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End-of-Sale and End-of-Life Announcement for the Cisco Perpetual License Enterprise Agreement (EA) - Contact Center Suite

Contents

Overview

Cisco announces the end-of-sale and end-of-life dates for the Cisco Perpetual License Enterprise Agreement (EA) – Contact Center Suite. The last day to order the affected product(s) is October 15, 2022. 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.

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- A seamless migration to the cloud

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- Software Support that is included – never go uncovered

- Simplified licensing structure

- Better license entitlements to Cisco Collaboration solutions

Customers should migrate from Contact Center Suite perpetual licenses to Collaboration Flex 3.0 Contact Center by mapping current customer requirements to features in the FLEX datasheet: https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/collab-flex-3-contact-center-ds.html.

For more information about Cisco Collaboration Flex 3.0 Contact Center, reference the ordering guide: https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/collab-flex-3-contact-center-og.html.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Perpetual License Enterprise Agreement (EA) - Contact Center Suite

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.	September 15, 2022
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.	October 15, 2022
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.	January 15, 2023
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.	October 31, 2024

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
EA-CC-AGT	EA Contact Center Enterprise Agent	See the Product Migration Options section below for detailed information on replacing this product.	–	–
EA-CC-AGT-COUNT	Total Peak Concurrent Agent for Customer Collaboration Suite	See the Product Migration Options section below for detailed information on replacing this product.	–	–
EA-CC-AGT-COUNT2	Total Peak Concurrent Agent for Customer Collaboration Suite	See the Product Migration Options section below for detailed information on replacing this product.	–	–
EA-CC-CVP-SVR-SL	Customer Collaboration Suite CVP Server v12.5	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
EA-CC-NPS-C2-SL	Non Production System– Customer Collaboration Suite v12.5	See the Product Migration Options section below for detailed information on replacing this product.	–	–
EA-CC-PCCEAGT-2-SL	Total PCCE Concurrent Agent for Customer Collab Suite v12.5	See the Product Migration Options section below for detailed information on replacing this product.	–	–
EA-CC-PORT	EA Contact Center Enterprise Port	See the Product Migration Options section below for detailed information on replacing this product.	–	–
EA-CC-PORT-2-SL	IVR Port for Customer Collaboration Suite v12.5	See the Product Migration Options section below for detailed information on replacing this product.	–	–
EA-CC-PORT-COUNT	IVR Port Metric for the Customer Collaboration Suite	See the Product Migration Options section below for detailed information on replacing this product.	–	–
EA-CC-PORT-COUNT2	IVR Port Metric for the Customer Collaboration Suite	See the Product Migration Options section below for detailed information on replacing this product.	–	–
EA-CC-SUITE-K9	Enterprise Agreement Contact Center Ent Suite – Top Level	See the Product Migration Options section below for detailed information on replacing this product.	–	–
EA-CC-UCCEAGT-2-SL	Total UCCE Concurrent Agent for Customer Collab Suite v12.5	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
EA-CC12-BUNDLE-RTU	RTU with Agent and Port Counts	See the Product Migration Options section below for detailed information on replacing this product.	–	–
EA-IPCE12.5MKIT-K9	UCCE Media Kit v12.5	See the Product Migration Options section below for detailed information on replacing this product.	–	–
EA-VERS-12.5	EA Version 12.5	See the Product Migration Options section below for detailed information on replacing this product.	–	–
ELA-COL-CCAGT-A	ELA Contact Center Enterprise Agent – Tier A	See the Product Migration Options section below for detailed information on replacing this product.	–	–
ELA-COL-CCAGT-B	ELA Contact Center Enterprise Agent – Tier B	See the Product Migration Options section below for detailed information on replacing this product.	–	–
ELA-COL-CCIBMAGT-A	ELA Contact Center Enterprise IB Mig Agent – Tier A	See the Product Migration Options section below for detailed information on replacing this product.	–	–
ELA-COL-CCIBMAGT-B	ELA Contact Center Enterprise IB Mig Agent – Tier B	See the Product Migration Options section below for detailed information on replacing this product.	–	–
ELA-COL-CCIBMPRT-A	ELA Contact Center Enterprise IB Mig Port – Tier A	See the Product Migration Options section below for detailed information on replacing this product.	–	–
ELA-COL-CCIBMPRT-B	ELA Contact Center Enterprise IB Mig Port – Tier B	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
ELA-COL-CCMGPORT-A	ELA Contact Center Enterprise Mig Port – Tier A	See the Product Migration Options section below for detailed information on replacing this product.	–	–
ELA-COL-CCMGPORT-B	ELA Contact Center Enterprise Mig Port – Tier B	See the Product Migration Options section below for detailed information on replacing this product.	–	–
ELA-COL-CCMIGAGT-A	ELA Contact Center Enterprise Mig Agent – Tier A	See the Product Migration Options section below for detailed information on replacing this product.	–	–
ELA-COL-CCMIGAGT-B	ELA Contact Center Enterprise Mig Agent – Tier B	See the Product Migration Options section below for detailed information on replacing this product.	–	–
ELA-COL-CCPORT-A	ELA Contact Center Enterprise Port – Tier A	See the Product Migration Options section below for detailed information on replacing this product.	–	–
ELA-COL-CCPORT-B	ELA Contact Center Enterprise Port – Tier B	See the Product Migration Options section below for detailed information on replacing this product.	–	–
ELA2-COL-CCAGT	ELA 2 Contact Center – Enterprise Agent and Port	See the Product Migration Options section below for detailed information on replacing this product.	–	–
ELA2-COL-CCCOMGAGT	ELA 2 Contact Ctr Ent Project Liberator Mig Agent and ports	See the Product Migration Options section below for detailed information on replacing this product.	–	–
ELA2-COL-CCIBMGAGT	ELA 2 Contact Center Enterprise – IB Mig Agent and Port	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
ELA2-COL-CCIBMGPRT	ELA 2 Contact Center Enterprise IB Mig Port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ELA2-COL-CCMIGAGT	ELA 2 Contact Center Enterprise - Mig Agent and Port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ELA2-COL-CCMIGPORT	ELA 2 Contact Center Enterprise Mig Port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ELA2-COL-CCPORT	ELA 2 Contact Center Enterprise Port	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

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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/c/en/us/products/eos-eol-policy.html.

For more information about the Cisco Product Warranties, go to: https://www.cisco.com/c/en/us/products/warranty-listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to: https://cway.cisco.com/mynotifications.

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