Cisco Unified Workspace Licensing

This document is divided into the following topic categories:

- General
- Selling Cisco Unified Workspace Licensing
- Ordering and Bill of Materials Creation
- Migrations, Expansions, and Add-Ons
- Delivery
- Subscription and Service
- Implementation
- Channel
- Product Specific
- Current Promotions

General

Q. What is Cisco® Unified Workspace Licensing and what does it include?
A. Cisco Unified Workspace Licensing is an easy and affordable way to flexibly meet your business needs with a broad range of Cisco Unified Communications applications and services. Unified Workspace Licensing improves organizational effectiveness by accelerating decision-making time, enhancing productivity, and increasing mobility and collaboration. All client and server software, licensing, service and support, and software subscription are packaged together, simplifying the way a customer acquires and manages Cisco Unified Communications.

Cisco Unified Workspace Licensing is available in three versions:

- Standard Edition: Built on the reliable Cisco UCM platform, this edition includes call control, voice messaging, unified clients, mobility, and presence with the enterprise scalability to support your business as it grows.
- Professional Edition: This edition includes all features in Standard Edition plus mobile communicator client, audio, video and web conferencing, and other advanced capabilities.

Cisco Unified Workspace Licensing also allows customers to choose the number of server licenses needed for all back-end server software applications to support their deployment. Please see Table 1 for a summary.

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Q. Will Unified Workspace Licensing be mandatory?
A. No. It is an alternative to ordering Cisco Unified Communications products individually.

Q. Can I still purchase Cisco Unified Communications applications the traditional way?
A. Yes, purchasing Cisco Unified Workspace Licensing is not the only way to purchase Cisco Unified Communications products. Cisco Unified Workspace Licensing represents a unique value proposition for organizations that want to increase the potential for providing the Cisco Unified Communications experience to all users in their workspaces. It is also ideal for customers interested in providing the full Cisco Unified Communications experience to a greater number of their users.

Selling Cisco Unified Workspace Licensing

Q. Who is the target customer for Cisco Unified Workspace Licensing?
A. Cisco Unified Workspace Licensing is optimally suited for all organizations interested in providing a more complete Cisco Unified Communications experience for their users, but that have not yet deployed all the Cisco Unified Communications applications to all their users. Many Cisco customers purchase add-on applications for just a small population of their users, in part because of the cost. Cisco Unified Workspace Licensing addresses that scenario by adding a nominal premium to typical deployments in exchange for the capability to obtain all the application software needed to enable a complete Cisco Unified Communications experience, including more applications for more users than they may have otherwise chosen to enable without this program. Cisco Unified Workspace Licensing also makes the process more straightforward for obtaining software subscriptions and Cisco Technical Assistance
Center (TAC) service and support for all the applications, mitigating the need to obtain these services separately.

Q. Should I lead my sales efforts with Cisco Unified Workspace Licensing?
A. For most new customers with more than 100 users, yes, you should lead with Cisco Unified Workspace Licensing. This approach will save you significant time in bill of materials (BOM) creation and allow you to put a proposal in front of a customer in much less time. In addition, it enables the customer to offer a complete Cisco Unified Communications experience.

It also gives simple telephony and voicemail customers the capability to add functions by buying servers later. If customers decide later to change their combination of phone types, the licensing cost is not affected. This approach also helps customers avoid having to track device license units (DLU) after the system is installed.

This approach results in larger Cisco Value Incentive Program (VIP) payments for partners, offers new services opportunities, and generally increases partner profitability compared to an item-by-item sale.

However, in certain market segments, such as hospitality and in some cases retail, workspace licensing may not be a good fit. In these cases, it is acceptable to fall back to an individual-item sales model.

Q. Are any discounts available for larger customers?
A. Cisco Unified Workspace Licensing does not have tiered pricing based on the number of users of a product. Regardless of the user count, the price per user is fixed. However, volume discounting exists for Cisco Unified Essential Operate Service (ESW) contracts associated with Cisco Unified Workspace Licensing. Cisco will also honor any existing volume discounts.

Q. What if my customer does not need all the applications for all users?
A. Cisco Unified Workspace Licensing contains a fixed set of applications and cannot be modified for the addition or removal of applications. Understanding that customer requirements for applications vary, Cisco designed the pricing structure and application breadth to give customers flexibility to provide access to all applications.

The Cisco Unified Workspace Licensing program was designed so that a nominal premium over the cost of a simple telephony and voicemail deployment puts all applications within reach. It is not expected that every customer will use every application. Just as not every Microsoft Office user uses Access or not every car purchaser wants every feature on a chosen model, as long as the customer desires a few of the applications, Unified Workspace Licensing offers a great deal compared to purchasing each component individually. As a rule, as long as the customer wants telephone service and at least two other applications (for example, voicemail and mobility, voicemail and presence, or client and presence), Cisco Unified Unified Workspace Licensing is a strong fit. In many cases, even if only a single application is desired, Cisco Unified Workspace Licensing is a better fit as server software is included.

Further, Cisco Unified Workspace Licensing makes it easy and economical for customers to gain access to Cisco Unified Communications applications that they may not have otherwise considered. Cisco Unified Workspace Licensing gives customers the option of offering applications to all users now or at their discretion in future deployments. Thus, Workspace Licensing offers the customer greater flexibility.
Q. There does not appear to be much incentive to start with Cisco Unified Workspace Licensing Professional Edition because the basic difference is conferencing. Why does Cisco not just have a higher upgrade price?

A. Actually there are more differences between the Standard Edition and Professional Edition than conferencing. Cisco Unified Mobile Communicator is available in Professional Edition, as are Cisco Unified Contact Center Express and the licenses to add an unlimited number of Cisco Unified IP Phones. This means Professional Edition gives you the opportunity to talk to business decision makers about their plans for a mobile workforce, telecommuting, employee retention, and office space cost reductions, which are top concerns of many organizations. In addition, when migrating from an existing environment, many customers are choosing Professional Edition.

Q. What if a customer already has applications deployed? Is this approach cost effective?

A. In most cases, yes. Having Standard Edition and Professional Edition options provides flexibility and should make Cisco Unified Workspace Licensing a very cost-effective option for most customers. If Cisco Unified Workspace Licensing is not a good fit, customers can still also purchase additional applications individually. Please see the “Migrations, Expansions, and Add-Ons” section of this Q&A for more details.

Q. What releases of Cisco Unified Communications Manager will work with Cisco Unified Workspace Licensing?

A. All shipping versions are available when ordering Cisco Unified Workspace Licensing. Use the Cisco Configuration Tool on Cisco.com to get the most accurate list of application choices. Applications will be listed after they have been removed from new product hold.

Ordering and Bill of Materials Creation

Q. Does Cisco Unified Workspace Licensing include enough server software for my installation?

A. Cisco Unified Workspace Licensing has two top-level part numbers: one for new orders (CUWL-LIC) and one for upgrades (CUWL-LIC-ADDON). For new orders, you will choose the number of server licenses you need for all the application versions. All requisite copies are covered by the license. The configuration tools enforce a reasonable maximum. Please see the Ordering Guide at:


Q. How do I determine the number of users who need Cisco Unified Workspace Licensing?

A. To determine the number of users, start with the number of people administered in the Cisco UCM cluster (not the number of users in the directory) and add the number of public space devices. This process is the same as that currently used by Cisco UCM Unified Communications Software Subscription (UCSS).

Examples of public space devices include kitchen and break-room phones, lobby phones, fax machines, hallway phones, door-entrance phones, and any analog device. More specifically, adjunct phones and soft clients are not counted twice. If a single person has four devices, that person is counted as only one user and requires only a single Cisco Unified Workspace Licensing Professional Edition.

Cisco Unified IP Phones used for the Extension Mobility feature may or may not require a Public Space license; for example, a bank of phones set aside for guest users requires only
Public Space licenses since those phones are not associated to another specific Cisco Unified Workspace Licensing user. However, when a Cisco Unified Workspace Licensing Standard or Professional Edition user's phone is simply used by a guest to log into Extension Mobility, a Public Space license is not required since that phone is associated to a specific Cisco Unified Workspace Licensing user.

Q. How do I handle phones in conference rooms and lobbies?
A. Customers often have a much higher number of people than phones. These phones can be handled by public-space device add-ons for analog and IP phones respectively.

Q. Do I order Cisco Unified Workspace Licensing on a per-cluster basis?
A. In the overwhelming number of cases, you should order per cluster. There are some scenarios where you can consolidate multiple clusters into a single order. The central idea is that if Cisco Unified Workspace Licensing is used for a cluster, the entire cluster must use Cisco Unified Workspace Licensing. Since customers can use their Cisco UCSS contract to order more copies of software and the number of users affects the total solution cost, how you order the licensing is not really important, but ordering on a per-cluster basis is recommended.

Q. Is hardware included with Cisco Unified Workspace Licensing?
A. No. All hardware is ordered separately. You must order Cisco media convergence servers separately, and special Cisco Unified MeetingPlace bundles will be provided for Cisco Unified Workspace Licensing customers (MP-8106-UWL and MP-8112-UWL). In addition, you should order Cisco Unified IP Phones and Cisco Wireless IP Phones separately. Note that no distinction is made between the models of Cisco Unified IP Phones under Cisco Unified Workspace Licensing. Customers may select from a single handset of any Cisco Unified IP Phone model under Cisco Unified Workspace Licensing Standard Edition and any number of any Cisco Unified IP Phone model under Cisco Unified Workspace Licensing Professional Edition.

Q. Are Cisco Unified Video Advantage cameras included with Cisco Unified Workspace Licensing Professional Edition?
A. No. Cameras must be purchased separately. Cisco Unified Video Advantage also supports many third-party cameras such as those built into many laptops. Cisco currently offers a 24-pack of cameras in a hardware-only configuration (UPC-CAMERAS-24=). If the customer wants only a single camera or fewer than 24, the customer can purchase CUVA-V2=.

Q. Can users both with and without Cisco Unified Workspace Licensing be mixed on the same cluster?
A. No. When a cluster is enabled for Cisco Unified Workspace Licensing, all users in the cluster must use Cisco Unified Workspace Licensing.

Q. Can Cisco Unified Workspace Licensing Standard Edition and Professional Edition be mixed on the same cluster?
A. Yes, this configuration is supported.

Q. Will Cisco SolutionsPlus partner solutions be added to Cisco Unified Workspace Licensing?
A. There are no current plans to include products from Cisco SolutionsPlus partners in the per-user price of Cisco Unified Workspace Licensing. Cisco SolutionsPlus options can be added separately to a Cisco Unified Workspace Licensing solution if needed.

Q. Are third-party phone licenses included with the Cisco Unified Workspace Licensing?
A. Yes. Cisco has created the 3PTY-CLIENT-UWL SKU which can be added for any Standard or Professional Edition user. The quantity of third-party phones cannot exceed the number of users in a configuration. This license covers the addition of any phone of any model of any capability from any vendor other than Cisco. No distinction is made with respect to product capabilities when determining the license type. For every third-party device, you order this SKU in the Client Options section of the Cisco Configuration Tool.

Q. Does the five-seat Cisco UCCX Agent promotional bundle come with my Cisco UCM selection in Cisco Unified Workspace Licensing?
A. In Cisco UCM Releases 5.1, 6.0, 6.1, and 7.0, the five-seat Cisco UCCX promotional bundle is included just as it is in individual-item ordering. Please check with Customer Contact Business Unit (CCBU) Promotions in the future to determine whether this offer is still active.

Migrations, Expansions, and Add-Ons

Q. How is a cluster converted or upgraded to Cisco Unified Workspace Licensing?

For example, if you want to convert an existing cluster with 1000 Cisco Unified Communications users and no other Cisco applications to Cisco Unified Workspace Licensing Standard Edition, you should order 1000 Cisco UCM–to–Cisco Unified Workspace Licensing Standard Edition licenses (UWL-UPG-CM-STD). This upgrade gives all 1000 users a voicemail box, a Cisco Unified Presence license, Cisco Unified Mobility access, and a soft client of their choice.

If you have 1000 Cisco UCM users who also have Cisco Unity applications and want to convert them all to Cisco Unified Workspace Licensing Standard Edition, you should order 1000 Cisco UCM plus Applications–to–Cisco Unified Workspace Licensing Standard Edition licenses (UWL-UPG-CMAPPS-STD). This upgrade gives users a Cisco Unified Presence license, Cisco Unified Mobility access, and a soft client of their choice for the deployment.

For more information, please refer to the Ordering Guide at:

Q. What if I have more than one Cisco application for some of my users? Does Cisco offer any type of rebate or credit?
A. No. Cisco Unified Workspace Licensing treats two or three applications the same way as a single application. It is not practical to cover every possible scenario you may encounter, and the sales process could potentially incur serious delay. If your customer has a significant investment in many applications, the best approach may be to continue purchasing individual applications. However, the investment in multiple applications may have been small enough that buying the upgrade for that limited population is a cost-effective way to convert the entire population to Cisco Unified Workspace Licensing.

For example, if you have 1000 Cisco UCM users, 950 Cisco Unity mailboxes, 100 Cisco IP Communicator users, and 50 Cisco Unified Mobility users, you should order 950 Cisco UCM plus Applications–to–Cisco Unified Workspace Licensing Standard Edition upgrades.
(representing the 950 Cisco UCM users who also have Cisco Unity mailboxes and a second Cisco Unified Communications application), and 50 Cisco UCM–to–Cisco Unified Workspace Licensing Standard Edition upgrades (representing the other 50 Cisco UCM users who did not have a second Cisco Unified Communications application). Although some may view this approach as paying twice for the existing 100 Cisco IP Communicator and 50 Cisco Unified Mobility users, customers are still saving a significant amount because under Cisco Unified Workspace Licensing, all users get both Cisco IP Communicator and Cisco Unified Mobility as well as a Cisco Unified Presence license.

If the cost is too high to move the existing users, you can and should continue purchasing applications individually. You could also build a new cluster on which Cisco Unified Workspace Licensing users can be placed if you have numerous new users migrating from an existing private branch exchange (PBX) environment to Cisco UCM. Remember that Cisco Unified Workspace Licensing and users without Cisco Unified Workspace Licensing cannot run on the same cluster.

Q. How are existing Cisco UCSS contracts migrated?
A. When using migration SKUs, customers must order the appropriate required 3-year Cisco UCSS contract. The Cisco Configuration Tool will enumerate and enforce the proper SKUs. Upon contract activation, the party in the bill-to field of the original Cisco UCSS contract must provide proof of purchase and request credit along with termination of the existing Cisco UCSS contract by submitting a case request to customer service. Customer service will validate the new purchase, terminate the old lines, and submit a credit process approval.

Note that the partner from whom the original contract was purchased must be the party that requests the termination. Cisco understands that customers often change partners, but the process will not work if a partner other than the purchaser requests the cancellation. Training is being provided on the detailed process by which to execute the migration.

For more information, view the "How to Migrate" presentation at: http://www.cisco.com/web/partners/downloads/partner/WWChannels/technology/ipc/downloads/cuwl_migration_ucss_esw.ppt.

Q. How are existing Cisco Unified Essential Operate Service contracts migrated?
A. A new Cisco Unified Essential Operate Service contract should be purchased when migrating users to Cisco Unified Workspace Licensing. Upon contract execution, the party in the bill-to field of the original Cisco Unified Essential Operate Service contract must provide proof of purchase and request credit along with termination of the existing Cisco Unified Essential Operate Service contract through a case request with customer service. Customer service will validate the new purchase, terminate the old lines, and submit a credit process approval.

Note that the partner from whom the original contract was purchased must be the party that requests the termination. Cisco understands that customers often change partners, but the process will not work if a partner other than the purchaser requests the cancellation. Note too that this process has been the longstanding approach used by the customer advocacy service; Cisco attempted to use existing, known processes. Services sales representatives (SSRs) and partners are being trained on the detailed process by which to execute the migration.

For more information, view the "How to Migrate" presentation at: http://www.cisco.com/web/partners/downloads/partner/WWChannels/technology/ipc/downloads/cuwl_migration_ucss_esw.ppt.
Q. How do I add a phone (for example, for a teleworker) to a Cisco Unified Workspace Licensing Standard Edition user?
A. Use the CUWL-LIC-ADDON top-level SKU, and then choose the Cisco Unified Workspace Licensing Standard-to-Cisco Unified Workspace Licensing Pro migration SKU for that user.

Q. How do I add a phone, for example a Cisco Unified Wireless IP Phone 7921, to a Cisco Unified Workspace Licensing Professional Edition user?
A. Cisco Unified Workspace Licensing Professional Edition users are entitled to an unlimited number of Cisco Unified IP Phones per user, so you just need to order the phone.

Q. How do I migrate Cisco Unified Communications Manager Express (CME) users to a Cisco Unified Workspace Licensing cluster?
A. The general process for migrating users to Cisco Unified Workspace Licensing clusters using migration SKUs is as follows:

- Users migrating to Cisco Unified Workspace Licensing (using migration SKU's) must be licensed Cisco UCM users.
- Phone licenses purchased for phones for Cisco CME (or individually for Cisco UCM clusters) need not be migrated to DLU's. Cisco will ship the necessary DLU's with the Cisco Unified Workspace Licensing order.
- Just as individual Cisco UCM customers have a Cisco UCM license in place, so must a Cisco CME customer, so Cisco CME migration to Cisco Unified Workspace Licensing involves these licensing steps:
  1. If a phone license is in place, the user is licensed.
  2. The customer must purchase a Cisco UCM server license (such as LIC-CM6.1-7825=) to migrate just as the customer who purchased Cisco UCM individually does.
  3. The customer buys the Cisco Unified Workspace Licensing migration SKU.

Q. When migrating an existing customer to Cisco Unified Workspace Licensing and changing Cisco UCM server models, must I use the server migration (MIG) SKUs?
A. Yes. When a customer changes server platform, for example, from a Cisco 7825 Media Convergence Server (MCS) to a Cisco 7835 MCS platform, the customer still must order the migration SKU. This migration SKU is not included in Cisco Unified Workspace Licensing.

For Cisco UCM 6.1, such a SKU would be CM6.1-K9-MIG8=. Please consult the appropriate Cisco UCM release Ordering Guide to select the appropriate migration SKU.

Delivery

Q. What will customers receive when they order Cisco Unified Workspace Licensing?
A. Customers will receive a software and licensing kit that includes the claim certificates that contain all the product authorization keys (PAKs) for the various products. The software and licensing kit will also contain the server software in accordance with the customer’s configuration choice.

Q. How is license activation handled?
A. All products contained in Cisco Unified Workspace Licensing are activated using the same mechanisms as for the individual applications. No changes were made to any of the applications. When customers receive their Cisco Unified Workspace Licensing order, they will receive PAK claim certificates for all applications in a special folder that also contains specific instructions about how to activate their licenses.
Q. How do I calculate the number of DLUs I need?
A. With Cisco Unified Workspace Licensing, you do not need to count DLUs. The purpose of the license is to remove the concept of DLUs from the ordering and BOM creation process. The existing product activation techniques are being used, and Cisco Unified Workspace Licensing includes 11 DLUs for the Standard Edition and 15 for the Professional Edition, but they are never counted, figured, or seen until the actual product activation.

Q. What if the number of DLUs provided is not enough?
A. Customers should send an email message to cuwl-support@external.cisco.com detailing requirements for additional DLUs. If the request is approved, instructions will be provided for obtaining the additional licensing. Note that the overwhelming majority of customers will not experience this situation. As previously stated, the 11 and 15 DLUs provided with the Standard Edition and Professional Edition respectively should be enough to meet customer requirements.

Q. Are there any restrictions on who can order Cisco Unified Workspace Licensing?
A. Cisco Unified Workspace Licensing is available to all customers through all Cisco channels. There is a minimum quantity of 100 licenses for all new Cisco Unified Workspace Licensing orders.

Q. Are there minimum purchase requirements for adding new users to a Cisco Unified Workspace Licensing cluster?
A. No. The 100 minimum purchase quantity applies only to the initial purchase. After that, customers may add as many or as few Cisco Unified Workspace Licensing users as they need. Note that add-on users ordered through the CUWL-LIC-ADDON top-level SKU do not ship with any software media.

Q. Can customers use Cisco Unified Workspace Licensing with Cisco TelePresence?
A. Cisco TelePresence design guidance suggests using a separate cluster in most cases. Under very specific conditions, customers can use an existing cluster with Cisco TelePresence systems. When the customer environment meets these requirements, you can order a single Cisco Unified Workspace Licensing Standard Edition user license for every TelePresence room.

Q. If I add more users to a Cisco Unified Workspace Licensing deployment and require incremental copies of the application software, do I have to purchase those additional copies?
A. No. The fees for all copies are covered by the license, and additional copies are available from the Product Upgrade Tool (PUT). Customers will need to order additional copies from PUT. Special SKUs with "UWLADD" in the name will be attached to the Cisco UCSS contract to allow customers to order additional software. When these SKUs are ordered, both media and licenses will be provided.

Q. What happens if my customers do not renew their Cisco UCSS contract when the initial 3-year term expires?
A. Those customers will be able to use the versions of products they currently have installed but will not be able to upgrade to the next major version. If they want to upgrade any of the applications or clients, they must purchase the separate upgrade. After they purchase the separate upgrade for the individual products, they can purchase a Cisco UCSS contract for the individual products.
Q. If my customers revert back to individual licensing after their 3-year Cisco UCSS and Cisco Unified Essential Operate Service contracts expire, can they purchase Cisco Unified Essential Operate Service support for the components?
A. Yes. This purchase will entitle them to maintenance releases of the software and 24-hours-a-day technical support.

Q. How is Cisco Unified Workspace Licensing different from the Cisco Unified Solution Bundles?
A. The Cisco Unified Solution Bundles were a combination of servers and application software but did not include any phone licensing. In addition, they had a maximum of 1500 users. Cisco Unified Workspace Licensing is a combination of client and server software and right-to-use licenses. These bundles are no longer available for ordering.

Subscription and Service

Q. Is Cisco UCSS available for Cisco Unified Workspace Licensing?
A. A 3-year Cisco UCSS contract is mandatory for both Cisco Unified Workspace Licensing Standard Edition and Professional Edition. As with all Cisco UCSS contracts, upgrades to all the applications included in the license are provided through the PUT. The Cisco UCSS claim certificate and activation instructions are included in the binder delivered to customers. The subscription must be activated to use the PUT.

Q. My customer is a government entity or is restricted by statute or policy from signing more than a 1-year contract. Can the customer order Cisco Unified Workspace Licensing?
A. Cisco offers 1-year Cisco UCSS contract part numbers for these institutions. All 1-year contracts are placed on immediate hold for verification.

Q. How many Cisco UCSS subscriptions must be ordered?

Q. Is Cisco Unified Essential Operate Service required for Cisco Unified Workspace Licensing?
A. Cisco Unified Essential Operate Service is a required component of Cisco UCSS, together enabling access to all entitled software updates as well as upgrades. Cisco TAC support is provided 24 hours a day for all applications covered under each option of Cisco Unified Workspace Licensing (Standard Edition or Professional Edition). Note that while Cisco UCSS is sold in 3-year increments, Cisco Unified Essential Operate Service may be purchased in one-year increments. As a result, customers may choose whether to buy 3 years of Cisco Unified Essential Operate Service at the time of purchase (to match the Cisco UCSS term), or whether to buy 1 year at a time. However, since a current Cisco Unified Essential Operate Service contract is required as a Cisco UCSS prerequisite, if customers choose to buy Cisco Unified Essential Operate Service 1 year at a time, they must renew in the second and third year to keep their Cisco UCSS contract active.
Q. Do customers need a separate hardware support or replacement contract?
A. The hardware support and replacement contract is separate from the Cisco Unified Essential Operate Service contract required for Cisco Unified Workspace Licensing. For hardware, the service is called Cisco SMARTnet® support, and it is optional but highly recommended for a complete solution.

Q. How are existing Cisco UCSS customers migrated to Cisco Unified Workspace Licensing and their subscriptions made to terminate at the same time?
A. Cisco Unified Workspace Licensing orders must have Cisco UCSS contracts specifically for Cisco Unified Workspace Licensing. If the customer has existing Cisco UCSS contracts for individual applications or for a different version of Cisco Unified Workspace Licensing (for example, going from Standard to Professional), the partner should send an email to ucss-support@external.cisco.com with the following information:

- Sales order number for the Cisco UCSS
- Corresponding Cisco Unified Essential Operate Service contract number
- New end date for the new Cisco UCSS subscription

Cisco will determine the existing duration of coverage left on any subscription and the amount to credit back to the customer. For additional information, please see the section in "Migrations, Expansions, and Add-Ons" earlier in this document.

Q. How are existing Cisco Unified Essential Operate Service customers migrated to Cisco Unified Workspace Licensing and contracts on the various products made to terminate at the same time?
A. Cisco Unified Workspace Licensing orders must have Cisco Unified Essential Operate Service specifically for Cisco Unified Workspace Licensing. At the time of order, partners should work with their service account manager or services salesperson to determine the existing duration of coverage left on any contract and the amount of credit the customer should receive. For additional information, please see the section "Migrations, Expansions, and Add-Ons" earlier in this document.

Q. How is the Cisco Unified Essential Operate Service prerequisite enforced?
A. The Cisco UCSS activation process includes visiting a website and entering the Cisco UCSS contract number, Cisco Unified Essential Operate Service contract number, and contact information. If customers try to activate their Cisco UCSS contract and there is no Cisco Unified Essential Operate Service, the subscription will not be activated, and the customers will be given instructions about how to purchase a Cisco Unified Essential Operate Service contract.

Q. What is the allowed grace period between when customers order Cisco Unified Workspace Licensing and when they need to order the Cisco UCSS and Cisco Unified Essential Operate Service contracts?
A. Customers must purchase Cisco Unified Workspace Licensing and Cisco UCSS at the same time. The Configuration Tool will enumerate the Cisco UCSS part numbers to facilitate and enforce this provision.

Q. How long do customers have to activate their Cisco UCSS subscription?
A. It must be activated within 90 days of purchase.
Implementation

Q. How is Cisco Unified Workspace Licensing enforced across the various products?
A. Cisco Unified Workspace Licensing has no specific enforcement mechanisms built into the individual products yet, but there are some programmatic restrictions:

- There is a 100-user minimum for the top-level part number: CUWL-LIC.
- Cisco UCSS and Cisco Essential Operate Service are required components.
- Customers must have Cisco Unified Workspace Licensing for the entire cluster, or applications must be purchased individually across the entire cluster. Note that customers can mix Standard Edition and Professional Edition on the cluster.
- Customers must order application software before it reaches the end of sale.
- DLUs delivered to Cisco Unified Workspace Licensing users can be used only on Cisco Unified Workspace Licensing clusters.
- A "user" is the number of people administered in the Cisco UCM cluster (not the number of users in the directory), plus the number of public space devices.
- Customers should use CUWL-LIC only their initial Cisco Unified Workspace Licensing order. They should use CUWL-LIC-ADDON for all supplemental orders for that cluster.

Channel

Q. How do channel partners benefit from selling Cisco Unified Workspace Licensing?
A. Channel partners benefit from selling Cisco Unified Workspace Licensing through improved profitability, simplicity, and more comprehensive customer relationships:

- Profitability
  - Cisco Unified Workspace Licensing qualifies for applications value-incentives programs, which results in larger value-incentive program payments from Cisco to partners.
  - Cisco Unified Workspace Licensing enables the partner the capability to sell more services to enable all the included applications.

- Simplicity
  - Cisco Unified Workspace Licensing has a fixed per-user cost, both for licensing and for maintenance and support, which makes processing a request for a bill of materials easy.
  - Cisco Unified Workspace Licensing provides call control, application and client software, and use rights along with application upgrades and Cisco TAC support using a simple, easy-to-understand pricing model with the capability to add on Cisco Unified IP Phones and media convergence servers.
  - Together with Cisco UCSS, Cisco Unified Essential Operate Service, and Cisco SMARTnet support, Cisco Unified Workspace Licensing provides a complete unified communications sales, support, upgrade, and service capability.

- Comprehensive customer relationship
  - Cisco Unified Workspace Licensing enables partners to expand their services footprints through inclusion of a wide variety of software functions.
  - The simplicity of Cisco Unified Workspace Licensing gives new customers a positive impression of doing business with Cisco and the partner.
Cisco Unified Workspace Licensing allows businesses and agencies to gain the transformational benefits of a solution that is unified with the network, giving the partner the capability to expand the customer relationship.

Q. Is Cisco Unified Workspace Licensing included in the Cisco Value Incentive Program?
A. Yes, it is included in both the standard Cisco Value Incentive Program and Cisco Value Incentive 10.

Q. Q: Does a partner need a special certification to sell Professional Edition to a customer who wants to use Cisco Unified MeetingPlace option?
A. No. Any partner who can sell Cisco Unified Workspace Licensing can sell Professional Edition and have their customers choose Cisco Unified MeetingPlace as their conferencing solution. However, to implement Cisco Unified MeetingPlace, the customer will need to purchase a separate Cisco Unified MeetingPlace hardware bundle that has been developed for Cisco Unified Workspace Licensing, and this bundle and the associated services can be purchased only from a Rich-Media Conference Advanced Technology Program certified partner.

Q. Is Cisco Unified Workspace Licensing eligible for the Cisco Opportunity Incentive Program (OIP)?
A. Yes, it is eligible for Cisco OIP.

Product Specific

Q. Can I upgrade the Cisco UCCX Standard Edition agents that come with Cisco Unified Workspace Licensing Professional Edition to Enhanced or Premium agents?
A. Yes. You do this using the exact same process as when upgrading agents individually.

Q. When I order the Cisco Unified Workspace Licensing Professional Edition, is Cisco Unified MeetingPlace Express the only video conferencing multipoint control unit (MCU) option?
A. Yes, Cisco Unified MeetingPlace Express video is the only video MCU option available as part of the Cisco Unified Workspace Licensing program. Cisco Unified MeetingPlace Express video licenses are included for customers who choose the Professional Edition option and use Cisco Unified MeetingPlace Express as their conferencing solution. Customers who use Cisco Unified MeetingPlace as their conferencing solution will receive voice and web conferencing licenses, and they can purchase Cisco Unified Videoconferencing MCU hardware separately.*

Q. Is Cisco planning to add Cisco WebEx conferencing services to Cisco Unified Workspace Licensing?
A. Cisco Unified Workspace Licensing is currently for premises-based software and licensing, not on-demand services. We are looking into modifications to Cisco Unified Workspace Licensing that could include Cisco Webex services, but nothing is imminent. Customers who want to use Cisco WebEx services should consider Cisco Unified Workspace Licensing Professional Edition with Cisco Unified MeetingPlace and extend the solution with integrated Cisco WebEx services purchased through a separate contract.
Q. Why is Cisco Emergency Responder not included in Cisco Unified Workspace Licensing?
A. Cisco Emergency Responder is geographically oriented; it is not added to Cisco Unified Workspace Licensing because Cisco Unified Workspace Licensing is a global program.

Q. Is the Nokia dual-mode client included in the Cisco Unified Workspace Licensing?
A. No. The client itself must be ordered separately. The newly created 3PTY-CLIENT-UWL step-up SKU can be added to enable the use of the phone. The step-up SKU is located in the Client Options section of the Cisco Configuration Tool under CUWL-LIC and CUWL-LIC-ADDON. The Intellisync client must still be ordered separately. The third-party SKU for Cisco Unified Workspace Licensing covers only the attachment to Cisco UCM.

Q. Is Cisco Unity Failover included in the Cisco Unified Workspace Licensing?
A. No. This feature must be purchased separately. The cost of this software could not be included because it is not applicable to all customers and would have resulted in a higher per-user price for Cisco Unified Workspace Licensing.

Q. Can a customer use HP and IBM servers with Cisco Unified Workspace Licensing?
A. Yes. If the current standalone application supports a software-only configuration, there will be no difference under Cisco Unified Workspace Licensing. It is important, however, to choose the comparable platform when configuring Cisco UCM. For example, if your customer is using a dual-processor HP DL380–class server, be sure to choose the "7845" version of the server software.

Current Promotions

Q. Are there any current promotions for Cisco Unified Workspace Licensing?
A. The only current promotion applies to services for Professional Edition contracts with fewer than 1000 users. Listen to this podcast for additional information on this promotion. You may contact your local Cisco sales representative or certified partner for additional information. All other previous promotions have either ended or been made permanent.