



The bridge to possible

Product End-of-Life Notice

Cisco public

# End-of-Sale and End-of-Life Announcement for Cisco Unified Workforce Optimization

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## Overview

### EOL13478

Cisco announces the end-of-sale and end-of-life dates for Cisco Unified Workforce Optimization. The last day to order the affected product(s) is August 1, 2020. [Cisco Webex Workforce Optimization](#), with new, enhanced functionality, is now available as a product migration option for Cisco Unified Workforce Optimization.

Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in Table 1 of the EoL bulletin. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s). Table 2 lists the product part numbers affected by this announcement. For customers with active and paid service and support contracts, support will be available under the terms and conditions of customers' service contract.

## End-of-life milestones

**Table 1.** End-of-life milestones and dates for the Cisco Unified Workforce Optimization

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	July 1, 2020
<b>End-of-Sale Date: App SW, License</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	August 1, 2020
<b>Last Ship Date: App SW, License</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	October 31, 2020
<b>End of SW Maintenance Releases Date: App SW</b>	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	August 1, 2021
<b>End of New Service Attachment Date: App SW</b>	For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.	August 1, 2021
<b>End of Service Contract Renewal Date: App SW</b>	The last date to extend or renew a service contract for the product.	December 1, 2022
<b>Last Date of Support: App SW</b>	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	August 31, 2023

HW = Hardware

OS SW = Operating System Software

App. SW = Application Software

## Product part numbers

**Table 2.** Product part numbers affected by this announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CCX-11-CR-LIC</b>	CCX 11.0 Call Recording Seat Qty 1 LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-11-CR-LIC</b>	CCX 11.0 Call Recording Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-MS-CR-1LIC</b>	MediaSense to Compliance Recording Migration PID - 1 License	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-MS-CR-1LIC</b>	MediaSense to Compliance Recording Migration PID - 1 License	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-11-CR1SL=</b>	CCX 11.0 CR Seat Qty 1 LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-11-CR1SL=</b>	CCX 11.0 CR Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-70-11U-C-CS1</b>	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-70-11U-C-CS1</b>	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-80-11U-C-CS1</b>	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-80-11U-C-CS1</b>	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-85-11U-C-CS1</b>	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 CR-CR Seat	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-85-11U-C-CS1</b>	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 CR-CR Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-90-11U-C-CS1</b>	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-CR	Call Recording with WFO	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CCX-90-11U-C-CS1</b>	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-10-11U-C-CS1</b>	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-10-11U-C-CS1</b>	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPG-CR70-11K9=</b>	CCX CR 7.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-UPG-CR70-11K9=</b>	CCX CR 7.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPG-CR80-11K9=</b>	CCX CR 8.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-UPG-CR80-11K9=</b>	CCX CR 8.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPG-CR85-11K9=</b>	CCX CR 8.5 to 11.0 CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-UPG-CR85-11K9=</b>	CCX CR 8.5 to 11.0 CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPG-CR90-11K9=</b>	CCX CR 9.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-UPG-CR90-11K9=</b>	CCX CR 9.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPG-CR10-11K9=</b>	CCX CR 10.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-UPG-CR10-11K9=</b>	CCX CR 10.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-115-CR-LIC</b>	CCX 12.0 Call Recording Seat Qty 1 LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-115-CR-LIC</b>	CCX 12.0 Call Recording Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX11CRMEDIAKIT9</b>	CCX 11.0 Compliance Recording Qty 1 Media Kit - NO LICENSES	There is currently no replacement product available for this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CCX115CRMEDIAKITK9</b>	CR Qty 1 Media Kit - NO LICENSES	There is currently no replacement product available for this product.	-	-
<b>CCX-70-115U-C-CS1</b>	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-70-115U-C-CS1</b>	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-80-115U-C-CS1</b>	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-80-115U-C-CS1</b>	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-85-115U-C-CS1</b>	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-85-115U-C-CS1</b>	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-90-115U-C-CS1</b>	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-90-115U-C-CS1</b>	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-10-115U-C-CS1</b>	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-10-115U-C-CS1</b>	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-11-115U-C-CS1</b>	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-11-115U-C-CS1</b>	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-CR70-115K9=</b>	CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-U-CR70-115K9=</b>	CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-CR80-115K9=</b>	CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-U-CR80-115K9=</b>	CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-CR85-115K9=</b>	CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-U-CR85-115K9=</b>	CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-CR90-115K9=</b>	CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CCX-U-CR90-115K9=</b>	CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-CR10-115K9=</b>	CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-U-CR10-115K9=</b>	CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-CR11-115K9=</b>	CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
<b>CCX-U-CR11-115K9=</b>	CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-11-AQM-LIC</b>	CCX 11.0 Adv Quality Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-11-AQM-LIC</b>	CCX 11.0 Adv Quality Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-11-AQM1SL=</b>	CCX 11.0 Advanced Quality Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-11-AQM1SL=</b>	CCX 11.0 Advanced Quality Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX11AQMMEDKITK9</b>	CCX 11.0 Adv Quality Manager Qty 1 Media Kit - NO LICENSES	There is currently no replacement product available for this product.	-	-
<b>CCX-41-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 4.1 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-41-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 4.1 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-50-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-50-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-60-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-60-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CCX-70-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-70-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-80-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-80-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-85-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-85-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-90-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-90-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-10-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-10-11U-Q-QS1</b>	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-11-11U-CQMS1</b>	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 CR-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-11-11U-CQMS1</b>	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 CR-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-50-11U-A-AS1</b>	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-50-11U-A-AS1</b>	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-60-11U-A-AS1</b>	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-



End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CCX-60-11U-A-AS1</b>	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-70-11U-A-AS1</b>	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-70-11U-A-AS1</b>	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-80-11U-A-AS1</b>	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-80-11U-A-AS1</b>	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-85-11U-A-AS1</b>	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-85-11U-A-AS1</b>	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-90-11U-A-AS1</b>	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-90-11U-A-AS1</b>	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-10-11U-A-AS1</b>	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-10-11U-A-AS1</b>	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-11-11UCAQMS1</b>	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 CR-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-11-11UCAQMS1</b>	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 CR-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-11-11UQAQMS1</b>	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 QM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-11-11UQAQMS1</b>	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 QM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CCX-UPG-QM70-11K9=</b>	CCX QM 7.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-UPG-QM70-11K9=</b>	CCX QM 7.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPG-QM80-11K9=</b>	CCX QM 8.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-UPG-QM80-11K9=</b>	CCX QM 8.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPG-QM85-11K9=</b>	CCX QM 8.5 to 11.0 QM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-UPG-QM85-11K9=</b>	CCX QM 8.5 to 11.0 QM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPG-QM90-11K9=</b>	CCX QM 9.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-UPG-QM90-11K9=</b>	CCX QM 9.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPG-QM10-11K9=</b>	CCX QM 10.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-UPG-QM10-11K9=</b>	CCX QM 10.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPGAQM70-11K9=</b>	CCX AQM 7.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-UPGAQM70-11K9=</b>	CCX AQM 7.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPGAQM80-11K9=</b>	CCX AQM 8.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-UPGAQM80-11K9=</b>	CCX AQM 8.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPGAQM85-11K9=</b>	CCX AQM 8.5 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CCX-UPGAQM85-11K9=</b>	CCX AQM 8.5 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPGAQM90-11K9=</b>	CCX AQM 9.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-UPGAQM90-11K9=</b>	CCX AQM 9.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPGAQM10-11K9=</b>	CCX AQM 10.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-UPGAQM10-11K9=</b>	CCX AQM 10.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-115-AQM-LIC</b>	CCX 12.0 Adv Quality Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-115-AQM-LIC</b>	CCX 12.0 Adv Quality Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX115AQM MEDKITK9</b>	AQM Qty 1 Media Kit - NO LICENSES	There is currently no replacement product available for this product.	-	-
<b>CCX-50-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-50-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-60-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-60-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-70-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-70-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-80-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-80-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-85-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CCX-85-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-90-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-90-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-10-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-10-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-11-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-11-115U-A-AS1</b>	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-115-115UCAQMS1</b>	Qty 1 CR-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-115-115UCAQMS1</b>	Qty 1 CR-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-AQM70-115K9=</b>	AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-U-AQM70-115K9=</b>	AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-AQM80-115K9=</b>	AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-U-AQM80-115K9=</b>	AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-AQM85-115K9=</b>	AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-U-AQM85-115K9=</b>	AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-AQM90-115K9=</b>	AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-U-AQM90-115K9=</b>	AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-AQM10-115K9=</b>	AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-U-AQM10-115K9=</b>	AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-AQM11-115K9=</b>	AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
<b>CCX-U-AQM11-115K9=</b>	AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CCX-11-WFM-LIC</b>	CCX 11.0 Workforce Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-11-WFM-LIC</b>	CCX 11.0 Workforce Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-11-WFM1SL=</b>	CCX 11.0 Workforce Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-11-WFM1SL=</b>	CCX 11.0 Workforce Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-11WFMEDIAKIT</b>	CCX 11.0 Workforce Manager Qty 1 Media Kit - NO LICENSES	There is currently no replacement product available for this product.	-	-
<b>CCX-41-11U-W-WS1</b>	CCX 11.0 UPGRADE - 4.1 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-41-11U-W-WS1</b>	CCX 11.0 UPGRADE - 4.1 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-50-11U-W-WS1</b>	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-50-11U-W-WS1</b>	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-60-11U-W-WS1</b>	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-60-11U-W-WS1</b>	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-70-11U-W-WS1</b>	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-70-11U-W-WS1</b>	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-80-11U-W-WS1</b>	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CCX-80-11U-W-WS1</b>	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-85-11U-W-WS1</b>	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-85-11U-W-WS1</b>	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-90-11U-W-WS1</b>	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-90-11U-W-WS1</b>	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-10-11U-W-WS1</b>	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-10-11U-W-WS1</b>	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-UPG-WFM-70-11=</b>	CCX WFM 7.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPG-WFM-70-11=</b>	CCX WFM 7.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-UPG-WFM-80-11=</b>	CCX WFM 8.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPG-WFM-80-11=</b>	CCX WFM 8.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-UPG-WFM-85-11=</b>	CCX WFM 8.5 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPG-WFM-85-11=</b>	CCX WFM 8.5 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-UPG-WFM-90-11=</b>	CCX WFM 9.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPG-WFM-90-11=</b>	CCX WFM 9.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CCX-UPG-WFM-10-11=</b>	CCX WFM 10.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-UPG-WFM-10-11=</b>	CCX WFM 10.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-115-WFM-LIC</b>	CCX 12.0 Workforce Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-115-WFM-LIC</b>	CCX 12.0 Workforce Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX115WFMEDIAKIT</b>	WFM Qty 1 Media Kit - NO LICENSES	There is currently no replacement product available for this product.	-	-
<b>CCX-41-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-41-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-50-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-50-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-60-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-60-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-70-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-70-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-80-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-80-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-85-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CCX-85-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-90-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-90-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-10-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-10-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-11-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-11-115U-W-WS1</b>	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-U-WFM-70-115=</b>	WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-WFM-70-115=</b>	WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-U-WFM-80-115=</b>	WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-WFM-80-115=</b>	WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-U-WFM-85-115=</b>	WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-WFM-85-115=</b>	WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-U-WFM-90-115=</b>	WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-WFM-90-115=</b>	WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-



End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CCX-U-WFM-10-115=</b>	WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-WFM-10-115=</b>	WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
<b>CCX-U-WFM-11-115=</b>	WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
<b>CCX-U-WFM-11-115=</b>	WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-

## Product migration options

Cisco Unified Workforce Optimization has a direct migration path with the new, enhanced cloud-based [Cisco Webex Workforce Optimization](#) solution. Value transfer credits are available for customers that wish to migrate from Cisco Unified Workforce Optimization to Cisco Webex Workforce Optimization.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at:

[https://www.cisco.com/web/partners/incentives\\_and\\_promotions/tmp.html](https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html).

Service prices for Cisco products are subject to change after the product End-of-Sale date.

The Cisco Takeback and Recycle program helps businesses properly dispose of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to:

[https://www.cisco.com/web/about/ac227/ac228/ac231/about\\_cisco\\_takeback\\_recycling.html](https://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

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## 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](https://www.cisco.com/en/US/products/products_end-of-life_policy.html).

For more information about the Cisco Product Warranties, go to:

[https://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](https://www.cisco.com/en/US/products/prod_warranties_listing.html).

To subscribe to receive end-of-life/end-of-sale information, go to:

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