

Unified Contact Center Enterprise Specialization Requirements

The Unified Contact Center Enterprise (UCCE) specialization recognizes expertise in intelligent call routing, network-to-desktop computer telephony integration, and contact management solutions to enterprise agents over an IP-based network.

This specialization has the following characteristics:

Item	Status
Participation access	Invitation-only . Please contact your Partner Account Manager to discuss participation eligibility.
Product access	Approved participation required to release product orders
Prerequisite(s)	Need a Host country with Advanced Unified Contact Center Enterprise Specialization badge.

This specialization has the following requirements and processes for participation:

- A. [Business roles and qualified personnel](#)
- B. [Business and support processes](#)
- C. [Lab environment and demonstration capabilities](#)
- D. [Products](#)
- E. [Specialization renewal](#)
- F. [Additional considerations](#)
- G. [Related information](#)

Each partner is required to satisfy the unique set of specialization requirements whether applying for the first time or renewing the specialization.

When ready to start the application process, please fill in the specialization application through the [Program Management and Application](#) (PMA) tool.

A. Business roles and qualified personnel (New Requirements)

All new and existing partners, please refer to [Program Notifications page](#) for the UCCE refresh announcement for the requirement criteria.

Note: It is recommended that all partners fulfill the new program requirements as early as possible.

The following role of SE has been identified as important to the success of a partner’s practice. The role requirements can be fulfilled with a minimum of one unique individual. Once personnel are qualified, they will show as eligible in the dropdown list for the SE role and can be selected in the [Program Management and Application](#) (PMA) tool.

Individuals may hold roles in other specializations. Please view the [Role-Sharing Guidelines](#) for more information.

Exams and training

Account Manager (AM) and Project Manager (PM) are recommended roles.

The recommended training for the AM role is “Understanding Cisco Contact Center Enterprise Foundations (CCEF) 1.0.”

The recommended trainings for the PM are “Understanding Cisco Contact Center Enterprise Foundations (CCEF) 1.0” and “Administering Cisco Contact Center Enterprise (CCEA) 1.0.”

Systems Engineer (SE)

A minimum of one SE is required. The SE assists customers with planning, designing, configuring, implementing, and integrating the systems required to support Cisco UCCE solutions. The SE is a key member of the account team and is responsible for ensuring the highest level of technical account management.

Requirements		Exam(s)		Recommended training		
		Cost (USD)	Duration	Link(s) & format(s)	Duration	Cost
All of these:	<ul style="list-style-type: none"> Administering Cisco Contact Center Enterprise exam (500-442 CCEA) 	\$300	1hr	Instructor-led	8hr	\$895
				Instructor-led	32hr	\$3,595
	<ul style="list-style-type: none"> Advanced Administration and Reporting of Contact Center Enterprise exam (500-443 CCEAAR) 	\$300	1hr	Instructor-led	24hr	\$2,695
				Instructor-led	16hr	\$1,795
Minimum estimate:		\$600	2hr		0hr	\$0
Maximum estimate:		\$600	2hr		80hr	\$8,980
Maximum estimate:		\$250	1hr		147hr	\$10,485

B. Business and support processes

Business processes are important as they have a significant impact on the success or failure of the practice and quality of offers.

Recommendation	Evidence
<p>Post-sales support</p> <p>‘Unified Contact Center Enterprise Specialization’ partner must utilize the resources of their associated ‘Advanced Unified Contact Center Enterprise Specialization’ Partner (from another country business entity of the same parent company within the same Cisco-defined theater) for Post-sales support.</p> <p>Partner will offer each end user to which it resells Unified Contact Center Enterprise products the following post-sales support services from the applying country business entity or show support provided through another country business entity of the same parent company, within the same Cisco-defined theater.</p>	<ol style="list-style-type: none"> On-site problem resolution. Partner will have the ability to go to the end user’s site to provide problem resolution. Partner will deploy support tools and any additional Cisco tools (recommended as best practices) that are provided with the product free of charge. Technical support: <ol style="list-style-type: none"> Partner will provide first- and second-level support. Maintenance support agreements are required for all opportunities and are spelled out in the maintenance agreement. Partner must provide 24x7x365 support for the partner’s installed base. Resolution times are to follow Cisco policies based on priority. Partner must provide local language support in the Cisco Technical Assistance Center (TAC) for installed customers in addition to English. Partner shall establish problem priorities with end users consistent with Cisco’s problem priority definitions, and will report unresolved cases to Cisco as follows: <ol style="list-style-type: none"> Priority 1: No later than four (4) hours from initial end-user notification to partner Priority 2: No later than one (1) business day from initial end-user notification to Partner Priority 3: No later than four (4) business days from initial end-user notification to Partner Priority 4: No later than nine (9) business days from initial end-user notification to Partner Partner must have the ability to analyze traces, diagnose problems remotely, and provide Cisco with complete steps to reproduce a problem. Partner must maintain knowledge of the end user’s network.

Recommendation	Evidence
	<p>3.5.7. Partner must hold contracts for, or have defined procedures to receive support for, third-party hardware, software, and applications installed by the provider as infrastructure supporting Cisco software.</p> <p>4. Relationship manager. Partner shall assign a post-sales support relationship manager to each end user. The relationship manager shall be responsible for overall case management, handling all cases to the end user's satisfaction.</p> <p>5. Support Definitions:</p> <p>5.1. "First Level Support" means the ability to provide general product information (presales and post-sales), hardware and software configuration, installation, and upgrade support; collect relevant information to identify technical problems; perform base problem determination; provide basic support on the standard protocols and features; provide regular problem resolution status reports to the end user; and maintain knowledge of the end user's network.</p> <p>5.2. "Second Level Support" means the ability in relation to the products to resolve the majority of misconfigurations; troubleshoot and simulate complex configuration, hardware, and software problems; support problem isolation and determination of product specification defects; provide lab simulation and interoperability and compatibility testing for new software and hardware releases prior to their being deployed into an end user's production network; define an action plan; provide advanced support on all protocols and features; and analyze traces, diagnose problems remotely, and provide Cisco with complete steps to reproduce a problem.</p>

C. Lab environment and demonstration capabilities

There is no lab requirement for "Unified Contact Center Enterprise Specialization."

To successfully support a customer engagement when deploying UCCE products and services, "Unified Contact Center Enterprise Specialization" partner must demonstrate access to and utilization of demo facilities or demonstrate the ability to use other Cisco approved lab facilities for demonstration.

"Unified Contact Center Enterprise Specialization" Partner may use the lab that resides at their associated "Advanced Unified Contact Center Enterprise Specialization" Partner (from another country business entity of the same parent company within the same Cisco-defined theater) location and conforms to the specifications described in the [Cisco Unified Contact Center Enterprise documentation](#).

D. Products

Product restrictions are in place, precluding access to the Cisco UCCE and Unified Customer Voice Portal (CVP) product families to any partner not holding a valid specialization designation.

The products covered by these specialization program requirements include Cisco products known as "Unified Contact Center Enterprise" and "Unified Intelligent Contact Management (ICM) Enterprise."

Related Cisco contact center products specifically not covered by this specialization are "Cisco Unified Contact Center Express" (formerly "IPCC Express").

The products associated with the UCCE Specialization are listed in Table 1.

Table 1. Products Associated with the UCCE Specialization

Cisco Product	Product Description
IPCCE	Cisco Unified Contact Center Enterprise
ICM-xxxx	Cisco Unified Intelligent Contact Management Enterprise
CUIC	Cisco Unified Intelligence Center

A2Q Online Tool

The Contact Center Assessment to Quality (A2Q) process is a design review and deployment assessment initiative that identifies and solves solution issues **before a deal gets booked**.

For the most up to date information please go to the [Cisco A2Q web site](#). This tool is required for all A2Q submissions. To use this tool, follow these steps:

1. Go to your [A2Q Workflow Task Inbox](#). You will be asked for your Cisco.com password and user ID.
2. Once in your Workflow Task Inbox, select “A2Q for Contact Center” from the “Create New Unified Communications Technology Solution” pull-down menu.
3. A new window with the new online form will open.
4. Complete all mandatory questions, attach the bill of materials (BOM), network diagram, and statement of work (SOW), and click “Submit.”

E. Specialization renewal

You are required to renew your specialization status annually and must maintain the specialization requirements throughout the entire year. If you need to meet specific requirements as part of the renewal process, the information is included in the table below. When you submit your renewal application via Program Management and Application (PMA), Cisco will verify that information for completeness and content.

F. Additional considerations

Country groupings

Can one specialization apply across different countries? Yes, but only within one [country grouping](#).

G. Related information

Exam cost and duration

Information provided for cost and duration is an estimate only and is subject to change. It should be confirmed with the exam or training provider.

Document revision history

Revision History	Date	Changes
1.0	December 18, 2020	Authorization moved to Specialization; new requirements document format replaces Authorization PRD.
2.0	March 9, 2022	UCCE Refresh; new requirements document with the latest Specialization requirement.
3.0	January 29, 2023	Old requirements removed – expired on January 28, 2023.



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