

End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, and Cisco Unified Intelligent Contact Management Enterprise 10.0

EOL10962

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, and Cisco Unified Intelligent Contact Management Enterprise 10.0. The last day to order the affected product(s) is November 30, 2016. 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.

This end-of-life announcement covers the 10.0 components bundled with the products whose part numbers are CCEH-MEDIA100-K9, CCEH-V100-K9-UPG=, ICMEH-MEDIA100-K9, and ICMEH-V100-K9-UPG=. These components are:

- Cisco Computer Telephony Integration Object Server (CTIOS) 10.0
- Cisco Agent Desktop (CAD) 10.0
- Cisco Unified Customer Voice Portal (CVP) 10.0
- Cisco Unified Intelligence Center (CUIC) 9.1.1
- Cisco Unified Intelligence Center (CUIC) 10.0
- Cisco Unified Contact Center Management Portal (CCMP) 10.0
- Cisco Remote Silent Monitor (RSM) 10.0
- Cisco SocialMiner 10.0
- Cisco Finesse 10.0

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, and Cisco Unified Intelligent Contact Management Enterprise 10.0

| 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. | June 1, 2016 |
| End-of-Sale Date | The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date. | November 30, 2016 |
| 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. | February 28, 2017 |
| 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. | November 30, 2017 |
| 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. | November 30, 2017 |
| End of Service Contract Renewal Date: App. SW | The last date to extend or renew a service contract for the product. | February 26, 2019 |
| 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. | November 30, 2019 |

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

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 |
|---------------------------------|---|---|---|------------------------|
| CCEH-FINESSE-SVR-L | Cisco Finesse Server SW HA Pair for CCE | There is currently no replacement product available for this product. | - | - |
| CCEH-MEDIA100-K9 | Media Kit for Unified CC Enterprise and Hosted 10.0 | CCEH-MEDIA110-K9 | Media Kit for Unified CC Enterprise and Hosted 11.0 | - |
| CCEH-V100-K9-UPG= | UCCE SW Upgrade to 10.0 for UCSS Customers | CCEH-V110-K9-UPG= | UCCE SW Upgrade to 11.0 for SWSS Customers | - |
| ICM-AGTRPT-L | Agent Reporting License | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| ICM-AGTVOC-T1-L | ICM Voice Agent License Tier 1 - 0 to 199 | ICME-REGAGT-T1 | Regular ICM Agent Licenses - Tier 1 | - |
| ICM-AGTWEB-T200-L | ICM Web Collaboration Agent - 200 to 499 | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| ICM-AWC | System Manager AW - Client | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| ICM-AWC= | System Manager AW - Client | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| ICM-GTWSQL-L | SQL Server Gateway License | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| ICM-HDSSVR | Historical Database Svr Add on | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| ICM-HDSSVR= | Historical Database Svr Add on | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| ICM-ISECON-L | Internet Script Editor Connection License | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| ICM-NPSENT-EC | ICM Ent (includes Web Email) Non Prd Lab system | IPCE-NPSENT-EC | IPCC Enterprise Non-Production Suite End Customer | - |

| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---------------------------------|--|---|--|--|
| ICM-NPSNAM-CP | ICM Hosted Edition Non Production for Partners | IPCE-NPSENT-CP | IPCC Enterprise Non-Production Suite Channel Partner | - |
| ICM-NPSNAM-EC | ICM Hosted Non Prod System for Customers | IPCE-NPSENT-EC | IPCC Enterprise Non-Production Suite End Customer | - |
| ICM-PIM02 | ACD PIM - Cisco Call Manager | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a supported PG: ICME-PG-xx |
| ICM-PIM06 | ACD PIM - Avaya Definity (ECS) G3 | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a supported PG: ICME-PG-xx |
| ICM-PIM13 | ACD PIM - Nortel Symposium | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a supported PG: ICME-PG-xx |
| ICM-PIM19 | ACD PIM - Aspect Contact Server | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a supported PG: ICME-PG-xx |
| ICM-PIMIVR-L | IVR PIM License | IVR-11-SS-UPG | IVR 11.0 Upgrade IP IVR (Single Server) License Only | - |
| ICM-PIMIVR-LC | IVR PIM License Certificate | IVR-11-SS-UPG | IVR 11.0 Upgrade IP IVR (Single Server) License Only | - |
| ICM-PIMIVRADD-L | IVR PIM Addon License | IVR-11-ADD-K9 | IVR 11.0 ADD-ON IP IVR | - |
| ICM-SVRBASE-NT | ICM Base Server on Windows NT | IPCE-SVR | UCC Enterprise Server License | - |
| ICM-SVRRDNT-L | Remote ICM Server Redundancy | IPCE-SVR | UCC Enterprise Server License | - |
| ICME-ARIAASTRA | AASTRA ARI | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a supported PG: ICME-PG-xx |
| ICME-ARI13 | I3 ARI | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a supported PG: ICME-PG-xx |
| ICME-ARSAGT-GNRIC | ICM ENTERPRISE ARS AGENT – GENERIC | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a Regular Agent: ICME-REGAGT-Tx |
| ICME-ARSAGT-I3 | ICM ENTERPRISE ARS AGENT - I3 | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a Regular Agent: ICME-REGAGT-Tx |
| ICME-ARSAGT-POINT | ICM ENTERPRISE ARS AGENT – POINTSPAN | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a Regular Agent: ICME-REGAGT-Tx |
| ICME-EMAILKIT | MEDIAKIT EMAIL SERVER | ICMEH-MEDIA110-K9 | Media Kit for Unified ICM Enterprise and Hosted 11.0 | - |
| ICME-ERSAGT | ICM ENTERPRISE ERS AGENT | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a Regular Agent: ICME-REGAGT-Tx |

| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---------------------------------|---|---|---|--|
| ICME-ERSAGT-GNRIC | ICM ENTERPRISE ERS AGENT – GENERIC | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a Regular Agent: ICME-REGAGT-Tx |
| ICME-ERSAGT-POINT | ICM ENTERPRISE ERS AGENT – POINTSPAN | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a Regular Agent: ICME-REGAGT-Tx |
| ICME-MEDIAKIT | ICM ENTERPRISE MEDIAKITS | ICMEH-MEDIA110-K9 | Media Kit for Unified ICM Enterprise and Hosted 11.0 | - |
| ICME-PG-ARS | ICM ENTERPRISE ARS PG | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a supported PG: ICME-PG-xx |
| ICME-PG-ARS-GNRIC | ICM ENTERPRISE GENERIC ARS PG | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a supported PG: ICME-PG-xx |
| ICME-PG-ARS-POINT | ICM ENTERPRISE AASTRA POINTSPAN ARS PG | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a supported PG: ICME-PG-xx |
| ICME-PG-ERS | ICM ENTERPRISE ERS PG | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a supported PG: ICME-PG-xx |
| ICME-PG-ERS-GNRIC | ICM ENTERPRISE GENERIC ERS PG | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a supported PG: ICME-PG-xx |
| ICME-PG-ERS-POINT | ICM ENTERPRISE AASTRA POINTSPAN ERS PG | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a supported PG: ICME-PG-xx |
| ICMEH-MEDIA100-K9 | Media Kit for Unified ICM Enterprise and Hosted 10.0 | ICMEH-MEDIA110-K9 | Media Kit for Unified ICM Enterprise and Hosted 11.0 | - |
| ICMEH-V100-K9-UPG= | ICM SW Upgrade to 10.0 for UCSS Customers | ICMEH-V110-K9-UPG= | ICM SW Upgrade to 11.0 for SWSS Customers | - |
| ICS-10002 | NAM Server Package with NIC | There is currently no replacement product available for this product. | - | - |
| ICS-12000 | Advanced Services ICM Server | There is currently no replacement product available for this product. | - | - |
| ICS-13001 | Multi-customer WebView II Server | CCEH-CUIC-PREM | License for Cisco Unified Intelligence Center Premium | - |
| ICS-20220 | CTI Siebel Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a B+S CRM Connector from Solutions+ |
| ICS-20230 | Enterprise Agent | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPC-AGENT-LC= | IPCC Agent | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPC-AGTCTD-BUND-L | 24 Cisco Toolkit Desktop, 1 Cisco Toolkit Supervisor Bundle | There is currently no replacement product available for this product. | - | - |
| IPC-AGTCTD-L | Cisco Toolkit Desktop For IPCC License | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a Regular Agent: ICME-REGAGT-Tx |

| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---------------------------------|---|---|---|--|
| IPC-AGTWEB-L | IPCC Web Collaboration Agent License | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPC-SUPCSD-L | Cisco Supervisor Desktop For IPCC License | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPC-SUPCTS-L | Cisco Toolkit Supervisor For IPCC License | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPC-SVR | IPCC Server | IPCE-SVR | UCC Enterprise Server License | - |
| IPC-SVRRDNT-L | ICM Server For IPCC Redundancy Option License | IPCE-SVR | UCC Enterprise Server License | - |
| IPC-SVRRDNT-LC= | ICM Server For IPCC Redundancy Option License Certificate | IPCE-SVR | UCC Enterprise Server License | - |
| IPCE-CRM-LC | Cisco CRM Connector for IPCE Agent License Cert. | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a B+S CRM Connector from Solutions+ |
| IPCE-CRM-M-LC | Cisco CRM Connector Migration Agent License Cert. | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a B+S CRM Connector from Solutions+ |
| IPCE-CRMAGT-L | IPCC ENTERPRISE CRM AGENT LICENSE | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a B+S CRM Connector from Solutions+ |
| IPCE-CUIS | License Certificate for CUIS Options | CCEH-CUIC-PREM | License for Cisco Unified Intelligence Center Premium | - |
| IPCE-ENHAGT-L | IPCC ENTERPRISE ENHANCED AGENT | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPCE-ENHAGTUPG | IPCC ENTERPRISE ENHANCED AGENT UPGRADE | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPCE-PARTNERAGT | IPCC Enterprise Standard Agent - Partner Agent Desktop | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPCE-PORTALAGT | Management Portal Use for Individual IPCE Agent | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPCE-PORTALAGT-L | License Certificate for Management Portal on Enterprise | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPCE-PORTALAGT= | Management Portal Use for Individual IPCE Agent | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPCE-PREMAGT-SPC-L | CC ENTERPRISE PREMIUM AGENT TeleTech Special | There is currently no replacement product available for this product. | - | - |
| IPCE-PREMCADAGTU | IPCC Enterprise Premium Agent - Cisco Agent Desktop | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPCE-PREMGENESAGT | IPCC ENTERPRISE PREMIUM AGENT - GENESYS INTEGRATION | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPCE-PREMIPHAGT | IPCC ENTERPRISE PREMIUM AGENT - IP PHONE AGENT | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPCE-PREMTLKITAGT | IPCC ENTERPRISE PREMIUM AGENT - CISCO TOOLKIT AGENT | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |

| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---------------------------------|---|---|---------------------------------|--|
| IPCE-STDAGT-L | IPCC ENTERPRISE STANDARD AGENT | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| IPCE-STDAGTUPG | IPCC ENTERPRISE STANDARD AGENT UPGRADE | IPCE-PREMAGT-L | IPCC ENTERPRISE PREMIUM AGENT | - |
| NAM-HIPCCAGT-L | NAM Hosted IPCC Agent License | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a Hosted Collaboration Solution for Contact Center (HCS-CC) configuration |
| NAM-HIPCCPAC | NAM Hosted Multi-Tenant IPCC Starter Pack | See the Product Migration Options section below for detailed information on replacing this product. | - | Migrate to a Hosted Collaboration Solution for Contact Center (HCS-CC) configuration |

Product Migration Options

Customers are encouraged to migrate to the latest versions of Cisco Unified Contact Center Enterprise and Cisco Unified Intelligent Contact Management. Information about this product can be found at:

<http://www.cisco.com/c/en/us/products/customer-collaboration/unified-contact-center-enterprise/index.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:

http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more Information about the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions 11.0, visit <http://www.cisco.com/go/cc>, or contact your local account representative.

For more information about the Cisco End-of-Life Policy, go to:

http://www.cisco.com/en/US/products/products_end-of-life_policy.html.

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

http://www.cisco.com/en/US/products/prod_warranties_listing.html.

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