



End-of-Sale and End-of-Life Announcement for Standalone Professional Services Offers for Webex Events

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Overview

Standalone Professional Services Offers for Webex Events

Standalone, professional services offers for Webex Events are approaching end-of-sale and end-of-life dates as Cisco shifts resources to focus on supporting Webex Suite Enterprise Agreement customers. This change is in alignment with the announced end-of-sale and end-of-life announcement for the standalone product offers. The last date to book the affected services offers and associated SKUs is August 5, 2024. Customers with active contracts will continue to receive service.

End-of-Sales and End-of-Life milestones

Table 1. End-of-sales and end-of-life milestones and dates for standalone services offers for Webex Events

| Milestone | Definition | Date |
|--|--|--|
| Post/Send Internal End-of-Sales Announcement | The date the document that announces the end-of-sale and end-of-life of a service is distributed to Cisco CX and Sales. | May 21, 2024 (CX) May GSS Newsletter (Sales) |
| Post and/or Send External End-of-Sales Announcement | The date the document that announces the end-of-sale and end-of-life of a service is distributed to the general public (Cisco Partners and Customers). | May 31, 2024 |
| Last Day to Sell/Order/Book | The last date to sell/order/book the services through Cisco point-of-sale mechanisms. The services are no longer for sale after this date, as services SKUs will be non orderable in commerce tools (CCW and CCE). | August 5, 2024 |
| Last Services Date | All orders booked by August 5, 2024 will receive service until the end of the term. | TBD (but all active contracts booked by August 5, 2024 will receive service until the end of the term. |

Services SKUs

Table 2. Services SKUs affected by this announcement

| End-of-Sale Services SKU | Offer Name | Description | Replacement Offer | Additional Information |
|---------------------------|--|--|----------------------------------|---|
| SVS-EVENT-REGSTRTN | Registration Builder Package | The Webex Events advanced services team will help build registration sites to ensure a personalized attendee journey throughout. | Webex Suite Enterprise Agreement | Collaboration Portfolio Guide - Cisco |
| SVS-EVENT-CONTENT | Content Builder Package | The Webex Events advanced services team will help build out event | Webex Suite Enterprise Agreement | Collaboration Portfolio Guide - Cisco |

| End-of-Sale Services SKU | Offer Name | Description | Replacement Offer | Additional Information |
|--------------------------|---|--|----------------------------------|---|
| | | content. This package is specifically for the Event App and doesn't include registration. | | |
| SVS-EVENT-ENBLMT | Enablement Package | The Webex Events advanced services team will provide customers with best practices and training for sponsors, exhibitors, speakers, and staff. | Webex Suite Enterprise Agreement | Collaboration Portfolio Guide - Cisco |
| SVS-EVENT-ATTENDEE | Attendee Event Support Package | A dedicated Solutions Analyst will execute a rehearsal and help manage attendee support. | Webex Suite Enterprise Agreement | Collaboration Portfolio Guide - Cisco |
| SVS-EVENT-PRODCTN | Production Event Support Package | The Webex Events advanced services team implements Socio Streaming and will manage it all behind the scenes. | Webex Suite Enterprise Agreement | Collaboration Portfolio Guide - Cisco |
| SVS-EVENT-STFSPKER | Staff and Speaker Event Support Package | A dedicated Solutions Analyst will execute a rehearsal and event day support and will specifically help with setting up and supporting staff and speakers. | Webex Suite Enterprise Agreement | Collaboration Portfolio Guide - Cisco |
| SVS-EVENT-ADDSSUPT | Attendee Event Support Package - Additional Personnel | An additional Solution Analyst is assigned to support event day attendees. This additional resource support must be purchased in addition to the Production Event Support Package. | Webex Suite Enterprise Agreement | Collaboration Portfolio Guide - Cisco |
| SVS-EVENT-ADDPROD | Production Event Support Package - Additional Personnel | An additional Solution Analyst is assigned to execute the rehearsal as well as provide speaker and staff support during the event. This additional resource support must be purchased in addition to the Production Event Support Package. | Webex Suite Enterprise Agreement | Collaboration Portfolio Guide - Cisco |
| SVS-EVENT-ADDSTFS | Staff and Speaker | An additional Solution | Webex Suite | Collaboration Portfolio |

| End-of-Sale Services SKU | Offer Name | Description | Replacement Offer | Additional Information |
|--------------------------|--|--|----------------------|-------------------------------|
| | Event Support Package - Additional Personnel | Analyst is assigned to support the event. This additional resource support is meant to be purchased in addition to the Staff and Speaker Event Support Package | Enterprise Agreement | Guide - Cisco |

Offer migration option

Standalone, professional services offers can be ordered as Webex Suite Enterprise Agreements (more at [Collaboration Portfolio Guide - Cisco](#)).

For more information

For more information about the Cisco End-of-Life Policy, go to: https://www.cisco.com/en/US/products/products_end-of-life_policy.html.

To subscribe to receive end-of-life/end-of-sale information, go to: <https://www.cisco.com/cisco/support/notifications.html>.

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