

# End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, and Cisco Unified Intelligent Contact Management Enterprise 11.0

EOL12114 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, and Cisco Unified Intelligent Contact Management Enterprise 11.0. The last day to order the affected product(s) is April 27, 2018. 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.

This end-of-life announcement covers the 11.0 components bundled in the products: CCEH-MEDIA110-K9, CCEH-V110-K9-UPG=, ICMEH-MEDIA110-K9, and ICMEH-V110-K9-UPG=. These components are:

- Cisco Finesse 11.0
- Cisco Unified Intelligence Center (CUIC) 11.0
- Cisco Unified Customer Voice Portal (CVP) 11.0
- Cisco SocialMiner 11.0
- Cisco Remote Silent Monitor (RSM) 11.0
- Cisco Unified Contact Center Management Portal (CCMP) 11.0
- Cisco Computer Telephony Integration Object Server (CTIOS) 11.0
- Cisco Agent Desktop (CAD) 10.2

**Please Note:** This End-of-Life Notice applies only to CTI-OS for Cisco Unified Intelligent Contact Management Enterprise or Hosted (ICM). End-of-Life of CTI-OS for Cisco Unified Contact Center Enterprise (UCCE) is governed by announcement EOL10137: <https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/unified-contact-center-enterprise/eos-eol-notice-c51-733718.html>

**Table 1.** End-of-Life Milestones and Dates for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, and Cisco Unified Intelligent Contact Management Enterprise 11.0

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.	October 27, 2017
<b>End-of-Sale Date: App SW</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 27, 2018
<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.	July 26, 2018
<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.	April 27, 2019
<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.	April 27, 2019
<b>End of Service Contract Renewal Date: App SW</b>	The last date to extend or renew a service contract for the product.	July 23, 2020
<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.	April 30, 2021

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
ICME-CTIToolkit-LC	CTI Toolkit for Regular ICM Agent License Certificate	ICME-CTIToolkit	CTI Toolkit for Regular ICM Agent	-
IPCE-SVR-ADDON	CCE Optional Items including Intelligence Center	IPCE-SVR	UCC Enterprise Server License	-
CCEH-CCP-SVR-LIC	CCP Server	IPCE-SVR	UCC Enterprise Server License	-
L-IPCE-AGENTSUPG	UCC Enterprise Agent Licenses Upgrade	IPCE-AGENTSUPG	UCC Enterprise Agent Licenses Upgrade	-
IPCE-MULTICHAN	CCE Multichannel Options	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
IPCE-MP-TLKAGT-LC	Market Price CCE Premium Agent License Certificate	IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT	-
CCE-MIG-SBL	Contact Center Enterprise SBL Migration	IPCE-BS-SIEBE-MGR	Migration SKU from Cisco connectors to b+s for Siebel	-
CRM-MKIT1-K9	CRM Connector MediaKit 1 (SAP)	IPCE-BS-SAP-MGR	Migration SKU from Cisco connectors to b+s for SAP	-
CCE-MIG-SAP	Contact Center Enterprise SAP Migration	IPCE-BS-SAP-MGR	Migration SKU from Cisco connectors to b+s for SAP	-
R-CVP-85-NPS=	CVP 8.5 Not-for-production system	IPCE-NPSENT-EC	IPCC Enterprise Non-Production Suite End Customer	-
CVP-70-BNDL-NFR	CVP Unified Communication NFR Media and VXML Server Lic	IPCE-NPSENT-EC	IPCC Enterprise Non-Production Suite End Customer	-
CCEH-CUIC8-NFR	License for partner lab version of CUIC	IPCE-NPSENT-EC	IPCC Enterprise Non-Production Suite End Customer	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCEH-CUIC-LAB	License for Cisco Unified Intelligence Center Customer Lab	IPCE-NPSENT-EC	IPCC Enterprise Non-Production Suite End Customer	-
ICMEH-MEDIA110-K9	Media Kit for Unified ICM Enterprise and Hosted 11.0	ICMEH-MEDIA116-K9	Media Kit for Unified ICM Enterprise 11.6	-
CCEH-MEDIA110-K9	Media Kit for Unified CC Enterprise and Hosted 11.0	CCEH-MEDIA116-K9	Media Kit for Unified CC Enterprise 11.6	-
CCEH-V110-K9-UPG=	UCCE SW Upgrade to 11.0 for SWSS Customers	CCEH-V116-K9-UPG=	UCCE SW Upgrade to 11.6 for SWSS Customers	-
ICMEH-V110-K9-UPG=	ICM SW Upgrade to 11.0 for SWSS Customers	ICMEH-V116-K9-UPG=	ICM SW Upgrade to 11.6 for SWSS Customers	-
UNIFIED-EA-80	Cisco Unified Expert Advisor 8.0 Bundle	See Product Migration Options section for details.	Collaboration Enterprise Agreement	-
UNIFIED-EA-7X	Cisco Unified Expert Advisor Top Level Bundle	See Product Migration Options section for details.	Collaboration Enterprise Agreement	-
MCP-NPSBASE10X-LIC	MediaSense Base Port License	There is currently no replacement product available for this product.	-	-
MCP-C-11X-VID-LIC	MediaSense Video Session	There is currently no replacement product available for this product.	-	-
MCP-C-11X-AUD-LIC	MediaSense Audio Session	There is currently no replacement product available for this product.	-	-
MCP-10X-CCNPS-K9	MediaSense 10.x NPS	There is currently no replacement product available for this product.	-	-
L-IPCE-MARKETPRICE	Contact Center Enterprise Market Price Licenses	There is currently no replacement product available for this product.	-	-
L-CVP-UPG	CVP Upgrade	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
L-CVP-CCUPG	CVP 8.X /9.X Call Control Upgrade	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
L-CVP-85-STUUPG	CVP 8.5 Studio upgrade	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
L-CVP-85-SRVUPG	CVP 8.5 server upgrade	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
L-CVP-80-SRVUPG	CVP 8.0 server upgrade	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
L-CVP-80-CCSRVUP	CVP 8.0 Call Control Server Upgrade	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
ICS-60200	ISN Application Server Session	There is currently no replacement product available for this product.	-	-
ICME-STDAGT-T1-L	ICM ENTERPRISE STANDARD AGENT - TIER 1	See Product Migration Options section for details.	ICME-REGAGT-Tx	-
ICME-ERIAGT-T4	ERI Agent Licenses - Tier 4	There is currently no replacement product available for this product.	-	-
ICME-CRM-M-LC	CRM Connector for Regular ERI or ARI Agent License Cert.	There is currently no replacement product available for this product.	-	-
ICME-CRM-LC	CRM Connector for Regular ERI or ARI Agent License Cert.	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
ICME-CCSKIT	^MEDIKIT COLLABORATION SERVER	There is currently no replacement product available for this product.	-	-
CVP-STU70-UE60-UP=	Call Studio 7.0 Upgrade From Previous CVP/Audium Studio	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-9XPT-MKTPRC	CVP 9.X Market Price Port License includes one redundant por	There is currently no replacement product available for this product.	-	-
CVP-8XRED-MKTPRC	CVP 8.X Market Price Redundant Ports	There is currently no replacement product available for this product.	-	-
CVP-8XPT-MKTPRC	CVP 8.X Market Price Port License	There is currently no replacement product available for this product.	-	-
CVP-8X-REDPT	CVP 8.X Redundant Ports	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-8X-RED-ADD	CVP 8.X Additional Redundant Ports	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-8X-PTS-TOTAL	CVP 8.X Total Num Ports	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-8X-PTS	CVP 8.X Port License	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-8X-MKTPRC	CVP 8.X Market Price Configuration	There is currently no replacement product available for this product.	-	-
CVP-8X-M500-REDPT	CVP 8.X Minimum 5000 Redundant Port License	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-8X-M500-PT	CVP 8.X Pt License Min 500 Ports	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-8X-FEAT-UPG	CVP 8.X CVP QT or IPIVR migration to CVP 8.0	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-8X-FEAT-U-RED	CVP 8.X Feature Upgrade Redundant Ports	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-8X-FEAT-U-PT	CVP 8.X Feature Upgrade Port License	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-80-MEDIA=	CVP 8.0 Media Only	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-7XRED-MKTPRC	CVP 7.X Redundant Ports - Market Price	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-7XPT-MKTPRC	CVP 7.X Port License - Market Price	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-7X-MKTPRC	CVP 7.X Market Price Licenses	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-4X7X-OD-SVRSIP	CVP 4.X 7.X ON DEMAND SERVER LIC -SIP ONLY- NO H323 USE	See Product Migration Options section for details.	Cisco Hosted Collaboration Solution for Contact Center	-
CVP-4X7X-OD-PORT	CVP 4.X 7.X ON DEMAND PORT LICENSE - 1 MONTH USE	See Product Migration Options section for details.	Cisco Hosted Collaboration Solution for Contact Center	-
CVP-4X7X-OD-LICSIP	CVP 4.X 7.X ON DEMAND Server Lic-750 Ports-No H323 USE	See Product Migration Options section for details.	Cisco Hosted Collaboration Solution for Contact Center	-
CVP-4X-REDPTS	CVP 4.X Redundant ports	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-4X-PTS-TOTAL	CVP 4.X Total No PT - Auto Gen value- DO NOT ENTER QTY	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CVP-4X-PTS	CVP 4.X Port License	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-4X-M500-REDPT	CVP 4.X Redundant Port License	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-4X-M500-PT	CVP 4.X Pt License Min 500 Ports	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-4.X	CVP 4.X	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-10X-M500-RDPT	CVP 10.x Minimum 500 Redundant Port License	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-10X-M500-PT	CVP 10.X Pt License Min 500 Ports	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CVP-10-RPT-STD=	CVP 10.0 Report System - Standard	See Product Migration Options section for details.	Cisco Unified Customer Voice Portal	-
CUIS-PAK	License Certificate for CUIS UCSS	There is currently no replacement product available for this product.	-	-
CUIS-LAB-PAK	License Key for CUIS Lab Environment	There is currently no replacement product available for this product.	-	-
CUIC-V-STD-PAK	Licensing PAK For CUIC Standard - UCS or MCS	There is currently no replacement product available for this product.	-	-
CUIC-V-PREM-PAK	Licensing PAK For CUIC Premium	There is currently no replacement product available for this product.	-	-
CUIC-STD-PAK	Intelligence Center Standard License PAK	There is currently no replacement product available for this product.	-	-
CUIC-PREM-PAK	Intelligence Center Premium License PAK	There is currently no replacement product available for this product.	-	-
CUIC-LAB-PAK	Intelligence Center Lab System License PAK	There is currently no replacement product available for this product.	-	-
CRM-MKIT2-K9	CRM Connector MediaKit 2 (Salesforce Peoplesoft MS-CRM)	See Product Migration Options section for details.	Bucher + Suter CRM Connectors for UCCE	-
CCEH-SM-V110-K9	Media kit for SocialMiner 11.0	See Product Migration Options section for details.	IPCE-PREMAGT-L includes SM	-
CCEH-CUIC-STD-U=	Upgrade to Cisco Unified Intelligence Center Standard	See Product Migration Options section for details.	CUIC Premium	-
CCEH-CUIC-STD	License for Cisco Unified Intelligence Center Standard	See Product Migration Options section for details.	CUIC Premium	-
CCEH-CUIC-PREM-U=	Upgrade to Cisco Unified Intelligence Center Premium	See Product Migration Options section for details.	IPCE-PREMAGT-L includes CUIC Premium	-
CCEH-CUIC-PREM	License for Cisco Unified Intelligence Center Premium	See Product Migration Options section for details.	IPCE-PREMAGT-L includes CUIC Premium	-
CCEH-CADKIT102-K9	Media Kit for Cisco Agent Desktop 10.0(2)	See Product Migration Options section for details.	Cisco Finesse	-
CCEH-CAD102-UPG=	CAD SW Upgrade To 11.0 for SWSS Customers	See Product Migration Options section for details.	Cisco Finesse	-
CCE-PAC-CVP-STU-90	Call Studio 9.0	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
CCE-PAC-CVP-LIC	CVP Server and Port License PAKs	There is currently no replacement product available for this product.	-	-

## Product Migration Options

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:

[https://www.cisco.com/web/about/ac227/ac228/ac231/about\\_cisco\\_takeback\\_recycling.html](https://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

## 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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