End-of-Sale and End-of-Life Announcement for the Cisco Country-specific Unified Contact Center Enterprise, Packaged Contact Center Enterprise, and Cisco Voice Portal Offers

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Overview

EOL13291

Cisco announces the end-of-sale and end-of-life dates for the Cisco Country-specific Unified Contact Center Enterprise, Packaged Contact Center Enterprise, and Cisco Voice Portal Offers. The last day to order the affected product(s) is July 26, 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 Country-specific Unified Contact Center Enterprise, Packaged Contact Center Enterprise, and Cisco Voice Portal 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.	January 26, 2020
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.	July 26, 2020
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 24, 2020
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 26, 2021
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 26, 2021
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	October 22, 2022
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, 2023

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
IPCE-MARKETPRICE	Contact Center Enterprise Market Price Licenses	See the Product Migration Options section below for detailed information on replacing this product.	–	–
PCCE-MARKETPRICE	Contact Center Enterprise Market Price Licenses	See the Product Migration Options section below for detailed information on replacing this product.	–	–
PCCE-MP-AGT	Market Price CCE Packaged Agent	See the Product Migration Options section below for detailed information on replacing this product.	–	–
CVP-11XPT-MKTPRC	CVP 11.X Market Price Port License	See the Product Migration Options section below for detailed information on replacing this product.	–	–
CVP-11XRD-MKTPRC	CVP 11.x Market Price Redundant Ports	See the Product Migration Options section below for detailed information on replacing this product.	–	–
CVP-12X-MKTPRC	CVP 12.x Market Price Configuration	See the Product Migration Options section below for detailed information on replacing this product.	–	–
CVP-12XPT-MKTPRC	CVP 12.X Market Price Port License	See the Product Migration Options section below for detailed information on replacing this product.	–	–
CVP-12XRD-MKTPRC	CVP 12.x Market Price Redundant Ports	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-11X-MKTPRC	CVP 11.x Market Price Configuration	See the Product Migration Options section below for detailed information on replacing this product.	–	–
IPCE-MP-TLKTAGT	Market Price CCE Premium Finesse Agent License	See the Product Migration Options section below for detailed information on replacing this product.	–	–

Product migration options

Refer to the product specific sections in the Customer Contact Center Ordering Guide: https://www.cisco.com/c/dam/en/us/products/collateral/customer-collaboration/CCBUorderingguide.pdf.

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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