reconcile their internal systems with the billing data provided by the Wholesale platform. By using the External ID parameter, Partners can seamlessly integrate their systems and maintain consistency between their own processes and the Wholesale RTM infrastructure.



3 Understanding your invoice

3.1 Overview

The Wholesale RTM utility billing for Webex gives Partners flexibility within their purchasing model and can select either a committed or uncommitted deal.

Committed: Partners can choose to commit to a monthly spend for a minimum three-year term subscription. In this case, partners will always pay the committed spend amount. However, if the number of provisioned users exceeds the committed spend (overage), Partners will be responsible for paying the difference. This difference is calculated by subtracting the monthly committed spend amount from the total cost of the provisioned users, which is determined by multiplying the number of provisioned users by the price per user per month.

The invoice will include a line item labeled *A-W-CS-MNTH*, which represents the monthly committed spend for the services. This amount is billed in advance and is based on the committed spend agreed upon.

If there is any overage in usage for the previous month, it will be added to the invoice. The overage charges are calculated using the committed spend price points for the respective packages. This means that any additional usage beyond the committed spend will be charged at the agreed price per unit for each package.

Uncommitted: Provisioning charges for uncommitted users will be calculated based on monthly rates. In the partner portal, users can be provisioned or de-provisioned at any time during the subscription period, providing flexibility. For users provisioned or de-provisioned within a month, the charges will be prorated based on the actual number of days in service. Billing for uncommitted users is invoiced monthly in arrears, meaning the charges are billed for the previous month's usage.

Under the *uncommitted* purchasing model, at the conclusion of the billing cycle, Cisco will generate an invoice for the Partner or distributor. This invoice will reflect the overall consumption of all ordered Wholesale Webex packages across their customer base. Below is a sample invoice illustrating that the Partner consumed four packages, including their respective quantities and prices, resulting in the total monetary value of consumption.

Quantity (user months) = The number of user months that were consumed over the period.

Rate Price = The agreed price of the package as defined by the initial order.

Extended Amount (Excluding Tax) = Quantity * Rate Price.

In addition to the Wholesale Webex offer, the invoice may include separate SKUs that are not usage-based. These SKUs represent other products or services that are billed differently. Section 4 of the document provides an explanation of how to interpret these additional line items on the invoice. It outlines the mechanism for understanding the billing methodology and provides guidance on how to decipher and analyze these line items accurately. By referring to Section 4, Partners can gain a clear understanding of how to interpret and handle these separate SKUs within the invoice.

cisco

INVOICE
COPY

Cisco Systems
Viale Luigi Majno, 17
20129
Milan
Italy

REMIT TO:
(USD) - BANK OF AMERICA N.A. LONDON
SWIFT:
Account Number:
For Credit to Cisco Systems
SRL USD-IBAN:
United Kingdom
VAT: IT10978220159

INVOICE NUMBER	INV DATE	AMOUNT
66000372	14-MAY-2023	5035.42
PO NUMBER	**DUE DATE**	**CURRENCY**
81-2729	13-JUN-2023	USD
PREVIOUS TRANSACTION #	**TERMS**	**WEB ORDER ID**
	30 NET	926973
CUSTOMER NUMBER	**BILL TO NUMBER**	**ORDER DATE**
1116	100362	

BILL-TO:
Paul Inc.
Demo Street
Demo Town

SERVICE-TO:
Paul Inc.
Demo Street
Demo Town

SUMMARY OF CHARGES	
RECURRING CHARGES	0.00
USAGE/OVERAGE CHARGES	**5035.42**
OTHER CHARGES	0.00
SUB TOTAL (EXCL. TAX)	**5035.42**
TAXES	0.00
TOTAL AMOUNT (INCL. TAX)	**5035.42**

VAT# 11385

DOCUMENT SEQ # IT2310000099

Billing Inquiries: EMWRX@CISCO.COM

RECURRING CHARGES

PO LINE#	LINE NO	SERVICE DESCRIPTION	DURATION MONTH(S)	QTY	RATE PRICE	TAX RATE (%)	EXTENDED AMOUNT (Excl. Tax)
		A-WHOLESALE Webex for Wholesale **Subscription ID:** Sub **1234567** **Billing Period:** 13-May-23 to 12-Jun-23 Reseller - **Paul Inc.** Reseller Number - **654321** Reseller Site Id - **9876543**					
81-27290-D	1	SVS-FLEX-SUPT-BAS-Basic Support for Flex Plan	1	1	0.00 Per Each / mth	0	0.00
						SUB TOTAL	**0.00**

USAGE/OVERAGE CHARGES

PO LINE#	LINE NO	SERVICE DESCRIPTION	DURATION MONTH(S)	QTY	RATE PRICE	TAX RATE (%)	EXTENDED AMOUNT (Excl. Tax)
		A-WHOLESALE Webex for Wholesale **Subscription ID:** Sub **Billing Period:** 13-Apr-23 to 12-May-23 Reseller - **Paul Inc.** Reseller Number - 1000 Reseller Site Id - 1019					
81-27290-D	2	A-W-CA-CALL-U-Wholesale Common Area Calling Usage		105.425	**5** Per User	0	**527.12**
81-27290-D	3	A-W-WXC-CALL-U-Wholesale Webex Calling Usage		356.6889	**8** Per User	0	**2853.51**
81-27290-D	4	A-W-WXE-CALL-U-Wholesale Enhanced Calling Usage		268.0069	**6** Per User	0	**1608.04**
81-27290-D	5	A-W-WXM-MEET-U-Wholesale Webex Meetings Usage		5.1944	**9** Per User	0	**46.75**

Chamber of Commerce registration no. MI-1425166
Share Capital information 10400 Euro
Company with a sole Quota-holder CISCO ISH BV

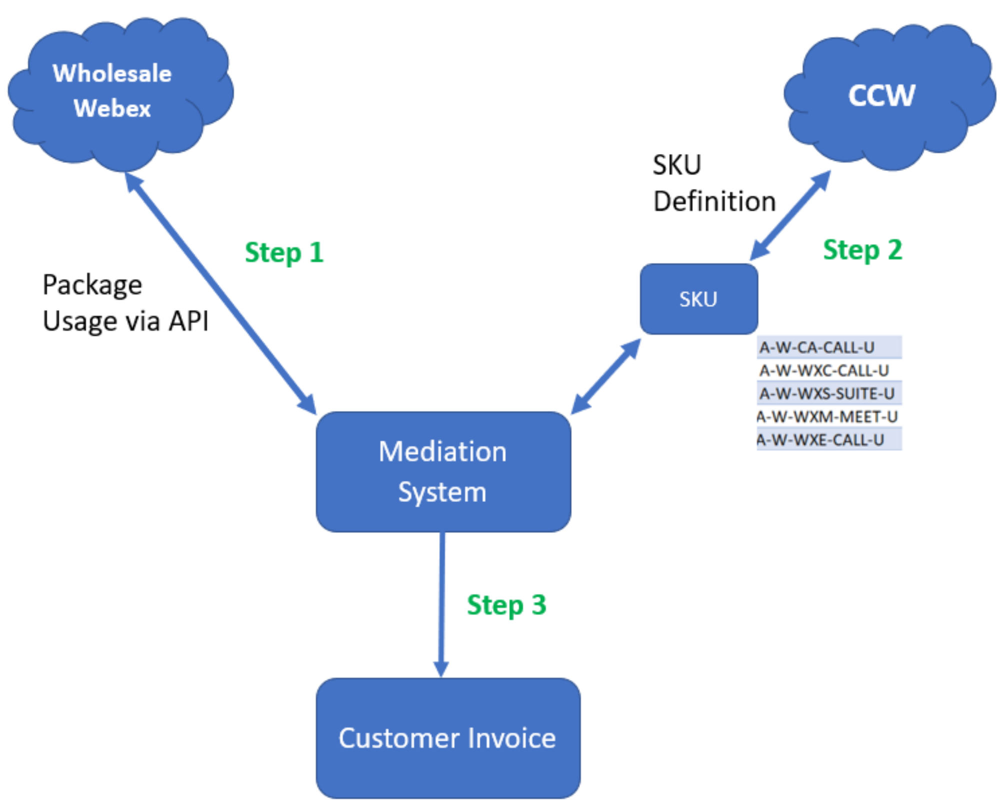
4 Creating your invoice

4.1 Overview

To enable Partners to invoice their individual customers, Cisco has provided a set of APIs that streamline and automate the invoicing process. These APIs offer a convenient way for Partners to integrate invoicing functionality into their systems, allowing for seamless and efficient billing operations.

4.2 Commerce Catalog Web Services (Understanding Cisco SKU)

The Commerce Catalog Web Service (CCWS) provides Partners with the ability to retrieve comprehensive information about ordered Cisco SKUs, including those associated to the Wholesale Webex offer. Through CCWS, Partners can request specific billing details such as unitOfMeasure (e.g., per user) and chargeType (e.g., usage) for accurate invoicing purposes. While it is not mandatory to perform this request, Cisco suggests making an initial request and caching the response details for subsequent use. This approach helps streamline the process and improve efficiency when generating invoices.



Step 1: Partner will retrieve consumption billing information via the Wholesale Webex billing API.

Step 2: Partner will query CCW per SKU to determine the offer details.

Step 3: Partner generates the customer invoice based on SKU details and Consumption quantities.

CCWS includes the following API:

- **Get Item Information API -** Enables you to use SKUs to request items' detailed information.
- **Get Mapped Service API** – Enables you to use SKU to search for:
    - Service Programs
    - Service Levels
    - Service Levels Descriptions
    - Service SKU
    - Service SKU Descriptions
- **Get Offer API -** Enables you to obtain a list of all products along with key attributes of a specific price list.
- **Get Offer Details API -** Enables you to obtain additional product attributes details of the offers received from the Get Offers API response.
- **Get Mandatory Attach API -** Enables you to obtain mapping of mandatory subscription that should be sold along with a Hardware or Software ATO received from the Get Mandatory Attach API response.
- **MajorMinorMapping API** – Enables you to obtain MajorMinor Mappings for an item, major header, minor header or a combination of Major and Minor header.

Communication Protocol

Cisco facilitates the use of the Commerce Catalog Web Service (CCWS) through an Application Programming Interface (API) that is constructed on a RESTful Web Service framework. This API enables the sending of CCWS requests by making REST requests using the HTTP protocol. Leveraging REST as the communication method allows for seamless information exchange between systems operating on different operating systems. This flexibility ensures that processes can effectively interact and integrate, regardless of their underlying infrastructure.

Registration & Authentication

To interact with Cisco's APIs, you are required to register your applications through the Cisco API console. The registration and authentication process are as follows.

1. Go to https://apiconsole.cisco.com/ and login with a valid CCO ID and password.
2. Once logged in, click the 'My APIs' tab.
3. Find CCW Catalog. If the 'Register' button appears next to this API, please skip to step#5.
4. Click on 'Request Access'. An email template should pop up, please fill out the information in the email body. A confirmation email be sent to you. Once access is granted, repeat step#1 through 3.
5. Click the 'Register' button.
6. Give your application a name.
7. Under OAuth 2.0 credentials, select the checkbox next to Resource Owner Credentials. Please Note: Make sure to select 'Resource Owner Credentials'. If you select any other value, you will still be able to successfully generate a token. However, when using that token to call the CCWS, you will receive an error.
8. Select the checkbox next to "Refresh Token".
9. Under Select APIs, click the checkboxes next to "Get Item Information API", "Get Mapped Services API", "Get Offer API", Get Offer Details API", "Get Mandatory Attach API", MajorMinorMapping API.
10. Under Terms of Service, click the checkbox next to 'I agree to the Terms of Service'.
11. Click the 'Register' button.
12. After the application registration is complete, the console window displays an 'Application Registered' message. Please note the Client ID and Client Secret, as these values will be needed to successfully generate an access token.
13. You may log out of the API Console; your application is now registered.

Endpoint URLs

Endpoint URLs are the origin or destination of a session. The Production endpoint URLs for both APIs are listed in Table 2. Special connectivity such as VPN is not required.

Services	Method	URLS
Get Item Information		https://apix.cisco.com/commerce/CATALOG/v2/sync/getItemInformation
Get Mapped Service		https://apix.cisco.com/commerce/CATALOG/v2/sync/getMappedService
Get Offers	Post	https://apix.cisco.com/commerce/CATALOG/lpcservices/v1/offers
Get Offer Details	Post	https://apix.cisco.com/commerce/CATALOG/lpcservices/v1/offerDetails
Get Mandatory Attach Details	Post	https://apix.cisco.com/commerce/CATALOG/lpcservices/v1/mandatoryAttachMapping/mappingDetails
MajorMinorMapping	Post	https://apix.cisco.com/commerce/CATALOG/lpcservices/v1/majorMinor/attributes

HTTP Header

Property	Specification
Authorization	Token for authorization Type: String Example: Authorization: Bearer (your token)
Accept	Accepted Content type application/json Type: String Example: Accept: application/json
Content-Type	Supported Content type application/json Type: String Example: application/json

Guideline Annotations

Use the below table to reference the elements' cardinality.

Cardinality Value	Semantics
1	Mandatory, only one instance
1…n	Mandatory, one or more instances
0…1	Optional, only one instance
0…n	Optional, one or more instances

4.3 Get Offers API

The request and response tables below describe the cardinality structure and descriptions of each element in Commerce Catalog WS.

After sending your request, Cisco's system will return with a response message. The following are several types of response messages:

- Validated without warning message
- Validated with warning message
- Partially validated with error message for a subset of input data
- Not validated: the request includes at least one error that needs to be resolved and re-submitted. Please refer to Error Message Section for error/warning codes and messages.

When sending a request to Get Offer API, Partners will receive a list of products along with key attributes of a specific price list.

Request Message

No	Element	Cardinality	Specifications
1	uuid	1	**Message unique Identifier** Type: String Example: "uuid":"TEST-mvanchee-1"
2	createdBy	1	**Name of the application that is making the request** Type: String (chars 50) Example: "createdBy":"mvanchee-1"
3	pageNo	1	**Page number from 1-N** Type: Number
4	createdDateTime	1	**Request Time and Date** Format: YYYY-MM-DDTHH:MM:SS.mmmZ Type: String Example: "createdDateTime":"2017-02-22T05:30:03.176Z"
5	priceList	1	Type: Array Minimum: 1 Maximum: 1000
6	| priceListId	1	**ERP Price List ID** See Price List Identification Section for the whole list Type: String Example: "priceListId": "1109"
7	| codeType	1	**Price List type** Type: String Use (hard code): PriceListIdentifier Example: "codeType": "PriceListIdentifier"

Response Message

No	Element	Cardinality	Specifications
1	uuid	1	**Message unique Identifier** Type: String
2	createdBy	1	**Name of the application that is making the request** Type: String (chars 50)
3	createdDateTime	1	**Request Time and Date** Format: YYYY-MM-DDTHH:MM:SS.mmmZ Type: String
4	status	1	**Message Status** Type: String Values: Success, Error, Warning
5	itemDetails	1	Type: Array
6	| productDescription	1	**Product Description** Type: String
7	| erpFamily	1	**ERP Family** Type: String
8	| subscriptionType	1	**Subscription Type** Type: String
9	| chargeType	1	**Charge Type** Type: String
10	| productID	1	**Product ID** Type: String
11	pageNo	1	**Page Number** Type: Number
12	totalPages	1	**Total Number of Pages** Type: Number

4.4 Get Offer Details API

This API enables you to obtain product's detail attributes using the *SKU name* within the itemList parameter.

Note:

- Maximum number of PIDs (Product IDs) in Get Offer Details API request is 1000. If this limit is exceeded, the web service will return with error code B1003.

Request Message

No	Element	Cardinality	Specifications
1	uuid	1	**Message unique Identifier** Type: String Example: "uuid":"TEST-mvanchee-1"
2	createdBy	1	**Name of the application that is making the request** Type: String (chars 50) Example: "createdBy":"mvanchee-1"
3	createdDateTime	1	**Request Time and Date** Format: YYYY-MM-DDTHH:MM:SS.mmmZ Type: String Example: "createdDateTime":"2017-02-22T05:30:03.176Z"
4	priceList	1	Type: Array Minimum: 1 Maximum: 1000
5	| priceListId	1	**ERP Price List ID** See Price List Identification Section for the whole list Type: String Example: "priceListId": "1109"
6	| codeType	1	**Price List type** Type: String Use (hard code): PriceListIdentifier Example: "codeType": "PriceListIdentifier"
7	| itemList	1…n	Type: Array Item Type: String Minimum: 1 Example: "itemList": ["A-WX-CS-TA-BCTF", "A-WX-CS-TA-1K",]
8	actionCode	1	**Action Code for Rate Table Price details** **Optional, if this element is provided in Request then**

Response would return the complete Price details for Rate Table SKUs.
Type: String
Use (hard code): "RatePrice"
Example: "actionCode": "RatePrice"

Response Message

No	Element	Cardinality	Specifications
1	uuid	1	**Message unique Identifier** Type: String
2	createdBy	1	**Name of the application that is making the request** Type: String (chars 50)
3	createdDateTime	1	**Request Time and Date** Format: YYYY-MM-DDTHH:MM:SS.mmmZ Type: String
4	status	1	**Message Status** Type: String Values: Success, Error, Warning
5	itemDetails	1	Type: Array
6	| productDescription	1	**Product Description** Type: String
7	| erpFamily	1	**ERP Family** Type: String
8	| productType	1	**Product Type** Type: String
9	| productSubGroup	1	**Product Sub Group** Type: String
10	| itemCatalogCategory	1	**Item Catalog Category** Type: String
11	| erpPriceListID	1	**ERP Prince List ID** Type: String
13	| unitOfMeasure	1	**Unit of Measurement** Type: String

No	Element	Cardinality	Specifications
14	| qtyUnitOfMeasure	1	**Quantity** Type: String
15	| baseDiscountCategory	1	**Base Discount Category** Type: String
16	| upfrontDiscount	1	**Up Front Discount** Type: String
17	| subscriptionType	1	**Subscription Type** Type: String
18	| chargeType	1	**Charge Type** Type: String
19	| deliveryMethod	1	**Delivery Method** Type: String
20	| smartAccount	1	**Smart Account Indicator** Type: String
21	| smartLicensingEnabled	1	**Smart Licensing Enabled** Type: String
22	| billingModel	1...n	**Billing Model** Type: Array
23	| graceWindowForRenewal	1	**Renewal Grace Window** Type: String
24	| provisioningInfoRequired	1	**Provisioning Info Required** Type: String
25	| changeSubscriptionEnabled	1	**Change Subscription** Type: String
26	| changeOfferEnabled	1	**Change Offer** Type: String
27	| decimalExpansionValue	1	**Decimal Expansion Value** The number of decimal points in the price value. Type: String
28	| initialStandardTerm	1...n	**Initial Standard Term** Type: Array
29	| defaultStandardTerm		**Default Standard Term**
30	| initialRenewalTerm	1...n	**Initial Renewal Term** Type: Array

No	Element	Cardinality	Specifications
31	| defaultRenewalTerm	1	**Default Renewal Term** Type: String
32	| productid	1	**Product ID** Type: String
33	| currencyCode	1	**Currency Code** Type: String
34	| pricePoints	1…n	Type: Array
35	|| version	1	**Rate Table Version** Type: String
36	|| listPrice	1	**List Price** Type: String
37	|| listPriceCurrency	1	**Currency** Type: String
38	|| rateTableName	1	**Rate Table Name** Type: String
39	|| rateTable	1	**Rate Table** Type: String
40	|| determinants	1…n	Type: Array
41	||| determinantType	1	**Determinant Type** Type: String
42	||| from	1	**Determinant Quantity From** Type: String
43	||| to	1	**Determinant Quantity To** Type: String
44	|||| Rates	1	**Determinant Name** **(Will appear if actionCode is provided in Request)** Type: Array
45	||||| From	1	**Determinant Value** **(Will appear if actionCode is provided in Request)** Type: String
46	||||| To	1	**Determinant Value** **(Will appear if actionCode is provided in Request)** Type: String
47	| NetPriceOnly	1	**Net Price Only**

No	Element	Cardinality	Specifications
			Type: String
48	| errorMessage	0	Type: Object
49	|| messageCode	0	**Error Code** Type: String
50	|| messageText	0	**Error Message** Type: String

Partners can utilize the response data to determine the billing methodology specific to a particular SKU. By examining the information provided in the response, Partners can gain insights into how the SKU is billed and invoiced. This understanding enables Partners to accurately calculate and manage the associated costs for the SKU, ensuring transparency and effective billing practices.

Below is a sample response based on the SKU "*A-W-WXC-CALL-U*"

<u>Response</u>

{"uuid":"TEST123","createdBy":"qamove4","createdDateTime":1487741403176,"status":"Success","itemDetails":[{"productDescription":"Wholesale Webex Calling Usage","erpFamily":"WXCWST","productType":"APPSWIND","productSubGroup":"WXCALL","itemCatalogCategory":"Billing","erpPriceListID":"1109","unitOfMeasure":"Per User","baseDiscountCategory":"MARKET","upfrontDiscount":"Yes","subscriptionType":"Product","chargeType":"Usage","deliveryMethod":"CLOUD","smartAccount":"Blank / Not Enabled","smartLicensingEnabled":"No","decimalExpansionValue":"4","productID":"A-W-WXC-CALL-U","currencyCode":"USD","pricePoints":[{"listPrice":"9.95","determinants":[{"determinantType":"pricingTerm","value":""}]}],"recurringOfferFlag":"Y","internalBusinessEntity":"Collaboration","ibTrackable":"Y","isServiceable":"N","warranty":"WARR-DEFAULT-90DAY","softwareType":"SaaS","softwareStack":"Application","itemType":"PRODUCT LIST>$0"}]}

4.5 Package Consumption

Partners can utilize their full administration credentials to access the billing API, available at https://developer.webex.com/docs/api/v1/wholesale-billing . This API allows Partners to extract precise consumption data for their customers across the ordered SKUs. The billing API supports requests at three levels:

Partner level: Partners can retrieve the total consumption per SKU, providing an overview of the overall usage across their customer base.
Customer level: Partners can obtain the total consumption per SKU per customer, allowing them to analyze usage patterns and generate customer-specific billing reports.
User level: Partners can access the total consumption per SKU per user per customer, providing granular insights into individual user consumption patterns for accurate billing and analysis.

By leveraging the billing API at these different levels, Partners can gain detailed visibility into their customers' usage and effectively manage billing processes.

Inputs

To successfully call the API, you need to provide the following inputs:
Start Date: This is the date from which you want to retrieve data. It represents the starting point of the time range for the API query. The start date is inclusive and begins at *00:00:00.000*.
End Date: This is the date until which you want to retrieve data. It represents the ending point of the time range for the API query. The end date is inclusive and ends at *23:59:59.999*, covering the entire day.
Type: This refers to the specific level of data you are requesting from the API.

The API response provides several relevant fields across different query levels. These fields contain valuable information based on the specific level of the query. For example, when querying at the partner level, the response will include fields such as partner name, partner ID, and total consumption per SKU. Similarly, querying at the customer level will yield fields like customer name, customer ID, and total consumption per SKU per customer. The exact fields and their corresponding values will depend on the API and the specific query level being used. The documentation below will provide more detailed information on the available fields and their meanings at each query level.

Partner Level Billing Report

Field	Description
Partner Name	Partner Name (String)
Partner Org ID	Unique reference to Partner (UUID)
Subscription ID	Billing Subscription ID. This is the unique subscription ID associated to the Partner.
Service Name	Service Name (String)
SKU	SKU Name (String)
Description	SKU Description (String)
Consumption Start	Start date/time (UTC)
Consumption End	End Date/Time (UTC)
Quantity	Quantity consumed (Numeric)

Customer Level Billing Report

Field	Description
Partner Name	Partner Name (String)
Partner Org ID	Unique reference to Partner (UUID)
Subscription ID	Billing Subscription ID. This is the unique subscription ID associated to the Partner.

Customer Org ID	Unique reference to Partner (UUID)
Customer External ID	Free form field (String)
Service Name	Service Name (String)
SKU	SKU Name (String)
Description	SKU Description (String)
Consumption Start	Start date/time (UTC)
Consumption End	End Date/Time (UTC)
Quantity	Quantity consumed (Numeric)

User Level Billing Report

Field	**Description**
Partner Name	Partner Name (String)
Partner Org ID	Unique reference to Partner (UUID)
Subscription ID	Billing Subscription ID
Customer Org ID	Unique reference to Partner (UUID)
Customer External ID	Free form field (String)
Type	User or Workspace (String)
Subscriber ID	Unique reference from https://developer.webex.com/docs/api/v1/wholesale-provisioning (UUID)
User ID	Unique reference from https://developer.webex.com/do

	cs/api/v1/people/list-people (UUID)
Workspace ID	Unique reference from https://developer.webex.com/docs/api/v1/workspaces/list-workspaces (UUID)
Service Name	Service Name (String)
SKU	SKU Name (String)
Description	SKU Description (String)
Consumption Start	Start date/time (UTC)
Consumption End	End Date/Time (UTC)
Quantity	Package consumption (Numeric)

Every day, Cisco will transfer package utilization data to our billing system, which calculates prorated usage on an hourly basis. For instance, if a package was assigned for 24 hours, it would be represented as 1 in the billing system. The quantity field in the data indicates the total prorated usage in days within a 24-hour period. To provide more accuracy, the value is expressed to four decimal places. For example, a value of 1.625 would represent 39 hours of usage (1.625 multiplied by 24 hours). This level of precision ensures precise tracking and billing of package utilization in our system.

A sample report is attached within Appendix A.

4.6 Package Consumption – Sub Partner model

In the Wholesale Webex offer, Partners can sell the service through a channel that includes a sub-partner model for support. In this deployment methodology, sub-partners are associated with the parent Partner's billing subscription ID, meaning that all consumption is attributed to them. The Wholesale billing API, accessible at https://developer.webex.com/docs/api/v1/wholesale-billing/create-a-wholesale-billing-report, enables the specification of the Sub-Partner organization ID to extract the relevant consumption data. The interpretation of this data follows the same pattern as discussed in section 3.5, allowing Partners and sub-partners to effectively analyze and manage billing based on their respective organization IDs.

Partners utilizing this model must query each sub partner individually to aggregate the consumption for a given Subscription ID i.e.

Total Consumption (Subscription ID) = Partner Consumption + Sub Partner(s) Consumption

Inputs

To successfully call the API, you need to provide the following inputs:

Start Date: This is the date from which you want to retrieve data. It represents the starting point of the time range for the API query. The start date is inclusive and begins at *00:00:00.000*.

End Date: This is the date until which you want to retrieve data. It represents the ending point of the time range for the API query. The end date is inclusive and ends at *23:59:59.999*, covering the entire day.

Type: This refers to the specific level of data you are requesting from the API.

subPartnerOrgId: This pertains to the Sub Partner Organization ID, which can be obtained by using the API endpoint provided at https://developer.webex.com/docs/api/v1/wholesale-provisioning/list-wholesale-sub-partners. By making a request to this endpoint, you can retrieve the Sub Partner Organization ID associated with the Wholesale Webex Partner Organization. This ID serves as a unique identifier for the sub-partners within the ecosystem.

5 Call Detail Records

Under the Wholesale Webex offer, Cisco does not handle billing for minutes. Instead, Cisco provides Partners with the capability to extract Call Detail Records (CDR) for their customers. These CDRs contain detailed information about the calls made by customers, including duration, timestamps, and other relevant data. Partners can utilize these CDRs to accurately invoice their customers based on their usage. This feature allows Partners to have full visibility and control over the billing process, ensuring accurate and transparent invoicing for minutes consumed within the Wholesale Webex offer.

To access detailed call history data within the Wholesale Webex offer, there are two options available: API access or scheduled reports. Please note in the tables below that the Wholesale platform is leveraging access originally written for the Webex Calling Flex offer and does not mean it applies to only customers with Webex Calling Flex services.

API Access: Users who have been assigned the "Webex Calling detailed call history API access" role can retrieve the data using the API. This role grants the necessary permissions to make API calls and access the call history data programmatically. https://developer.webex.com/docs/api/v1/reports-detailed-call-history

Scheduled Reports: Alternatively, users can obtain the data through scheduled reports. These reports can be configured to deliver call history data on a regular basis. Each scheduled report can provide up to 13 months of historical data. https://help.webex.com/en-us/article/nmug598/Reports-for-Your-Cloud-Collaboration-Portfolio#id_122003

The table below outlines the data that can be obtained from either the API or the scheduled report:

Data	Description
Start time	This is the start time of the call; the answer time may be slightly after this. Time is in UTC.
Answer time	The time the call was answered. Time is in UTC.
Duration	The length of the call in seconds.
Calling number	For incoming calls, it's the telephone number of the calling party. For outgoing calls, it's the telephone number of the user.
Called number	For incoming calls, it's the telephone number of the user. For outgoing calls, it's the telephone number of the called party.
Dialed digits	The keypad digits as dialed by the user, before pre-translations. As a result, this field reports multiple call dial possibilities, such as:

Data	Description
	• Feature access codes (FACs) used for invoking features, such as Last Number Redial or a Call Return. • An extension that got dialed and a mis-dialed keypad digit from a device or app. • When a user must dial an outside access code (for example, 9+) before dialing a number, this access code is also reported, as well as the digits dialed thereafter. When pre-translations have no effect, the dialed digits field contains the same data as the called number field. This field is only used for originating (outgoing) Calls and is not available for terminating (incoming) Calls.
Authorization code	The authorization code admin created for a location or site for users to use. It's generally collected by the Account/Authorization Codes or Enhanced Outgoing Calling Plan services.
User	The user who made or received the call.
Calling line ID	For incoming calls, it's the calling line ID of the calling party. For outgoing calls, it's the calling line ID of the user.
Called line ID	For incoming calls, it's the calling line ID of the user. For outgoing calls, it's the calling line ID of the called party.
Correlation ID	Correlation ID to tie together multiple call legs of the same call session.
Releasing party	Indicates which party released the call first. The possible values are: • Local—Used when the local user has released the call first. • Remote—Used when the far-end party releases the call first. • Unknown—Used when the call has partial information or is unable to gather enough information about the party who released the call. It could be because of situations like force lock or because of a session audit failure.
Redirecting number	When the call has been redirected one or more times, this field reports the last redirecting number. It helps to identify who last redirected the call. It only applies to call scenarios such as transfer, call forwarded calls, simultaneous rings and so on.
Transfer related call ID	Transfer related call ID is used as a call identifier of the other call leg that's involved in the transfer. You can share this ID with Cisco TAC to help them pinpoint parties who are involved during a call transfer.

Data	Description
Call transfer time	Indicates the time at which the call transfer service was invoked during the call. The invocation time is shown using the UTC/GMT time zone.
Location	The Webex Calling location of the user for this record.
Site UUID	A unique identifier for the site associated with the call. It's unique across Cisco products.
Department ID	A unique identifier for the user's department name.
Site main number	The main number for the user's site where the call was made or received.
Site timezone	Site timezone is the offset in minutes from UTC time of the user's location's timezone.
Inbound trunk	Inbound trunk may be presented in Originating and Terminating records. • Originating—Identifies the trunk for inbound calls from an on-prem deployment integrated with Webex Calling (dial plan, unknown extension, or unknown number when org has "Call Routing between Webex Calling and premises" set to "Legacy behavior"). • Terminating—Identifies the trunk for inbound calls from Premises-based PSTN or an on-prem deployment integrated with Webex Calling (dial plan, unknown extension, or unknown number when org has "Call Routing between Webex Calling and premises" set to "Legacy behavior").
Outbound trunk	Outbound trunk may be presented in Originating and Terminating records. • Originating—Identifies the trunk for outbound calls routed via a trunk (not a route group) to Premises-based PSTN or an on-prem deployment integrated with Webex Calling (dial plan or unknown extension). • Terminating—Identifies the outbound trunk for calls to Premises-based PSTN or an on-prem deployment integrated with Webex Calling (dial plan or unknown extension).
Route group	If present, this field is only reported in Originating records. Route group identifies the route group used for outbound calls routed via a route group to Premises-based PSTN or an on-prem deployment integrated with Webex Calling (dial plan or unknown extension).
Client Version	The version of the client that the user (of this CDR) is using to make or receive the call.
Sub client type	If the call is TO or FROM a mobile phone using Webex Go, the Client type will show SIP, and the Sub client type will show MOBILE_NETWORK.
Direction	Whether the call was inbound or outbound. The possible values are:

Data	Description
	• TERMINATING—Inbound • ORIGINATING—Outbound
Call type	Type of call. Examples: • SIP_MEETING —Integrated Audio for Webex. A call in or call back to a Webex Meeting using a Webex app or device. • SIP_NATIONAL— An outgoing domestic call within the user's region. • SIP_INTERNATIONAL—An outgoing call made to another region from the user's home region. • SIP_SHORTCODE —Shortcode feature/service call. Short numbers are premium or free, depending on region and service. • SIP_INBOUND—Inbound or Incoming call. This type covers all inbound calls from PSTN or another external trunk. • SIP_EMERGENCY—Emergency calls. For example, dialing 911 in the US. • SIP_PREMIUM—Calls that uses enhanced or extended Toll Premium Services, premium rate, or special rate number. Sometimes barred. • SIP_ENTERPRISE—Inter or intra location dialing within the same organization. • SIP_TOLLFREE—Toll-free based arriving (incoming) calls. Freephone numbers. • SIP_MOBILE—A mobile/cell call is when the user originated the call with their mobile number or received the call when called on their mobile number. • UNKNOWN—Unable to determine the call type.
Client type	The type of client that the user (creating this record) is using to make or receive the call. *(Please note that the "WXC_CLIENT-Webex Calling app" below is referencing the legacy UC-One client for Broadcloud, which is EOL. It is not a reference to the Webex app or the Webex Calling Flex offer.)* Examples: • SIP—Calls that are made To or From a mobile phone using Webex Go or Calls from a non-Cisco client endpoint that joins via SIP. • WXC_CLIENT—Webex Calling app • WXC_THIRD_PARTY—Third party device • TEAMS_WXC_CLIENT—Webex App • WXC_DEVICE—MPP deskphone devices • WXC_SIP_GW—Local Gateway

Data	Description
Client Version	The version of the client that the user (creating this record) is using to make or receive the call.
Model	The device model type the user is using to make or receive the call. Examples: • 8865-3PCC—Cisco IP Phone 8865 • IOS—Cisco's SIP Gateway • Cisco-Board70—Cisco Webex Board series 70 • ATA192-XX—Cisco ATA 192 Analog Telephone Adapter • DBS-210-3PC—Cisco IP DECT Base Station 210 Series, etc.
Sub client type	If the call is TO or FROM a mobile phone using Webex Go, the Client type will show SIP, and Sub client type will show MOBILE_NETWORK.
OS type	The operating system that the app was running on, if available.
Device Mac	The MAC address of the device, if known.
Answered	Indicates whether the call leg was answered or not. Examples: • In a hunt group case, the agent who did not pick the call will have Answered = FALSE. And the agent who picked the call will have Answered = TRUE, UserType=HuntGroup • Calls answered by voicemail will have Answered = TRUE, but will have User Type = VoicemailRetrieval
International country	The country of the dialed number. This is only populated for international calls.
User type	The type of user (user or workspace) that made or received the call. Examples: • AutomatedAttendantVideo—Automated Attendant Video IVR group service • BroadworksAnywhere – Single number reach (Office anywhere) service • VoiceMailRetrieval—Voice Mail group service • HuntGroup—A hunt group based service • GroupPaging—One way call or group page made for target users • User—The direct user who made or received the call. • LocalGateway—A local gateway based user who made or received the call. • VoiceMailGroup—shared voicemail or inbound fax box for users • CallCenterStandard—A call queue based service

Data	Description
	• VoiceXML—Call added back to the Route Point queue after script termination • RoutePoint—Route Point call to an agent (for incoming call to the route point) • Place—A workspace based user who made or received the call • Anchor—Webex Calling user number made or received is integrated with Webex Contact Center. An "anchor" is created to facilitate the call routing flow for WxC <->WxCC • VirtuaLline—Call made or received by a virtual line user using the Multi-line option in Webex Calling
Related reason	Indicates a trigger that led to a change in the call presence. The trigger could be for this particular call or redirected via a different call. Examples: • Deflection—Indication that a call was redirected. Possible causes could be Blind transfer, Auto-attendant transfer, Transfer out of a Call center, etc. • ConsultativeTransfer—While on a call, the call was transferred to another user by announcing it first. meaning the person was given a heads up or asked if they're interested in taking the call and then transferred. • CallForwardSelective—Call Forward as per the defined schedule. Might be based on factors like a specific time, specific callers or to a VM. It always takes precedence over Call Forwarding. • CallForwardAlways—Calls are unconditionally forwarded to a defined phone number or to a VM • CallForwardNoAnswer—The party was not available to take the call • CallForwardBusy—The user willingly declined the call, or DND was enabled that then redirected the call to a defined phone number or voice mail. • CallForwardNotReachable—Hunt group redirection for an agent who is Not Reachable • CallRetrieve—The user triggered the call retrieve option to pick up a call that was parked • CallRecording—The User initiated the call recording service that triggered Start/Pause/Resume/Stop recording options • DirectedCallPickup—Indicates this user belonged to a call pickup group who answered the call or answered when another member of the call pickup group in a location was busy • Executive—The user configured using the Executive/Executive assistant service who is allowed to handle calls on someone else's behalf. Also known as Boss-admin • ExecutiveAssistantInitiateCall—The user configured as an Executive assistant who placed or initiated the call on someone else’s (Boss admin's) behalf

Data	Description
	• ExecutiveAssistantDivert—The user configured as an Executive assistant who had call forwarding enabled to a defined phone number • ExecutiveForward—The Executive (Boss-admin) had a call forward setting enabled to a defined number. Generally triggered when an ExecutiveAssistant did not pick a call • ExecutiveAssistantCallPush—The user configured as an Executive assistant who received a call and pushed that call out (using #63) to the Executive's (Boss-admin's) number • Remote Office—Indicates the call made to reach the remote location of the user • RoutePoint—Inidcates an incoming and queued call to an agent. (For the incoming calls to the route point) • SequentialRing—Indicates this user is in the list of phone numbers, which are alerted sequentially upon receiving an incoming call that matches a set of criteria • SimultaneousRingPersonal— Indicates this user was in the list of multiple destinations that are to ring simultaneously when any calls are received on their phone number. (The first destination to be answered is connected) • CCMonitoringBI—The indication that a Call Queue supervisor invoked silent monitoring • CallQueue—A call center call to an agent or a user (denotes a member of the call queue) • HuntGroup—A hunt group based call to an agent or a user (denotes a member of the hunt group). • CallPickup—The user part of a pickup group or pickup attempted by this user against a ringing call for a different user or extension • CalllPark—An ongoing call was parked, assigned with a parked number (It's not the user's phone number) • CallParkRetrieve—Callpark retrieval attempt by the user, either for a different extension or against the user's own extension • Deflection—Indication that a call was redirected. Possible causes could be Auto attendant transfer, Transfer out of a call-center, user's app/device redirection etc.. • FaxDeposit—Indicates a Fax was deposited to the Fax service • PushNotificationRetrieval—Push notification feature usage indication. Means that a push notification was sent to wake up the client and get ready to receive a call. • BargeIn—Indicates the user barged-in to someone else's call. • VoiceXMLScriptTermination—Route Point feature usage indication • AnywhereLocation—Indicates call origination towards the single number reach (Office Anywhere) location • AnywherePortal—Indicates call origination towards the "user" identified by the single number reach (Office Anywhere) portal • Unrecognized—Unable to determine the reason

Data	Description
Original reason	Call redirection reason for the original called number. Examples: • Unconditional—Call Forward Always (CFA) service, Group night forwarding • NoAnswer—The party was not available to take the call. CF/busy or Voicemail/busy • Deflection—Indication that a call was redirected. Possible causes could be Blind transfer, Auto attendant transfer, Transfer out of a Call center etc. • TimeOfDay—Call scheduled period of automated redirection. CF/Selective, Group night forwarding • UserBusy—DND enabled or the user willingly declined the call. CF/busy or Voicemail/busy • FollowMe—Automated redirection to a personal redirecting service which could be Simultaneous Ringing, Sequential Ringing, Office Anywhere, or Remote Office • CallQueue—A Call center call to an agent or a user (a member of call queue) • HuntGroup—A hunt-group-based call to an agent or a user (denotes a member of the hunt group). • ExplicitIdxxx—Enterprise voice portal redirection to the user's home voice portal. The "xxx" part are the digits collected from the caller, identifying the target mailbox (Extension or DN) • ImplicitId—Indicates an enterprise voice portal redirection to the user's home voice portal • Unavailable—To a Voicemail, when user has no App or device • Unrecognized—Unable to determine the reason • Unknown—Call Forward by phone with no reason
Redirect reason	Call Redirection Reason for the redirecting number. Examples: • Unconditional—Call Forward Always (CFA) service • NoAnswer—The party was not available to take the call. CF/busy or Voicemail/busy • Deflection—Indication that a call was redirected. Possible causes could be Blind transfer, Auto attendant transfer, Transfer out of a Call center etc. • TimeOfDay—Call scheduled period of automated redirection. CF/Selective • UserBusy—DND enabled or user willingly declined the call. CF/busy or Voicemail/busy • FollowMe—Automated redirection to a personal redirecting service which could be Simultaneous Ringing, Sequential Ringing, Office Anywhere, or Remote Office

<table>
<tr><th>Data</th><th>Description</th></tr>
<tr><td></td><td>CallQueue—A Call center call to an agent or a user (a member of call queue)
HuntGroup—A hunt-group-based call to an agent or a user (denotes a member of the hunt group).
ExplicitIdxxx—Enterprise voice portal redirection to the user’s home voice portal. The “xxx” part are the digits collected from the caller, identifying the target mailbox (Extension or DN)
ImplicitId—Indicates an enterprise voice portal redirection to the user’s home voice portal
Unavailable—To a Voicemail, when user has no App or device
Unrecognized—Unable to determine the reason
Unknown—Call Forward by phone with no reason</td></tr>
<tr><td>Site main number</td><td>The main number for the user's site where the call was made or received.</td></tr>
<tr><td>Site timezone</td><td>Site timezone is the offset in minutes from UTC time of the user's timezone.</td></tr>
<tr><td>Call ID</td><td>SIP Call ID used to identify the call. You can share the Call ID with Cisco TAC to help them pinpoint a call if necessary.</td></tr>
<tr><td>Local SessionID</td><td rowspan="2">The Session ID comprises a Universally Unique Identifier (UUID) for each user-agent participating in a call
It can be used for end-to-end tracking of a SIP session in IP-based multimedia communication systems in compliance with RFC 7206 and draft-ietf-insipid-session-id-15
Each call consists of two UUIDs known as Local Session ID and Remote Session ID
The Local SessionID is generated from the Originating user agent
The Remote SessionID is generated from the Terminating user agent</td></tr>
<tr><td>Remote SessionID</td></tr>
<tr><td>User UUID</td><td>A unique identifier for the user associated with the call. This is a unique identifier across Cisco products.</td></tr>
<tr><td>Org UUID</td><td>A unique identifier for the organization that made the call. This is a unique identifier across Cisco.</td></tr>
<tr><td>Report ID</td><td>A unique ID for this record.</td></tr>
</table>

6 Billing FAQ

Question	Answer
How does Cisco calculate billing for the Wholesale Webex offer?	Under the Wholesale Webex offer, the pricing model is based on consumption. A fixed per-user per-month price is established for the service. Cisco, as the provider, will calculate the consumption for each customer at the end of the billing period. This calculation takes into account the actual usage of the service during that period. By assessing the usage, Cisco can accurately determine the amount to be charged to each customer based on their individual consumption. This consumption-based approach ensures that customers are billed according to their actual usage of the Wholesale Webex offer.
When does billing start?	Cisco will start billing when a package is allocated to a user or a workspace.
When does billing stop?	Cisco will stop billing when a package is removed from a user or a workspace is deleted.
Do I need to purchase licenses?	No. The Wholesale Webex offer is a consumption-based model based on a fixed per-user per-month price, so no licenses need to be purchased or managed for customers.
Are calling minutes included in the invoice to a Partner?	No. The invoice sent from Cisco will only include consumption of the Wholesale Webex packages.
Can I change from the uncommitted billing model to a committed spend model?	Yes.
What is a *Subscription ID*?	The subscription ID is a Partner unique billing reference that is attached to all customers that they create.
How do I find my *Subscription ID*?	The *subscription ID* is found within your Wholesale Template

What is the time zone of the time fields within the billing data?	UTC.
What are the units of the quantity consumed in the billing API?	Days.
Is billing prorated?	Yes. On a daily basis Cisco will push utilization to our billing system which is prorated on an hourly basis e.g. if you used the package for 12 hours it would show as a quantity of 0.5.
If a number is inactive does this stop billing?	No. The trigger for billing is the allocation or removal of a Wholesale Webex package only.
Are there any limits to the number of Wholesale Webex packages that can be assigned?	No. The Wholesale Webex offer is entirely flexible and packages can be assigned and removed without restrictions.
Can I assign multiple Wholesale Webex packages to a user?	No. Only a single Wholesale Webex package can be assigned to a user.
What accuracy is the billing calculated to?	4 decimal places.
What currency is the bill invoiced in?	The currency is dictated by the currency used to agree the price per package on the single CCW order placed.
How are Sub-Partners billed?	Each Sub-Partner will have a Subscription ID associated to it which links it back to the contracting Partner. The contracting Partner is responsible for billing of each individual Sub-Partner.
Does Cisco invoice the end customer?	No. Cisco will issue an invoice to Partners only either directly or via a Distributor.

Appendix A: Links

Webex Calling Wholesale Sample Files	
Sample-Billing%20Report.xlsx	Format: CSV See attached file
Sample-Call-Detail-History.csv	Format: CSV See attached file

