

End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Express Standard licenses and Cisco Unified Workforce Optimization Quality Management Licenses for Cisco Unified Contact Center Express 10, 10.5, 10.6 and 11.0

EOL10996

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center Express Standard licenses and Cisco Unified Workforce Optimization Quality Management Licenses for Cisco Unified Contact Center Express 10, 10.5, 10.6 and 11.0. The last day to order the affected product(s) is December 16, 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.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Contact Center Express Standard licenses and Cisco Unified Workforce Optimization Quality Management Licenses for Cisco Unified Contact Center Express 10, 10.5, 10.6 and 11.0

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 17, 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.	December 16, 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.	March 16, 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.	December 16, 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.	December 16, 2017
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	March 14, 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.	December 31, 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
CCX-10-N-S-LIC	CCX 10.0 STD Seat Qty 1 LICENSE ONLY
CCX-10-QM-LIC	CCX 10.0 Quality Manager Seat Qty 1 LICENSE ONLY
CCX-10-QM1SL=	CCX 10.0 Quality Management Qty 1 LICENSE ONLY
CCX-10-S-1SL=	CCX 10.0 STD Seat Qty 1 LICENSE ONLY
CCX-10-S-L-K9=	CCX 10.0 NEW STANDARD Server and 10 Seats LICENSE ONLY
CCX-11-N-S-LIC	CCX 11.0 STD Seat Qty 1 LICENSE ONLY
CCX-11-QM-LIC	CCX 11.0 Quality Manager Seat Qty 1 LICENSE ONLY
CCX-11-QM1SL=	CCX 11.0 Quality Manager Seat Qty 1 LICENSE ONLY
CCX-11-S-1SL=	CCX 11.0 STD Seat Qty 1 LICENSE ONLY
CCX-11-S-L-K9=	CCX 11.0 NEW STANDARD Server and 10 Seats LICENSE ONLY
CCX10QMEDIKITK9	CCX 10.0 Quality Manager Qty 1 Media Kit - No Licenses
CCX11QMEDIKITK9	CCX 11.0 Quality Manager Qty 1 Media Kit - NO LICENSES

Product Migration Options

There is no replacement available for the Cisco Unified Contact Center Express Standard licenses and Cisco Unified Workforce Optimization Quality Management Licenses for Cisco Unified Contact Center Express 10, 10.5, 10.6 and 11.0 at this time.

Customers on Standard licenses are encouraged to migrate to Enhanced or Premium licenses. Customers who upgrade Quality Management licenses to version 11.5 will be migrated to Advanced Quality Management. Information about this product can be found at: <http://www.cisco.com/c/en/us/products/customer-collaboration/unified-contact-center-express/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 Express 11.5, visit <http://www.cisco.com/c/en/us/products/customer-collaboration/unified-contact-center-express/index.html>, or contact your local account representative.

To request information about the Cisco Unified Contact Center Express 11.5, send an e-mail to 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.

For more information about the Cisco Product Warranties, go to: http://www.cisco.com/en/US/products/prod_warranties_listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to:

<http://www.cisco.com/cisco/support/notifications.html>.

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