

End-of-Sale and End-of-Life Announcement for the Perpetual Licensing for Cisco Unified Contact Center Express - Replaced by Flex Contact Center



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Overview

EOL14626

Cisco announces the end-of-sale and end-of-life dates for the Perpetual Licensing for Cisco Unified Contact Center Express - Replaced by Flex Contact Center. The last day to order the affected product(s) is August 1, 2022. 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.

Cisco is committed to long-term support for our customers with on-premises and Partner Hosted Contact Center deployments. Collaboration Flex Plan for Contact Center supports multiple deployment models: On-premises, partner hosted, and cloud. Some of the customer benefits of Flex Plan include:

- Flexible payment methods - monthly, annual, and full
- Software Support that is included - never find yourself uncovered
- Simplified licensing structure
- Better license entitlements to Cisco Collaboration solutions
- An easy migration to the cloud

The perpetual licensing included in this EOL announcement (Replaced by Flex Contact Center) is:

- Unified Contact Center Express [UCCX]

This EOL announcement pertains to all versions of the product above.

NOTE: The following products will continue to be available under perpetual licensing:

- Unified IP Interactive Voice Response [IPIVR]
- Non-production Services [NPS] kit for UCCX

For more information about Collaboration Flex Plan for Contact Center, reference the ordering guides at this link: <https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Perpetual Licensing for Cisco Unified Contact Center Express - Replaced by Flex Contact Center

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 31, 2022
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.	August 1, 2022
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.	October 30, 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.	August 1, 2022
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	August 1, 2023
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.	July 31, 2024

HW = Hardware OS SW = Operating System Software App. SW = Application Software

The last day to attach or renew multiyear Software Support Services (SWSS) for perpetual on-premises calling is August 1, 2022. Only single year contracts will be available after this date. Customers who need additional licensing and / or to renew software support should move to FLEX Contact Center.

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-12-25E-ADD	Enhanced 25 seats add-on Promo Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-25P-ADD	Premium 25 seats add-on Promo Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-125-EPHA	CCX 12.0 UPGRADE - ENH-PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-25E	CCX 12.5 Enhanced 25 seat Promo Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-25E-ADD	CCX 12.5 Enhanced 25 seats add-on Promo Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-25P	CCX 12.5 premium 25 seat Promo Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-25P-ADD	CCX 12.5 premium 25 seats add-on Promo Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-5E	CCX 12.5 Enhanced 5 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-125-5P	CCX 12.5 Premium 5 seat Promo Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-A-E-LIC	CCX 12.5 ENH Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-A-P-LIC	CCX 12.5 PRE Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-ADD-K9	CCX 12.5 Add-on Licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-E-SVR-LIC	CCX 12.5 NEW ENH Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-EHA-LIC	CCX 12.5 ENH HA LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-LIC-K9	CCX 12.5 New Licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-MED-K9	CCX 12.5 Media	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-N-E-LIC	CCX 12.5 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-125-N-P-LIC	CCX 12.5 PRE Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-NFR=	CCX 12.5 NFR Kit: PRE HA 6 seats, CR, AQM,WFM	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-OBIVRLIC	CCX 12.5 PRE Outbound IVR Port Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-P-SVR-LIC	CCX 12.5 NEW PRE Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-PAK	CCX 12.5 autoexpanded PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-PHA-LIC	CCX 12.5 PRE HA LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125125EPHA-PAK	CCX 12.5 UPGRADE PAK - 12.5 EHA - 12.5 PHA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125MEDIKIT-K9	CCX 12.5 Qty 1 CCX Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-125-EHA-PAK	CCX 12.5 EHA UPGRADE PAK	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-125-PHA-PAK	CCX 12.5 PHA UPGRADE PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-10-125K9=	CCX ENH 10.0 to 12.5 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-11-125K9=	CCX ENH 11.0 to 12.5 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-12-125K9=	CCX ENH 12.0 to 12.5 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-3X-125K9=	CCX ENH 3.X to 12.5 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-4X-125K9=	CCX ENH 4.X to 12.5 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-50-125K9=	CCX ENH 5.0 to 12.5 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-60-125K9=	CCX ENH 6.0 to 12.5 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-70-125K9=	CCX ENH 7.0 to 12.5 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-U-E-80-125K9=	CCX ENH 8.0 to 12.5 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-85-125K9=	CCX ENH 8.5 to 12.5 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-90-125K9=	CCX ENH 9.0 to 12.5 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA10-125K9=	CCX ENH HA 10.0 HA to 12.5 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA11-125K9=	CCX ENH HA 11.0 HA to 12.5 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA12-125K9=	CCX ENH HA 12.0 HA to 12.5 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA4X-125K9=	CCX ENH HA 4.X HA to 12.5 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA50-125K9=	CCX ENH HA 5.0 HA to 12.5 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA60-125K9=	CCX ENH HA 6.0 HA to 12.5 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-U-EHA70-125K9=	CCX ENH HA 7.0 HA to 12.5 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA80-125K9=	CCX ENH HA 8.0 HA to 12.5 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA85-125K9=	CCX ENH HA 8.5 HA to 12.5 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA90-125K9=	CCX ENH HA 9.0 HA to 12.5 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-OIVR10125K9=	CCX OB IVR 10.0 to 12.5 OB IVR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-OIVR11125K9=	CCX OB IVR 11.0 to 12.5 OB IVR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-OIVR12125K9=	CCX OB IVR 12.0 to 12.5 OB IVR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-OIVR85125K9=	CCX OB IVR 8.5 to 12.5 OB IVR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-OIVR90125K9=	CCX OB IVR 9.0 to 12.5 OB IVR 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-P-10-125K9=	CCX PRE 10.0 to 12.5 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-11-125K9=	CCX PRE 11.0 to 12.5 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-12-125K9=	CCX PRE 12.0 to 12.5 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-3X-125K9=	CCX PRE 3.X to 12.5 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-4X-125K9=	CCX PRE 4.X to 12.5 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-50-125K9=	CCX PRE 5.0 to 12.5 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-60-125K9=	CCX PRE 6.0 to 12.5 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-70-125K9=	CCX PRE 8.0 to 12.5 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-80-125K9=	CCX PRE 8.0 to 12.5 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-U-P-85-125K9=	CCX PRE 8.5 to 12.5 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-90-125K9=	CCX PRE 9.0 to 12.5 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA10-125K9=	CCX PRE HA 10.0 HA to 12.5 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA11-125K9=	CCX PRE HA 11.0 HA to 12.5 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA12-125K9=	CCX PRE HA 12.0 HA to 12.5 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA4X-125K9=	CCX PRE HA 4.X HA to 12.5 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA50-125K9=	CCX PRE HA 5.0 HA to 12.5 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA60-125K9=	CCX PRE HA 6.0 HA to 12.5 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA70-125K9=	CCX PRE HA 7.0 HA to 12.5 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-U-PHA80-125K9=	CCX PRE HA 8.0 HA to 12.5 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA85-125K9=	CCX PRE HA 8.5 HA to 12.5 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA90-125K9=	CCX PRE HA 9.0 HA to 12.5 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX125-125-EP-S1	CCX 12.5 UPGRADE - Qty 1 ENH-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX125-E-P-SUPAK	CCX 12.5 UPGRADE PAK - 12.5, ENH-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX125-E-P-UPAK	CCX 12.5 UPGRADE PAK - 12.5, ENH-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX125125-EPHA-PAK	CCX 12.5 UPGRADE PAK - 12.5 EHA - 12.5 PHA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-125-SYSTEM-K9	CCX 12.5 System	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

Customers should migrate from Cisco Contact Center perpetual licenses with Software Service and Support (SWSS) to equivalent entitlements available through Collaboration Flex Plan for Contact Center. For more information about Collaboration Flex Plan for Contact Center reference the Ordering Guides at this link:

<https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>.

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/c/en/us/products/eos-eol-policy.html>.

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

<https://www.cisco.com/c/en/us/products/warranty-listing.html>.

To subscribe to receive end-of-life/end-of-sale information, go to: <https://cway.cisco.com/mynotifications>.

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Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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