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Product End-of-Life Notice
Cisco public

End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, and Cisco Unified Intelligent Contact Management Enterprise 11.5



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Overview

EOL12384 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, and Cisco Unified Intelligent Contact Management Enterprise 11.5. The last day to order the affected product(s) is October 19, 2018. 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.

This end-of-life announcement covers the 11.5 components bundled in the products: CCEH-MEDIA115-K9 and ICMEH-MEDIA115-K9. These components are:

- Cisco Finesse 11.5
- Cisco Unified Intelligence Center (CUIC) 11.5
- Cisco Unified Customer Voice Portal (CVP) 11.5
- Cisco SocialMiner 11.5
- Cisco Remote Silent Monitor (RSM) 11.5
- Cisco Unified Contact Center Management Portal (CCMP) 11.5
- Cisco Computer Telephony Integration Object Server (CTIOS) 11.5

End-of-life milestones

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, and Cisco Unified Intelligent Contact Management Enterprise 11.5

| 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. | April 20, 2018 |
| 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. | October 19, 2018 |
| 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. | January 17, 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. | October 19, 2019 |
| 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. | October 19, 2019 |

| Milestone | Definition | Date |
|---|---|------------------|
| End of Service Contract Renewal Date: App SW | The last date to extend or renew a service contract for the product. | January 14, 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. | October 31, 2021 |

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 |
|---------------------------------|--|---|---------------------------------|------------------------|
| COL-CC-ADVG | Advantage 3 year term - Contact Center- 1K Units | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| COL-CC-3Y-ADVG= | Advantage 3 year term - Video - 1K Units Spare | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| CCC-SSSSSS-TT-ADVG | Advantage 3 year term - WebEx - 1K Units | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| COL-CC-T-ADVG | Advantage Program - Contact Center- 1K Units | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC10-LIC-KEY | EA CC License Key - Version 10.x | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC115-LIC-KEY | EA CC License Key - Version 11.5 | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC11-LIC-KEY | EA CC License Key - Version 11.x | 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 |
|---------------------------------|---|---|---------------------------------|------------------------|
| EA-CC-LIC-KEY | EA CC License Key - Version 9.x | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-SUITE= | EA CC Suite - Pricing subject to config and eligib reqs | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-AGT | EA Contact Center Enterprise Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-AGT= | EA Contact Center Enterprise Agent for PUT | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-FMG-AGT | EA Contact Center Enterprise Agents - Full Mig | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-NEW-AGT | EA Contact Center Enterprise Agents - New | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-PRMG-AGT | EA Contact Center Enterprise Agents - Product Mig | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-IBMIG-AGT | EA Contact Center Enterprise IB Mig Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-IBMIG-PORT | EA Contact Center Enterprise IB Mig Port | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-MIG-AGT | EA Contact Center Enterprise Mig Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-MIG-PORT | EA Contact Center Enterprise Mig Port | 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 |
|---------------------------------|---|---|--|------------------------|
| EA-CC-PORT | EA Contact Center Enterprise Port | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-PORT= | EA Contact Center Enterprise Port for PUT | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-NEW-PORT | EA Contact Center Enterprise Ports - New | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-FMG-PORT | EA Contact Center Enterprise Ports - Full Migration | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-PRMG-PORT | EA Contact Center Enterprise Ports - Product Mig | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-BUNDLE-K9 | Enterprise Agreement Contact Center Ent Suite - Top Level | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| HCS-CC-MEDIA-11 | HCS-CC Contact Center 11.0 Media Set | HCS-CC-MEDIA-116 | HCS-CC Upgrade Contact Center 11.6 Upgrade Media Set | - |
| HCS-CC-PUT-106= | HCS-CC Upgrade Contact Center 10.6 Upgrade Media Set | HCS-CC-PUT-116= | HCS-CC Upgrade Contact Center 11.6 Upgrade Media Set | - |
| HCS-CC-PUT-110= | HCS-CC Upgrade Contact Center 11.0 Upgrade Media Set | HCS-CC-PUT-116= | HCS-CC Upgrade Contact Center 11.6 Upgrade Media Set | - |
| HCS-CC-MEDIA-115 | HCS-CC Upgrade Contact Center 11.5 Upgrade Media Set | HCS-CC-MEDIA-116 | HCS-CC Upgrade Contact Center 11.6 Upgrade Media Set | - |
| EA-CC-PORT-COUNT | IVR Port Metric for the Customer Collaboration Suite | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-PORT-COUNT2 | IVR Port Metric for the Customer Collaboration Suite | 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 |
|---------------------------------|--|---|---|------------------------|
| CCEH-MEDIA115-K9 | Media Kit for Unified CC Enterprise 11.5 | CCEH-MEDIA116-K9 | Media Kit for Unified CC Enterprise 11.6 | - |
| ICMEH-MEDIA115-K9 | Media Kit for Unified ICM Enterprise 11.5 | ICMEH-MEDIA116-K9 | Media Kit for Unified ICM Enterprise 11.6 | - |
| EA-CC-BUNDLE-RTU | Paper based RTU with Agent & Port Counts | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC10-BUNDLE-RTU | Paper based RTU with Agent & Port Counts | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC11-BUNDLE-RTU | Paper based RTU with Agent & Port Counts | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-AGT-COUNT | Total Peak Concurrent Agent for Customer Collaboration Suite | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| EA-CC-AGT-COUNT2 | Total Peak Concurrent Agent for Customer Collaboration Suite | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

Product migration options

Contact your ATP Partner or Cisco Account Team for assistance planning an Enterprise Agreement refresh.

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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Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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