



End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Express 10.x

EOL12639

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center Express 10.x. The last day to order the affected product(s) is January 7, 2019. 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.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Contact Center Express 10.x

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 9, 2018
End-of-Sale Date: App SW, 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 7, 2019
Last Ship Date: App SW, 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 7, 2019
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.	January 7, 2020
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.	January 7, 2020
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	April 4, 2021
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.	January 31, 2022

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-10-MED-K9	CCX 10 Media	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10MEDIKIT-K9	CCX 10.0 CCX Media Kit - No 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
CCX-10WFMEDIAKIT	CCX 10.0 Workforce Manager Media Kit - No Licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX10AQMMEDIKIT9	CCX 10.0 Adv Quality Manager Media Kit - No Licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX10CRMEDIAKIT9	CCX 10.0 Compliance Recording Media Kit - No Licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-10-EPHA	CCX 10.0 UPGRADE - 10.0 to 10.0 ENH-PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-10-EPHA-PAK	CCX 10.0 UPGRADE PAK - 10.0 EHA - 10.0 PHA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-10U-CQMS1	CCX 10.0 UPG - 10.0 to 10.0 Qty 1 CR-QM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-10UCAQMS1	CCX 10.0 UPG - 10.0 to 10.0 Qty 1 CR-AQM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-10UQAQMS1	CCX 10.0 UPG - 10.0 to 10.0 Qty 1 QM-AQM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-A-E-LIC	CCX 10.0 ENH Seat Qty 1 ADDON LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-A-P-LIC	CCX 10.0 PRE Seat Qty 1 ADDON LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-A-S-LIC	CCX 10.0 STD Seat Qty 1 ADDON LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-AQM-LIC	CCX 10.0 Adv Quality Manager Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-AQM1SL=	CCX 10.0 Adv Quality Management Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-CR-LIC	CCX 10.0 Call Recording Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-CR1SL=	CCX 10.0 CR Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-E-1SL=	CCX 10.0 ENH Seat 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
CCX-10-E-L-K9=	CCX 10.0 NEW ENHANCED Server and 10 Seats LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-E-P-UPAK	CCX 10.0 UPGRADE PAK - 10.0, ENH-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-E-SVR-LIC	CCX 10.0 ENH Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-EHA-L-K9=	CCX 10.0 NEW ENHANCED HA Server LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-EHA-LIC	CCX 10.0 ENH HA LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-LIC-K9	CCX 10.0 New Licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-N-E-LIC	CCX 10.0 ENH Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-N-P-LIC	CCX 10.0 PRE Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-NFR=	CCX 10 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-10-OBIVRLIC	CCX 10 OB IVR, Predictive and Progressive Agent License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-P-1SL=	CCX 10.0 PRE Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-P-L-K9=	CCX 10.0 NEW PREMIUM Server and 10 Seats LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-P-SVR-LIC	CCX 10.0 PRE Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-PAK	CCX 10.0 autoexpanded PAK	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-PHA-L-K9=	CCX 10.0 NEW PREMIUM HA Server LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-PHA-LIC	CCX 10.0 PRE HA 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
CCX-10-S-E-UPAK	CCX 10.0 UPGRADE PAK - 10.0, STD-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-S-P-UPAK	CCX 10.0 UPGRADE PAK - 10.0, STD-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-S-SVR-LIC	CCX 10.0 STD Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-SYS-K9	CCX 10 System	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-UPG-K9	CCX 10.0 A-la-Carte Upgrade Licenses	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-WFM-LIC	CCX 10.0 Workforce Manager Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10-WFM1SL=	CCX 10.0 Workforce Management Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10EP-SUPAK	CCX 10.0 UPGRADE PAK - 10.0, ENH-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10SE-SUPAK	CCX 10.0 UPGRADE PAK - 10.0, STD-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-10SP-SUPAK	CCX 10.0 UPGRADE PAK - 10.0, STD-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-10U-Q-QS1	CCX 10.0 UPG - 4.1 to 10.0 Qty 1 QM-QM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-41-10U-W-WS1	CCX 10.0 UPG - 4.1 to 10.0 Qty 1 WFM-WFM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-10-EHA	CCX 10.0 UPGRADE - 4.X to 10.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-10-EHA-PAK	CCX 10.0 UPGRADE PAK - 4.X EHA - 10.0 EHA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-10-PHA	CCX 10.0 UPGRADE - 4.x to 10.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-4X-10-PHA-PAK	CCX 10.0 UPGRADE PAK - 4.X PHA - 10.0 PHA	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-50-10-EHA	CCX 10.0 UPGRADE - 5.0 to 10.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-10-EHA-PAK	CCX 10.0 UPGRADE PAK - 5.0 EHA - 10.0 EHA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-10-PHA	CCX 10.0 UPGRADE - 5.0 to 10.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-10-PHA-PAK	CCX 10.0 UPGRADE PAK - 5.0 PHA - 10.0 PHA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-10U-A-AS1	CCX 10.0 UPG - 5.0 to 10.0 Qty 1 AQM-AQM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-10U-Q-QS1	CCX 10.0 UPG - 5.0 to 10.0 Qty 1 QM-QM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-50-10U-W-WS1	CCX 10.0 UPGRADE - 5.0 to 10.0 Qty 1 WFM-WFM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-10-EHA	CCX 10.0 UPGRADE - 6.0 to 10.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-10-EHA-PAK	CCX 10.0 UPGRADE PAK - 6.0 EHA - 10.0 EHA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-10-PHA	CCX 10.0 UPGRADE - 6.0 to 10.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-10-PHA-PAK	CCX 10.0 UPGRADE PAK - 6.0 PHA - 10.0 PHA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-10U-A-AS1	CCX 10.0 UPG - 6.0 to 10.0 Qty 1 AQM-AQM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-10U-Q-QS1	CCX 10.0 UPG - 6.0 to 10.0 Qty 1 QM-QM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-60-10U-W-WS1	CCX 10.0 UPG - 6.0 to 10.0 Qty 1 WFM-WFM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-10-EHA	CCX 10.0 UPGRADE - 7.0 to 10.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-10-EHA-PAK	CCX 10.0 UPGRADE PAK - 7.0 EHA - 10.0 EHA	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-70-10-PHA	CCX 10.0 UPGRADE - 7.0 to 10.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-10-PHA-PAK	CCX 10.0 UPGRADE PAK - 7.0 PHA - 10.0 PHA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-10U-A-AS1	CCX 10.0 UPG - 7.0 to 10.0 Qty 1 AQM-AQM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-10U-C-CS1	CCX 10.0 UPG - 7.0 to 10.0 Qty 1 CR-CR Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-10U-Q-QS1	CCX 10.0 UPG - 7.0 to 10.0 Qty 1 QM-QM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-70-10U-W-WS1	CCX 10.0 UPG - 7.0 to 10.0 Qty 1 WFM-WFM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-10-E-E-UPAK	CCX 10.0 UPGRADE PAK - 8.0 to 10.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-10-EHA	CCX 10.0 UPGRADE - 8.0 to 10.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-10-EHA-PAK	CCX 10.0 UPGRADE PAK - 8.0 EHA - 10.0 EHA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-10-P-P-UPAK	CCX 10.0 UPGRADE PAK - 8.0 to 10.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-10-PHA	CCX 10.0 UPGRADE - 8.0 to 10.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-10-PHA-PAK	CCX 10.0 UPGRADE PAK - 8.0 PHA - 10.0 PHA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-10-S-S-UPAK	CCX 10.0 UPGRADE PAK - 8.0 to 10.0, STD-STD	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-10EE-SUPAK	CCX 10.0 UPGRADE PAK - 8.0 to 10.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-10PP-SUPAK	CCX 10.0 UPGRADE PAK - 8.0 to 10.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-10SS-SUPAK	CCX 10.0 UPGRADE PAK - 8.0 to 10.0, STD-STD Seat	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-80-10U-A-AS1	CCX 10.0 UPG - 8.0 to 10.0 Qty 1 AQM-AQM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-10U-C-CS1	CCX 10.0 UPG - 8.0 to 10.0 Qty 1 CR-CR Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-10U-Q-QS1	CCX 10.0 UPG - 8.0 to 10.0 Qty 1 QM-QM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-80-10U-W-WS1	CCX 10.0 UPG - 8.0 to 10.0 Qty 1 WFM-WFM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-10-EHA	CCX 10.0 UPGRADE - 8.5 to 10.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-10-PHA	CCX 10.0 UPGRADE - 8.5 to 10.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-10U-A-AS1	CCX 10.0 UPG - 8.5 to 10.0 Qty 1 AQM-AQM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-10U-C-CS1	CCX 10.0 UPG - 8.5 to 10.0 Qty 1 CR-CR Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-10U-Q-QS1	CCX 10.0 UPG - 8.5 to 10.0 Qty 1 QM-QM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-85-10U-W-WS1	CCX 10.0 UPG - 8.5 to 10.0 Qty 1 WFM-WFM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-10-E-E-UPAK	CCX 10.0 UPGRADE PAK - 9.0 to 10.0, ENH-ENH	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-10-EHA	CCX 10.0 UPGRADE - 9.0 to 10.0 ENH HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-10-EHA-PAK	CCX 10.0 UPGRADE PAK - 9.0 EHA - 10.0 EHA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-10-P-P-UPAK	CCX 10.0 UPGRADE PAK - 9.0 to 10.0, PRE-PRE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-10-PHA	CCX 10.0 UPGRADE - 9.0 to 10.0 PRE HA-HA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-10-PHA-PAK	CCX 10.0 UPGRADE PAK - 9.0 PHA - 10.0 PHA	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-90-10-S-S-UPAK	CCX 10.0 UPGRADE PAK - 9.0 to 10.0, STD-STD	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-10EE-SUPAK	CCX 10.0 UPGRADE PAK - 9.0 to 10.0, ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-10PP-SUPAK	CCX 10.0 UPGRADE PAK - 9.0 to 10.0, PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-10SS-SUPAK	CCX 10.0 UPGRADE PAK - 9.0 to 10.0, STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-10U-A-AS1	CCX 10.0 UPG - 9.0 to 10.0 Qty 1 AQM-AQM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-10U-C-CS1	CCX 10.0 UPG - 9.0 to 10.0 Qty 1 CR-CR Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-10U-Q-QS1	CCX 10.0 UPG - 9.0 to 10.0 Qty 1 QM-QM Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-90-10U-W-WS1	CCX 10.0 UPG - 9.0 to 10.0 Qty 1 WFM-WFM Seat LIC	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-CR70-10K9=	CCX CR 7.0 to 10.0 CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-CR80-10K9=	CCX CR 8.0 to 10.0 CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-CR85-10K9=	CCX CR 8.5 to 10.0 CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-CR90-10K9=	CCX CR 9.0 to 10.0 CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-3X-10K9=	CCX ENH 3.X to 10.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-4X-10K9=	CCX ENH 4.X to 10.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-50-10K9=	CCX ENH 5.0 to 10.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-60-10K9=	CCX ENH 6.0 to 10.0 ENH 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-70-10K9=	CCX ENH 7.0 to 10.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-80-10K9=	CCX ENH 8.0 to 10.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-85-10K9=	CCX ENH 8.5 to 10.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-E-90-10K9=	CCX ENH 9.0 to 10.0 ENH Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-3X-10K9=	CCX PRE 3.X to 10.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-4X-10K9=	CCX PRE 4.X to 10.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-50-10K9=	CCX PRE 5.0 to 10.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-60-10K9=	CCX PRE 6.0 to 10.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-70-10K9=	CCX PRE 7.0 to 10.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-80-10K9=	CCX PRE 8.0 to 10.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-85-10K9=	CCX PRE 8.5 to 10.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-P-90-10K9=	CCX PRE 9.0 to 10.0 PRE Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-QM70-10K9=	CCX QM 7.0 to 10.0 QM Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-QM80-10K9=	CCX QM 8.0 to 10.0 QM Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-QM85-10K9=	CCX QM 8.5 to 10.0 QM Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-QM90-10K9=	CCX QM 9.0 to 10.0 QM 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-3X-10K9=	CCX STD 3.X to 10.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-4X-10K9=	CCX STD 4.X to 10.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-50-10K9=	CCX STD 5.0 to 10.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-60-10K9=	CCX STD 5.0 to 10.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-70-10K9=	CCX STD 7.0 to 10.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-80-10K9=	CCX STD 8.0 to 10.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-85-10K9=	CCX STD 8.5 to 10.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-S-90-10K9=	CCX STD 9.0 to 10.0 STD Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-WFM-70-10=	CCX WFM 7.0 to 10.0 WFM Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-WFM-80-10=	CCX WFM 8.0 to 10.0 WFM Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-WFM-85-10=	CCX WFM 8.5 to 10.0 WFM Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-WFM-90-10=	CCX WFM 9.0 to 10.0 WFM Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGAQM70-10K9=	CCX AQM 7.0 to 10.0 AQM Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGAQM80-10K9=	CCX AQM 8.0 to 10.0 AQM Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGAQM85-10K9=	CCX AQM 8.5 to 10.0 AQM Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGAQM90-10K9=	CCX AQM 9.0 to 10.0 AQM 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-UPGEHA4X-10K9=	CCX ENH HA 4.X to 10.0 ENH HA Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA50-10K9=	CCX ENH HA 5.0 to 10.0 ENH HA Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA60-10K9=	CCX ENH HA 6.0 to 10.0 ENH HA Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA70-10K9=	CCX ENH HA 7.0 to 10.0 ENH HA Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA80-10K9=	CCX ENH HA 8.0 to 10.0 ENH HA Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA85-10K9=	CCX ENH HA 8.5 to 10.0 ENH HA Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGEHA90-10K9=	CCX ENH HA 9.0 to 10.0 ENH HA Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGOIVR8510K9=	CCX OB IVR 8.5 to 10.0 OB IVR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA4X-10K9=	CCX PRE HA 4.X to 10.0 PRE HA Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA50-10K9=	CCX PRE HA 5.0 to 10.0 PRE HA Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA60-10K9=	CCX PRE HA 6.0 to 10.0 PRE HA Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA70-10K9=	CCX PRE HA 7.0 to 10.0 PRE HA Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA80-10K9=	CCX PRE HA 8.0 to 10.0 PRE HA Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA85-10K9=	CCX PRE HA 8.5 to 10.0 PRE HA Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPGPHA90-10K9=	CCX PRE HA 9.0 to 10.0 PRE HA Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX10-10U-E-P-S1	CCX 10.0 UPG - 10.0 to 10.0 Qty 1 ENH-PRE Seat Lic	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
CCX10-10U-S-E-S1	CCX 10.0 UPGRADE - 10.0 to 10.0 Qty 1 STD-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX10-10U-S-P-S1	CCX 10.0 UPGRADE - 10.0 to 10.0 Qty 1 STD-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX3X-10U-E-E-S1	CCX 10.0 UPGRADE - 3.X to 10.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX3X-10U-P-P-S1	CCX 10.0 UPGRADE - 3.X to 10.0 Qty 1 PRE-PRE Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX3X-10U-S-S-S1	CCX 10.0 UPG - 3.X to 10.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX4X-10U-E-E-S1	CCX 10.0 UPGRADE - 4.X to 10.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX4X-10U-P-P-S1	CCX 10.0 UPGRADE - 4.X to 10.0 Qty 1 PRE-PRE Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX4X-10U-S-S-S1	CCX 10.0 UPGRADE - 4.X to 10.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX50-10U-E-E-S1	CCX 10.0 UPGRADE - 5.0 to 10.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX50-10U-P-P-S1	CCX 10.0 UPGRADE - 5.0 to 10.0 Qty 1 PRE-PRE Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX50-10U-S-S-S1	CCX 10.0 UPGRADE - 5.0 to 10.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX60-10U-E-E-S1	CCX 10.0 UPGRADE - 6.0 to 10.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX60-10U-P-P-S1	CCX 10.0 UPGRADE - 6.0 to 10.0 Qty 1 PRE-PRE Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX60-10U-S-S-S1	CCX 10.0 UPGRADE - 6.0 to 10.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX70-10U-E-E-S1	CCX 10.0 UPGRADE - 7.0 to 10.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX70-10U-P-P-S1	CCX 10.0 UPGRADE - 7.0 to 10.0 Qty 1 PRE-PRE Seat Lic	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
CCX70-10U-S-S-S1	CCX 10.0 UPGRADE - 7.0 to 10.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX80-10U-E-E-S1	CCX 10.0 UPGRADE - 8.0 to 10.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX80-10U-P-P-S1	CCX 10.0 UPGRADE - 8.0 to 10.0 Qty 1 PRE-PRE Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX80-10U-S-S-S1	CCX 10.0 UPGRADE - 8.0 to 10.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-10U-E-E-S1	CCX 10.0 UPGRADE - 8.5 to 10.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-10U-OBIVR	CCX 10.0 UPGRADE - 8.5 to 10.0 Qty 1 OBIVR port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-10U-P-P-S1	CCX 10.0 UPGRADE - 8.5 to 10.0 Qty 1 PRE-PRE Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX85-10U-S-S-S1	CCX 10.0 UPGRADE - 8.5 to 10.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90-10U-E-E-S1	CCX 10.0 UPGRADE - 9.0 to 10.0 Qty 1 ENH-ENH Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90-10U-OBIVR	CCX 10.0 UPGRADE - 9.0 to 10.0 Qty 1 OBIVR port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90-10U-P-P-S1	CCX 10.0 UPGRADE - 9.0 to 10.0 Qty 1 PRE-PRE Seat Lic	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX90-10U-S-S-S1	CCX 10.0 UPGRADE - 9.0 to 10.0 Qty 1 STD-STD Seat	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

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:

https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco Unified Contact Center Express 10.x through 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: <https://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 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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