Lumen Service Guide

Lumen Solutions for Webex Contact Center Services

Version: July 1, 2024

This Service Guide ("Service Guide") for Lumen Solutions for Webex Contact Center Services and is subject to and incorporated into the Agreement and Lumen Solutions for Webex Contact Center Service Schedule between the parties.

1.   Capabilities and features available with each agent type is as follows:

WxCC Capabilities and Features	Standard	Premium [§]
Inbound and outbound voice	✓	✓
Skills based routing	✓	✓
Supervisor privileges	Ø	✓
Standard and customizable reporting	✓	✓
IVR Port (2-ports per agent)	✓	✓
Callback – voice *	✓	✓
Callback – web *	✓	✓
Basic outbound - preview dialing **	✓	✓
Call recording – one month	✓	✓
Report data storage (real-time and historical)	✓	✓
Reporting and dashboard analyzer[6]	Ø	✓
Standard CRM connectors[5]	✓	✓
Chat	✓	✓
Email	✓	✓
Webex Connect Digital Channels (self-service)[4]	✓	✓
SMS/MMS (agent assisted)	Ø	✓
WhatsApp (agent assisted)	Ø	✓
Facebook Messenger (agent assisted)	Ø	✓
Multi-channel reporting and analytics	Ø	✓
Browser based agent desktop	✓	✓
Campaign management (outbound)	??	??
Additional recording storage	??	??
Quality Management (QM)[2]	??	??
Workforce Management (WFM)[2]	??	??
Workforce Optimization (WFO) Analytics[2,3]	??	??
WFO Transcription[2,3]	??	??
WFO Bundle[1,2,3]	??	??
WFO Storage[2]	??	??
WFO Call Recording[2]	??	??

Reference Key	
Supervisors and Administrators require a premium agent license	§
Included with agent license	✓
Not included with agent license	Ø
Optionally add-on features; includes licenses	??
May require professional services	*
May require Campaign Management Software	**
WFO Bundle includes QM, Analytics and WFM, discounted professional services	1
Named agent quantities must be provided	2
WFO Bundle cannot be mixed with QM, WFM, WFO Analytics and WFO Transcription	3
Check country availability	4
Salesforce, Zendesk, ServiceNow, Freshdesk, Microsoft Dynamics	5
13 months of data available	6

2.   Optional Add-Ons. Customers may purchase add-on services and/or features for an additional fee. The following add-ons are available:
- Quality Management
- Workforce Management
- Workforce Optimization
- Google CCAI

- Third Party AI Voice
- Webex Connect Premium Uncommitted
- Non-standard CRM Integrations
- Speech enabled IVR
- Training

3. **Professional Services.** For an additional fee, optional or add-on professional services are available. Lumen will (i) perform consulting, professional, technical, development and design services described in the Service Schedule or in the SOW; and (ii) develop certain work product which will perform the functions or contain the attributes described in the Service Schedule or in the applicable SOW. Customer acknowledges that the successful and timely provision of Services and any applicable work outlined in the SOW will require good faith cooperation of Customer. Customer will work with Lumen in a timely manner to aid in Lumen's provision of Services to Customer and Customer will provide Lumen with all updated and accurate information that is reasonably requested to allow for the provision of the Service. If Customer fails to implement any reasonably requested Lumen recommendations or requirements, Lumen and Cisco will have no responsibility for any resulting delays, failure(s), or increased security risks with respect to the performance of the Service. In addition, if Customer's failure to implement Lumen's reasonable recommendations causes Lumen or Cisco to incur more costs or effort to provide the Service, Lumen may charge additional charges to address such items until the recommendations are implemented.

4. **Support.** Basic support services are included in the subscription pricing. Additional packages for direct support are available for an additional fee, contact your Lumen representative for terms, conditions, and pricing applicable to the packages for direct support as detailed in an Order or SOW.

5. **Maintenance.** The Service will require updates from time to time. Updates may take the form of bug fixes, changes in the soft clients, new or enhanced functionality, and updates or new versions of the software, and are intended to improve or enhance the service. Customer agrees to receive updates and upgrades as part of the subscription. Maintenance activity for the Service will also be required from time to time. Additional fees for changes/upgrades to the Service may apply.