

End-of-Sale and End-of-Life Announcement for the Cisco Contact Center a la carte Migration and Upgrade offers

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco Contact Center a la carte Migration and Upgrade offers. The last day to order the affected product(s) is January 27, 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.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Contact Center a la carte Migration and Upgrade offers

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 29, 2019
End-of-Sale Date License	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	January 27, 2020
Last Ship Date License	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	April 26, 2020

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
CC-UPG-BUNDLE	Contact Center Enterprise Upgrade Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-CCX-ENH	Packaged CCE Agent license promo for CCX Enhanced Customers	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-CCX-PRM	Packaged CCE Agent license promo for CCX Premium Customers	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11PTSUPG	CVP 11.x Port License 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
CVP-11REDPTSUPG	CVP 11.x Redundant Ports upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11X-CCSRVUP	CVP 11x Call Control Server Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11X-CCUPG	CVP 11.x Call Control Session Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11X-SRVUPG	CVP 11.x Server Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11X-STUUPG	Call Studio 11.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12PTSUPG	CVP 12.x Port License upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12REDPTSUPG	CVP 12.x Redundant Ports upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12X-CCSRVUP	CVP 12x Call Control Server 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
CVP-12X-CCUPG	CVP 12.x Call Control Session Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12X-SRVUPG	CVP 12.x Server Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12X-STUUPG	Call Studio 12.x Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-UPG	CVP Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-AGENTSUPG	UCC Enterprise Agent Licenses Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-CCXPRMPROMO	CC Enterprise Promotion for CC Express Premium Customers	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-CTIPROMO	UCCE Migration Promotion for ICM Customers	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-DIALPORTUPG	IPCC ENTERPRISE OUTBOUND DIALER PORT UPGRADE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-PREMAGTUPG	IPCC ENTERPRISE PREMIUM AGENT 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
IPCE-PROMOAGENTS-L	ICM to UCCE Promotion - UCCE Enterprise Agents	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-PROMOAGTDSK-L	ICM to UCCE Promo - ICM Desktop to CCE Premium Agent License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-PROMOAGTREG-L	ICM to UCCE Promo - ICM Regular to CCE Premium Agent License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-UPGENHAGT-L	IPCC ENTERPRISE UPGRADE FROM STANDARD TO ENHANCED AGENT	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-UPGPREMAGT-L	IPCC ENTERPRISE UPGRADE FROM ENHANCED TO PREMIUM AGENT	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

Customer wanting to upgrade their contact center solution without a SWSS contract, or migrate between contact center solutions, such as ICM, CCX, PCCE, CCE, should consider migration to the Contact Center Flex Offer (A-FLEX-CC).

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.

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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