

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 10.5

EOL12219 - Amended

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 10.5. The last day to order the affected product(s) is July 6, 2018. 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 10.5 components bundled with the products whose part numbers are CCEH-MEDIA105-K9, CCEH-V105-K9-UPG=, ICMEH-MEDIA105-K9, and ICMEH-V105-K9-UPG=. These components are:

- Cisco Computer Telephony Integration Object Server (CTIOS) 10.5
- Cisco Unified Customer Voice Portal (CVP) 10.5
- Cisco Unified Intelligence Center (CUIC) 10.5
- Cisco Unified Contact Center Management Portal (CCMP) 10.5
- Cisco SocialMiner 10.5
- Cisco Finesse 10.5
- Cisco Remote Expert Mobile 10.6

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 10.5

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 5, 2018
End-of-Sale Date: App SW, License	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	July 6, 2018
Last Ship Date: App SW, License	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 4, 2018
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.	July 6, 2019
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.	July 6, 2019
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	October 1, 2020
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, 2021

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
CCE-PAC-CVP-LIC-10	CVP Server and Port License PAKs v10	CCE-PAC-CVP-LIC-11	CVP Server and Port License PAKs for v11	-
CCE-PAC-CVP-STU-10	Call Studio 10.0	CCE-PAC-CVP-STU-11	Call Studio 11.0	-
CCE-PAC-M1-V10.X	Packaged CCE Version 10.x	CCE-PAC-M1-V11.X	Packaged CCE Version 11.x	-
CCEH-CUIC-NFR	License for Cisco Unified Intelligence Center Partner Lab	IPCE-NPSENT-EC	IPCC Enterprise Non-Production Suite End Customer	-
CCEH-FINESSE10X-K9	Cisco Finesse 10.x Media for CCE	CCEH-FINESSE11X-K9	Cisco Finesse 11.x Media for CCE	-
CCEH-MEDIA105-K9	Media Kit for Unified CC Enterprise and Hosted 10.5	CCEH-MEDIA116-K9	Media Kit for Unified CC Enterprise 11.6	-
CCEH-V105-K9-UPG=	UCCE SW Upgrade to 10.5 for UCSS Customers	CCEH-V116-K9-UPG=	UCCE SW Upgrade to 11.6 for SWSS Customers	-
CTI-AGT-BUND-L	Top level CTI AGENT (no charge agents)	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGT-T1-L	Cisco CTI Agent minimum 1	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGT-T100-L	Cisco CTI Agent minimum 100	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGT-T1000-L	Cisco CTI Agent minimum 1000	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGT-T2500-L	Cisco CTI Agent minimum 2500	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGT-T400-L	Cisco CTI Agent minimum 400	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGT-T6000-L	Cisco CTI Agent minimum 6000	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTCTD-BUND-L	Cisco Toolkit Desktop (no charge agents)	See Product Migration Options section for details.	Cisco Finesse	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CTI-AGTCTD-T1-L	Cisco Toolkit Desktop Tier 1-199 Agents	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTCTD-T100-L	Cisco Toolkit Desktop minimum 100	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTCTD-T1000-L	Cisco Toolkit Desktop minimum 1000	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTCTD-T200-L	Cisco Toolkit Desktop License - 200 to 499	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTCTD-T2500-L	Cisco Toolkit Desktop minimum 2500	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTCTD-T400-L	Cisco Toolkit Desktop minimum 400	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTCTD-T500-L	Cisco Toolkit Desktop License - 500 to 999	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTCTD-T6000-L	Cisco Toolkit Desktop minimum 6000	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTSBL-T1-L	Cisco CTI Siebel Agent Tier 1-199 Agents	See Product Migration Options section for details.	S+ Siebel Connector	-
CTI-AGTSBL-T100-L	Cisco CTI Siebel Agent minimum 100	See Product Migration Options section for details.	S+ Siebel Connector	-
CTI-AGTSBL-T1000-L	Cisco CTI Siebel Agent minimum 1000	See Product Migration Options section for details.	S+ Siebel Connector	-
CTI-AGTSBL-T200-L	Cisco CTI Siebel Agent License - 200 to 499	See Product Migration Options section for details.	S+ Siebel Connector	-
CTI-AGTSBL-T2500-L	Cisco CTI Siebel Agent minimum 2500	See Product Migration Options section for details.	S+ Siebel Connector	-
CTI-AGTSBL-T400-L	Cisco CTI Siebel Agent minimum 400	See Product Migration Options section for details.	S+ Siebel Connector	-
CTI-AGTSBL-T500-L	Cisco CTI Siebel Agent License - 500 to 999	See Product Migration Options section for details.	S+ Siebel Connector	-
CTI-AGTSBL-T6000-L	Cisco CTI Siebel Agent minimum 6000	See Product Migration Options section for details.	S+ Siebel Connector	-
CTI-AGTSEBL-BUND-L	Cisco Siebel Agents (no charge agents)	See Product Migration Options section for details.	S+ Siebel Connector	-
CTI-AGTSTD-T1-L	CTI Agent Tier 1-199 Agents	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTSTD-T100-L	CTI Agent Tier 100-399	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTSTD-T1000-L	CTI Agent minimum 1000	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTSTD-T200-L	CTI Agent License - 200 to 499	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTSTD-T2500-L	CTI Agent Tier 2500-5999	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTSTD-T400-L	CTI Agent Tier 400-999	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTSTD-T500-L	CTI Agent License - 500 to 999	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTSTD-T6000-L	CTI Agent Tier 6000 and above	See Product Migration Options section for details.	Cisco Finesse	-
CTI-CON3RD-L	3rd Party CTI Connection	See Product Migration Options section for details.	S+ Siebel Connector	-
CTI-SUPCSD-L	Cisco Supervisor Desktop	See Product Migration Options section for details.	Cisco Finesse	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CTI-SUPCTS-L	Cisco Supervisor Toolkit	See Product Migration Options section for details.	Cisco Finesse	-
CUIS-PAK-UCSS	License Certificates for CUIS UCSS	There is currently no replacement product available for this product.	-	-
CVP-10-BNDL-NFR	CVP 10.0 UC NFR Media and VXML SRVR LIC	CVP-11-BNDL-NFR	CVP 11.0 UC NFR Media and VXML SRVR LIC	-
CVP-10-CC-150=	CVP 10.0 Call Director (includes Software) - 150 Ports	CVP-11-CC-150=	CVP 11.0 Call Director (includes Software) - 150 Ports	-
CVP-10-CC-300=	CVP 10.0 Call Director (includes Software) - 300 Ports	CVP-11-CC-300=	CVP 11.0 Call Director (includes Software) - 300 Ports	-
CVP-10-CC-600=	CVP 10.0 Call Director (includes Software) - 600 Ports	CVP-11-CC-600=	CVP 11.0 Call Director (includes Software) - 600 Ports	-
CVP-10-CC-850=	CVP 10.0 Call Director (includes Software) - 850 Ports	CVP-11-CC-850=	CVP 11.0 Call Director (includes Software) - 850 Ports	-
CVP-10-EVAL=	CVP 10.0 Evaluation License (90 Day Expiry)	CVP-11-EVAL=	CVP 11.0 Evaluation License (90 Day Expiry)	-
CVP-10-MEDIA=	CVP 10.0 and 10.5 Media Only	CVP-11-MEDIA=	CVP 11 Media Only	-
CVP-10-NFR-PAK	CVP 10 NFR PAK License	CVP-11-NFR-PAK	CVP 11 NFR PAK License	-
CVP-10-NFR=	CVP 10.0 Not-For-Resale	CVP-11-NFR=	CVP 11.0 Not-For-Resale	-
CVP-10-NPS-PAK	CVP 10 NPS PAK License	CVP-11-NPS-PAK	CVP 11 NPS PAK License	-
CVP-10-NPS=	CVP 10.0 Not-for-production system	CVP-11-NPS=	CVP 11.0 Not-for-production system	-
CVP-10-PRD-UP=	CVP 10.0 Upgrade (with media for both 10.0 and 10.5)	CVP-11-PRD-UP=	CVP 11.x Upgrade (with media for 11.0, 11.5, and 11.6)	-
CVP-10-RPT-PRE=	CVP 10.0 Report System - Premium	CVP-11-RPT-PRE=	CVP 11.0 Report System - Premium	-
CVP-10-SERVER-SW	CVP 10.0 Server Software (With media for 10.0 and 10.5)	CVP-11-SERVER-SW	CVP 11.0 Server Software (with media for 11.0 and 11.5)	-
CVP-10.X	CVP 10.x Configuration P Delivery	CVP-11.X	CVP 11.x Configuration P Delivery	-
CVP-10X-CCSRVUP	CVP 10.x Call Control Server Upgrade	CVP-11X-CCSRVUP	CVP 11x Call Control Server Upgrade	-
CVP-10X-CCUPG	CVP 10.x Call Control Session Upgrade	CVP-11X-CCUPG	CVP 11.x Call Control Session Upgrade	-
CVP-10X-FEAT-U-PT	CVP 10.x Feature Upgrade Port License	CVP-11X-FEAT-U-PT	CVP 11.x Feature Upgrade Port License	-
CVP-10X-FEAT-U-RED	CVP 10.x Feature Upgrade Redundant Ports	CVP-11X-FEAT-U-PT	CVP 11.x Feature Upgrade Port License	-
CVP-10X-FEAT-UPG	CVP 10.x CVP QT or IPIVR migration to CVP 10.0 E Delivery	CVP-11X-FEAT-UPG	CVP 11.x CVP QT or IPIVR migration to CVP 11.0 E Delivery	-
CVP-10X-MKTPRC	CVP 10.x Market Price Configuration	CVP-11X-MKTPRC	CVP 11.x Market Price Configuration	-
CVP-10X-PTS	CVP 10.x Port License includes one redundant port	CVP-11X-PTS	CVP 11.x Port License	-
CVP-10X-PTS-TOTAL	CVP 10.x Total No PT - Auto Gen value	CVP-11X-PTS-TOTAL	CVP 11.x Total No PT - Auto Gen value	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CVP-10X-RED-ADD	CVP 10.x Additional Redundant Ports	CVP-11X-RED-ADD	CVP 11.x Additional Redundant Ports	-
CVP-10X-REDPT	CVP 10.x Redundant Ports	CVP-11X-REDPT	CVP 11.x Redundant Ports	-
CVP-10X-SRVUPG	CVP 10.x Server Upgrade	CVP-11X-SRVUPG	CVP 11.x Server Upgrade	-
CVP-10X-STUUPG	Call Studio 10.0 Upgrade	CVP-11X-STUUPG	Call Studio 11.0 Upgrade	-
CVP-10XPT-MKTPRC	CVP 10.X Market Price Port License includes one redundant po	CVP-11XPT-MKTPRC	CVP 11.X Market Price Port License	-
CVP-10XRD-MKTPRC	CVP 10.x Market Price Redundant Ports	CVP-11XRD-MKTPRC	CVP 11.x Market Price Redundant Ports	-
CVP-31-SASU-UPGRD=	CVP 30 to 31 Upgrade with SASU	See Product Migration Options section for details.	Latest CVP options	-
CVP-3X-CC-PT	CVP 3.X Call Control Port License	See Product Migration Options section for details.	Latest CVP options	-
CVP-3X-PT-MN500-P	CVP 3.X Self Service Pt License Min 500 Ports	See Product Migration Options section for details.	Latest CVP options	-
CVP-STU-10-EVAL	CVP 10.0 Studio Lic for EVAL	CVP-STU-11-EVAL	CVP 11.0 Studio Lic for EVAL	-
CVP-STU-10-NFR	CVP 10.0 Studio Lic for NFR	CVP-STU-11-NFR	CVP 11.0 Studio Lic for NFR	-
CVP-STU-10-PRD-UP=	CVP Studio 10.0 Upgrade	CVP-STU-11-PRD-UP=	CVP Studio 11.x Upgrade (with media for 11.0, 11.5, and 11.6)	-
CVP-STU-10=	CVP 10.0 Studio	CVP-STU-11=	CVP 11.0 Studio	-
ICME-ERIAGT-T2	ERI Agent Licenses - Tier 2	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
ICMEH-MEDIA105-K9	Media Kit for Unified ICM Enterprise and Hosted 10.5	ICMEH-MEDIA116-K9	Media Kit for Unified ICM Enterprise 11.6	-
ICMEH-V105-K9-UPG=	ICM SW Upgrade to 10.5 for UCSS Customers	ICMEH-V116-K9-UPG=	ICM SW Upgrade to 11.6 for SWSS Customers	-
IPCE-CTITLKIT-M-LC	Premium CAD to Toolkit Agent Migration License Certificate	See Product Migration Options section for details.	Cisco Finesse	-
IPCH-STARTERPACK	IPCC HOSTED STARTER PACK	See Product Migration Options section for details.	HCS-CC	-
L-CVP-1PTSUPG	CVP 10.x Port License upgrade	CVP-11PTSUPG	CVP 11.x Port License upgrade	-
L-CVP-1REDPTSUPG	CVP 10.x Redundant Ports upgrade	CVP-11REDPTSUPG	CVP 11.x Redundant Ports upgrade	-
MS-SQL2000-ENT	Non-OEM Microsoft SQL Server 2000 Enterprise (25 CALs)	There is currently no replacement product available for this product.	-	-
MS-SQL2000-STD	Non-OEM Microsoft SQL Server 2000 Standard (5 CALs)	There is currently no replacement product available for this product.	-	-
NO-OS-SELECTION	Customer provides operating system separately	There is currently no replacement product available for this product.	-	-
R-IPCE-NPSENT-EC	IPCC Enterprise Non-Production Suite End Customer	IPCE-NPSENT-EC	IPCC Enterprise Non-Production Suite End Customer	-
R-IPCE-SVR	UCC Enterprise Server License	IPCE-SVR	UCC Enterprise Server License	-
UNIFIED-EA-7.X	Cisco Unified Expert Advisor Top Level Bundle	There is currently no replacement product available for this product.	-	-

Product Migration Options

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.

Customers may be able to continue to purchase the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, and Cisco Unified Intelligent Contact Management Enterprise 10.5 through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: <https://www.cisco.com/go/eos>.

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.

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:

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