

Collaboration Specializations Comparison

Learn more about specializations

Specializations requirements

	Collaboration SaaS Specialization	Advanced Collaboration Architecture Specialization (ACAS)	Master Collaboration Specialization	Unified Contact Center Express Specialization	Webex Contact Center Specialization	Advanced Unified Contact Center Enterprise Specialization
Minimum eligibility requirements & prerequisites						
Previous product knowledge required		✓	✓		✓	✓
Registered Cisco Partner	✓	✓	✓	✓	✓	✓
Collaboration SaaS Specialization					✓	
Advanced Collaboration Architecture Specialization (ACAS)			✓	✓		✓
Partner investment details						
Estimated required training/exam hours (up to)	9	313	Varies	40	46	200+
Estimated minimum training/exam costs	\$160	\$18,000	Varies	\$3,600	\$800	\$42,000
Partner role requirements						
Sales Account Manager	✓	✓	✓		✓	✓
Solutions/Sales/System Engineer	✓	✓	✓		✓	✓
Field Engineer		✓	✓	✓		✓
Specialization access						
Cisco invitation only (closed program)					✓	✓
Product restricted					✓	✓

Specializations benefits

	Collaboration SaaS Specialization	Advanced Collaboration Architecture Specialization (ACAS)	Master Collaboration Specialization	Unified Contact Center Express Specialization	Webex Contact Center Specialization	Advanced Unified Contact Center Enterprise Specialization
On-premises product knowledge gained						
Cisco Meeting Server®		✓	✓			
Cisco Unified Communications Manager		✓	✓			
Cisco Unified Contact Center Enterprise						✓
Cisco Unified Contact Center Express			✓	✓		
Cisco video endpoints and devices	✓	✓	✓			
Cloud product knowledge gained						
Cisco Webex Meetings®	✓	✓	✓			
Cisco Webex Teams™	✓	✓	✓			
Cisco Cloud Calling	✓	✓	✓			
Cisco BroadCloud					✓	
Cisco BroadWorks					✓	
Webex Contact Center					✓	
Training & skill sets gained						
Cisco sales acumen and essentials	✓	✓	✓	✓	✓	✓
Pre-sales demonstration and design	✓	✓	✓	✓	✓	✓
Deploy and troubleshoot		✓	✓	✓	✓	✓
Demo, trial & lab opportunities						
Not for Resale Program ^[1]	✓	✓	✓	✓	✓	✓
Cisco Unified Workspace for Partners	✓	✓	✓	✓	✓	
Incentive opportunities^[2]						
Value Incentive Program (VIP) ^{[3][4]}	✓	✓	✓			
Migration Incentive Program (MIP) ^[5]	✓	✓	✓	✓	✓	✓
Opportunity/Hunting Incentive Program (OIP) ^[5]	✓	✓	✓	✓	✓	✓
Teaming Incentive Program (TIP) ^[5]	✓	✓	✓	✓	✓	✓
Lifecycle Incentives ^[6]		✓	✓			
Services Partner Program	✓	✓	✓	✓	✓	✓
Promotions ^[7]	✓	✓	✓	✓	✓	✓
Market						
Partner Locator	✓	✓	✓	✓	✓	✓
Lifecycle Advantage	✓	✓	✓	✓	✓	✓
Cisco Marketing Velocity	✓	✓	✓	✓	✓	✓
Cisco Partner Industry Expertise (within Partner Locator)			✓			
Cisco Partnership Branding			✓			
Finance						
Cisco Capital® offers	✓	✓	✓	✓	✓	✓
Connections						
DevNet Ecosystem Exchange	✓	✓	✓	✓	✓	✓

- To be eligible for NFR, partners need to have the qualifying Cisco certification. For details, please refer here: https://www.cisco.com/c/dam/en_us/partners/downloads/partner/WWChannels/download/incentive/nfr-aag.pdf
- For the complete list of available programs, please visit <https://www.cisco.com/c/en/us/partners/incentives.html>. To participate, partners must meet program eligibility, requirements, terms, conditions and program rules.
- Collaboration SaaS Specialization is a pre-requisite for Webex Contact Center Specialization and allows partners' participation within the Value Incentive Program (VIP).
- Advanced Collaboration Architecture Specialization (ACAS) is a pre-requisite for Unified Contact Center Express Specialization and Unified Contact Center Enterprise Specialization and allows partners' participation within the Value Incentive Program (VIP).
- To be eligible for MIP/OIP/TIP, all Specialized partners need to have the qualifying Cisco certification.
- To be eligible for Lifecycle incentives, partners need to achieve either the Customer Experience Specialization or Advanced Customer Experience Specialization and have either Advanced Collaboration Architecture Specialization or Master Collaboration Specialization. For details, please refer here: <https://www.cisco.com/go/customerexperiencespecialization>
- Check the promotions page, for the latest information. <https://www.cisco.com/c/en/us/partners/promotions.html>