consumption and reporting

Contents

About This Guide

This guide describes how to license usage data and reporting for Cisco Webex Contact Center.

This guide is primarily intended for Webex CC partners and service providers who will be using contact center licenses. This document's audience should be familiar with Cisco contact center applications, and general Tech Refresh Upgrade techniques.

Introduction

Overview of License Usage Data and Reporting for Webex Contact Center

As a Webex Contact Center client, you're at the heart of our commitment to offering a service that's both comprehensive and flexible to suit the unique demands of your operations. We provide a spectrum of services designed around various billing structures, from subscription plans inclusive of a set number of service units to pay-per-use models that afford you the adaptability your business may require.

Our dedication extends to ensuring that you are always well-informed about your service usage. With continuous enhancements to our systems, the way you access and engage with your usage data is set to improve. This means more detailed data, deeper insights, and enhanced controls that are essential for effective billing management.

We are taking strides to refine the way we monitor and account for the utilization of Webex Contact Center Services. In particular, we are focusing on improving our cloud contact center solution to provide more precise reporting of invoice usage that goes beyond the committed usage in your subscription.

This document provides information about usage and overage billing for Webex Contact Center subscriptions. It also serves as a guide on how you can find and interpret your service consumption for your subscriptions.

As our reporting capabilities advance, we will update this document to keep you informed of the latest developments, ensuring that you have the most current and actionable information at your fingertips.

Webex Contact Center (Webex CC) Subscription details

- 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.

View Units of Usage against Entitlement

The described capabilities are available Globally for Webex Contact Center subscriptions..

Current Usage Card 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.

Agent License Usage card
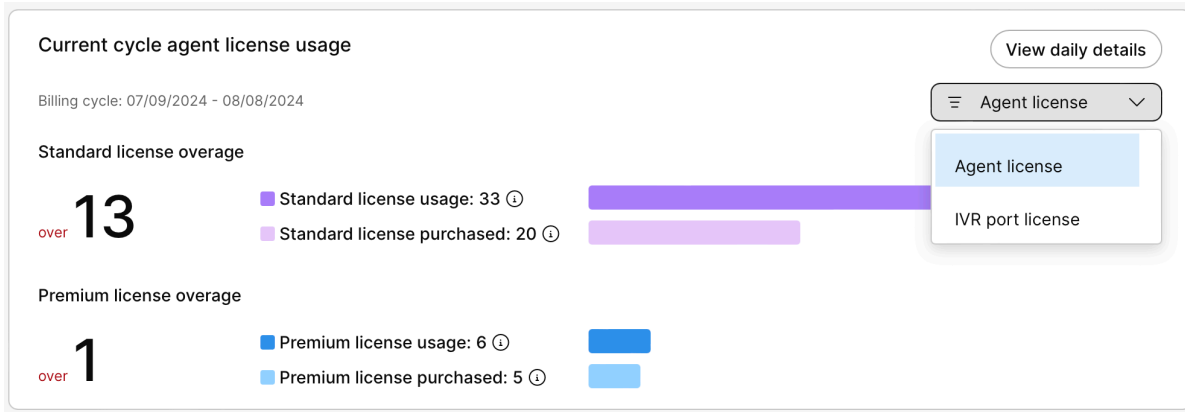
IVR port License Usage card
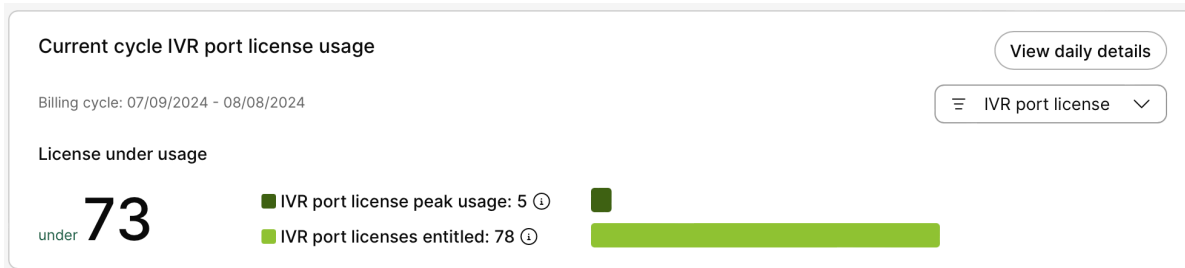
The Reconciliation 'Daily Detail' view

The **Daily Detail** button on the Current Usage card on the Contact Center landing page allows access to daily level details related to your subscriptions and their billing cycles. We are also working on implementing the ability for usage data to be visible in Partner Hub.

Usage Date	Usage Type	Units Used	Units Committ...	Units Substitut...	Units Overage	Usage Unit...	Comment
2024-06-09	Premium Named Agent	0	5	0	0	Licenses	
2024-06-09	Standard Named Agent	1	20	0	0	Licenses	
2024-06-10	Premium Named Agent	4	5	0	0	Licenses	
2024-06-10	Standard Named Agent	28	20	1	7	Licenses	
2024-06-11	Premium Named Agent	5	5	0	0	Licenses	
2024-06-11	Standard Named Agent	29	20	0	9	Licenses	
2024-06-12	Premium Named Agent	6	5	0	1	Licenses	
2024-06-12	Standard Named Agent	31	20	0	11	Licenses	
2024-06-13	Premium Named Agent	7	5	0	2	Licenses	Overage peak
2024-06-13	Standard Named Agent	31	20	0	11	Licenses	

Multiple Subscriptions

If your organization has more than one "Active" Webex Contact Center Subscription: you will see all your subscription usage and entitlements aggregated on the Current Usage and the Reconciliation views. Once all Subscription entitlements are utilized, any overage will be invoiced to your "Primary" subscription, which is the oldest subscription with Webex Contact Center.

The Subscription drop down allows you access to the daily detail of subscriptions that are within the record availability period. This includes some subscriptions that are no longer active.

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 (Universal Time Coordinated). 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.
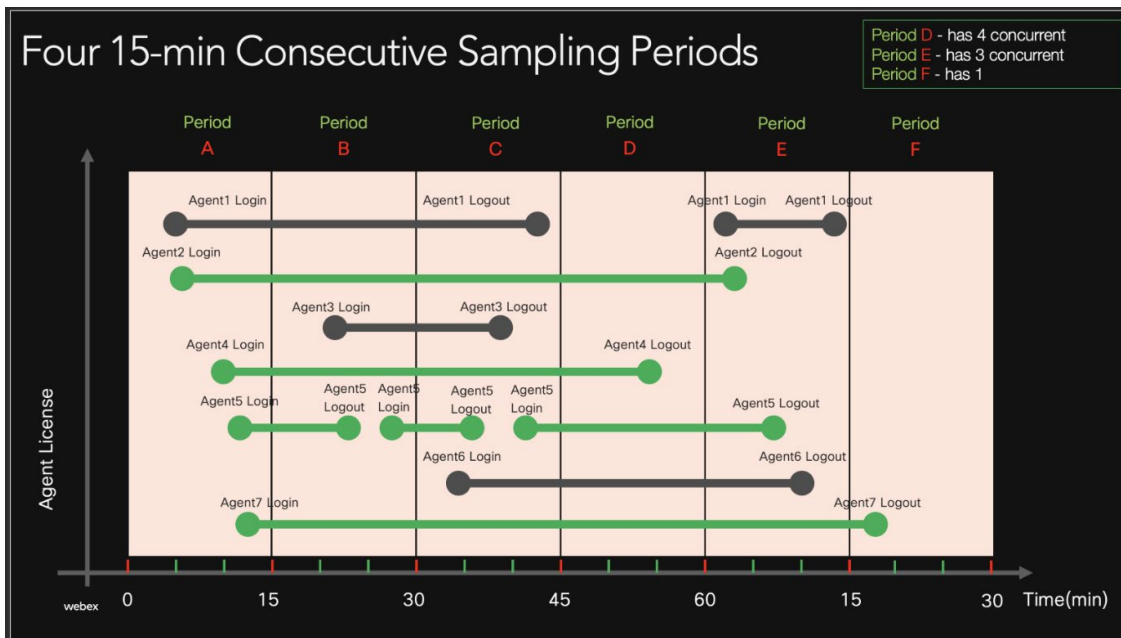
Named Agents

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.
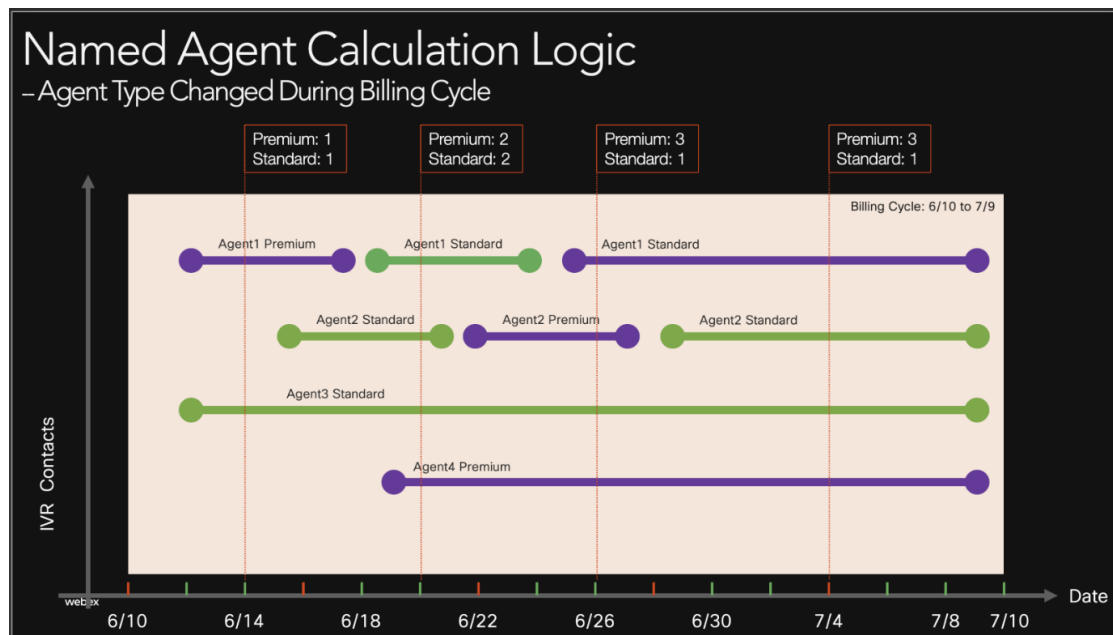
## Premium for Standard agent substitution

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 can't 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 don't occupy an IVR port.
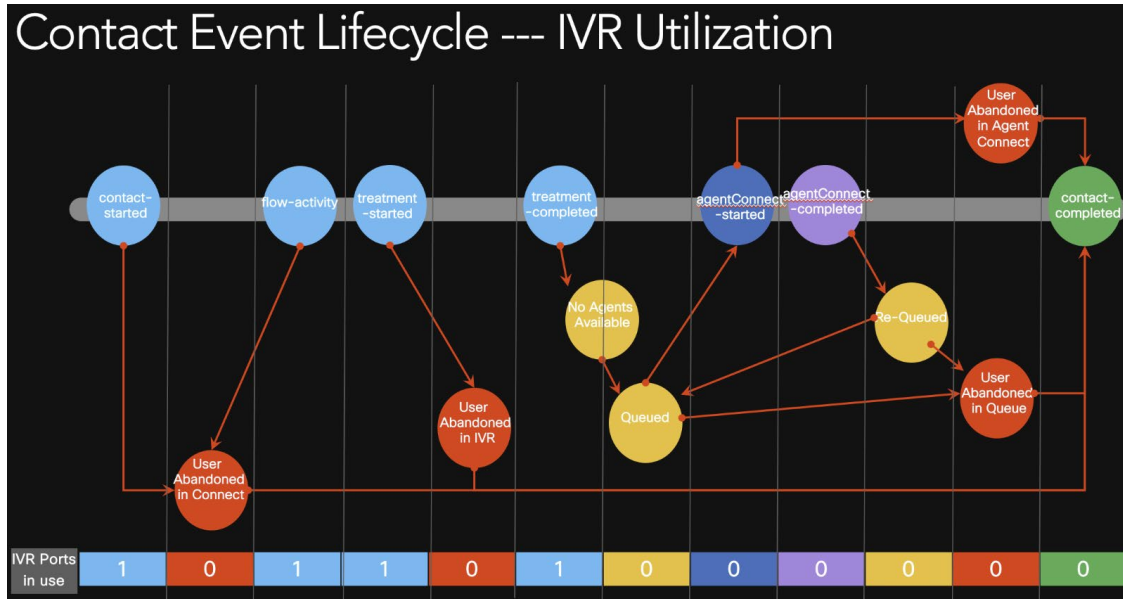
Note: The Flex offer currently bundles 2 IVR ports for each agent license regardless of whether it is a Standard or Premium license and whether committed or incurred as overage.

IVR 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.
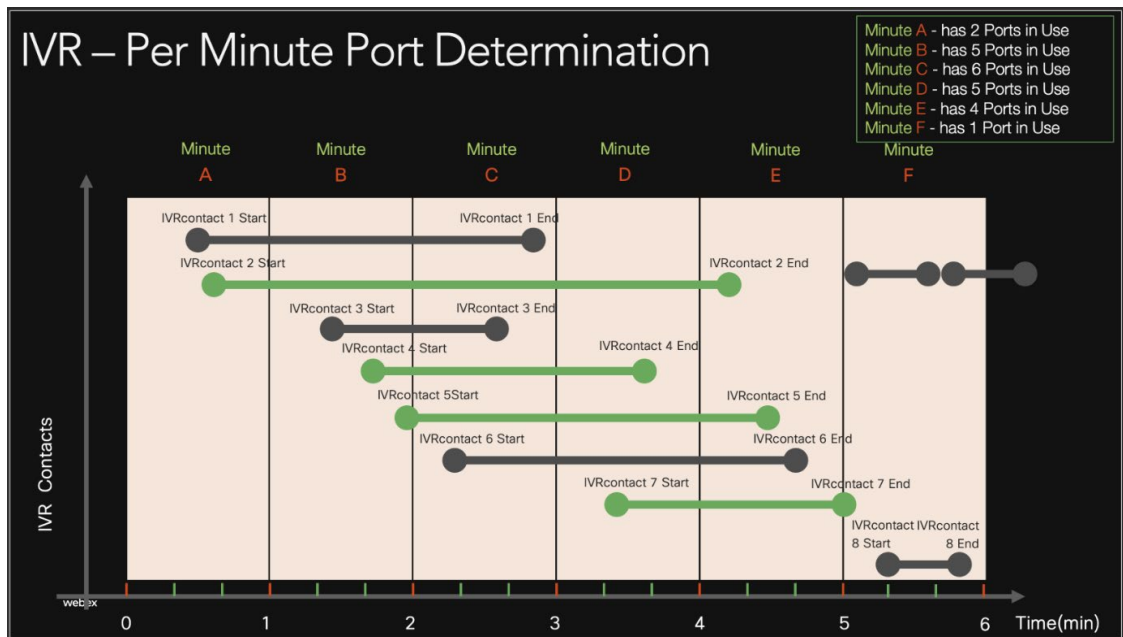
Voice Entitlement and Surge Protection related to Assigned not Used

Voice entitlements are related but independent of a subscription's entitlement to Agent and IVR licenses. It controls the maximum number of simultaneous voice calls your subscription can have. It is essentially 3 times the number of assigned licenses in your subscription.   This is because each Agent License entitles a voice path for the licensed Agent; and voice paths for contacts to use each of the 2 IVR Ports that come with the Agent licenses.

This is different than: the number of simultaneous Agent Licenses or IVR ports, and the number of entitled of either.

Surge protection allows overage to occur if you have an unexpected influx of contacts, while also limiting the surge from overwhelming our service and the level of overage you incur from the surge.

Webex Contact Center Webex Connect Digital Channel usage

Customers in all regions utilizing Webex Connect for Digital Channels (Such as SMS, and WhatsApp) began being billed for usage of units service beyond what was included in their subscriptions in May 2024 in accordance with the terms of their agreements.

Webex Contact Center's Connect Digital Channel Usage is not yet available in Control Hub. For details on how to access your usage details, visit the following link that explains how your Webex Connect Admin can access usage:

https://help.imiconnect.io/docs/usage

Webex Connect Admin Usage doesn't reflect or indicate entitled units of usage. Please note that this usage will include all usage; without any adjustment or impact of units of usage that are included in your specific subscriptions entitled offerings.
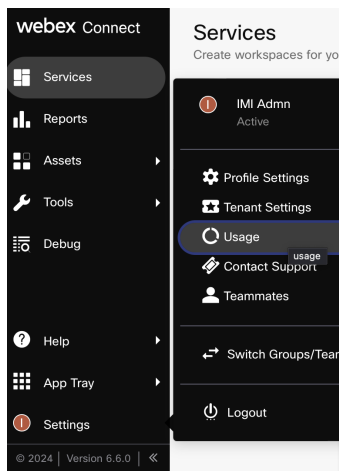
Frequently Asked Questions (FAQs)

1. How can we prevent agent overage charges?

Answer: At present, a direct method to prevent agent overage charges is not available. We are planning to introduce features to address this in the future.

2. Is there a way to avoid IVR port overage charges?

Answer: Currently, there is no way to completely block the possibility of IVR port overage charges, but we are looking into solutions as part of our product roadmap.

3. Can purchasing additional IVR ports stop overages?

Answer: Purchasing additional IVR ports increases the number of available ports, which can decrease the chance of an overage, but does not eliminate the risk entirely.

4. Can't the surge protection feature prevent IVR port overage?

Answer: Surge protection is designed to prevent unexpected spikes in call volume from impacting the contact center infrastructure and to mitigate significant IVR port overages. It doesn't guarantee the absence of overages, but can reduce the potential maximum overage. Surge Protection Percentage set to zero (or 0%), would reduce, but not eliminate the possibility of incurring overage fees.

To understand surge protection, consider the following example using these values:
Standard Agent Licenses: 10
Premium Agent Licenses: 4
Extra IVR Ports: 2
Surge Percentage: 30% (which we will use as the decimal value .3 in our calculation)

*Add the number of Standard and Premium Agent Licenses: **10 + 4 = 14***
*Multiply the total Agent licenses times 3; for the number of voice paths: **14 * 3 = 42***
*Add the extra IVR Ports purchased: **42 + 2 = 44***
*Multiply by 1 plus the Surge Percentage as a decimal to get the total possible Surge voice contacts: **1.3 * 44 = 57.2***
57 is the total number of calls this example subscription would take before voice contact calls would be rejected.

You can view your surge protection percentage in Control Hub. You may contact a CSM or open a TAC case to have it adjusted.

Assigned Standard Agent Licenses, Premium Agent Licenses, and Additional Ports Purchased can also be found in Control Hub.
Note: These values are used for Surge calculation; but due to a limitation we are addressing, this screen will show 1 entitlement to Premium, Standard, and/or Additional IVR even if your Subscription has 0 committed of those. Over use will incur Overage.

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5. What does an invoice look like?

Below is a redacted example of what a Contact Center invoice with Connect digital channels might look like. It shows 3 Agents of Overage, and some Connect Usage.

6. We saw the Usage Card Reconciliation data, and still want to know how to dispute an invoice.

Answer: Please contact your CSM to assist in clarifying your usage. Invoice Disputes are done in the Customer Service Hub: https://customerservice.cloudapps.cisco.com
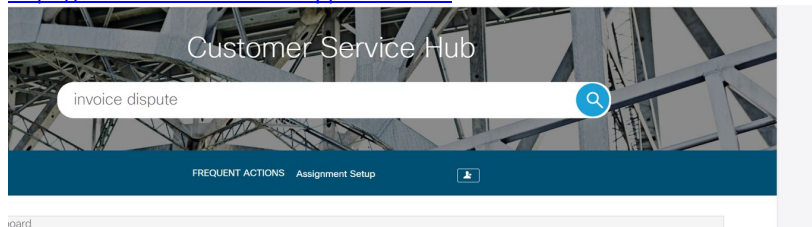
Appendix

Related Documents

Refer to the following documents for more details about the subjects discussed in this guide.

Document	Link
Calling Usage	**https://help.webex.com/en-us/landing/ld-nzid8xi-WebexCalling/Webex-Calling**
Connect Digital Channels	**https://salesconnect.cisco.com/sc/s/simple-media?vtui__mediaId=a1m8c00000niy9iAAA**
Ordering guide	**https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html**.