

# End-of-Sale and End-of-Life Announcement for the Cisco FLEX Subscription 12.0 for Unified Contact Center Express (Migrating to Unified Contact Center Express 12.5)

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# Contents

Overview	3
End-of-life milestones	3
Product part numbers	4
Product migration options	4
For more information	5

## Overview

### EOL13749 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco FLEX Subscription 12.0 for Unified Contact Center Express (Migrating to Unified Contact Center Express 12.5). The last day to order the affected product(s) is April 23, 2021. The last day to renew an existing subscription is April 23, 2022. Customers with active service contracts and subscriptions (as applicable) 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 and subscriptions (as applicable), support will be available under the terms and conditions of customers' service contract and subscription.

Customers are encouraged to migrate to the latest version of the product Cisco Collaboration Flex Plan Contact Center (A-FLEX-CC) or Cisco Webex Contact Center Ordering Guide (A-CJP).

The links to both of these subscription products are below.

Cisco Collaboration Flex Plan Contact Center Ordering Guide (A-FLEX-CC):

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

Cisco Webex Contact Center Ordering Guide (A-CJP):

<https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/guide-c07-741218.html#Orderingandfulfillment>

## End-of-life milestones

**Table 1.** End-of-Life Milestones and Dates for the Cisco FLEX Subscription 12.0 for Unified Contact Center Express (Migrating to Unified Contact Center Express 12.5)

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 23, 2021
<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.	April 23, 2021
<b>End of Change/Renewal Date*: Subscription</b>	The last date to Renew an existing subscription.	April 23, 2022
<b>Last Date of Support**: Subscription</b>	The last date to receive applicable subscription entitlements, service and support for the product as entitled by active subscriptions and service contracts(as applicable) or by warranty terms and conditions. After this date, all subscription and support services for the product are unavailable, and the product becomes obsolete.	August 31, 2023

\* The requested subscription start date needs to be on or before the End of Sale Date for new subscriptions, and on or before the End of Change/Renewal Date for subscription changes and renewals.

\*\* The projected subscription term end date for new or changing subscriptions needs to be on or before the Last Date of Support.

## 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
<b>A-FLEX-HJX-SVR12.0</b>	Hosted HCS-CCX Standard & Premium Server v12.0	A-FLEX-HJX-SVR12.5	Hosted HCS-CCX Standard & Premium Server v12.5	-
<b>A-FLEX-HJXP-AGT12X</b>	Hosted HCS-CCX Premium Agent License v12.0	A-FLEX-HJXPAGT12.5	Hosted HCS-CCX Premium Agent License v12.5	-
<b>A-FLEX-HJXS-AGT12X</b>	Hosted CCX Standard Agent License v12.0	A-FLEX-HJXSAGT12.5	Hosted CCX Standard Agent License v12.5	-
<b>A-FLEX-05-12X-K9</b>	On-Premises UCCX Standard & Premium Media Kit v12.0	A-FLEX-05-12.5-K9	On-Premises UCCX Standard & Premium Media Kit v12.5	-
<b>A-FLEX-PJX-SVR12.0</b>	On-Premises UCCX Standard & Premium Server v12.0	A-FLEX-PJX-SVR12.5	On-Premises UCCX Standard & Premium Server v12.5	-
<b>A-FLEX-PJXP-AGT12X</b>	On-Premises UCCX Premium Agent License v12.0	A-FLEX-PJXPAGT12.5	On-Premises UCCX Premium Agent License v12.5	-
<b>A-FLEX-PJXS-AGT12X</b>	On-Premises UCCX Standard Agent License v12.0	A-FLEX-PJXSAGT12.5	On-Premises UCCX Standard Agent License v12.5	-

## Product migration options

Customers are encouraged to migrate to the latest version of the product Cisco Collaboration Flex Plan Contact Center (A-FLEX-CC) or Cisco Webex Contact Center Ordering Guide (A-CJP).

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Cisco Collaboration Flex Plan Contact Center Ordering Guide (A-FLEX-CC):

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

Cisco Webex Contact Center Ordering Guide (A-CJP):

<https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/guide-c07-741218.html#Orderingandfulfillment>.

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## 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](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](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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