

End-of-Sale and End-of-Life Announcement for the Cisco A-CJP Offer

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco A-CJP Offer. The last day to order the affected product(s) is November 23, 2022. The last day to renew or add to an existing subscription is November 23, 2022. Customers with active service contracts and subscriptions (as applicable) 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 and subscriptions (as applicable), support will be available under the terms and conditions of customers' service contract and subscription.

Customers are encouraged to migrate to a Flex 3.0 for Contact Center subscription (A-FLEX-3-CC).

The Cisco Collaboration Flex 3.0 Contact Center Ordering Guide is available at this link:

<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 A-CJP Offer

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.	May 25, 2022
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.	November 23, 2022
End of Change/Renewal Date*: Subscription	The last date to Renew or Add to an existing subscription.	November 23, 2022
Last Date of Support**: Subscription	The last date to receive applicable subscription entitlements, service and support for the product as entitled by active subscriptions and service contracts(as applicable) or by warranty terms and conditions. After this date, all subscription and support services for the product are unavailable, and the product becomes obsolete.	November 30, 2025

*The requested subscription start date needs to be on or before the End-of-Sale Date for new subscriptions, and on or before the End of Change/Renewal Date for subscription changes and renewals.

**The projected subscription term end date for new or changing subscriptions needs to be on or before the Last Date of Support.

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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
A-CJP	Webex Contact Center	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-ACP-AGT-ENT	Webex Contact Center Concurrent Premium Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-ACS-AGT-ENT	Webex Contact Center Concurrent Standard Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-AGENT-ENT	Webex Contact Center Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-ARC	Archive Storage per 50GB	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-ARC-O	Archive Storage Overage per 50GB	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-CNPC	Webex Contact Center Premium Concurrent Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-CNPC-O	Webex Contact Center Premium Concurrent Agent Overage	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
A-CJP-CNSC	Webex Contact Center Standard Concurrent Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-CNSC-O	Webex Contact Center Standard Concurrent Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NCMC	Campaign Management Concurrent Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NCMC-O	Campaign Management Concurrent Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NQM	Quality Management Named Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NQM-O	Quality Management Named Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NWFA	WFO Analytics Named Named Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NWFA-O	WFO Analytics Named Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NWFB	WFO Bundle Named Agent	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
A-CJP-NWFB-O	WFO Bundle Named Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NWFM	Workforce Management Named Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NWFM-O	Workforce Management Named Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NWFM2	Workforce Management Named Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NWFM2-O	Workforce Management Named Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NWFT	WFO Analytics with Transcription Named Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NWFT-O	WFO Analytics with Transcription Named Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-RS	Additional Recording Storage - Months Committed	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-RS-HR	Additional Recording Storage - Monthly Hours Used	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
A-CJP-RTS	Real Time Storage 50GB Monthly	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-RTS-O	Real Time Storage Overage per 50GB	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

Customers are encouraged to migrate to a Flex 3.0 for Contact Center subscription (A-FLEX-3-CC).

The Cisco Collaboration Flex 3.0 Contact Center Ordering Guide is available at this link:

<https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/collab-flex-3-contact-center-og.html>.

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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