

End-of-Sale and End-of-Life Announcement for the Cisco Webex Contact Center Enterprise Add-ons – Select Skus

Contents

Overview	3
End-of-life milestones	3
Product part numbers	4
Product migration options	5
For more information	6

Overview

EOL15081

Cisco announces the end-of-sale and end-of life dates for the Cisco Webex Contact Center Enterprise Add-ons - Select Skus. The last day to order the affected product(s) is January 31, 2024. The last day to renew or add to an existing subscription is January 31, 2026. 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.

Existing customers should consider migrating to equivalent offer under the SolutionsPlus program for Acqueon and Nuance services.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Webex Contact Center Enterprise Add-ons - Select Skus

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.	August 1, 2023
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.	January 31, 2024
End of Change/Renewal Date *: Subscription	The last date to Renew or Add to an existing subscription.	January 31, 2026
Last Date of Support **: Subscription	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.	January 31, 2026

*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
A-FLEX-WCCE-NR3	WxCCE Nuance Recognizer Tier 3	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCE-NR3-O	WxCCE Nuance Recognizer Tier 3 Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCE-NV	WxCCE Nuance Vocalizer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCE-NV-O	WxCCE Nuance Vocalizer Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCE-OBL	WxCCE Acqueon Outbound List and Campaign Concurrent Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCE-OBL-O	WxCCE Acequeon Outbound List and Campaign Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCE-CER	WxCCE Cisco Emergency Responder	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCE-CER-O	WxCCE Cisco Emergency Responder Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCE-DID	Webex Contact Center Enterprise PSTN Audio Toll Inbound	There is currently no replacement product available for this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-FLEX-WCCE-DID-O	Webex Contact Center Enterprise PSTN Toll Inbound Overage	There is currently no replacement product available for this product.	-	-
A-FLEX-WCCE-TF	Webex Contact Center Enterprise PSTN Audio Toll Free Inbound	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCEDID-ENT	Webex Contact Center Enterprise PSTN Toll Inbound Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCE-TF-O	Webex Contact Center Enterprise PSTN Toll Free Inbound Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCE-TF-ENT	Webex Contact Center Enterprise PSTN Toll Free Inbound Ent	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

Existing customers should consider migrating to equivalent offer under the SolutionsPlus program.

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>.

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at <https://www.cisco.com/go/offices>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)