

# Cisco Unified Communications Services Ordering Guide

October 2009

For more information about Cisco® Unified Communications Services, visit [www.cisco.com/go/ucservices](http://www.cisco.com/go/ucservices) or contact your local Cisco account representative or local authorized Cisco partner.

For more information about Cisco Unified Communications products, visit [www.cisco.com/en/US/products/sw/voicesw/index.html](http://www.cisco.com/en/US/products/sw/voicesw/index.html).

## Contents

<b>Introduction</b> .....	<b>2</b>
<b>Services Mapping</b> .....	<b>2</b>
Service Available .....	2
Cisco Unified Communications Software Subscription (UCSS) .....	2
Which Products Have Services .....	3
How Products are Mapped to Services .....	3
Service Types .....	5
<b>How to Order Services</b> .....	<b>9</b>
Finding Services and Pricing .....	9
Pricing Tool .....	9
Ordering and Quoting Tools .....	11
Dynamic Configuration Tool .....	11
Multiline Configuration Tool (MLC) .....	13
Ordering Tool .....	14
Cisco Service Contract Center .....	16

## Introduction

This ordering guide explains how to order Cisco Services for Unified Communications products:

- Find the appropriate service for a particular product
- Helps you with pricing, quoting, and ordering services

## Services Mapping

### Service Available

Table 1 lists services available for Cisco Unified Communications products.

**Table 1.** Services Available for Cisco Unified Communications Products

Service	Description
Cisco SMARTnet®	<ul style="list-style-type: none"> <li>• Rapid problem resolution with around-the-clock, global access to the Cisco TAC</li> <li>• Registered Cisco.com: Access to industry-leading online support</li> <li>• Next-business-day advance hardware replacement (additional replacement options, onsite options also available)</li> <li>• Proactive Smart Call Home capability alerts customer and Cisco TAC to potential problems before they occur</li> </ul>
Cisco Unified Communications Essential Operate Service (ESW) (Software support)	<ul style="list-style-type: none"> <li>• Rapid problem resolution with around-the-clock, global access to the Cisco TAC</li> <li>• Registered Cisco.com: Access to industry-leading online support</li> <li>• Cisco TAC case collection, software bug toolkit, and product alert tool</li> <li>• Application maintenance and access to software updates</li> </ul>
Cisco Unified Communications Essential Operate Service (ESW) (software and hardware support for the Unified Business Edition)	<ul style="list-style-type: none"> <li>• Integrated software and hardware support with advanced hardware replacement and onsite options</li> <li>• Rapid problem resolution with around-the-clock, global access to the Cisco TAC</li> <li>• Registered Cisco.com: Access to industry-leading online support</li> <li>• Cisco TAC case collection, software bug toolkit, and product alert tool</li> <li>• Application maintenance and access to software updates</li> </ul>

### Cisco Unified Communications Software Subscription (UCSS)

Cisco offers a comprehensive and smart way to maximize your investment in Cisco Unified Communications by offering software subscriptions, service, and support. The combination of Cisco Unified Communications Software Subscription and Cisco Unified Communications Essential Operate Service allows you to get the latest major, minor, and maintenance updates for Cisco software releases, as well as giving you access to online tools and resources that can help you solve problems quickly. Cisco Unified Communications Software Subscription increases business value by providing an economical and timely approach to upgrading to new Cisco technology, thereby optimizing return on investment (ROI) and reducing total cost of ownership (TCO) for Cisco Unified Communications solutions. During the Cisco Unified Communications Software Subscription term, which can be 1, 2, 3, or 5 years, you can order major release software upgrades at no additional charge. Minor and maintenance release updates are a part of Cisco Unified Communications Essential Operate Service.

For more information about Unified Communications Software Subscription, including the latest ordering guide, visit: [www.cisco.com/web/partners/sell/technology/ipc/integrated-solutions/Unified\\_Communications\\_Software\\_Subscription.html](http://www.cisco.com/web/partners/sell/technology/ipc/integrated-solutions/Unified_Communications_Software_Subscription.html)

For specific questions on ordering Unified Communications Software Subscription, contact [ucss-support@external.cisco.com](mailto:ucss-support@external.cisco.com).

## Which Products Have Services

### General Overview

Services are typically available for stand-alone hardware, application software (not included with Cisco IOS® Software), user licenses, and bundles. Hardware standalone has Cisco SMARTnet. Software applications have Cisco Unified Communications Essential Operate Service (ESW), and bundles such as Unified Communications Business Edition have the integrated hardware and software support (ECD).

## How Products Are Mapped to Services

### Cisco Unity

Services for Cisco Unity® and Cisco Unity Connection are associated to the mailbox users and the Cisco fax servers. Here are some examples:

Example 1: Cisco Unity (Cisco Unity Voicemail, Unified Messaging, and Cisco Unity Connection)

Services are attached on **user licensees** only.

Examples of SKUs where services are mapped:

UNITYCN2-200USR **(200 users)**

UNITYCN2-25USR-K9= **(25 users)**

UNITYU5-50USR-E **(50 users)**

Examples of SKUs that will not have services mapped:

UNITY40-SVRLIC-32

UNITY-MULTILANG

UNITY5.X-ADD-LANG

UNITY5.X-SL-32

Example 2: Cisco Unity CFS Fax is mapped to Essential Operate Services (ESW)

Examples of SKUs where services are mapped:

CFS-SR140-24CHAN

### Cisco Unified Contact Center Express

Services are mapped only to SKUs that represent agents or users. Unified Contact Center Express has multiple kinds of users:

A) Agents/Seats: Standard, Enhanced, Premium

B) Interaction Manager Users: Advanced and Basic

C) Manager Users: Workforce and Quality

Services are mapped to those SKUs that represent one of these agents. No services are mapped to server licenses and other products that do not represent a user or agent. Support for the entire UCCX configuration is covered under the service mapped to the users or agents.

Examples of SKUs where services are mapped:

CCX-7815I-50S= CCX 5.0 STD 7815 IBM Server SW,OS 10 **Seats**

CCX-50PRE-SEAT1= CCX 5.0 PRE Seat Qty 1 **(agent or supervisor)**

CCX-50ENH-SEAT25= CCX 5.0 ENH Seat Qty 25 **(agent or supervisor)**

Examples of SKUs that will not have services mapped:

CCXIVR-50DB1PS1	CCX or IVR 5.0 MS SQL 2K Server 1 Processor Software
CCX-7815I-50-HAS	CCX 5.0 7815 IBM HA Active,Standby SW,2 OS,2 SQL2K
CCX-7815I-50E-HAS=	CCX 5.0 ENH 7815 IBM HA Active,Standby SW,2 OS,2 SQL2K

#### Cisco Unified Communications Manager (CallManager)

Cisco Unified Communications Manager is mapped and priced based on the capacity or the size of the server on which the software resides. The size of the server indirectly is tied to the number of users for which the Communications Manager is licensed. Service does not create the relationship between server and users; rather we abide to the product licensing rules.

There are three different categories of product SKUs that are available. The important thing to remember is that there needs to be one software application residing on each and every Communications Manager server. Therefore, if you have 5 MCS servers for Communications Manager, you will need to purchase 5 CallManager software applications and 5 ESW services for each application that has been purchased. The pricing for CallManager is not version based, rather based on the size of the server.

#### Cisco Unified Communications Manager a la Carte

Table 2 lists five different price points based on the size of the server, not the version of the software.

**Table 2.** Communications Manager for MCS Server Example

Server Class	HP	IBM	Product PN	Service PN	Users
MCS 7815/16/25 SE			CM6.0U4-K9-7815SE=	CON-ESW-6U415SE	100
MCS 7815/16		X206	LIC-CM6.1-7816=	CON-ESW-LC617816	500
MCS 7825	X3250/X306	X3250/X306	LIC-CM6.0-7825=	CON-ESW-M607825	1000
MCS 7835	HP DL280-G4/G5/DL380-G4	X3650/X346/X345	LIC-CM7.0-7835=	HP DL280-G4/G5/DL380-G4	2500
MCS 7845	HP DL380D-G4D/G5D	X3650D/X346D/X345D	LIC-CM6.0-7845=	CON-ESW-M607845	5000

#### Migration

Migration refers to the migration from one server to another server. The migration SKU allows you to move the software license from the legacy server to the new server for a nominal product charge. There are two types of migrations scenarios: (1) moving to the same size server and (2) upgrading to a larger capacity server. When moving to the same size server, no change to the ESW contract is required. Only when upgrading your server to a larger server will you need to update your contract. Also, you will need to change your Cisco SMARTnet contract to reflect the hardware server.

Table 3 lists the various migration SKUs for the software.

**Table 3.** Various Migration SKUs for the Software

Part Number	Product Description
CM6.0-K9-MIG0=	SW Unified CM 6.0 Same Server Class Migration
CM6.0-K9-MIG1=	SW Unified CM 6.0 Migration 7815SE to 781X
CM6.0-K9-MIG10=	SW Unified CM 6.0 Migration 7835 to 7845
CM6.0-K9-MIG2=	SW Unified CM 6.0 Migration 7815SE to 7825
CM6.0-K9-MIG3=	SW Unified CM 6.0 Migration 7815SE to 7835
CM6.0-K9-MIG4=	SW Unified CM 6.0 Migration 7815SE to 7845
CM6.0-K9-MIG5=	SW Unified CM 6.0 Migration 781X to 7825
CM6.0-K9-MIG6=	SW Unified CM 6.0 Migration 781X to 7835

Part Number	Product Description
CM6.0-K9-MIG7=	SW Unified CM 6.0 Migration 781X to 7845
CM6.0-K9-MIG8=	SW Unified CM 6.0 Migration 7825 to 7835
CM6.0-K9-MIG9=	SW Unified CM 6.0 Migration 7825 to 7845

### Service Types

When ordering Cisco Unified Communications products using individual product SKUs, one for hardware and one for software, you should quote:

1. Cisco SMARTnet for service coverage on the Unified Communications hardware. (Cisco SMARTnet will continue to be available for Unified Communications hardware and will not be subject to end of sale.)
2. Cisco Unified Communications Essential Operate Service (ESW) for software (sometimes referred to as ESW) to support the application. In general, the Cisco Unified Communications Essential Operate Service (ESW) for software is applicable to the application when it is purchased a la carte, or when the application is purchased in the new Cisco Unified Workspace License (CUWL) model, which incorporates a range of Unified Communications applications.
3. Cisco Unified Communications Essential Operate Service (ESW) for hardware and software (sometimes referred to as ECD) is a bundled server-based hardware and application software product purchased with a single SKU (currently only applicable only to the Cisco Unified Communications Manager Business Edition).

Table 4 shows how services are attached to UC products.

**Table 4.** Attaching Services to UC Products

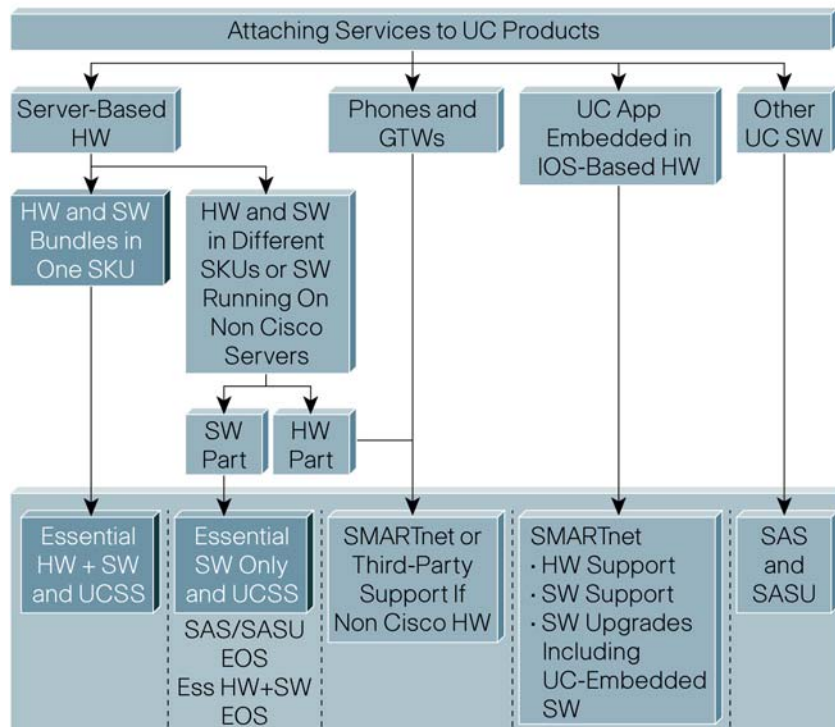


Table 5 lists products with Cisco SMARTnet.

**Table 5.** Products with Cisco SMARTnet

Products with Cisco SMARTnet
Cisco Unified Communications Manager Express (Enterprise Branch)
Cisco Unified Survivable Remote Site Telephony (SRST)
Cisco Unified Communications 500 Series for Small Business <i>(including Unified Communications Manager Express and Cisco Unity Express)</i>
Cisco Unified IP Phone (79xx)
Cisco Unified Wireless IP Phone 7921G
Cisco MCS Unified Communications Appliance/Servers
Cisco Unified VT Camera
Cisco Unified Videoconferencing

Table 6 lists products with SAS/SASU.

**Table 6.** Products with SAS/SASU

Products with SAS/SASU
Cisco Unity Express
Cisco Unified Operations Manager
Cisco Unified Services Monitor
Cisco Unified Provisioning Manager
Cisco Unified Service Statistics Manager
Cisco netManager Unified Communications (OM)
Cisco Monitor Manager Cisco Monitor Director Cisco Unified Video Conferencing

Table 7 lists products with Essential Operate Service (ESW).

**Table 7.** Products with Essential Operate Service

Products with Essential Operate Service (ESW)	
Cisco Unified Communications Manager (Formerly known as Cisco CallManager)	Cisco Unified Mobility
Cisco Unified Communications Manager Business Edition*	Cisco Unified Mobility Advantage (Orative)
Cisco Unity (Voicemail and Unified Messaging)	Cisco Unified Mobile Communicator (Orative Client)
Cisco Unity Connection	Cisco Unified Phone Application Suite
Cisco Unified Workspace Licensing (CUWL)	Cisco Unity FAX Server
Cisco IP Communicator	Cisco Unified Application Server
Cisco Unified Media Engine	Cisco Unified Communications Manager Attendant Console
Cisco Unified Presence	Cisco Emergency Responder
Cisco Unified Personal Communicator	Cisco Unified IP Interactive Voice Response
Cisco Unified Phone Proxy*	Cisco Unified IP Queue Manager
Cisco Unified MeetingPlace®	Cisco Unified MeetingPlace Express VT
Cisco Unified MeetingPlace Express	Cisco Unified MeetingPlace for Microsoft Office Communicator (MOC)
Cisco Unified Contact Center Enterprise	Cisco Unified E-Mail Interaction Manager Cisco Unified Web Interaction Manager
Cisco Unified Contact Center Express	Cisco Unified Business Attendant Console Cisco Unified Department Attendant Console
Cisco Unified Intelligent Contact Management Enterprise	Cisco Unified Video Advantage

Products with Essential Operate Service (ESW)	
Cisco Unified Contact Center Hosted	Cisco Unified Customer Voice Portal
Cisco Unified Intelligent Contact Management Hosted	Cisco Unified CallConnector for Microsoft Dynamics CRM Cisco Unified CallConnector for Microsoft Office
Cisco Unified Applications Environment	Cisco Unified CallConnector Mobility Cisco Unified CallConnector for Salesforce.com
*Essential Operate Service (ESW) (ECD covering hardware and software) is only available for the Cisco Unified Communications Manager Business Edition, as a bundled set of hardware and software sold under a single SKU.	

Table 8 lists bundled license products with Operate Services.

**Table 8.** Bundled License Products with Operate Services

Bundled License Products with Operate Services	
Cisco Unified Workspace License – Standard (CUWL STD)	Cisco Unified Workspace License – Professional (CUWL PRO)

CUWL is a per user model for all software licensing. There are two packages available: CUWL Standard and CUWL Professional. For more information, go to [www.in.cisco.com/voice/products/cuwl/](http://www.in.cisco.com/voice/products/cuwl/).

To understand service product numbers for Operate Services listed above, refer to the 3- or 4-letter codes in the table below. These codes will be the part of the product number after “CON-”. For example, an Essential Operate SW Only product number would start “CON-ESW-”.

Table 9 lists product numbers for Operate Services.

**Table 9.** Product Numbers for Operate Services

	Cisco Brand	NOSC	Shared Support	Collabrative TS	Partner Essential
Essential SW Only	ESW	NESW	SESW	CBSW	PSES
Essential SW + HW NBD	ECD	NECD	SECD	CBCD	N/A
Essential SW + HW 8x5x4	ECE	NECE	SECE	CBCE	N/A
Essential SW + HW 24x7x4	ECPM	NECP	SECP	CBCP	N/A
Essential SW + HW 24x7x4 onsite	EC4P	NEC4			
Gray Areas: Essential Operate Service (ESW) (ECD covering hardware and software) is only available for the Cisco Unified Communications Manager Business Edition as a bundled set of hardware and software sold under a single SKU					

Table 10 lists part numbers for Unified Communications Software Subscriptions (UCSS).

**Table 10.** Unified Communications Software Subscription (UCSS)

Product Description	Part Number
Cisco Unified Communications Manager	UCSS-UCM
Cisco Unified Contact Center Enterprise	UCSS-CCE
Cisco Unified Contact Center	UCSS-CCX
Cisco Unified MeetingPlace	UCSS-MPLACE
Cisco Unified MeetingPlace Express	UCSS-MPE
Cisco Unified MeetingPlace Express VT	UCSS-MPE
Cisco Unity	UCSS-UNITY
Cisco Unity Connection	UCSS-UNITYCN
Cisco Unity Contact Center Hosted	UCSS-CCH
Cisco Unified Presence	UCSS-CUP
Cisco Unified Personal Communicator	UCSS-UPC

Product Description	Part Number
Cisco Emergency Responder	UCSS-ER
Cisco Unified Application Server	UCSS-UAS
Cisco Unified Intelligent Contact Management Hosted	UCSS-ICMH
Cisco IP Interactive Voice Response	UCSS-IPIVR
Cisco Unified Customer Voice Portal	UCSS-CVP
Cisco Unified Communications Software Subscription for Cisco Unified Workspace Licensing	UCSS-UWL Ordered within product configuration
Cisco Unified Communications Software Subscription for Cisco Unified Communications Manager Business Manager	UCSS-CUCM-BE
Cisco Unified Communications Software Subscription for Cisco Unified Communications Manager Business Manager – CUWL	CMBE-WRKSP-BDL
Cisco Unified Communications Software Subscription for Intelligent Contact Management Enterprise	UCSS-ICME
Cisco Unified Communications Software Subscription for Cisco Unified Media Engine	UCSS-UME
Cisco Unified Business and Department Attendant Console	UCSS-ATT

More Cisco Unified Communications applications may be added in the future. Cisco Unified Communications Manager Express and SRST are not covered under Cisco Unified Communications Software Subscription; existing service remains the same.



## How to Order Services

### Finding Services and Pricing

Registered Cisco.com users can find list prices using the tools in this section, or prices through the quoting and ordering tools listed below.

### Pricing Tool

<https://tools.cisco.com/qtc/pricing/MainServlet>

To find services price lists, follow these steps:

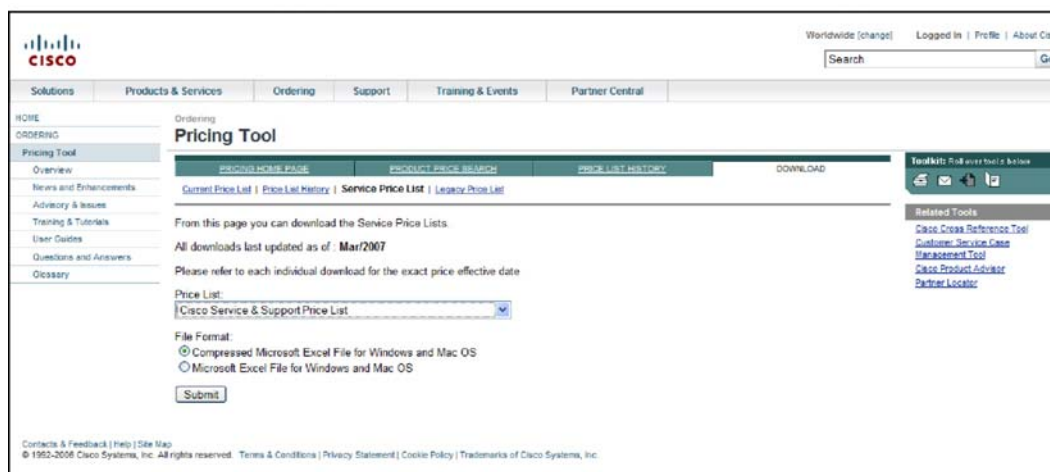
**Step 1.** Navigate to the Pricing Tool from Cisco.com main page > Select the Ordering menu item from the Ordering tab > link to Pricing Tool from the “Place Order” section.

The screenshot shows the Cisco Pricing Tool interface. At the top, there's a navigation bar with tabs: Solutions, Products & Services, Ordering, Support, Training & Events, and Partner Central. Below this, a sidebar on the left contains links: HOME, ORDERING, Pricing Tool, Overview, News and Enhancements, Advisory & Issues, Training & Tutorials, User Guides, Questions and Answers, and Glossary. The main content area is titled 'Pricing Tool' and has a sub-header 'PRICING HOME PAGE'. It includes a table for 'Global Pricing Information' with columns for 'Price Lists' and 'Last Updated'. The table lists: Price Lists (14/Mar/2007), Global Price Lists (14/Mar/2007), Wholesale & National Reseller Price Lists (14/Mar/2007), and Legacy Price Lists (14/Mar/2007). Below the table, there's an 'Important Notices' section with two bullet points. The 'Getting Started' section provides links for searching product prices, viewing price change history, and downloading price lists. A 'DOWNLOAD' tab is visible in the top navigation bar.

**Step 2.** Click “DOWNLOAD” tab.

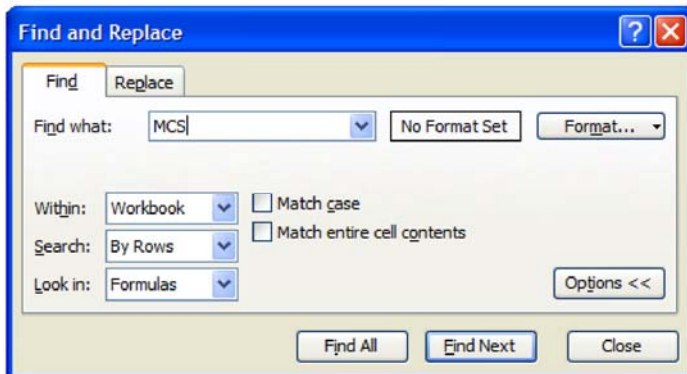
The screenshot shows the 'DOWNLOAD' tab of the Cisco Pricing Tool. It features a 'Current Price List' section with links for 'Price List History', 'Service Price List', and 'Legacy Price List'. Below this, there's a 'Select Price List' section with a dropdown menu showing 'Global Price List in US Dollars'. The 'Select Download Type' section has radio buttons for 'Select by Product Family' and 'Select by Entire Price List'. The 'File Format' section has radio buttons for 'Compressed Microsoft Excel File for Windows and Mac OS', 'Compressed Space-Delimited Text File', 'Microsoft Excel File for Windows and Mac OS', 'Space-Delimited Text File', and 'Ascii Flat File'. A 'Submit' button is at the bottom.

**Step 3.** Select Service Price List link.



**Step 4.** Choose which Price List – “Cisco Service & Support Price List” for the general list or a selection from the drop-down menu for SP Services, Shared Support, CoBrand, or other price lists.

**Step 5.** Searching for a Product within Excel – The workbooks are divided into a series of worksheets based on service type. If you know service type, choose the correct worksheet and search for the product SKU you want to find. If you do not know the service type, use the find functionality of Excel to search the entire workbook. Click the Options button to expand search options. Then select “Workbook” in the “Within” dropdown menu. Continue to click “Find Next” until you have found the product SKU you want.



## Ordering and Quoting Tools

Several tools can be used to quote and order services with and without products. For configuring products and quoting and ordering services together, Cisco.com users can find the Dynamic Configuration Tool (DCT), the Multiline Configuration tool (MLC), and the Ordering Tool (OT). Registered users can order and renew services through Cisco Service Contract Center (CSCC). Processes for each of these tools will be outlined later in this document.

The DCT is useful for configuring products and obtaining very basic services information for configurable products only. It does not provide information for services on hardware or software products that are not configurable. Currently it only allows the selection of one service level at a time, which could result in missed product coverage.

The MLC provides the user with the ability to assemble multiple products, both configurable and nonconfigurable, onto a single list. It provides services functionality for both hardware and software products. Pricing for services in the MLC is subject to change based upon the ultimate installation site of the product(s).

The OT provides the most robust functionality for ordering products and services at the same time. It allows imports of saved configurations (from DCT) or saved config sets (from MLC). In the OT, users specify the installation site of the product and get accurate services pricing information.

Links to the DCT, MLC, and OT can be found on the [Ordering Root](#) page on Cisco.com. Each of these tools has a detailed user guide available through links on their respective pages.

## Dynamic Configuration Tool

**Step 1.** Choose the configurable product.

The screenshot displays the Cisco Dynamic Configuration Tool (DCT) web interface. At the top, the Cisco logo is on the left, and the title 'Cisco Dynamic Configuration Tool' is in the center. To the right of the title is a navigation bar with links: 'Cisco Home', 'NPM', 'Login', and 'Profile'. Below the navigation bar, a message states 'You are logged in as: RADKISSO'. A dark blue bar contains links: 'Set Defaults', 'Get Saved Configs', and 'HELP'. The main content area has a 'Resources' section on the right with links: 'Getting Started', 'Quick Tips', 'News & Enhancements', and 'Cisco IOS Software Selector'. On the left, the 'Product Search' section includes a search bar, a 'Search by' dropdown menu (currently showing 'Product Number'), a 'Price List' dropdown menu (currently showing 'GLOBAL Legacy Price List in US Dollars'), and a 'Search' button. Above the search bar, there is a checkbox for 'Enable Configuration Guidance' and a link 'Tell Me About Configuration Guidance'.

**Steps 2 and 3.** Select the “Select Options” tab and configure the product. Click the “Check Configuration” button to validate your choices.

Cisco Configuration Tool

**Configure**

You are logged in as: RADKISSO

[Cisco Home](#) [NPM](#) [Login](#) [Profile](#)

[Configurator Home](#) [Get Saved Configs](#) [LogOut](#) [HELP](#)

[Configuration Details](#) **Select Options** [Enter Options](#) [Classic Menu Option](#)

**CUWL-LIC**  
**CUWL Top Level**  
 To add options, select item category on the left, then select options from the list displayed on the right.  
 Use the [Cisco IOS Software Selector](#) for software selection assistance.

[View My Selections](#)  
[Configuration Guidance](#) OFF  
[Enable Error Correction](#) ☒

STEP 1: Select Item Category      STEP 2: Choose Options and Select Desired Quantity Below

- CUWL Professional Options
- CUWL Standard Options
- Conferencing Options for CUWL
- Client Options for CUWL
- Call Control Options for CUWL
- Messaging Options for CUWL
- Mobility Options for CUWL
- Presence Options for CUWL

[Delete All](#) [New Configuration](#) [Save](#) [Check Configuration](#)

**Step 4.** Upon successful configuration, choose your service level and click “Update” to have the appropriate services added to your configuration.

Cisco Configuration Tool

**Completed Configuration**

You are logged in as: RADKISSO

[Cisco Home](#) [NPM](#) [Login](#) [Profile](#)

[Configurator Home](#) [Get Saved Configs](#) [LogOut](#) [HELP](#)

**You have successfully completed your configuration!**

Price List: [GLOBAL Legacy Price List in US Dollars](#)

Service Level: [Essential SW](#)

Service Length: [3 Year\(s\)](#) [Update](#)

Product Number and Description	% Discount	Qty	Price	Lead Time
CUWL-LIC	0.0	1	USD 0.00	NPH until 04-DEC-2007
CUWL Top Level				
LIC-UWL-PRO	0.0	250	USD 103750.00	
Unified Workspace Licensing PRO, 1 User				
UCSS-UWL-PRO	0.0	250	USD 30000.00	
3-Yr UWL PRO UCSS				
MP-60-UWL	0.00	1	USD 0.00	
MeetingPlace 6.0 for CUWL only				
CUMC-CLIENT-BB-UWL	0.00	250	USD 0.00	
Unified Mobile Communicator Blackberry Client for CUWL				
UCM-7835-60-UWL	0.00	1	USD 0.00	
CUCM 6.0 7835 for CUWL only				
UNITY-E-SM-50-UWL	0.00	1	USD 0.00	
Unity 5.0 - 32 Ports - Exchange for CUWL only				
CUMA-30-UWL	0.00	1	USD 0.00	
Unified Mobility Advantage 3.0 for CUWL only				
UPS-60-UWL	0.00	1	USD 0.00	
Unified Presence 6.0 for CUWL only				
Included: UCSS-UWL-PRO-PK	0.00	1	USD 0.00	
3-Yr UWL PRO UCSS - PAK				
Included: CUCM-UWL	0.00	1250	USD 0.00	

[Show Discount](#) ☒ Yes ☐ No

**Estimated Lead Time:** NPH **Estimated Price:** USD 133,750.00

**Step 5.** Save your configuration for later use in either the MLC or the OT.

Cisco Configuration Tool

**Completed Configuration**

You are logged in as: RADKISSO

[Configurator Home](#) [Get Saved Configs](#) [LogOut](#) [HELP](#)

Included: UCSS-UWL-PRO-PAK 3-Yr UWL PRO UCSS - PAK	0.00	1	USD 0.00	
Included: CUCM-UWL Communications Manager UWL DLU Bundle	0.00	4250	USD 0.00	
Included: CUCM-UWL-PAK CUCM PAK	0.00	1	USD 0.00	
Included: CUMA-UWL CUMA User Licensing	0.00	1	USD 0.00	
Included: CUMA-UWL-PAK CUMA Claim Cert w/ PAK	0.00	1	USD 0.00	
Included: CUMC-BB-UWL CUMC Blackberry Users	0.00	250	USD 0.00	
Included: CUMC-BB-UWL-RTU CUMC Blackberry Right To Use	0.00	1	USD 0.00	
Included: CUP-UWL Unified Presence UWL RTU	0.00	1	USD 0.00	
Included: CUP-UWL-RTU CUP UWL RTU	0.00	1	USD 0.00	
Included: MP-60-UL-UWL MeetingPlace 6.0 Ports	0.00	10	USD 0.00	
Included: MP-60-UWL-PAK MeetingPlace 6.0 Claim Cert w/ PAK	0.00	1	USD 0.00	
Included: UNITY-50-PRO-UWL Unity 5.0 Pro Users	0.00	250	USD 0.00	
Included: UNITY-50-UWL-PAK Unity 5.0 Claim Certificate	0.00	1	USD 0.00	
CON-ESW-CUWLLIC ESSENTIAL SW CUWL Top Level-See Svc on Components	<input type="text" value="0.0"/>	3	USD 0.00	
CON-ESW-CUWLPRO1 ESSENTIAL SW Unifi Wrkspc Lic-Professional-1 User	<input type="text" value="0.0"/>	750	USD 40500.00	

**Estimated Lead Time:** NPH **Estimated Price:** USD 174,250.00

### Multiline Configuration Tool (MLC)

The MLC tool follows exactly the same process as below for the OT. For the purposes of this Ordering Guide, the tools operate in the same manner.

One key difference to note is that configuration sets may be saved in the MLC for later use in either the MLC or in the OT.

MLC Screenshot for reference:

**Cisco Configuration Tool** | Cisco Home | NPM | **Create ConfigSet Form**

Create ConfigSet | View Saved ConfigSets

ConfigSet Form | ConfigSet Details

You are logged in as: RADKISSO  
ConfigSet ID: CS11097074  
ConfigSet Name: [CS11097074](#)

Hardware Service Level: No Service Level Requested ☒ Apply to new service lines only  
Software Service Level: No Service Level Requested ☐ Apply to all service lines

**Enter, configure, and revise line item**

Line # | Enter Product | Qty | Discount | Unit Price | Clear | Configure | Get Saved Config  
New | | 1 | 80 | | Enter | Item Search | Set Service Options

Line	Product	Qty	List Price	Discount	Unit Price	Extended Price	Status	Delete
1							New Line	<input type="checkbox"/>

Save ConfigSet | Route ConfigSet | Acquire ConfigSet | Linetotal: 0.00  
Subtotal: 0.00 (Includes Minor Lines) | Export ConfigSet

## Ordering Tool

Product Type 1: Software Application Ordered with Server and UCSS

ConfigSet Name: [CS11459775](#)

Hardware Service Level: No Service Level Requested ☒ Apply to new service lines only  
Software Service Level: Essential SW ☐ Apply to all service lines

**Enter, configure, and revise line item**

Line # | Enter Product | Qty | Discount | Unit Price | Clear | Configure | Get Saved Config  
New | | 1 | 0 | | Enter | Item Search | Set Service Options

Line	Product	Qty	List Price	Discount	Unit Price	Extended Price	Status	Delete
1	CALLMANAGER-4X <i>Top Level Part Number for Ordering CallManager 4.2</i>	1	0.00	0.0%	0.00	0.00	Verified	<input type="checkbox"/>
1.1	MCS-7835-H2-IPC1 <i>HW Only MCS-7835-H2 with 2GB RAM and Two 72GB SAS HD</i>	1	12000.00	0.0%	12000.00	12000.00	Verified	
1.2	CM4.2-K9-7835H2-1 <i>SW Only, Unified CallMngr 4.2 For MCS 7835- H2, 2500 User Crypto</i>	1	7995.00	0.0%	7995.00	7995.00	Verified	
1.3	UCSS-UCM <i>Top level SKU, Unified CallManager Software Subscription</i>	1	0.00	0.0%	0.00	0.00	Verified	
5	CON-ESW-4235H21 <i>ESSENTIAL SW Unified CallMngr 4.2 For MCS 7835-H2</i>	1	1679.00	0.0%	1679.00 For 1 yr	1679.00	Not Configurable	<input type="checkbox"/>



Cisco Ordering Tool Cisco Home NPM

## Main Order Form

Ordering Tool Home Address Book HELP

Main Order Form Header Details ShipSets All Order Details

**Shipping:** **Billing:** CISCO SYSTEMS INC FOR US ...  
PO BOX 641570 CISCO SYTEMS  
SAN JOSE, Califor... United S...

Purchase Order Number:   
Order ID: MP10798705

**Hardware Service Level:** SMARTnet 8x5xNBD  
**Software Service Level:** Essential SW

After the Software Products Have Been Added to the Order, Change the Hardware Service Level Drop-Down Menu to the Desired Hardware Service

**Enter, configure, and revise line item**

Line #  Enter Product  Qty.  Discount  Unit Price

Line	Product	Qty	List Price	Discount	Unit Price	Extended Price	Status	Delete
1	CM5.0-K9-380G4 SW Only, Unified CallMgr 5.0 For HP DL380-G4 /1CPU	1	7995.00	0.0%	7995.00	7995.00	Verified Complete	<input type="checkbox"/>
2	CON-ESV-CM5380G4 ESSENTIAL SW SW Only-Unifi CM5.0 HP DL380-G4 /1CPU	1	3240.00	0.0%	3240.00 For 1 yr	3240.00	Not Configurable Incomplete	<input type="checkbox"/>
3	MCS-7845-11-IPC1 HW Only MCS-7845-11 with 4096MB RAM and Four 72GB SCSI HD							<input type="checkbox"/>
4	CON-SNT-MCS7845I SMARTNET 8X5XNBD HW Only MCS-7845-11							<input type="checkbox"/>
5	New Line							<input type="checkbox"/>

Add a Standalone Server to the Order. Then Configure  
Once the Server is Configured, SMARTnet Services are Populated on the Order Automatically

## Product Type 2: Cisco Unified Workspace Licensing

Cisco Ordering Tool Cisco Home NPM

## Main Order Form

Ordering Tool Home Address Book HELP

Main Order Form Header Details ShipSets All Order Details

**Shipping:** **Billing:** CISCO SYSTEMS INC FOR US ...  
PO BOX 641570 CISCO SYTEMS  
SAN JOSE, Califor... United S...

Purchase Order Number:   
Order ID: MP12764206

**Hardware Service Level:** SMARTnet 8x5xNBD  
**Software Service Level:** Essential SW

For CUWL, select Operate Services Software (Essential SW) in the Software Service Level

**Enter, configure, and revise line item**

Line #  Enter Product  Qty.  Discount  Unit Price

Line	Product	Qty	List Price	Discount	Unit Price	Extended Price	Status	Delete
1	CUWL-LIC CUWL Top Level	1	0.00	0.0%	0.00	0.00	Verified Complete	<input type="checkbox"/>
2	CON-ESW-CUWLLIC ESSENTIAL SW CUWL Top Level-See Svc on Components	1	0.00	0.0%	0.00 For 3 yrs	0.00	Not Configurable Incomplete	<input type="checkbox"/>
2.1	CON-ESW-CUWLPRO1 ESSENTIAL SW Unifi Wrkspce Lic-Professional-1 User	250	54.00	0.0%	162.00 For 3 yrs	40500.00		
3	New Line							<input type="checkbox"/>

**Save Order** **Save as Template** **Route Order** **Check for Errors** **Submit Order**

Linnetotal: 0.00  
Subtotal: 174250.00  
(Includes Minor Lines)

## Product Type 3: Hardware and Software Bundle (Business Edition Only)

The screenshot shows the Cisco Ordering Tool Main Order Form. The form is divided into several sections: Header Details, ShipSets, and All Order Details. The Header Details section includes the Cisco logo, the title 'Main Order Form', and navigation links like 'Ordering Tool Home', 'Address Book', and 'HELP'. The ShipSets section shows the shipping address: 'CISCO SYSTEMS INC FOR US ... PO BOX 641570 CISCO SYSTEMS SAN JOSE, Califor... United S...'. The All Order Details section shows the Purchase Order Number: 'MP10798930'. The form also includes a section for 'Enter, configure, and revise line item' with a table for line items. The table has columns for Line #, Product, Qty., List Price, Discount, Unit Price, Extended Price, and Status. The first line item is 'CON-ECD-IPC4XB' with a quantity of 1 and a unit price of 0.00. The second line item is 'CON-ECD-IPC4XBOL' with a quantity of 1 and a unit price of 0.00. The third line item is 'CON-ECD-CM4X2P' with a quantity of 1 and a unit price of 540.00. The fourth line item is 'CON-ECD-IPC40CB' with a quantity of 1 and a unit price of 540.00. The fifth line item is 'CON-ECD-UC50PKG' with a quantity of 1 and a unit price of 450.00. The form also includes a section for 'Hardware Service Level' and 'Software Service Level', both set to 'Essential SW+'. A callout box points to these sections with the text: 'For HW+SW Bundled Products, Select an Operate HW+SW Service in Both of the Hardware and Software\* Drop-Down Menus'. Another callout box points to the line item table with the text: 'Add a HW+SW Bundled Product and Configure'. A third callout box points to the line item table with the text: 'Once the Product is Configured, the Operate Services are Populated on the Order Automatically'.

Line #	Product	Qty.	List Price	Discount	Unit Price	Extended Price	Status
1	IPC-COM-4X-BUN	1					
2	CON-ECD-IPC4XBOL	1	0.00	0.0%	0.00	0.00	Not Configurable
2.1	CON-ECD-CM4X2P	1					
2.2	CON-ECD-IPC40CB	1	540.00	0.0%	540.00	540.00	
2.3	CON-ECD-UC50PKG	1	450.00	0.0%	450.00	450.00	

\*Required until the HW+SW Operate Services are removed from the software service menu; timeline TBD

## Cisco Service Contract Center

Cisco Service Contract Center is a web-based solution intended to simplify the managing and selling of services. For training and access to CSCC, visit [www.cisco.com/web/services/resources/csccltraining/index.html](http://www.cisco.com/web/services/resources/csccltraining/index.html).

## Example 1: Add Products by Product ID

The screenshot shows the Cisco Service Contract Center interface. The top navigation bar includes the Cisco logo, a 'Close Window' button, and a 'Toolkit' section with links for 'Open a Case', 'Feedback', 'Help', and 'What's Changed'. The main content area is titled 'Cisco Service Contract Center' and includes a welcome message for 'Brian' dated 'June 24, 2008'. The 'Line Items and Pricing' section is active, showing a search bar and a table of line items. The table has columns for 'Target Contract Number', 'Product Number', 'Service List Price', 'Service Extended Net Price', and 'Price Status'. The first line item is 'NEW' with a product number of 'UNITY-VM-USR' and a price status of 'New'. The interface also includes a 'Quote Summary Details' section with links for 'Import/Export', 'Line Items and Pricing', 'Error Details', and 'History'. At the bottom, there are buttons for 'Undo', 'Hide Lines', 'Validate', 'Validate and Save', and 'Save'.

Target Contract Number	Product Number	Service List Price	Service Extended Net Price	Price Status
NEW	UNITY-VM-USR			New



**Step 2: Choose Import Methods and Enter Parameters**

☐ **Cut-and-Paste**

Field:  Values:

**Service Level**

**Uncovered Equipment**

\* Hardware Service Level:  Description: SMARTnet 8x5xNBD

\* Software Service Level:  Description: Essential SW

**Covered Equipment**

☒ Keep Existing Service Levels

☐ Apply These Service Levels

\* Hardware Service Level:  Description: SMARTnet 8x5xNBD

\* Software Service Level:  Description: Essential SW

**Cisco Service Contract Center**

Welcome Danielle Wong | April 17, 2009

Advanced Search | Preference

**Line Items and Pricing**

Search CSCC:  Select Search Category:  60

Beta Search CSCC:  Select Search Category:  60

Dashboard > Estimates/Quotes: Manager > Line Items and Pricing

General Contracts Opportunities Estimates/Quotes

Quote Summary Details | Import/Export | **Line Items and Pricing** | Error Details | History

Line Items - Quote #792468 Filters: OFF Action:  60

Summary Lines

	Target Contract Number	Product Number	Service List Price	Service Extended Net Price	Price Status
<input type="checkbox"/>	NEW	LIC-CM7.0-7835=	1,679.00	1,091.35	Validated

Undo External COO User ID:  Hide Lines Validate Validate and Save Save

Captured by SnagIt  
Buy now to prevent this tag  
[www.techsmith.com](http://www.techsmith.com)

Close Window

© 1992-2008 Cisco Systems, Inc. All rights reserved. [Important Notices](#), [Privacy Statement](#), and [Trademarks](#) of Cisco Systems, Inc.



**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV  
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

CCDE, CCENT, CCSI, Cisco Eos, Cisco HealthPresence, Cisco IronPort, the Cisco logo, Cisco Nurse Connect, Cisco Pulse, Cisco SensorBase, Cisco StackPower, Cisco StadiumVision, Cisco TelePresence, Cisco Unified Computing System, Cisco WebEx, DCE, Flip Channels, Flip for Good, Flip Mino, Flipshare (Design), Flip Ultra, Flip Video, Flip Video (Design), Instant Broadband, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn, Cisco Capital, Cisco Capital (Design), Cisco Financial (Stylized), Cisco Store, Flip Gift Card, and One Million Acts of Green are service marks; and Access Registrar, Aironet, AllTouch, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Lumin, Cisco Nexus, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, Continuum, EtherFast, EtherSwitch, Event Center, Explorer, Follow Me Browsing, GainMaker, iLync, IOS, iPhone, IronPort, the IronPort logo, Laser Link, LightStream, Linksys, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, PCNow, PIX, PowerKEY, PowerPanels, PowerTV, PowerTV (Design), PowerVu, Prisma, ProConnect, ROSA, SenderBase, SMARTnet, Spectrum Expert, StackWise, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0910R)

Printed in USA

C07-539012-01 10/09