End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Express 9.0 (Part 2)

EOL10168

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center Express 9.0 (Part 2). The last day to order the affected product(s) is July 17, 2015. 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.

In addition to the SKUs listed in this notification, the same End of Software Maintenance and End of Support milestones will apply to the Cisco Agent Desktop (CAD), Cisco Supervisor Desktop (CSD) and Cisco Desktop Administrator (CDA) features on CCX 10.0, 10.5 and 10.6.

Table 1.   End-of-Life Milestones and Dates for the Cisco Unified Contact Center Express 9.0 (Part 2)

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.	January 16, 2015
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.	July 17, 2015
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.	October 15, 2015
End of SW Maintenance Releases Date: App. SW	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.	July 16, 2016
End of New Service Attachment Date: App. SW	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.	July 16, 2016
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	October 12, 2017
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.	July 31, 2018

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
CCX-90-A-AQM-LIC	CCX 9.0 ADDON Adv Quality Manager Named Seat Qty 1 LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-A-CR-LIC	CCX 9.0 ADDON Compliance Recording Named Seat Qty 1 LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-A-E-LIC	CCX 9.0 ADDON ENHANCED Seat Qty 1 LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-A-EHA-LIC	CCX 9.0 ADDON ENHANCED HA (Dual Server Cluster)Qty 1 LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-A-P-LIC	CCX 9.0 ADDON PREMIUM Seat Qty 1 LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-A-PHA-LIC	CCX 9.0 ADDON PREMIUM HA (Dual Server Cluster) Qty 1 LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-A-QM-LIC	CCX 9.0 ADDON Quality Manager Named Seat Qty 1 LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-A-S-LIC	CCX 9.0 ADDON STANDARD Seat Qty 1 LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-A-WFM-LIC	CCX 9.0 ADDON Workforce Manager Named Seat Qty 1 LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-ADDON	CCX 9.0 ADDON-Product, UCSS pDelvery LICENSES ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-ADDON-LIC	CCX 9.0 ADDON - pDelivery LICENSES ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-AOBIVRLIC	CCX 9.0 ADDON PRE Outbound IVR Port Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-CMBLDLIC	CCX 9.0 CCX CM Bundle Appliance Entitlement, PAK pDelivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-CMBLDLIC=	CCX 9.0 CCX CM Bundle Appliance Entitlement, PAK pDelivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-CMBUNDLE-K9	CCX 9.0 Promo Bundle available only with NEW CUCM or BE6000	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
CCX-90-E-P-UPAK	CCX 9.0 UPGRADE PAK - 9.0 ENH-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-E-SVR-LIC	CCX 9.0 NEW ENH Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-EP-BDL-U=	CCX 9.0 Upgrade 5 Seat ENH Bundle-PRE pDelivery LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-MEDIAKIT-K9	CCX 9.0 Media Kit for physical a la carte upgs only	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-MPADD-LIC	CCX 9.0 ADDON - Market Pricing pDelivery LICENSES ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-N-AQM-LIC	CCX 9.0 NEW Adv Quality Manager Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-N-CR-LIC	CCX 9.0 NEW Call Recording Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-N-E-LIC	CCX 9.0 NEW ENH Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-N-EHA-LIC	CCX 9.0 NEW ENH HA (Dual Server Cluster) Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-N-P-LIC	CCX 9.0 NEW PRE Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-N-PHA-LIC	CCX 9.0 NEW PRE HA (Dual Server Cluster) Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-N-QM-LIC	CCX 9.0 NEW Quality Manager Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-N-S-LIC	CCX 9.0 NEW STD Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-N-WFM-LIC	CCX 9.0 NEW Workforce Manager Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-NEW	CCX 9.0 NEW-Product, UCSS pDelivery LICENSES ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-NEW-LIC	CCX 9.0 NEW-Product pDelivery LICENSES 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
CCX-90-NEW-STD-UWL	CCX 9.0 NEW STANDARD for UWL	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-NFR=	CCX 9.0 NFR Kit: PRE HA 6 seats Pre IB/OB/email, CR, AQM, WFM	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-NOBIVRLIC	CCX 9.0 NEW PRE Outbound IVR Port Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-P-PAK	CCX 9.0 autoexpanded Physical Delivery PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-P-SVR-LIC	CCX 9.0 NEW PRE Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-PROMO-PAK	CCX 9.0 autoexpanded Physical Delivery PAK for Promo Bundles	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-S-E-UPAK	CCX 9.0 UPGRADE PAK - 9.0, STD-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-S-P-UPAK	CCX 9.0 UPGRADE PAK - 9.0, STD-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-S-SEAT1-UWL	CCX 9.0 STD Seat Qty 1 (agent or supervisor) for UWL	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-S-SVR-LIC	CCX 9.0 NEW STD Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-SRVRS-MEDIA	CCX 9.0 NEW Appliances, Servers, Media Kits	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-UPG-LIC	CCX 9.0 UPGRADE - Physical Delivery LICENSES ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-UPGRADE	CCX 9.0 UPGRADE-Product, UCSS pDelvery LICENSES ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-WPL-NFR	CCX 9.0 UC 8 NFR PRE HA 6 seats Pre IB/OB/email, CR, AQM, WFM	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90CRMEDIAKITK9	CCX 9.0 Compliance Recording Qty 1 Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90E-P-SVRLIC	CCX 9.0 ENH-PRE Server 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
CCX-90EP-SUPAK	CCX 9.0 UPGRADE PAK - 9.0, ENH-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90MEDIAKIT-K9=	CCX 9.0 Qty 1 CCX Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90QMMEDIAKITK9	CCX 9.0 Quality Manager Qty 1 Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90S-E-SVRLIC	CCX 9.0 STD-ENH Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90S-P-SVRLIC	CCX 9.0 STD-PRE Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90SE-SUPAK	CCX 9.0 UPGRADE PAK - 9.0, STD-ENH Seat Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90SP-SUPAK	CCX 9.0 UPGRADE PAK - 9.0, STD-PRE Seat Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90WFMMEDIAKIT	CCX 9.0 Workforce Manager Qty 1 Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90WFMMEDIAKIT=	CCX 9.0 Workforce Manager Qty 1 Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-CR70-90K9=	CCX CR 7.0 to 9.0 CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-CR80-90K9=	CCX CR 8.0 to 9.0 CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-CR85-90K9=	CCX CR 8.5 to 9.0 CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-CR90-90K9=	CCX CR 9.0 to 9.0 CR ESW Maintenance Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-35-90K9=	CCX ENH 3.5 to 9.0 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-40-90K9=	CCX ENH 4.0 to 9.0 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-41-90K9=	CCX ENH 4.1 to 9.0 ENH UCSS Major 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
CCX-UPG-E-45-90K9=	CCX ENH 4.5 to 9.0 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-50-90K9=	CCX ENH 5.0 to 9.0 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-60-90K9=	CCX ENH 6.0 to 9.0 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-70-90K9=	CCX ENH 7.0 to 9.0 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-80-90K9=	CCX ENH 8.0 to 9.0 ENH EUCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-85-90K9=	CCX ENH 8.5 to 9.0 ENH EUCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-90-90K9=	CCX ENH 9.0 to 9.0 ENH ESW Maintenance Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-IVR8590K9=	CCX Outbound IVR 8.5 to 9.0 UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-35-90K9=	CCX PRE 3.5 to 9.0 PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-40-90K9=	CCX PRE 4.0 to 9.0 PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-41-90K9=	CCX PRE 4.1 to 9.0 PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-45-90K9=	CCX PRE 4.5 to 9.0 PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-50-90K9=	CCX PRE 5.0 to 9.0 PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-60-90K9=	CCX PRE 6.0 to 9.0 PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-70-90K9=	CCX PRE 7.0 to 9.0 PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-80-90K9=	CCX PRE 8.0 to 9.0 PRE UCSS Major 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
CCX-UPG-P-85-90K9=	CCX PRE 8.5 to 9.0 PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-90-90K9=	CCX PRE 9.0 to 9.0 PRE ESW Maintenance Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-QM41-90K9=	CCX PRE QM 4.1 to 9.0 PRE QM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-QM50-90K9=	CCX PRE QM 5.0 to 9.0 PRE QM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-QM60-90K9=	CCX PRE QM 6.0 to 9.0 PRE QM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-QM70-90K9=	CCX PRE QM 7.0 to 9.0 PRE QM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-QM80-90K9=	CCX PRE QM 8.0 to 9.0 PRE QM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-QM85-90K9=	CCX PRE QM 8.5 to 9.0 PRE QM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-QM90-90K9=	CCX PRE QM 9.0 to 9.0 PRE QM ESW Maintenance Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-40-90K9=	CCX STD 4.0 to 9.0 STD UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-41-90K9=	CCX STD 4.1 to 9.0 STD UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-45-90K9=	CCX STD 4.5 to 9.0 STD UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-50-90K9=	CCX STD 5.0 to 9.0 STD UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-60-90K9=	CCX STD 5.0 to 9.0 STD UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-70-90K9=	CCX STD 7.0 to 9.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-80-90K9=	CCX STD 8.0 to 9.0 STD Major 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
CCX-UPG-S-85-90K9=	CCX STD 8.5 to 9.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-90-90K9=	CCX STD 9.0to 9.0 STD ESW Maintenance Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S35-90K9=	CCX STD 3.5 to 9.0 STD UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-WFM-41-90=	CCX PRE WFM 4.1 to 9.0 PRE WFM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-WFM-50-90=	CCX PRE WFM 5.0 to 9.0 PRE WFM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-WFM-60-90=	CCX PRE WFM 6.0 to 9.0 PRE WFM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-WFM-70-90=	CCX PRE WFM 7.0 to 9.0 PRE WFM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-WFM-80-90=	CCX PRE WFM 8.0 to 9.0 PRE WFM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-WFM-85-90=	CCX PRE WFM 8.5 to 9.0 PRE WFM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-WFM-90-90=	CCX PRE WFM 9.0 to 9.0 PRE WFM ESW Maintenance Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGAQM50-90K9=	CCX PRE AQM 5.0 to 9.0 PRE AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGAQM60-90K9=	CCX PRE AQM 6.0 to 9.0 PRE AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGAQM70-90K9=	CCX PRE AQM 7.0 to 9.0 PRE AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGAQM80-90K9=	CCX PRE AQM 8.0 to 9.0 PRE AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGAQM85-90K9=	CCX PRE AQM 8.5 to 9.0 PRE AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGAQM90-90K9=	CCX PRE AQM 9.0 to 9.0 PRE AQM ESW Maintenance 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
CCX-UPGE3031-90K9=	CCX ENH 3.0, 3.1 NO IVR Option to 9.0 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA40-90K9=	CCX ENH HA 4.0 HA to 9.0 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA41-90K9=	CCX ENH HA 4.1 HA to 9.0 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA50-90K9=	CCX ENH HA 5.0 HA to 9.0 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA60-90K9=	CCX ENH HA 6.0 HA to 9.0 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA70-90K9=	CCX ENH HA 7.0 HA to 9.0 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA80-90K9=	CCX ENH HA 8.0 HA to 9.0 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA85-90K9=	CCX ENH HA 8.5 HA to 9.0 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGOIVR9010K9=	CCX OB IVR 9.0 to 10.0 OB IVR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGP3031-90K9=	CCX PRE 3.0, 3.1 NO IVR Option to 9.0 PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA40-90K9=	CCX PRE HA 4.0 HA to 9.0 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA41-90K9=	CCX PRE HA 4.1 HA to 9.0 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA50-90K9=	CCX PRE HA 5.0 HA to 9.0 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA60-90K9=	CCX PRE HA 6.0 HA to 9.0 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA70-90K9=	CCX PRE HA 7.0 HA to 9.0 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA80-90K9=	CCX PRE HA 8.0 HA to 9.0 HA PRE UCSS Major 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
CCX-UPGPHA85-90K9=	CCX PRE HA 8.5 HA to 9.0 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGS3031-90K9=	CCX STD 3.0, 3.1 NO IVR Option to 9.0 STD UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90-MPNEW-LIC	CCX 9.0 NEW - Market Pricing pDelivery LICENSES ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90A-MP-E-LIC	CCX 9.0 ADDON ENHANCED Seat Qty 1 LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90A-MP-P-LIC	CCX 9.0 ADDON PREMIUM Seat Qty 1 LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90A-MPEHA-LIC	CCX 9.0 ADDON ENHANCED HA Server SW Qty 1 LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90A-MPPHA-LIC	CCX 9.0 ADDON PREMIUM HA Server SW Qty 1 LICENSE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90AQMMEDIAKITK9	CCX 9.0 Adv Quality Manager Qty 1 Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90AQMMEDKITK9=	CCX 9.0 Adv Quality Manager Qty 1 Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90CRMEDIAKITK9=	CCX 9.0 Compliance Recording Qty 1 Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90N-MP-E-LIC	CCX 9.0 NEW ENH Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90N-MP-P-LIC	CCX 9.0 NEW PRE Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90N-MPEHA-LIC	CCX 9.0 NEW ENH HA Server SW Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90N-MPPHA-LIC	CCX 9.0 NEW PRE HA Server SW Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90QMMEDIAKITK9=	CCX 9.0 Quality Manager Qty 1 Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

Customers are encouraged to migrate to the Cisco Unified Contact Center Express 10.6. Information about this product can be found at: http://www.cisco.com/c/en/us/products/customer-collaboration/unified-contact-center-express/index.html.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase Cisco Unified Contact Center Express 9.0 (Part 2) the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: http://www.cisco.com/go/eos.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

The Cisco Takeback and Recycle program helps businesses dispose properly 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: http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For More Information Cisco Unified Contact Center Express 10.6, visit http://www.cisco.com/c/en/us/products/customer-collaboration/unified-contact-center-express/index.html, or contact your local account representative.

To request information about the Cisco Unified Contact Center Express 10.6, send an e-mail to ipcc-express-pm@cisco.com.

For more information about the Cisco End-of-Life Policy, go to: http://www.cisco.com/en/US/products/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to: http://www.cisco.com/en/US/products/prod_warranties_listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to: http://www.cisco.com/cisco/support/notifications.html.

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