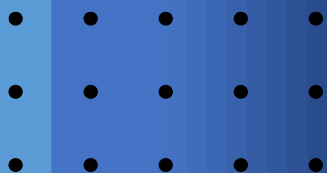# Cisco Collaboration Specializations / Authorizations

2024

Cisco Collaboration Software licenses often require specializations/authorizations to sell. This document goes though the different specializations / authorizations needed.

Cisco Collaboration Hardware does not need any specialization or authorization to sell. However, to sell the Cisco licenses with the hardware cSaaS would be a requirement.

If you are only looking to resell Webex Meetings, you can sell this through the Ingram Micro Cloud Marketplace without needing to hold a cSaaS Specialization.

Table of Contents

CISCO Distributor | **INGRAM** MICRO®

Collaboration SaaS Specialization

Benefits

- Starting point for any partner looking to offer Cisco Collaboration solutions

- 32.5 hours of training for a company to complete. (2 people at roughly 16 hrs each) & needs to be renewed annually.

- Permits the resale of WebEx Meetings, Messaging, Webinar and Events through Flex and Work offers

  *Alternatively, Webex Meetings Only opportunities can be sold through the Ingram Micro Cloud Marketplace without cSaaS. Opportunities which include other items still need cSaaS or respective Specialization/Authorization.

- Allows Resale of Webex Contact Center when sold in conjunction with Webex Contact Center Deployment Services

- Makes partner a SELECT Integrator

- Once enrolled, partner is automatically added to Level 1 cSaaS NFR program (provides 125K annual list price dollars for collaboration subscriptions annually at NFR $0.00 cost)*

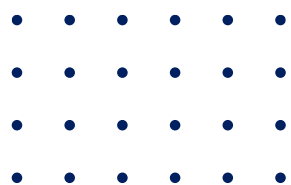- Prerequisite for enrollment into Collaboration Annuity VIP track

*Minimum of at least 125k available on Select PIDs. Additional amounts available based on yearly cSaaS sales numbers

Collaboration SaaS Specialization

Steps to become Specialized

- Accept the **Cloud Service Subscription Resale** Partner Program Terms and Conditions in Partner Program Enrollment (PPE) Tool at www.cisco.com/go/ppe

- (2) individuals at partner must take and pass Cisco exam (700-680). This is a Pearson Vue un-proctored on-line exam.

See link for more details:
https://www.cisco.com/c/dam/en_us/partners/partner_with_cisco/expertise/specializations/collaboration-saas-specialization-program.pdf

- Credit Memos can be provided. (2) per partner by emailing your Cisco solutions sales executive or solutions sales specialists at Ingram Micro with Proof of Performance.

- Once partner has completed and passed exams, partner must enroll in Collaboration SaaS Specialization on the Cisco PMA Tool (www.cisco.com/go/pma)

- Once enrollment is complete, partner has completed cSaaS requirements and now a SELECT integrator (PMA tool may need 24 hours to reflect)
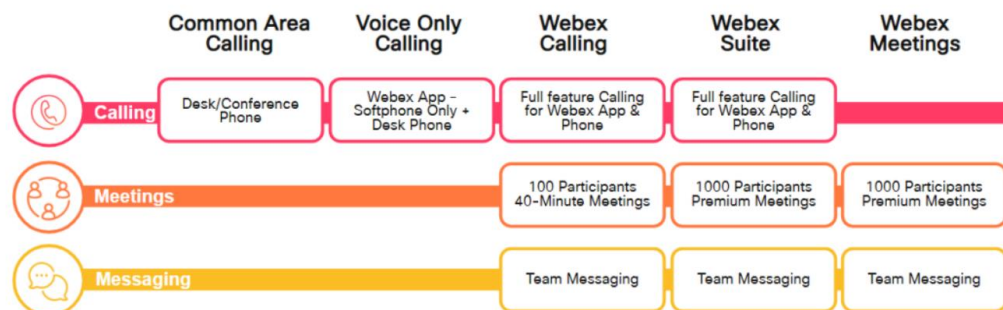
Webex Wholesale (RTM) Authorization

Benefits
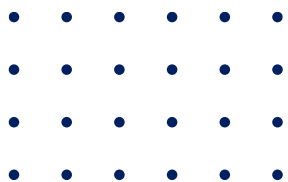
- Stand Alone Authorization.

- Allows you to sell Webex Wholesale (Route to Market)

- Simpler way of selling large quantities of Webex Suite, Meetings, Calling, Voice, and Common Area licenses.

- Reseller Owns the Licenses instead of the end customer.

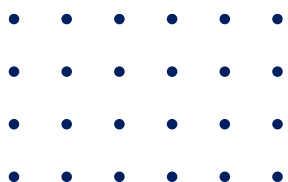Webex Wholesale Route to Market Administration

Webex Wholesale Route to Market Packages

	Common Area Calling	Voice Only Calling	Webex Calling	Webex Suite	Webex Meetings
Calling	Desk/Conference Phone	Webex App – Softphone Only + Desk Phone	Full feature Calling for Webex App & Phone	Full feature Calling for Webex App & Phone	
Meetings			100 Participants 40-Minute Meetings	1000 Participants Premium Meetings	1000 Participants Premium Meetings
Messaging			Team Messaging	Team Messaging	Team Messaging

webex

Webex Wholesale (RTM) Authorization
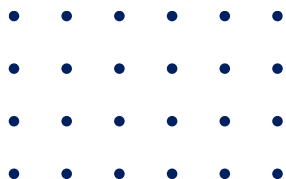
Steps

- Navigate to https://golearn.webex.com/

- Have associates assigned to your company take the following courses:

  - 2 unique individuals must take the Admin Training:
    https://academy.webex.com/learn/courses/1686/webex-wholesale-route-to-market-administration?hash=76f6231df76236851f73818ce79e9f74f25a2fc3&generated_by=72383

  - 2 unique individuals must take the Sales Training:
    https://academy.webex.com/learn/courses/1673/webex-wholesale-route-to-market-sales?hash=6d3e6dd817abdf643a34b75dd874df2ae6a11ab2&generated_by=72383

  - (Optional for others) Individuals looking to just better understand the features can take the following Core Features training:
    https://academy.webex.com/learn/courses/1697/webex-wholesale-core-features?hash=3b943505aa65f01c99b1fe47fcccbed426e6c8fe&generated_by=72383

- Accept the Webex Wholesale (RTM) Program Terms and Conditions in Partner Program Enrollment (PPE) Tool at www.cisco.com/go/ppe

Webex Calling Specialization

Benefits

- Built on top of the cSaaS Specialization.

- **No additional training needed as content is in cSaaS training.**

- Adds WebEx Calling (cloud calling) offering to existing cSaaS benefits

- Permits partner to resell any WebEx Calling and Webex Calling Dedicated Instance through Flex and Work annuity offers

- Provides ability to add Cisco PSTN services onto WebEx Calling offers

- Allows partner to add WebEx Calling capabilities to their cSaaS NFR Subscription

- https://help.webex.com/en-us/article/n1v7fqh/Get-certified-as-a-Webex-Calling-partner

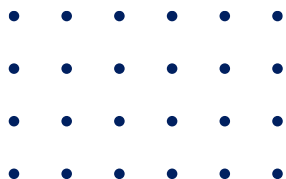# Webex Calling Specialization

Steps to become Specialized

- Partners must already have completed cSaaS requirements (pre-requisite) –
  - see link for full details: https://www.cisco.com/c/dam/en/us/products/se/2020/4/Collateral/webex-calling-pte-guide.pdf

- Accept the **WebEx Calling Consolidated** Program Terms and Conditions in Partner Program Enrollment (PPE) Tool at www.cisco.com/go/ppe

- Partner can now resell WebEx Calling solutions

WebEx Contact Center Specialization

Benefits

- Built on top of the cSaaS and Webex Calling Specializations

- 8+ hours for a company to complete

- Adds WebEx Contact Center solutions (cloud contact center) to existing WebEx Calling (cloud calling) and cSaaS offers

- Permits partner to resell any WebEx Contact Center offer through A-Flex-3-CC annuity offer without the need to sell Webex Contact Center Deployment Services

- Allows partner to add WebEx Contact Center capabilities to their lab/demo solution through the gold tenant program

- https://www.cisco.com/c/dam/en_us/partners/partner_with_cisco/expertise/specializations/webex-contact-center-specialization-program.pdf
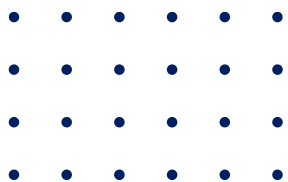
WebEx Contact Center Specialization

Steps to become Specialized

- Partner must already have cSaaS specialization and Webex Calling Authorization in PPE (pre-requisite)

- Partner required to complete (1) [Webex Contact Center Expert Training and Exam](#) (40hrs)

  - https://www.cisco.com/c/dam/en_us/partners/partner_with_cisco/expertise/specializations/webex-contact-center-specialization-program.pdf

  - Must renew Annually – Renewals are eligible to take the [Webex Fast Track](#) Certification – Expert (4hrs)

- Once partner has completed and passed exams, partner must enroll in WebEx Contact Center Specialization on the Cisco PMA Tool (www.cisco.com/go/pma)

- Once enrollment is complete, partner has completed WebEx Contact Center requirements (PMA tool may need 24 hours to reflect)
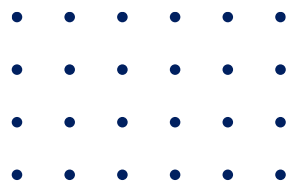
WebEx Contact Center Specialization

NFR (lab use) Process (Once Specialized)

- WebEx Contact Center specialized partners can request the GOLD Tenant by completing the form: https://app.smartsheet.com/b/form/f3fa91d9cf0246e59fc3b06be2d280ab

- Partners will receive access to WebEx Contact Center Provisioning (Service Provider/Partner) Portal as part of the Gold Tenant request. The provisioning portal is required to create and manage the WebEx Contact Center Partner's customer tenants

- This solution is designed for lab use (not production use) Discounts will be 100% off based on lab use. Production use will be coming soon via the cSaaS NFR program.

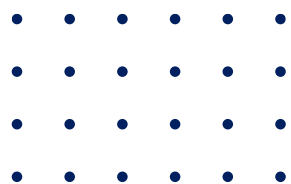# Advanced Collaboration Architecture Specialization

Benefits

- Built on top of cSaaS Specialization

- Positioned for partners looking to offer Cisco Collaboration enterprise on-premise solutions

- Permits the resale of Business Edition 7000 and UCM Cloud

- Prerequisite for enrollment into Collaboration VIP Architecture Track

- Takes >10 hours to complete

- Full info on prerequisites can be found here:
    - https://www.cisco.com/c/dam/en_us/partners/partner_with_cisco/expertise/specializations/adv-coll-arch-spec-partner-req_etme_en.pdf
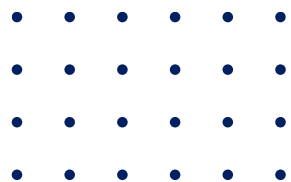
Advanced Collaboration Architecture Specialization
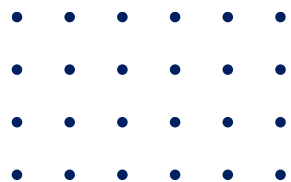
Steps to become Specialized

- Request personnel report from Ingram Micro Solutions Sales Specialist or obtain from PMA tool (www.cisco.com/go/pma)

- Partner must complete roles for AM, SE, FE, and additional exam requirements not allocated to roles detailed on next slides (1 individual required for AM,1 for the SE role, 1 for FE, any individual can hold exams not allocated to roles)

- Once all exam requirements are met, partners can apply in PMA tool (www.cisco.com/go/pma)

- Once enrollment is complete, partner has completed Advanced Collaboration requirements and now a Cisco Advanced Collaboration Architecture Specialized partner (PMA tool may need 24 hours to reflect)

# Unified Contact Center Express (UCCX) Specialization

Benefits

- Built on top of cSaaS Specialization

- Positioned for partners looking to offer Cisco Collaboration on-premise contact center express solutions (UCCX)

- Permits the resale of on-premise UCCX solutions through A-FLEX-CC offer

- Takes about 42 hours to complete

Unified Contact Center Express (UCCX) Specialization
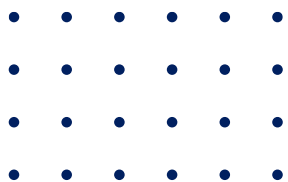
Steps to become Specialized
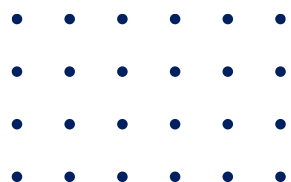
- Partner must first have Cisco Advanced Collaboration Architecture Specialization (pre-requisite)

- Partner must have (1) individual complete the UCCXD exam requirement. This exam is a proctored on-line exam through Pearson Vue. No role sharing guidelines apply.

- Once exam is completed, partner must apply for Unified Contact Center Express (UCCX) Specialization on the PMA tool. (www.cisco.com/go/pma)

- Partner must purchase CCX NFR Lab software (CCX-125-NFR=) $100 list price in CCW

- Once enrollment is complete, partner has completed UCCX requirements and now a Cisco UCCX Specialized partner (PMA tool may need 24 hours to reflect)

- Refer to below link for more details:
  https://www.cisco.com/c/dam/en_us/partners/partner_with_cisco/channel_partner_program/specializations/uccx-express-specialization-requirements.pdf

# Unified Contact Center Enterprise (UCCE) Specialization

Steps to become Specialized

- Partner must first have Cisco Advanced Collaboration Architecture Specialization (pre-requisite)

- Allows Resale of the UCCE and Unified Customer Voice Portal Families

- Invitation-Only *Please Contact your Partner Account Manager to Discuss the participation eligibility.

- Once exams are completed, partner must apply for Unified Contact Center Express (UCCX) Specialization on the PMA tool. (www.cisco.com/go/pma)

- Once enrollment is complete, partner has completed UCCX requirements and now a Cisco UCCX Specialized partner (PMA tool may need 24 hours to reflect)

- Refer to below links for more details:
  https://www.cisco.com/c/dam/en_us/partners/partner_with_cisco/expertise/specializations/ucce-enterprise-specialization-requirements.pdf

  https://www.cisco.com/c/dam/en_us/partners/partner_with_cisco/specializations/advanced-ucce-specialization-requirements.pdf

Collaboration Enterprise Agreements (EA's)
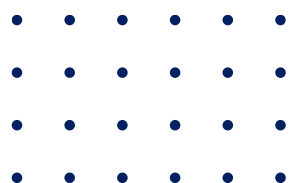
Benefits

- Provides capabilities to position and resell Flex 2.0 and 3.0 WebEx Meetings, Calling, UCM in the Cloud, and on-premise calling enterprise agreements

- EA's are defined in Collaboration as any organization that has 250 or more knowledge workers

- See this link for full details and benefits https://salesconnect.cisco.com/#/program/PAGE-14164

Steps to enroll

- **Requirements depend on the Collaboration suite you are selling. See next slide for full requirements.**

- If partner has met specialization requirements, they can navigate to the Cisco PPE tool (www.cisco.com/go/ppe) and enroll in the Collaboration EA options.

- Or, Leverage the **Ingram Micro Empower EA program**, **click the link to contact the team and lean more.**

EA Authorization Collaboration Partner Requirements

| EAA	Step 1	Step 2
	Complete Specialization Program Requirements for the desired suites (listed below)	Enroll in the desired Collaboration Tracks and Sign Cisco EA Legal Agreement via PPE

EA Collaboration (Flex Plan)	
Cisco Enterprise Agreement for Cisco Collaboration Flex Plan Suite	Collaboration SaaS Authorization (CSAAS-AUTH)
Cisco Enterprise Agreement for Cisco Collaboration Flex Plan Suite with On-Prem Meetings	Collaboration SaaS Authorization (CSAAS-AUTH)) AND (ACAS) OR Global Gold OR Multinational))
Cisco Enterprise Agreement for Cisco Collaboration Flex Plan Suite with On-Prem Calling	Collaboration SaaS Authorization (CSAAS-AUTH)) AND (Advanced Collaboration Architecture Specialization (ACAS) OR Global Gold OR Multi
Cisco Enterprise Agreement for Cisco Collaboration Flex Plan Suite with Hosted Calling	Collaboration SaaS Authorization (CSAAS-AUTH)) AND (HCS Advanced Partner (HCSPP-A-TX) OR HCS Master Partner (HCSPP-M-TX)) (**complete sp** **Notes Section Below**)

# Collaboration Enterprise Agreements (EA's) 3.0
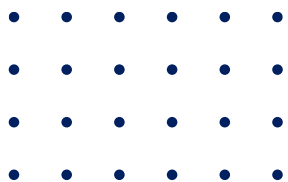
Benefits

- Provides capabilities to position and resell Flex 3.0 WebEx Meetings, Calling, UCM in the Cloud, and on-premise calling Enterprise Agreements 3.0

- EA's are defined in Collaboration as any organization that has 250 or more knowledge workers

Steps to enroll

- **Leverage the [Ingram Micro Empower EA program](#) or,**

- **Advanced Specialization is required for every architecture.**

- If partner has met specialization requirements, they can navigate to the Cisco PPE tool (www.cisco.com/go/ppe) and enroll in the EA 3.0 option.

Hybrid Work from the Office Specialization
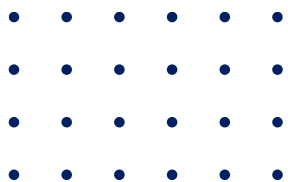
Benefits

- Provides ability to sell Hybrid Work bundle pack and unlock special pricing on them.

- Enrollment prerequisite to enroll in VIP Solutions Track

Steps to enroll

- **Have two unique individuals (one sales and one technical) complete the trainings listed here.**

- If partner has met specialization requirements, they can navigate to the Cisco PPE tool (www.cisco.com/go/ppe) and enroll.

Questions?

Contact your Ingram Micro Solution Sales Specialist today!