

End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Express 12.0 - replaced by UCCX 12.5

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Overview

EOL13457 - Amended

Cisco announces the end-of-sale and end-of life dates for the Cisco Unified Contact Center Express 12.0. The last day to order the affected product(s) is August 1, 2020. 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. 12.0 Customers can take advantage of new capabilities found in Cisco Unified Contact Center Express 12.5.

Existing 12.0 customers can take advantage of new capabilities found in the replacement product, Cisco Unified Contact Center Express 12.5. Customers are also encouraged to migrate to subsequent versions of the product using Cisco Collaboration Flex Plan Contact Center (A-FLEX-CC). The link to the Cisco Collaboration Flex Plan Contact Center Ordering Guide is provided below.

<https://www.cisco.com/c/dam/en/us/products/collateral/customer-collaboration/guide-c07-741219.pdf>.

Alternatively upgrades to release 12.5 are available using Software Support Subscription (SWSS) contract.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Unified Contact Center Express 12.0 (Migrating to Cisco Unified Contact Center Express 12.5)

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.	July 1, 2020
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, 2020
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 31, 2020
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.	May 1, 2021
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.	May 1, 2021

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

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

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-10-12-E-E-UPAK	PAK - 10.0 to 12.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-12-EHA	CCX 12.0 UPGRADE - 10.0 to 12.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-12-P-P-UPAK	PAK - 10.0 to 12.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-12-PHA	CCX 12.0 UPGRADE - 10.0 to 12.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-12EE-SUPAK	PAK - 10.0 to 12.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-12PP-SUPAK	PAK - 10.0 to 12.0, 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-11-12-EHA	CCX 11.0 UPGRADE - 11.0 to 12.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-12-PHA	CCX 11.0 UPGRADE - 11.0 to 12.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-11-12EE-SUPAK	PAK - 10.0 to 12.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-12-EPHA	CCX 12.0 UPGRADE - 12.0 to 12.0 ENH-PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-12-EPHA-PAK	CCX 12.0 PAK - 12.0 EHA - 12.0 PHA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-12PP-SUPAK	PAK - 10.0 to 12.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-25E	Enhanced 25 seat Promo Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-25P	Premium 25 seat Promo Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-5E	CCX 12 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-12-5P	Premium 5 seat Promo Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-E-P-UPAK	PAK - 12.0, ENH-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-E-SVR-LIC	CCX 12.0 NEW ENH Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-LIC-K9	CCX 12.0 New Licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-MED-K9	CCX 12.0 Media	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-N-E-LIC	CCX 12.0 ENH Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-N-P-LIC	CCX 12.0 PRE Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-NFR=	NFR Kit: PRE HA 6 seats Pre, WFO	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-NPS-K9=	CCX 12 Non Production System	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-12-P-SVR-LIC	CCX 12.0 NEW PRE Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-SYS-K9	CCX 12.0 System	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12-UPG-K9	CCX 12.0 Upgrade Licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12EP-SUPAK	PAK - 12.0, ENH-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-12MEDIKIT-K9	Qty 1 CCX Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-3X-12-E-E-UPAK	PAK - 3.x to 12.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-3X-12-P-P-UPAK	PAK - 3.x to 12.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-3X-12EE-SUPAK	PAK - 3.x to 12.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-3X-12PP-SUPAK	PAK - 3.x to 12.0, 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-4X-12-E-E-UPAK	PAK - 4.x to 12.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-12-EHA	CCX 12.0 UPGRADE - 4.X to 12.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-12-P-P-UPAK	PAK - 4.x to 12.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-12-PHA	CCX 12.0 UPGRADE - 4.X to 12.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-12EE-SUPAK	PAK - 4.x to 12.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-12PP-SUPAK	PAK - 4.x to 12.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-12-E-E-UPAK	PAK - 5.0 to 12.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-12-EHA	CCX 12.0 UPGRADE - 5.0 to 12.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-12-P-P-UPAK	PAK - 5.0 to 12.0, PRE-PRE	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-50-12-PHA	CCX 12.0 UPGRADE - 5.0 to 12.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-12EE-SUPAK	PAK - 5.0 to 12.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-12PP-SUPAK	PAK - 5.0 to 12.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-12-E-E-UPAK	PAK - 6.0 to 12.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-12-EHA	CCX 12.0 UPGRADE - 6.0 to 12.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-12-P-P-UPAK	PAK - 6.0 to 12.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-12-PHA	CCX 12.0 UPGRADE - 6.0 to 12.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-12EE-SUPAK	PAK - 6.0 to 12.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-12PP-SUPAK	PAK - 6.0 to 12.0, 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-70-12-E-E-UPAK	PAK - 7.0 to 12.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-12-EHA	CCX 12.0 UPGRADE - 7.0 to 12.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-12-P-P-UPAK	PAK - 7.0 to 12.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-12-PHA	CCX 12.0 UPGRADE - 7.0 to 12.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-12EE-SUPAK	PAK - 7.0 to 12.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-12PP-SUPAK	PAK - 7.0 to 12.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-12-E-E-UPAK	PAK - 8.0 to 12.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-12-EHA	CCX 12.0 UPGRADE - 8.0 to 12.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-12-P-P-UPAK	PAK - 8.0 to 12.0, PRE-PRE	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-80-12-PHA	CCX 12.0 UPGRADE - 8.0 to 12.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-12EE-SUPAK	PAK - 8.0 to 12.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-12PP-SUPAK	PAK - 8.0 to 12.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-12-E-E-UPAK	PAK - 8.5 to 12.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-12-EHA	CCX 12.0 UPGRADE - 8.5 to 12.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-12-P-P-UPAK	PAK - 8.5 to 12.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-12-PHA	CCX 12.0 UPGRADE - 8.5 to 12.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-12EE-SUPAK	PAK - 8.5 to 12.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-12PP-SUPAK	PAK - 8.5 to 12.0, 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-90-12-E-E-UPAK	PAK - 9.0 to 12.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-12-EHA	CCX 12.0 UPGRADE - 9.0 to 12.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-12-P-P-UPAK	PAK - 9.0 to 12.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-12-PHA	CCX 12.0 UPGRADE - 9.0 to 12.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-12EE-SUPAK	PAK - 9.0 to 12.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-12PP-SUPAK	PAK - 9.0 to 12.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-10-12K9=	CCX ENH 10.0 to 12.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-11-12K9=	CCX ENH 11.0 to 12.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-3X-12K9=	CCX ENH 3.X to 12.0 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-4X-12K9=	CCX ENH 4.X to 12.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-50-12K9=	CCX ENH 5.0 to 12.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-60-12K9=	CCX ENH 6.0 to 12.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-70-12K9=	CCX ENH 7.0 to 12.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-80-12K9=	CCX ENH 8.0 to 12.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-85-12K9=	CCX ENH 8.5 to 12.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-E-90-12K9=	CCX ENH 9.0 to 12.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA10-12K9=	CCX ENH HA 10.0 HA to 12.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA11-12K9=	CCX ENH HA 11.0 HA to 12.0 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-EHA4X-12K9=	CCX ENH HA 4.X HA to 12.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA50-12K9=	CCX ENH HA 5.0 HA to 12.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA60-12K9=	CCX ENH HA 6.0 HA to 12.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA70-12K9=	CCX ENH HA 7.0 HA to 12.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA80-12K9=	CCX ENH HA 8.0 HA to 12.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA85-12K9=	CCX ENH HA 8.5 HA to 12.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-EHA90-12K9=	CCX ENH HA 9.0 HA to 12.0 HA ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-OIVR1012K9=	CCX OB IVR 10.0 to 12.0 OB IVR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-OIVR1112K9=	CCX OB IVR 11.0 to 12.0 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-OIVR8512K9=	CCX OB IVR 8.5 to 12.0 OB IVR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-OIVR9012K9=	CCX OB IVR 9.0 to 12.0 OB IVR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-10-12K9=	CCX PRE 10.0 to 12.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-11-12K9=	CCX PRE 11.0 to 12.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-3X-12K9=	CCX PRE 3.X to 12.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-4X-12K9=	CCX PRE 4.X to 12.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-50-12K9=	CCX PRE 5.0 to 12.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-60-12K9=	CCX PRE 6.0 to 12.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-70-12K9=	CCX PRE 8.0 to 12.0 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-80-12K9=	CCX PRE 8.0 to 12.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-85-12K9=	CCX PRE 8.5 to 12.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-P-90-12K9=	CCX PRE 9.0 to 12.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA10-12K9=	CCX PRE HA 10.0 HA to 12.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA11-12K9=	CCX PRE HA 11.0 HA to 12.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA4X-12K9=	CCX PRE HA 4.X HA to 12.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA50-12K9=	CCX PRE HA 5.0 HA to 12.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA60-12K9=	CCX PRE HA 6.0 HA to 12.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA70-12K9=	CCX PRE HA 7.0 HA to 12.0 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-PHA80-12K9=	CCX PRE HA 8.0 HA to 12.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA85-12K9=	CCX PRE HA 8.5 HA to 12.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-U-PHA90-12K9=	CCX PRE HA 9.0 HA to 12.0 HA PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-12-EHA-PAK	CCX 12.0 EHA UPGRADE PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-12-PHA-PAK	CCX 12.0 PHA UPGRADE PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX10-12U-E-E-S1	10.0 to 12.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX10-12U-OBIVR	CCX 12.0 UPGRADE - 10.0 to 12.0 Qty 1 OBIVR port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX10-12U-P-P-S1	10.0 to 12.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX11-12U-E-E-S1	11.0 to 12.0 Qty 1 ENH-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
CCX11-12U-OBIVR	CCX 12.0 UPGRADE - 11.0 to 12.0 Qty 1 OBIVR port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX11-12U-P-P-S1	11.0 to 12.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX12-12U-E-P-S1	12.0 to 12.0 Qty 1 ENH-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX3X-12U-E-E-S1	3.0, 3.1 or 3.5 to 12.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX3X-12U-P-P-S1	3.0, 3.1 or 3.5 to 12.0 Qty 1 PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX4X-12U-E-E-S1	4.X to 12.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX4X-12U-P-P-S1	4.X to 12.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX50-12U-E-E-S1	5.0 to 12.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX50-12U-P-P-S1	5.0 to 12.0 Qty 1 PRE-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
CCX60-12U-E-E-S1	6.0 to 12.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX60-12U-P-P-S1	6.0 to 12.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX70-12U-E-E-S1	7.0 to 12.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX70-12U-P-P-S1	7.0 to 12.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX80-12U-E-E-S1	8.0 to 12.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX80-12U-P-P-S1	8.0 to 12.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-12U-E-E-S1	8.5 to 12.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-12U-OBIVR	CCX 12.0 UPGRADE - 8.5 to 12.0 Qty 1 OBIVR port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-12U-P-P-S1	8.5 to 12.0 Qty 1 PRE-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
CCX90-12U-E-E-S1	9.0 to 12.0 Qty 1 ENH-ENH Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90-12U-OBIVR	CCX 12.0 UPGRADE - 9.0 to 12.0 Qty 1 OBIVR port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90-12U-P-P-S1	9.0 to 12.0 Qty 1 PRE-PRE Seat LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

Existing 12.0 customers can take advantage of new capabilities found in the replacement product, [Cisco Unified Contact Center Express 12.5](#).

Customer are encouraged to migrate to subsequent versions of the product using Cisco Collaboration Flex Plan Contact Center (A-FLEX-CC). The link to the Cisco Collaboration Flex Plan Contact Center Ordering Guide is provided below.

<https://www.cisco.com/c/dam/en/us/products/collateral/customer-collaboration/guide-c07-741219.pdf>

Alternatively upgrades to release 12.5 are available using Software Support Subscription (SWSS) contract.

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/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:

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

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