

End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Express 11.x and IP Interactive Voice Response 11.x



Contents

Overview	3
End-of-life milestones	3
Product part numbers	4
Product migration options	32
For more information	32

Overview

EOL13739

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center Express 11.x and IP Interactive Voice Response 11.x. The last day to order the affected product(s) is April 23, 2021. 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.

Customers are encouraged to migrate to Cisco Collaboration Flex Plan Contact Center (A-FLEX-CC) or to Cisco Webex Contact Center Ordering Guide (A-CJP).

The links to the ordering guides for subscription are below.

Cisco Collaboration Flex Plan Contact Center Ordering Guide (A-FLEX-CC):

<https://www.cisco.com/c/dam/en/us/products/collateral/customer-collaboration/guide-c07-741219.pdf>.

Cisco Webex Contact Center Ordering Guide (A-CJP):

<https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/guide-c07-741218.html#Orderingandfulfillment>.

End-of-life milestones

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Contact Center Express 11.x and IP Interactive Voice Response 11.x

Milestone	Definition	Date
End-of-Life Announcement Date	The date the document that announces the end of sale and end of life of a product is distributed to the general public.	January 23, 2021
End-of-Sale Date: App SW	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	April 23, 2021
Last Ship Date: App SW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	July 22, 2021
End of SW Maintenance Releases Date: App SW	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.	April 23, 2022
End of New Service Attachment Date: App SW	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.	April 23, 2022
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	July 20, 2023

Milestone	Definition	Date
Last Date of Support: App SW	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.	April 30, 2024

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
CCX-11-SYSTEM-K9	CCX 11.0 System	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-LIC-K9	CCX 11.0 New Licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-ADD-K9	CCX 11.0 Add-on Licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-UPG-K9	CCX 11.0 Upgrade Licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-MED-K9	CCX 11.0 Media	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-N-P-LIC	CCX 11.0 PRE Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-N-E-LIC	CCX 11.0 ENH Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-11-A-P-LIC	CCX 11.0 PRE Seat Qty 1 ADDON LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-A-E-LIC	CCX 11.0 ENH Seat Qty 1 ADDON LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-A-S-LIC	CCX 11.0 STD Seat Qty 1 ADDON LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-PHA-LIC	CCX 11.0 PRE HA LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-EHA-LIC	CCX 11.0 ENH HA LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-OBIVRLIC	CCX 11.0 PRE Outbound IVR Port Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-S-SVR-LIC	CCX 11.0 NEW STD Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-E-SVR-LIC	CCX 11.0 NEW ENH Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-P-SVR-LIC	CCX 11.0 NEW PRE Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-11-P-L-K9=	CCX 11.0 NEW PREMIUM Server and 10 Seats LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-PHA-L-K9=	CCX 11.0 NEW PREMIUM HA Server LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-P-1SL=	CCX 11.0 PRE Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-E-L-K9=	CCX 11.0 NEW ENH Server and 10 Seats LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-EHA-L-K9=	CCX 11.0 NEW ENHANCED HA Server LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-E-1SL=	CCX 11.0 ENH Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-NFR=	CCX 11.0 NFR Kit: PRE HA 6 seats PRE, CR, QM,AQM,WFM	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX3X-11U-S-S-S1	CCX 11.0 UPGRADE - 3.x to 11.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX4X-11U-S-S-S1	CCX 11.0 UPGRADE - 4.X to 11.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX50-11U-S-S-S1	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX60-11U-S-S-S1	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX70-11U-S-S-S1	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX80-11U-S-S-S1	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-11U-S-S-S1	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90-11U-S-S-S1	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX10-11U-S-S-S1	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX11-11U-S-E-S1	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 STD-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX11-11U-S-P-S1	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 STD-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX3X-11U-E-E-S1	CCX 11.0 UPGRADE - 3.x to 11.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX4X-11U-E-E-S1	CCX 11.0 UPGRADE - 4.X to 11.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX50-11U-E-E-S1	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX60-11U-E-E-S1	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX70-11U-E-E-S1	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX80-11U-E-E-S1	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-11U-E-E-S1	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90-11U-E-E-S1	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX10-11U-E-E-S1	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX11-11U-E-P-S1	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 ENH-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX3X-11U-P-P-S1	CCX 11.0 UPGRADE - 3.x to 11.0 Qty 1 PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX4X-11U-P-P-S1	CCX 11.0 UPGRADE - 4.X to 11.0 Qty 1 PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX50-11U-P-P-S1	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX60-11U-P-P-S1	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX70-11U-P-P-S1	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX80-11U-P-P-S1	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-11U-P-P-S1	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90-11U-P-P-S1	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX10-11U-P-P-S1	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-11U-OBIVR	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 OBIVR port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90-11U-OBIVR	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 OBIVR port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX10-11U-OBIVR	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 OBIVR port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-11-EHA	CCX 11.0 UPGRADE - 4.X to 11.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-11-EHA	CCX 11.0 UPGRADE - 5.0 to 11.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-11-EHA	CCX 11.0 UPGRADE - 6.0 to 11.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-11-EHA	CCX 11.0 UPGRADE - 7.0 to 11.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-11-EHA	CCX 11.0 UPGRADE - 8.0 to 11.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-85-11-EHA	CCX 11.0 UPGRADE - 8.5 to 11.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-11-EHA	CCX 11.0 UPGRADE - 9.0 to 11.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-11-EHA	CCX 11.0 UPGRADE - 10.0 to 11.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-11-EPHA	CCX 11.0 UPGRADE - 11.0 to 11.0 ENH-PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-11-PHA	CCX 11.0 UPGRADE - 4.X to 11.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-11-PHA	CCX 11.0 UPGRADE - 5.0 to 11.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-11-PHA	CCX 11.0 UPGRADE - 6.0 to 11.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-11-PHA	CCX 11.0 UPGRADE - 7.0 to 11.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-11-PHA	CCX 11.0 UPGRADE - 8.0 to 11.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-85-11-PHA	CCX 11.0 UPGRADE - 8.5 to 11.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-11-PHA	CCX 11.0 UPGRADE - 9.0 to 11.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-11-PHA	CCX 11.0 UPGRADE - 10.0 to 11.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-3X-11K9=	CCX STD 3.X to 11.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-4X-11K9=	CCX STD 4.X to 11.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-50-11K9=	CCX STD 5.0 to 11.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-60-11K9=	CCX STD 5.0 to 11.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-70-11K9=	CCX STD 7.0 to 11.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-80-11K9=	CCX STD 8.0 to 11.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-UPG-S-85-11K9=	CCX STD 8.5 to 11.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-90-11K9=	CCX STD 9.0 to 11.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-10-11K9=	CCX STD 10.0 to 11.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-3X-11K9=	CCX ENH 3.X to 11.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-4X-11K9=	CCX ENH 4.X to 11.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-50-11K9=	CCX ENH 5.0 to 11.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-60-11K9=	CCX ENH 6.0 to 11.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-70-11K9=	CCX ENH 7.0 to 11.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-80-11K9=	CCX ENH 8.0 to 11.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-UPG-E-85-11K9=	CCX ENH 8.5 to 11.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-90-11K9=	CCX ENH 9.0 to 11.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-10-11K9=	CCX ENH 10.0 to 11.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA4X-11K9=	CCX ENH HA 4.X HA to 11.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA50-11K9=	CCX ENH HA 5.0 HA to 11.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA60-11K9=	CCX ENH HA 6.0 HA to 11.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA70-11K9=	CCX ENH HA 7.0 HA to 11.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA80-11K9=	CCX ENH HA 8.0 HA to 11.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA85-11K9=	CCX ENH HA 8.5 HA to 11.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-UPGEHA90-11K9=	CCX ENH HA 9.0 HA to 11.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA10-11K9=	CCX ENH HA 10.0 HA to 11.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-3X-11K9=	CCX PRE 3.X to 11.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-4X-11K9=	CCX PRE 4.X to 11.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-50-11K9=	CCX PRE 5.0 to 11.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-60-11K9=	CCX PRE 6.0 to 11.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-70-11K9=	CCX PRE 8.0 to 11.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-80-11K9=	CCX PRE 8.0 to 11.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-85-11K9=	CCX PRE 8.5 to 11.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-UPG-P-90-11K9=	CCX PRE 9.0 to 11.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-10-11K9=	CCX PRE 10.0 to 11.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA4X-11K9=	CCX PRE HA 4.X HA to 11.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA50-11K9=	CCX PRE HA 5.0 HA to 11.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA60-11K9=	CCX PRE HA 6.0 HA to 11.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA70-11K9=	CCX PRE HA 7.0 HA to 11.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA80-11K9=	CCX PRE HA 8.0 HA to 11.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA85-11K9=	CCX PRE HA 8.5 HA to 11.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA90-11K9=	CCX PRE HA 9.0 HA to 11.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-UPGPHA10-11K9=	CCX PRE HA 10.0 HA to 11.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGOIVR8511K9=	CCX OB IVR 8.5 to 11.0 OB IVR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGOIVR9011K9=	CCX OB IVR 9.0 to 11.0 OB IVR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGOIVR1011K9=	CCX OB IVR 10.0 to 11.0 OB IVR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-3X-11-S-S-UPAK	CCX 11.0 UPGRADE PAK - 3.x to 11.0, STD-STD	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-3X-11-E-E-UPAK	CCX 11.0 UPGRADE PAK - 3.x to 11.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-3X-11-P-P-UPAK	CCX 11.0 UPGRADE PAK - 3.x to 11.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-3X-11SS-SUPAK	CCX 11.0 UPGRADE PAK - 3.x to 11.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-3X-11EE-SUPAK	CCX 11.0 UPGRADE PAK - 3.x to 11.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-3X-11PP-SUPAK	CCX 11.0 UPGRADE PAK - 3.x to 11.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-11-S-S-UPAK	CCX 11.0 UPGRADE PAK - 4.x to 11.0, STD-STD	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-11-E-E-UPAK	CCX 11.0 UPGRADE PAK - 4.x to 11.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-11-P-P-UPAK	CCX 11.0 UPGRADE PAK - 4.x to 11.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-11SS-SUPAK	CCX 11.0 UPGRADE PAK - 4.x to 11.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-11EE-SUPAK	CCX 11.0 UPGRADE PAK - 4.x to 11.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-11PP-SUPAK	CCX 11.0 UPGRADE PAK - 4.x to 11.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-11-S-S-UPAK	CCX 11.0 UPGRADE PAK - 5.0 to 11.0, STD-STD	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-11-E-E-UPAK	CCX 11.0 UPGRADE PAK - 5.0 to 11.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-50-11-P-P-UPAK	CCX 11.0 UPGRADE PAK - 5.0 to 11.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-11SS-SUPAK	CCX 11.0 UPGRADE PAK - 5.0 to 11.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-11EE-SUPAK	CCX 11.0 UPGRADE PAK - 5.0 to 11.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-11PP-SUPAK	CCX 11.0 UPGRADE PAK - 5.0 to 11.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-11-S-S-UPAK	CCX 11.0 UPGRADE PAK - 6.0 to 11.0, STD-STD	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-11-E-E-UPAK	CCX 11.0 UPGRADE PAK - 6.0 to 11.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-11-P-P-UPAK	CCX 11.0 UPGRADE PAK - 6.0 to 11.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-11SS-SUPAK	CCX 11.0 UPGRADE PAK - 6.0 to 11.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-11EE-SUPAK	CCX 11.0 UPGRADE PAK - 6.0 to 11.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-60-11PP-SUPAK	CCX 11.0 UPGRADE PAK - 6.0 to 11.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-11-S-S-UPAK	CCX 11.0 UPGRADE PAK - 7.0 to 11.0, STD-STD	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-11-E-E-UPAK	CCX 11.0 UPGRADE PAK - 7.0 to 11.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-11-P-P-UPAK	CCX 11.0 UPGRADE PAK - 7.0 to 11.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-11SS-SUPAK	CCX 11.0 UPGRADE PAK - 7.0 to 11.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-11EE-SUPAK	CCX 11.0 UPGRADE PAK - 7.0 to 11.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-11PP-SUPAK	CCX 11.0 UPGRADE PAK - 7.0 to 11.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-11-S-S-UPAK	CCX 11.0 UPGRADE PAK - 8.0 to 11.0, STD-STD	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-11-E-E-UPAK	CCX 11.0 UPGRADE PAK - 8.0 to 11.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-80-11-P-P-UPAK	CCX 11.0 UPGRADE PAK - 8.0 to 11.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-11SS-SUPAK	CCX 11.0 UPGRADE PAK - 8.0 to 11.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-11EE-SUPAK	CCX 11.0 UPGRADE PAK - 8.0 to 11.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-11PP-SUPAK	CCX 11.0 UPGRADE PAK - 8.0 to 11.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-11-S-S-UPAK	CCX 11.0 UPGRADE PAK - 8.5 to 11.0, STD-STD	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-11-E-E-UPAK	CCX 11.0 UPGRADE PAK - 8.5 to 11.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-11-P-P-UPAK	CCX 11.0 UPGRADE PAK - 8.5 to 11.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-11SS-SUPAK	CCX 11.0 UPGRADE PAK - 8.5 to 11.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-11EE-SUPAK	CCX 11.0 UPGRADE PAK - 8.5 to 11.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-85-11PP-SUPAK	CCX 11.0 UPGRADE PAK - 8.5 to 11.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-11-S-S-UPAK	CCX 11.0 UPGRADE PAK - 9.0 to 11.0, STD-STD	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-11-E-E-UPAK	CCX 11.0 UPGRADE PAK - 9.0 to 11.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-11-P-P-UPAK	CCX 11.0 UPGRADE PAK - 9.0 to 11.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-11SS-SUPAK	CCX 11.0 UPGRADE PAK - 9.0 to 11.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-11EE-SUPAK	CCX 11.0 UPGRADE PAK - 9.0 to 11.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-11PP-SUPAK	CCX 11.0 UPGRADE PAK - 9.0 to 11.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-11-S-S-UPAK	CCX 11.0 UPGRADE PAK - 10.0 to 11.0, STD-STD	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-11-E-E-UPAK	CCX 11.0 UPGRADE PAK - 10.0 to 11.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-10-11-P-P-UPAK	CCX 11.0 UPGRADE PAK - 10.0 to 11.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-11SS-SUPAK	CCX 11.0 UPGRADE PAK - 10.0 to 11.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-11EE-SUPAK	CCX 11.0 UPGRADE PAK - 10.0 to 11.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-11PP-SUPAK	CCX 11.0 UPGRADE PAK - 10.0 to 11.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-S-E-UPAK	CCX 11.0 UPGRADE PAK - 11.0, STD-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-S-P-UPAK	CCX 11.0 UPGRADE PAK - 11.0, STD-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-E-P-UPAK	CCX 11.0 UPGRADE PAK - 11.0, ENH-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11SE-SUPAK	CCX 11.0 UPGRADE PAK - 11.0, STD-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11SP-SUPAK	CCX 11.0 UPGRADE PAK - 11.0, STD-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-11EP-SUPAK	CCX 11.0 UPGRADE PAK - 11.0, ENH-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-11-EHA-PAK	CCX 11.0 EHA UPGRADE PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-11-PHA-PAK	CCX 11.0 PHA UPGRADE PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-11-EPHA-PAK	CCX 11.0 UPGRADE PAK - 11.0 EHA - 11.0 PHA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-NPS-K9=	CCX 11 Non Production System	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-5E	CCX 11 Enhanced 5 seat Promo Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-5P	CCX 11 Premium 5 seat Promo Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-25E	CCX 11 Enhanced 25 seat Promo Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-25P	CCX 11 premium 25 seat Promo Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-11-25P-ADD	CCX 11 Addon 25 Premium Licenses: No Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-25E-ADD	CCX 11 Addon 25 ENH licenses: No Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-5E-BE6K	CCX 11 Enhanced 5 seat Promo Bundle for BE6K	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-WPL-NFR	CCX 11 UC 10 NFR	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-CUIC-PREM	License for Cisco Unified Intelligence Center Premium	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-MS-CR-10LIC	MediaSense to Compliance Recording Migration 10 Licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-AQM10-116K9=	AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-AQM11-116K9=	AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-AQM115116K9=	AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-U-AQM70-116K9=	AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-AQM80-116K9=	AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-AQM85-116K9=	AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-AQM90-116K9=	AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-CR10-116K9=	CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-CR11-116K9=	CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-CR115-116K9=	CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-CR70-116K9=	CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-CR80-116K9=	CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-U-CR85-116K9=	CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-CR90-116K9=	CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-WFM-10-116=	WFM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-WFM-11-116=	WFM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-WFM-115116=	WFM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-WFM-70-116=	WFM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-WFM-80-116=	WFM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-WFM-85-116=	WFM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-WFM-90-116=	WFM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CPW-CCX11-PRE-SVR	CCX11.X PRE Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-SYSTEM-K9	IPIVR 11 System	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-SS-LIC	IVR 11.0 New IP IVR Single Server Qty 1 License Only	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-HA-LIC	IVR 11.0 New IP IVR HA Qty 1 License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-PORT1	IVR 11.0 Port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-MED-K9	IVR 11.0 Media	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-UPG-K9	IVR 11.0 Upgrade IP IVR	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-SS-UPG	IVR 11.0 Upgrade IP IVR (Single Server) License Only	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-HA-UPG	IVR 11.0 Upgrade IP IVR HA (Dual Server) License	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IVR-11-PORT-UPG	IVR 11.0 Upgrade Port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-ADD-K9	IVR 11.0 ADD-ON IP IVR	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-PORT1=	IVR 11.0 Port Qty 1	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-HA-LIC=	IVR 11.0 New IP IVR HA Qty 1 License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-PAK	IVR 11.0 autoexpanded Physical Delivery PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-NFR=	IVR 11.0 Not for Resale (with HA) Kit	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-3X-11K9=	IVR 3.X to 11.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-4X-11K9=	IVR 4.X to 11.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-50-11K9=	IVR 5.0 to 11.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IVR-UPG-60-11K9=	IVR 6.0 to 11.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-70-11K9=	IVR 7.0 to 11.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-80-11K9=	IVR 8.0 to 11.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-85-11K9=	IVR 8.5 to 11.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-90-11K9=	IVR 9.0 to 11.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-10-11K9=	IVR 10.0 to 11.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA4X-11K9=	IVR HA 4.0 HA to 11.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA50-11K9=	IVR HA 5.0 HA to 11.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA60-11K9=	IVR HA 6.0 HA to 11.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IVR-UPG-HA70-11K9=	IVR HA 7.0 HA to 11.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA80-11K9=	IVR HA 8.0 HA to 11.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA85-11K9=	IVR HA 8.5 HA to 11.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA90-11K9=	IVR HA 9.0 HA to 11.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-UPG-HA10-11K9=	IVR HA 10.0 HA to 11.0 HA Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-LIC-K9	IVR 11.0 NEW IP IVR	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IVR-11-SYS-K9	IVR 11.0 System	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-5P-BE6K	CCX 11 Premium 5 seat Promo Bundle for BE6K	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11MEDIKIT-K9	CCX 11.0 Qty 1 CCX Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-11-PAK	CCX 11 autoexpanded PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-SYS-K9	CCX 11.0 System	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

Customers are encouraged to migrate to Cisco Collaboration Flex Plan Contact Center (A-FLEX-CC) or to Cisco Webex Contact Center Ordering Guide (A-CJP).

The links to the ordering guides for subscription are below.

Cisco Collaboration Flex Plan Contact Center Ordering Guide (A-FLEX-CC):

<https://www.cisco.com/c/dam/en/us/products/collateral/customer-collaboration/guide-c07-741219.pdf>.

Cisco Webex Contact Center Ordering Guide (A-CJP):

<https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/guide-c07-741218.html#Orderingandfulfillment>.

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

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.

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

https://www.cisco.com/en/US/products/prod_warranties_listing.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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