



## End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Express 9.0 (Part 1)

EOL10167

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center Express 9.0 (Part 1). The last day to order the affected product(s) is July 17, 2015. 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.

In addition to the SKUs listed in this notification, the same End of Software Maintenance and End of Support milestones will apply to the Cisco Agent Desktop (CAD), Cisco Supervisor Desktop (CSD) and Cisco Desktop Administrator (CDA) features on CCX 10.0, 10.5 and 10.6.

**Table 1.** End-of-Life Milestones and Dates for the Cisco Unified Contact Center Express 9.0 (Part 1)

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	January 16, 2015
<b>End-of-Sale Date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	July 17, 2015
<b>Last Ship Date: App. SW</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	October 15, 2015
<b>End of SW Maintenance Releases Date: App. SW</b>	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	July 16, 2016
<b>End of New Service Attachment Date: App. SW</b>	For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.	July 16, 2016
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	October 12, 2017
<b>Last Date of Support: App. SW</b>	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	July 31, 2018

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
CCX-40-90-EHA	CCX 9.0 UPGRADE - 4.0 to 9.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-40-90-EPHA	CCX 9.0 UPGRADE - 4.0 to 9.0 ENH-PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-40-90-PHA	CCX 9.0 UPGRADE - 4.0 to 9.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90-E-E-UPAK	CCX 9.0 UPGRADE PAK - 4.1 to 9.0, ENH-ENH Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90-E-P-UPAK	CCX 9.0 UPGRADE PAK - 4.1 to 9.0, ENH-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90-EHA	CCX 9.0 UPGRADE - 4.1 to 9.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90-EPHA	CCX 9.0 UPGRADE - 4.1 to 9.0 ENH-PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90-P-P-UPAK	CCX 9.0 UPGRADE PAK - 4.1 to 9.0, PRE-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90-PHA	CCX 9.0 UPGRADE - 4.1 to 9.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90-S-E-UPAK	CCX 9.0 UPGRADE PAK - 4.1 to 9.0, STD-ENH Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90-S-P-UPAK	CCX 9.0 UPGRADE PAK - 4.1 to 9.0, STD-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90-S-S-UPAK	CCX 9.0 UPGRADE PAK - 4.1 to 9.0, STD-STD Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90EE-SUPAK	CCX 9.0 UPGRADE PAK - 4.1 to 9.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90EP-SUPAK	CCX 9.0 UPGRADE PAK - 4.1 to 9.0, ENH-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90PP-SUPAK	CCX 9.0 UPGRADE PAK - 4.1 to 9.0, 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
CCX-41-90SE-SUPAK	CCX 9.0 UPGRADE PAK - 4.1 to 9.0, STD-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90SP-SUPAK	CCX 9.0 UPGRADE PAK - 4.1 to 9.0, STD-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90SS-SUPAK	CCX 9.0 UPGRADE PAK - 4.1 to 9.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90U-Q-QS1	CCX 9.0 UPGRADE - 4.1 to 9.0 Qty 1 QM-QM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90U-W-WS1	CCX 9.0 UPGRADE - 4.1 to 9.0 Qty 1 WFM-WFM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-90UQAQMS1	CCX 9.0 UPGRADE - 4.1 to 9.0 Qty 1 QM-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90-E-E-UPAK	CCX 9.0 UPGRADE PAK - 5.0 to 9.0, ENH-ENH Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90-E-P-UPAK	CCX 9.0 UPGRADE PAK - 5.0 to 9.0, ENH-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90-EHA	CCX 9.0 UPGRADE - 5.0 to 9.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90-EPHA	CCX 9.0 UPGRADE - 5.0 to 9.0 ENH-PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90-P-P-UPAK	CCX 9.0 UPGRADE PAK - 5.0 to 9.0, PRE-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90-PHA	CCX 9.0 UPGRADE - 5.0 to 9.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90-S-E-UPAK	CCX 9.0 UPGRADE PAK - 5.0 to 9.0, STD-ENH Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90-S-P-UPAK	CCX 9.0 UPGRADE PAK - 5.0 to 9.0, STD-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90-S-S-UPAK	CCX 9.0 UPGRADE PAK - 5.0 to 9.0, STD-STD Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90EE-SUPAK	CCX 9.0 UPGRADE PAK - 5.0 to 9.0, 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-50-90EP-SUPAK	CCX 9.0 UPGRADE PAK - 5.0 to 9.0, ENH-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90PP-SUPAK	CCX 9.0 UPGRADE PAK - 5.0 to 9.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90SE-SUPAK	CCX 9.0 UPGRADE PAK - 5.0 to 9.0, STD-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90SP-SUPAK	CCX 9.0 UPGRADE PAK - 5.0 to 9.0, STD-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90SS-SUPAK	CCX 9.0 UPGRADE PAK - 5.0 to 9.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90U-A-AS1	CCX 9.0 UPGRADE - 5.0 to 9.0 Qty 1 AQM-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90U-Q-QS1	CCX 9.0 UPGRADE - 5.0 to 9.0 Qty 1 QM-QM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90U-W-WS1	CCX 9.0 UPGRADE - 5.0 to 9.0 Qty 1 WFM-WFM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-90UQAQMS1	CCX 9.0 UPGRADE - 5.0 to 9.0 Qty 1 QM-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90-E-E-UPAK	CCX 9.0 UPGRADE PAK - 6.0 to 9.0, ENH-ENH Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90-E-P-UPAK	CCX 9.0 UPGRADE PAK - 6.0 to 9.0, ENH-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90-EHA	CCX 9.0 UPGRADE - 6.0 to 9.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90-EPHA	CCX 9.0 UPGRADE - 6.0 to 9.0 ENH-PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90-P-P-UPAK	CCX 9.0 UPGRADE PAK - 6.0 to 9.0, PRE-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90-PHA	CCX 9.0 UPGRADE - 6.0 to 9.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90-S-E-UPAK	CCX 9.0 UPGRADE PAK - 6.0 to 9.0, STD-ENH Server	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-60-90-S-P-UPAK	CCX 9.0 UPGRADE PAK - 6.0 to 9.0, STD-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90-S-S-UPAK	CCX 9.0 UPGRADE PAK - 6.0 to 9.0, STD-STD Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90EE-SUPAK	CCX 9.0 UPGRADE PAK - 6.0 to 9.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90EP-SUPAK	CCX 9.0 UPGRADE PAK - 6.0 to 9.0, ENH-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90PP-SUPAK	CCX 9.0 UPGRADE PAK - 6.0 to 9.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90SE-SUPAK	CCX 9.0 UPGRADE PAK - 6.0 to 9.0, STD-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90SP-SUPAK	CCX 9.0 UPGRADE PAK - 6.0 to 9.0, STD-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90SS-SUPAK	CCX 9.0 UPGRADE PAK - 6.0 to 9.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90U-A-AS1	CCX 9.0 UPGRADE - 6.0 to 9.0 Qty 1 AQM-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90U-Q-QS1	CCX 9.0 UPGRADE - 6.0 to 9.0 Qty 1 QM-QM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90U-W-WS1	CCX 9.0 UPGRADE - 6.0 to 9.0 Qty 1 WFM-WFM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-90UQAQMS1	CCX 9.0 UPGRADE - 6.0 to 9.0 Qty 1 QM-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90-E-E-UPAK	CCX 9.0 UPGRADE PAK - 7.0 to 9.0, ENH-ENH Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90-E-P-UPAK	CCX 9.0 UPGRADE PAK - 7.0 to 9.0, ENH-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90-EHA	CCX 9.0 UPGRADE - 7.0 to 9.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90-EPHA	CCX 9.0 UPGRADE - 7.0 to 9.0 ENH-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-70-90-P-P-UPAK	CCX 9.0 UPGRADE PAK - 7.0 to 9.0, PRE-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90-PHA	CCX 9.0 UPGRADE - 7.0 to 9.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90-S-E-UPAK	CCX 9.0 UPGRADE PAK - 7.0 to 9.0, STD-ENH Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90-S-P-UPAK	CCX 9.0 UPGRADE PAK - 7.0 to 9.0, STD-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90-S-S-UPAK	CCX 9.0 UPGRADE PAK - 7.0 to 9.0, STD-STD Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90EE-SUPAK	CCX 9.0 UPGRADE PAK - 7.0 to 9.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90EP-SUPAK	CCX 9.0 UPGRADE PAK - 7.0 to 9.0, ENH-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90PP-SUPAK	CCX 9.0 UPGRADE PAK - 7.0 to 9.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90SE-SUPAK	CCX 9.0 UPGRADE PAK - 7.0 to 9.0, STD-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90SP-SUPAK	CCX 9.0 UPGRADE PAK - 7.0 to 9.0, STD-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90SS-SUPAK	CCX 9.0 UPGRADE PAK - 7.0 to 9.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90U-A-AS1	CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 AQM-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90U-C-CS1	CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 CR-CR Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90U-CQMS1	CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 CR-QM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90U-Q-QS1	CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 QM-QM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90U-W-WS1	CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 WFM-WFM Seat 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-70-90UCAQMS1	CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 CR-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-90UQAQMS1	CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 QM-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90-E-E-UPAK	CCX 9.0 UPGRADE PAK - 8.0 to 9.0, ENH-ENH Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90-E-P-UPAK	CCX 9.0 UPGRADE PAK - 8.0 to 9.0, ENH-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90-EHA	CCX 9.0 UPGRADE - 8.0 to 9.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90-EPHA	CCX 9.0 UPGRADE - 8.0 to 9.0 ENH-PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90-P-P-UPAK	CCX 9.0 UPGRADE PAK - 8.0 to 9.0, PRE-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90-PHA	CCX 9.0 UPGRADE - 8.0 to 9.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90-S-E-UPAK	CCX 9.0 UPGRADE PAK - 8.0 to 9.0, STD-ENH Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90-S-P-UPAK	CCX 9.0 UPGRADE PAK - 8.0 to 9.0, STD-PRE Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90-S-S-UPAK	CCX 9.0 UPGRADE PAK - 8.0 to 9.0, STD-STD Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90EE-SUPAK	CCX 9.0 UPGRADE PAK - 8.0 to 9.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90EP-SUPAK	CCX 9.0 UPGRADE PAK - 8.0 to 9.0, ENH-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90PP-SUPAK	CCX 9.0 UPGRADE PAK - 8.0 to 9.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90SE-SUPAK	CCX 9.0 UPGRADE PAK - 8.0 to 9.0, STD-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90SP-SUPAK	CCX 9.0 UPGRADE PAK - 8.0 to 9.0, 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-80-90SS-SUPAK	CCX 9.0 UPGRADE PAK - 8.0 to 9.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90U-A-AS1	CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 AQM-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90U-C-CS1	CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 CR-CR Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90U-CQMS1	CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 CR-QM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90U-Q-QS1	CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 QM-QM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90U-W-WS1	CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 WFM-WFM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90UCAQMS1	CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 CR-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-90UQAQMS1	CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 QM-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-90-EHA	CCX 9.0 UPGRADE - 8.5 to 9.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-90-EPHA	CCX 9.0 UPGRADE - 8.5 to 9.0 ENH-PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-90-PHA	CCX 9.0 UPGRADE - 8.5 to 9.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-90U-A-AS1	CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 AQM-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-90U-C-CS1	CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 CR-CR Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-90U-CQMS1	CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 CR-QM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-90U-Q-QS1	CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 QM-QM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-90U-W-WS1	CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 WFM-WFM Seat 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-85-90UCAQMS1	CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 CR-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-90UQAQMS1	CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 QM-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-10E	CCX 9.0 10 Enhanced Seat Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-25E	CCX 9.0 25 Seat Enhanced Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-25P	CCX 9.0 25 Premium Seat Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-5E	Entitlement SKU for 5-seat promo bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-90-EPHA	CCX 9.0 UPGRADE - 9.0 to 9.0 ENH-PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-90U-CQMS1	CCX 9.0 UPGRADE - 9.0 to 9.0 Qty 1 CR-QM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-90UCAQMS1	CCX 9.0 UPGRADE - 9.0 to 9.0 Qty 1 CR-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-90UQAQMS1	CCX 9.0 UPGRADE - 9.0 to 9.0 Qty 1 QM-AQM Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX3X-90U-E-E-S1	CCX 9.0 UPGRADE - 3.0, 3.1 or 3.5 to 9.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX3X-90U-E-P-S1	CCX 9.0 UPGRADE - 3.0, 3.1 or 3.5 to 9.0 Qty 1 ENH-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX3X-90U-P-P-S1	CCX 9.0 UPGRADE - 3.0, 3.1 or 3.5 to 9.0 Qty 1 PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX3X-90U-S-E-S1	CCX 9.0 UPGRADE - 3.0, 3.1 or 3.5 to 9.0 Qty 1 STD-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX3X-90U-S-P-S1	CCX 9.0 UPGRADE - 3.0, 3.1 or 3.5 to 9.0 Qty 1 STD-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX3X-90U-S-S-S1	CCX 9.0 UPGRADE - 3.0, 3.1 or 3.5 to 9.0 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
CCX40-90U-E-E-S1	CCX 9.0 UPGRADE - 4.0 to 9.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX40-90U-E-P-S1	CCX 9.0 UPGRADE - 4.0 to 9.0 Qty 1 ENH-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX40-90U-P-P-S1	CCX 9.0 UPGRADE - 4.0 to 9.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX40-90U-S-E-S1	CCX 9.0 UPGRADE - 4.0 to 9.0 Qty 1 STD-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX40-90U-S-P-S1	CCX 9.0 UPGRADE - 4.0 to 9.0 Qty 1 STD-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX40-90U-S-S-S1	CCX 9.0 UPGRADE - 4.0 to 9.0 Qty 1 STD-STD Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX41-90U-E-E-S1	CCX 9.0 UPGRADE - 4.1 to 9.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX41-90U-E-P-S1	CCX 9.0 UPGRADE - 4.1 to 9.0 Qty 1 ENH-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX41-90U-P-P-S1	CCX 9.0 UPGRADE - 4.1 to 9.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX41-90U-S-E-S1	CCX 9.0 UPGRADE - 4.1 to 9.0 Qty 1 STD-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX41-90U-S-P-S1	CCX 9.0 UPGRADE - 4.1 to 9.0 Qty 1 STD-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX41-90U-S-S-S1	CCX 9.0 UPGRADE - 4.1 to 9.0 Qty 1 STD-STD Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX45-90U-E-E-S1	CCX 9.0 UPGRADE - 4.5 to 9.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX45-90U-E-P-S1	CCX 9.0 UPGRADE - 4.5 to 9.0 Qty 1 ENH-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX45-90U-P-P-S1	CCX 9.0 UPGRADE - 4.5 to 9.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX45-90U-S-E-S1	CCX 9.0 UPGRADE - 4.5 to 9.0 Qty 1 STD-ENH Seat 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
CCX45-90U-S-P-S1	CCX 9.0 UPGRADE - 4.5 to 9.0 Qty 1 STD-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX45-90U-S-S-S1	CCX 9.0 UPGRADE - 4.5 to 9.0 Qty 1 STD-STD Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX50-90U-E-E-S1	CCX 9.0 UPGRADE - 5.0 to 9.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX50-90U-E-P-S1	CCX 9.0 UPGRADE - 5.0 to 9.0 Qty 1 ENH-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX50-90U-P-P-S1	CCX 9.0 UPGRADE - 5.0 to 9.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX50-90U-S-E-S1	CCX 9.0 UPGRADE - 5.0 to 9.0 Qty 1 STD-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX50-90U-S-P-S1	CCX 9.0 UPGRADE - 5.0 to 9.0 Qty 1 STD-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX50-90U-S-S-S1	CCX 9.0 UPGRADE - 5.0 to 9.0 Qty 1 STD-STD Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX60-90U-E-E-S1	CCX 9.0 UPGRADE - 6.0 to 9.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX60-90U-E-P-S1	CCX 9.0 UPGRADE - 6.0 to 9.0 Qty 1 ENH-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX60-90U-P-P-S1	CCX 9.0 UPGRADE - 6.0 to 9.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX60-90U-S-E-S1	CCX 9.0 UPGRADE - 6.0 to 9.0 Qty 1 STD-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX60-90U-S-P-S1	CCX 9.0 UPGRADE - 6.0 to 9.0 Qty 1 STD-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX60-90U-S-S-S1	CCX 9.0 UPGRADE - 6.0 to 9.0 Qty 1 STD-STD Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX70-90U-E-E-S1	CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX70-90U-E-P-S1	CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 ENH-PRE Seat 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
CCX70-90U-P-P-S1	CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX70-90U-S-E-S1	CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 STD-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX70-90U-S-P-S1	CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 STD-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX70-90U-S-S-S1	CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 STD-STD Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX80-90U-E-E-S1	CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX80-90U-E-P-S1	CCX 9.0 UPGRADE -8.0 to 9.0 Qty 1 ENH-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX80-90U-P-P-S1	CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX80-90U-S-E-S1	CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 STD-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX80-90U-S-P-S1	CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 STD-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX80-90U-S-S-S1	CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 STD-STD Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-90U-E-E-S1	CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-90U-E-P-S1	CCX 9.0 UPGRADE -8.5 to 9.0 Qty 1 ENH-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-90U-OBIVR	CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 OBIVR port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-90U-P-P-S1	CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-90U-S-E-S1	CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 STD-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-90U-S-P-S1	CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 STD-PRE Seat 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
CCX85-90U-S-S-S1	CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 STD-STD Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90-90U-E-P-S1	CCX 9.0 UPGRADE - 9.0 to 9.0 Qty 1 ENH-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90-90U-S-E-S1	CCX 9.0 UPGRADE - 9.0 to 9.0 Qty 1 STD-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90-90U-S-P-S1	CCX 9.0 UPGRADE - 9.0 to 9.0 Qty 1 STD-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-

## Product Migration Options

Customers are encouraged to migrate to the Cisco Unified Contact Center Express 10.6. Information about this product can be found at: <http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html>.

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

Customers may be able to continue to purchase Cisco Unified Contact Center Express 9.0 (Part 1) 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: <http://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 dispose properly 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](http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

## For More Information

For More Information Cisco Unified Contact Center Express 10.6, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html>, or contact your local account representative.

To request information about the Cisco Unified Contact Center Express 10.6, send an e-mail to [ipcc-express-pm@cisco.com](mailto:ipcc-express-pm@cisco.com).

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

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