




# Consilium's Collaboration Software Products are now Orderable from Cisco under Cisco SolutionsPlus




One collaboration suite to address your entire UC & CC need



Inbound Call, Email, Chat, and Social Media Engagement



Outbound Campaign, List, and Callback Manager



Contact Center Dashboard and Real-time Analytics



Cloud fulfillment, UC & CC Services Provisioning, and Self-care



## The SKU's List

Consilium UC&CC apps for Cisco unified communications and collaboration are now directly orderable from Cisco Global Price List through the Solutions Plus program and you can purchase them at your Collaboration discount plus incentives. Renewals, care upgrades and advanced services are available directly from Consilium. For further information, ordering guide and more, visit [www.consiliuminc.com/ciscosolutionsplus](http://www.consiliuminc.com/ciscosolutionsplus)

### Consilium UniCampaign

Outbound Contact Management enhances Cisco outbound contact center capabilities by introducing automated and centralized campaign and list management, significantly decreasing manual involvement and simplifying the implementation of dialing strategies.

| Part Number         | Description  |
|---------------------|--|
|                     | <b>Consilium SolutionsPlus Products</b>  |
| CS-UC-LCM-LIC       | Consilium UniCampaign Outbound Contact Management (OCM) for CCE or CCX - User License Per Outbound Dialer Port and 12 months Consilium Software Support Service included   |
| CS-UC-LCM-ADDON     | Add-on Consilium UniCampaign Outbound Contact Management (OCM) for CCE or CCX - User License Per Outbound Dialer Port and 12 months Consilium Software Support Service included  |
| CS-UC-LCM-SAAS      | Consilium UniCampaign SaaS Outbound Contact Management (OCM) for CCE or CCX - User License Per Outbound Dialer Port in a 12-month Software Subscription model  |
| CS-UA-LCM-COMBO-LIC | Consilium Blended UniAgent-UniCampaign Bundle for Outbound Contact Management (OCM) and CTI to CCE or CCX - Concurrent User Combo License and 12 months Consilium Software Support Service included; applicable to SFDC, MS Dynamics, Siebel, BMC Remedy and major CRMs as per Ordering Guide        |
| CS-COMBO-LIC ADDON  | Add-on Consilium Blended UniAgent-UniCampaign Bundle for Outbound Contact Management (OCM) and CTI to CCE or CCX - Concurrent User Combo License and 12 months Consilium Software Support Service included; applicable to SFDC, MS Dynamics, Siebel, BMC Remedy and major CRMs as per Ordering Guide |
| CS-UNI-OPN          | Consilium Uni Open Product / Service Item  |

### Consilium UniAgent

CRM connector provides productized CRM integrations to Cisco CUCM and Cisco contact center solutions for CRMs, such as Salesforce, Microsoft Dynamics, Oracle Siebel and BMC Remedy.

| Part Number         | Description  |
|---------------------|--|
|                     | <b>Consilium SolutionsPlus Products</b>  |
| CS-UA-CX-CRM-LIC    | Consilium UniAgent CRM Connector for CTI to CCX - Concurrent User License and 12 months Consilium Software Support Service included; applicable to SFDC, MS Dynamics, Siebel, BMC Remedy and major CRMs as per Ordering Guide  |
| CS-UA-CE-CRM-LIC    | Consilium UniAgent CRM Connector for CTI to CCE - Concurrent User License and 12 months Consilium Software Support Service included; applicable to SFDC, MS Dynamics, Siebel, BMC Remedy and major CRMs as per Ordering Guide  |
| CS-UA-CM-CRM-LIC    | Consilium UniAgent CRM Connector for CTI to CUCM - Concurrent User License and 12 months Consilium Software Support Service included; applicable to applicable to SFDC, MS Dynamics, Siebel, BMC Remedy and major CRMs as per Ordering Guide   |
| CS-UA-CE-ADDON      | Add-on Consilium UniAgent CRM Connector for CTI to CCE - Concurrent User License and 12 months Consilium Software Support Service included; applicable to SFDC, MS Dynamics, Siebel, BMC Remedy and major CRMs as per Ordering Guide   |
| CS-UA-CX-ADDON      | Add-on Consilium UniAgent CRM Connector for CTI to CCX - Concurrent User License and 12 months Consilium Software Support Service included; applicable to SFDC, MS Dynamics, Siebel, BMC Remedy and major CRMs as per Ordering Guide   |
| CS-UA-CM-ADDON      | Add-on Consilium UniAgent CRM Connector for CTI to CUCM - Concurrent User License and 12 months Consilium Software Support Service included; applicable to applicable to SFDC, MS Dynamics, Siebel, BMC Remedy and major CRMs as per Ordering Guide  |
| CS-CE-CRM-SAAS      | Consilium UniAgent SaaS CRM Connector for CTI to CCE - Named User License in a 12-month Software Subscription model; applicable to SFDC and MS Dynamics CRMs only  |
| CS-CX-CRM-SAAS      | Consilium UniAgent SaaS CRM Connector for CTI to CCX - Named User License in a 12-month Software Subscription model; applicable to SFDC and MS Dynamics CRMs only  |
| CS-UA-LCM-COMBO-LIC | Consilium Blended UniAgent-UniCampaign Bundle for Outbound Contact Management (OCM) and CTI to CCE or CCX - Concurrent User Combo License and 12 months Consilium Software Support Service included; applicable to SFDC, MS Dynamics, Siebel, BMC Remedy and major CRMs as per Ordering Guide        |
| CS-COMBO-LIC ADDON  | Add-on Consilium Blended UniAgent-UniCampaign Bundle for Outbound Contact Management (OCM) and CTI to CCE or CCX - Concurrent User Combo License and 12 months Consilium Software Support Service included; applicable to SFDC, MS Dynamics, Siebel, BMC Remedy and major CRMs as per Ordering Guide |
| CS-UNI-OPN          | Consilium Uni Open Product / Service Item  |

## Consilium UniDashboard

Real-time Wallboard, dashboard, Floor manager, and custom Reports. Provides real-time views of key metrics and analytics for Cisco contact centers solutions.

| Part Number  | Description   |
|--------------|---|
|              | <b>Consilium SolutionsPlus Products</b>   |
| CS-UDW-LIC   | Consilium UniDashboard Real-time Reporting for Agents, Supervisors, Managers and Wallboard Users - Concurrent User License and 12 months Consilium Software Support Service included        |
| CS-UDW-ADDON | Add-on Consilium UniDashboard Real-time Reporting for Agents, Supervisors, Managers and Wallboard Users - Concurrent User License and 12 months Consilium Software Support Service included |
| CS-UNI-OPN   | Consilium Uni Open Product / Service Item   |

## Consilium UniCloud

A multi-tenant platform for provisioning, self-care, and management of Cisco CUCM, Cisco Unity Connection and Cisco contact center solutions.

| Part Number     | Description  |
|-----------------|--|
|                 | <b>Consilium SolutionsPlus Products</b>  |
| CS-UNICLOUD-LIC | Consilium UniCloud Provisioning and Management for Cisco CUCM and CCX/PCCE - Concurrent User License, includes 12 months Support Service (Valuable for migration from competitive deployments, Automates high volume UC users and agent onboarding, MACD, Self-Care, Unified Management for UC & CC). Order Qty Multiple of 250 Licenses |
| CS-UNI-OPN      | Consilium Uni Open Product / Service Item  |

## Professional Services SKUs

The below section lists the SKUs for Professional Services. (to be ordered with Consilium directly)

| Part Number   | Description   |
|---|---|
| <b>Consilium Professional Services for SolutionsPlus Products</b> |   |
| CS-UC-LCM-PS  | Consilium UniCampaign Outbound Contact Management (OCM) for CCE or CCX -professional services   |
| CS-UA-PS  | Consilium UniAgent for CCE or CCX -professional services for standard deployment  |
| CS-UDW-PS   | Consilium UniDashboard for CCE or CCX -professional services for standard deployment  |
| CS-UA-LCM-ADDON-PS  | Consilium Professional Services for deployment, implementation of Add-on licenses for UniAgent, UniCampaign, UniDashboard.  |
| CS-UniSuite-PS  | Consilium UniSuite is a suite of UniAgent, UniCampaign, UniDashboard for CCE or CCX - Professional services for standard deployment, Implementation and configuration of licenses sold.   |
| CS-UniCloud-PS  | Consilium UniCloud for CCE (Hosted) - Deployment professional services for - Day 2 management, MACD, Self-Care, Workflow-type templates, Provisioning, Scheduling, Management (Valuable for migration from competitive deployments, Automates high volume UC users and agent onboarding, Unified Management for UC & CC). |
| CS-UNIPS-Man-day  | Custom efforts/integration per man-day (8 hours a day to be consumed on the same day as booked and cannot be carried forward)   |
| CS-UNIPS-16MH   | Prepaid Services for 16-hour block (can be spread over to max 3 days)   |
| CS-UNIPS-24MH   | Pre-paid services for 24-hour block (can be spread across max 4 days)   |
| CS-UniSuite-PS-Man-day  | Custom development - Custom application development, IVR customization, Backend CRM/DB /3rd Party integrations with UniAgent or UniCampaign or both, Report Customization.  |

For any enquiry or support on the SKUs, please reach out to us at: [splus-support@consiliuminc.com](mailto:splus-support@consiliuminc.com)

For more details on the Cisco SolutionsPlus, please visit <http://www.consiliuminc.com/ciscosolutionsplus>

# Thank You

