



# Cisco Customer Collaboration Upgrade Offer

May 2011

# Why Customer Collaboration Upgrade Offer

## The Challenge

- Only way to upgrade Unified Contact Center Enterprise (CCE) and Unified Customer Voice Portal (CVP) is with Unified Communications Software Subscription (UCSS)
- Significant installed base on older version of Unified CCE and Unified CVP with no UCSS and no ability to upgrade
- Customers on older versions have customer satisfaction issues and risk competitive displacement

## The Opportunity - WIN-WIN!

- Cost effectively move customers to most current major release of Unified CCE and Unified CVP

## The Solution

- Upgrade from older versions of Unified CCE and Unified CVP with this limited-time offer



# Customer Collaboration Upgrade Offer

- New Unified CCE and CVP Upgrade SKUs
- Access through CC-UPG-BUNDLE
- Upgrade SKUs are 33% of list price
- 3 year UCSS required for all CCBU products\*
- Any version of CCE and CVP
- Current UCSS contract not required
- Available Globally May 2, 2011 – July 29, 2012



# Customer Collaboration Upgrade Offer SKUs

Items	SKU	List Price
Bundle to enter in ordering tool	CC-UPG-BUNDLE	\$0
CCE Upgrade	IPCE-AGENTUPG	\$0
CCE Standard Agent	IPCE-STDAGTUPG	\$365
CCE Enhanced Agent	IPCE-ENHAGTUPG	\$500
CCE Premium Agent	IPCE-PREMAGTUPG	\$565
CCE CRM Agent (Siebel only)	IPCE-CRMAGTUPG	\$700
CCE Outbound Agent	IPCE-DIALPORTUPG	\$200
CVP Upgrade	L-CVP-UPG	\$0
CVP Port Upgrade	L-CVP-PTSUPG	\$225
CVP Redundant Port Upgrade	L-CVP-REDPTSUPG	\$57
CVP 8.x Server Upgrade	L-CVP-8x-SVRUPG	\$60
CVP 8.x Call Control Session Upgrade	L-CVP-CCUPG	\$75
CVP 8.x Call Control Server Upgrade	L-CVP-8x-CCSRVUP	\$10
CVP Studio Upgrade	L-CVP-8x-STUUPG	\$1650

# Customer Collaboration Upgrade Offer vs. Re-purchase Comparison

**\$1,576,470 in savings on 750 agent seats!**

Re-buy Price (750 Agents, 1500 CVP Ports)			Promo Price (750 Agents, 1500 CVP Ports)		
UC Product	Per Agent Price	Total Price	UC Product	Per Agent Price	Total Price
UCCE Prem Agents	\$1700	\$1,275,000	UCCE Premium Agent Upg	\$565	\$423,750
UCVP Ports	\$640	\$960,000	Cisco UCVP Port Upg	\$225	\$337,500
Redun. Ports (750)	\$188	\$135,000	Red. Port (750)	\$57	\$42,750
3 year UCSS on CCE/CVP Prem. Agt*	\$286	\$214,500	3 year UCSS on CCE/CVP Prem. Agt*	\$286	\$214,500
	\$140	\$210,000		\$140	\$210,000
UCCE Server	\$15,000	\$15,000	UCCE Server	\$0	\$0
UCVP Server (3)	\$200	\$600	UCVP Server (3)	\$60	\$180
UCVP Studio (3)	\$5,500	\$16,500	UCVP Studio (3)	\$1650	\$4,950
<b>GRAND TOTAL</b>		<b>\$2,810,100</b>	<b>GRAND TOTAL</b>		<b>\$1,233,630</b>

\* This assumes the customer already has Cisco Unified Communications Essential Operate Service (ESW)

Availability: November 15, 2010 – July 31, 2011

# Additional Resources

- [Customer Collaboration Upgrade Offer](#)
- [Ordering Guide for Cisco Customer Contact Solutions](#)
- Questions/Comments on the Customer Collaboration Upgrade Offer?  
Send an email to: [ccbu-pricing@cisco.com](mailto:ccbu-pricing@cisco.com)
- Cisco Unified Communications Software Subscription (UCSS)
  - [Partners](#)
- Cisco Unified Communications Essential Operate Service (ESW)
  - [Partners](#)
- [Migration Corner Community](#)

Thank you.

