

# End-of-Sale and End-of-Life Announcement for the Perpetual Licensing for Cisco Intelligent Contact Manager & IP Interactive Voice Response - Replaced by Flex Contact Center

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## Overview

### EOL15176

Cisco announces the end-of-sale and end-of-life dates for the Perpetual Licensing for Cisco Intelligent Contact Manager & IP Interactive Voice Response - Replaced by Flex Contact Center. The last day to order the affected product(s) is December 20, 2023. 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.

Cisco is committed to long-term support for our customers with Intelligent Contact Manager & IP Interactive Voice Response deployments and these products continue to be available under the Collaboration Flex Plan for Contact Center.

Collaboration Flex Plan for Contact Center supports multiple deployment models: On-premises, partner hosted, and cloud. Some of the customer benefits of Flex Plan include:

- Flexible payment methods - monthly, annual, and full
- Software Support that is included - never find yourself uncovered
- Simplified licensing structure
- Better license entitlements to Cisco Collaboration solutions
- An easy migration to the cloud

The perpetual licensing included in this EOL announcement is:

- Intelligent Contact Manager (ICM)
- IP Interactive Voice Response (IP-IVR)

This EOL announcement pertains to all versions of the products above. NOTE: The following products will continue to be available under perpetual licensing:

- Non-Production Systems (NPS) kit for ICM

For more information about Collaboration Flex Plan for Contact Center, reference the ordering guides at this link: <https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>

In support of the existing customer base, Cisco offers ICM customers the ability to convert to UCCE to stay on-premises, or Webex Contact Center Enterprise or Webex Contact Center for customers migrating to the cloud. For IP-IVR customers, Cisco offers the ability to move to CVP to stay on-premises, or Webex Contact Center Enterprise, or Webex Contact Center for customers migrating to the cloud. For more information on migration options, please contact your Cisco account team.

## End-of-life milestones

**Table 1.** End-of-life milestones and dates for the Perpetual Licensing for Cisco Intelligent Contact Manager & IP Interactive Voice Response - Replaced by Flex Contact Center

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.	September 20, 2023
<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.	December 20, 2023
<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.	December 20, 2023
<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.	December 20, 2023
<b>End of Service Contract Renewal Date: App SW</b>	The last date to extend or renew a service contract for the product.	December 20, 2024
<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.	December 31, 2025

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
<b>ICMH-NAMSVR</b>	ICM HOSTED NAM OPTIONS	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICMH-ADV1CPS-L</b>	ICM HOSTED ADVANCED SERVICES THROUGHPUT 1 CALL PER SECOND	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
<b>ICMH-ADSVRICM</b>	ICM HOSTED ADVANCED SERVICES ICM	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICMH-ADVWEBISE-L</b>	ICM HOSTED ADV. SERV. WEBVIEW INTERNET SCRIPT EDITOR LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-BUNDLE</b>	ICM Enterprise Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-PG</b>	ICM ENTERPRISE PG LICENSES	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-PG-04-SL</b>	ICM ENTERPRISE AVAYA CMS PG (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-PG-05-SL</b>	ICM ENTERPRISE AVAYA CMS-LESS PG (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-PG-IPCCEE-SL</b>	IPCC GATEWAY FOR IPCC ENTERPRISE (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-IVRPRT-LC</b>	ICM ENTERPRISE THIRD PARTY IVR PORT LICENSES	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
<b>ICME-IVRPRT-T1-SL</b>	ICM ENTERPRISE THIRD PARTY IVR PORT - TIER 1(Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-IVRPRT-T2-SL</b>	ICM ENTERPRISE THIRD PARTY IVR PORT - TIER 2(Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-IVRPRT-T3-SL</b>	ICM ENTERPRISE THIRD PARTY IVR PORT - TIER 3(Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-IVRPRT-T4-SL</b>	ICM ENTERPRISE THIRD PARTY IVR PORT - TIER 4(Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-AGENTS</b>	ICM Agent Licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-CTIToolkit-SL</b>	CTI Toolkit for regular ERI or ARI Agent (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-REGAGT-T1-SL</b>	Regular ICM Agent Licenses - Tier 1 (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-REGAGT-T2-SL</b>	Regular ICM Agent Licenses - Tier 2 (Smart)	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
<b>ICME-REGAGT-T3-SL</b>	Regular ICM Agent Licenses - Tier 3 (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-REGAGT-T4-SL</b>	Regular ICM Agent Licenses - Tier 4 (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-V12.5</b>	ICM V12.5 Version Selector	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-ENT-NPS</b>	ICM Enterprise Non-Production Suite	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-IVRPRT-NPS</b>	ICM ENTERPRISE THIRD PARTY IVR PORT - NPS (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-MED125-NPS-K9</b>	Media Kit for Unified ICM Enterprise NPS 12.5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-PG-04-NPS</b>	ICM ENTERPRISE NPS AVAYA (CMS or CMS-LESS) PG (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>ICME-REGAGT-NPS</b>	Regular ICM Agent Licenses for NPS (Smart)	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
<b>ICME-CTTOOLKIT-NPS</b>	CTI Toolkit for regular NPS agent (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>CVP-CCPORT-150=</b>	CVP 12.5 Call Director (includes SW) - 150 Ports (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>CVP-CCPORT-300=</b>	CVP 12.5 Call Director (includes SW) - 300 Ports (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>CVP-CCPORT-600=</b>	CVP 12.5 Call Director (includes SW) - 600 Ports (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>CVP-CCPORT-850=</b>	CVP 12.5 Call Director (includes SW) - 850 Ports (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>IVR-125-ADD-K9</b>	IVR 12.5 Add-on Port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>IVR-125-HA-LIC</b>	IVR 12.5 New IP IVR HA Qty 1 License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>IVR-125-HA-LIC=</b>	IVR 12.5 New IP IVR HA Qty 1 License	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
<b>IVR-125-HA-UPG</b>	IVR 12.5 Upgrade IP IVR HA (Dual Server Cluster) License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>IVR-125-LIC-K9</b>	IVR 12.5 New Port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>IVR-125-MED-K9</b>	IVR 12.5 Media	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>IVR-125-PAK</b>	IVR 12.5 autoexpanded PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>IVR-125-PORT-UPG</b>	IVR 12.5 Upgrade Port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>IVR-125-PORT1</b>	IVR 12.5 Port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>IVR-125-PORT1=</b>	IVR 12.5 Port Qty 1	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>IVR-125-SS-LIC</b>	IVR 12.5 New IP IVR Single Server Qty 1 License Only	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
<b>IVR-125-SYSTEM-K9</b>	IPIVR 12.5 System	See the Product Migration Options section below for detailed information on replacing this product.	-	-
<b>IPCE-MEDIAKIT</b>	UCC Enterprise Media Kits	There is currently no replacement product available for this product.	-	-
<b>ICMEH-MEDIA125-K9</b>	Media Kit for Unified ICM Enterprise 12.5	There is currently no replacement product available for this product.	-	-
<b>ICMEH-V125-K9-UPG=</b>	ICM SW Upgrade to 12.5 for SWSS Customers	There is currently no replacement product available for this product.	-	-
<b>ICM-PLR-LIC=</b>	Permanent license reservation for ICM	There is currently no replacement product available for this product.	-	-
<b>CCBU-LICENSE</b>	CCBU License Document	There is currently no replacement product available for this product.	-	-

## Product migration options

Customers should migrate from perpetual licensing for Cisco Intelligent Contact Manager (ICM) & IP Interactive Voice Response (IPIVR) with Software Service and Support (SWSS) to equivalent entitlements available through Collaboration Flex Plan for Contact Center. For more information about Collaboration Flex Plan for Contact Center reference the Ordering Guides at this link: <https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>.

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## 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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